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ON SOCIAL SCIENCE AND MANAGEMENT
(SICONSEM 2017)

4-5 DECEMBER 2017
ADYA HOTEL, LANGKAWI, MALAYSIA

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ICT

A SURVEY OF METAHEURISTIC APPROACHES FOR CURRICULUM BASED COURSE TIMETABLING PROBLEM

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ABSTRACT

Purpose - The aim of this paper is to explore approaches applied for solving CBCTT by presenting features of implementation related to it. The idea is to prepare references structure for future implementation. There are numerous surveys related to approaches in University course timetabling problem (UCTP) (Babaei, Karimpour, & Hadidi, 2014; Nandhini & Kanmani, 2009). Usually surveys that carried out involved post enrollment course timetabling problem (PECTT) and curriculum-based course timetabling problem (CBCTT) together in one literature. Sometimes the depth of information tend to be reduced as both version need to be highlighted at the same place. This can leads to confusing of references in implementation of new approach in terms of features that each versions support. The review of available approaches in solving CBCTT problem in this paper produces information that can be used for future development and experimentation such as number of instances that should be used, neighborhood structure(s) that can be applied and number of experiment repetitions. As stated by Wolpert & Macready (1997) that there is no unique 'best' algorithm which performs better than any other algorithm on every test problem (data instance), hence, this paper provides guidelines for future investigation on solving CBCTT problem using other metaheuristic techniques or approaches.

Methodology - This paper surveys some of the approaches that have been applied and reported in the literature to solve the CBCTT using the same benchmark data instances that are available at the website of Curriculum-based Course Timetabling (<http://tabu.diegm.uniud.it/ctt>). As the basis for comparison, each approach was described in terms of the following parameters (if exist): technique(s), neighborhood structure applied, number of instances tested, formulation used, number of experiment repetitions and result achieved (quality of solution). The result for each data instance is then compared to the best known solutions.

Findings - Table 1 shows the comparison results of the CBCTT benchmark datasets between the best approaches of simulated annealing (SA), tabu search (TS), great deluge (GD) and artificial bee colony (ABC) together with the best known solution (until 7/4/2017) for the benchmark datasets with particular technique(s) and author(s) produced in CBCTT website (<http://tabu.diegm.uniud.it/ctt>). Work from Abdullah & Turabieh (2012) that implemented TS related approaches shows eleven best (bold) results over 21 problem instances with the lowest total penalties i.e. 1451.

Table 1: Comparison of Results on CBCTT Benchmark Datasets by SA, TS, GD and ABC related Approaches with the Best Known Solution

Data Instance	Best of SA	Best of TS	Best of GD	Best of ABC	Best of Known Solution		
	Tarawneh et al. (2013) (A_3)	Abdullah & Turabieh (2012) (A_8)	Abdullah et al. (2010) (A_{11})	Fong et al. (2014) (A_{16})	Solution	Author(s)	Technique(s)
comp01	5	5	5	5	5	Andrea Schaerf	Tabu Search
comp02	35	30	39	87	24	Barcelogic Team	SAT-based
comp03	77	70	76	126	64	Alexander Kiefer	Very Large Neighborhood Search (VLNS)
comp04	43	35	35	81	35	Tomas Muller	Local Search
comp05	293	300	315	776	284	Alexander Kiefer	VLNS
comp06	51	42	50	182	27	Barcelogic Team	SAT-based
comp07	15	8	12	68	6	Barcelogic Team	SAT-based
comp08	46	37	37	132	37	S. Abdullah and H. Turabieh	Other
comp09	99	100	104	191	96	lu and hao	Tabu Search
comp10	6	7	10	152	4	Barcelogic Team	SAT-based
comp11	0	0	0	21	0	Andrea Schaerf	Tabu Search
comp12	307	323	337	462	294	Alexander Kiefer	VLNS
comp13	71	59	61	141	59	lu and hao	Tabu Search
comp14	55	55	53	163	51	Gerald Lach	Mathematical Programming
comp15	68	70	73	171	62	Alexander Kiefer	VLNS
comp16	32	18	32	152	18	Barcelogic Team	SAT-based
comp17	61	65	72	142	56	Barcelogic Team	SAT-based
comp18	70	72	77	103	61	Alexander Kiefer	VLNS
comp19	62	58	60	173	57	Tomas Muller	Local Search
comp20	14	11	22	163	4	Barcelogic Team	SAT-based
comp21	81	86	95	212	74	Antony Phillips	Mathematical Programming
Total Penalties	1491	1451	1565	3703			

Keywords: Curriculum-based university course timetabling, metaheuristics approaches, survey

CONCLUSIONS

This paper reviewed several literature on solving CBCTT problem using metaheuristics approaches. The parameters such as the algorithms, neighbourhood structures, number of data instances, formulation, number of experiment repetitions and results were highlighted in the review. The comparison on the results produced by each approaches was also presented to determine the best metaheuristics approach so far. The output of this review can be used by researchers that want to further investigate on other metaheuristics approaches in solving the CBCTT problem.

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DESIGN AND STATISTICAL ANALYSIS OF INITIAL SOLUTION CONSTRUCTION APPROACH IN CURRICULUM BASED COURSE TIMETABLING PROBLEM

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ABSTRACT

Purpose - This paper investigates the construction phase approach in which the sequential order of the courses/lectures applied several combination of graph heuristics to generate a population of initial solutions in curriculum-based course timetabling (CBCTT). The construction of population of initial solution is a prerequisite in a population-based metaheuristic implementation. To produce a population of initial solution require algorithm that can produce multiple feasible solutions and these solutions must be diverse. This process is a crucial task because it can affect the convergence speed and also the quality of the final solution (Rahnamayan, Tizhoosh, & Salama, 2007). This study able to produce a set of initial solution, therefore it is able to contribute to the improvement phase of approach that uses population of initial solutions such as ant colony optimization (ACO) (Socha, Joshua, & Michael, 2002), genetic algorithm (GA) (Lewis & Paechter, 2005), and harmony search algorithm (HSA) (Al-Betar & Khader, 2010). The approach in this study also shows that a feasible timetable can be found for numerous data set problems.

Methodology - The first step in the method is to determine the sequential order of courses/lectures to be schedule using the combination of graph heuristics. From six different graph heuristics described in Burke, McCollum, Meisels, Petrovic, & Qu (2007), this study investigates only three type of heuristics. The graph heuristics are largest degree (events that have a large number of conflicts with other events are scheduled earlier), weighted degree (events that have large number of students in the conflict are scheduled earlier), saturation degree (events that have the smallest number of free valid periods are assigned earlier). The courses were ordered using single heuristic, and a combination of two heuristics. The ordering method is identified by the following label of combination(s): L (largest degree), W (weighted degree), S (saturation degree), LS (largest degree with saturation degree, WS (weighted degree with saturation degree), SL (saturation degree with largest degree), and SW (saturation degree with weighted degree). The weighted degree is a heuristic that orders the events by the descending number of students involved in conflicts. This heuristic already contains the largest degree (descending number of conflicts) heuristic, therefore there is no combination between largest degree and weighted degree.

In the second step, each of the lectures/courses which is previously arranged based on the heuristics setting will be randomly and iteratively allocated to valid empty slots while satisfying all the hard constraints. If a lecture unable to be allocated to any slots due to no more valid empty

slots, it will be added into the unscheduled lectures record. The unscheduled lectures/courses record will be assigned later to the timetable using several methods that executed in a sequence. The unassigned lecture assignment procedures consisted of 9 procedures. Each procedure tries to assign all the unassigned lectures to a valid timeslot. If there are more unassigned lectures, the next procedures will be executed. This implies that the current procedures are not able to assign some lectures; therefore, the next procedure will be attempted.

Findings - The total number of initial solutions produced over 50 iterations for 20 runs of SW, LS and SL is shown in Table 1. It is observed that graph heuristics SW and SL have the probability of producing zero (0) feasible of initial solutions in Run 18 and 8 respectively. Based on this, it can be concluded that the graph heuristic LS is the best setting compared to SW and SL.

Table 1: Comparing SW, LS and SL in Producing Feasible Initial Solutions Produced over 50 Iterations for 20 runs on Comp05 data instance

Run	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
SW	3	5	2	2	5	2	6	3	3	4	3	4	1	2	1	4	2	0	3	2
LS	3	2	4	2	2	4	2	2	1	2	3	4	3	2	4	5	3	3	2	3
SL	7	2	2	3	3	2	3	0	3	3	3	4	2	3	3	8	2	2	4	4

Keywords: Curriculum-based university course timetabling, graph heuristics, initial solution, population-based metaheuristic, statistical analysis

CONCLUSIONS

This paper presented construction approach that uses combination of graph heuristics to determine the sequential order of courses/lectures in curriculum based course timetabling problem to produce a population of initial solutions. Result demonstrates that the construction approach with the use of largest degree followed by saturation degree, created maximum number of population instead of the use of single graph heuristics. The result of this study can be applied in the second phase of solving CBCTT that is the implementation phase, so that the solution (timetable) will be optimize to the lowest number of soft constraints, i.e. near to optimal solution.

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ENHANCING STUDENTS' INTEREST AND ACHIEVEMENT IN PROGRAMMING 1 SUBJECT THROUGH PAIR PROGRAMMING

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ABSTRACT

Purpose - Fear of programming subject is very common among Bachelor of Science in Information Technology novice students, since it is one of the most difficult subjects taken by them. Similarly, the lecturers face high challenges in delivering this subject. The students' interest need to be gained so that they will practice programming without giving up. Additionally, the lecturers face high failure rates for this subject. By tradition, lecturers prefer to teach this subject through lecture and lab exercises (Maguire, Maguire, Hyland, & Marshall, 2014). However, in today's learning environment and required skills for the 21st century, this approach is no longer suitable. Collaborative learning has been widely cited in literature as an approach that can provide benefits to the first year programming students (Maguire et al., 2014; Teague & Roe, 2009). Therefore, this study adapted pair programming technique to enable collaborative learning and promote deep learning in programming class.

Pair programming is implemented by having two students working in pairs to solve a problem using one workstation. One of the students become the driver, who controls the input device and type the code. Meanwhile, another student becomes the navigator who is responsible to review the typed code and think for alternative solutions. Both will change their roles frequently (McDowell, Werner, Bullock & Fernald, 2006). Researches has shown that this technique has been applied successfully for programming courses (e.g. Salleh, Mendes, & Grundy, 2011; McDowell, Hanks & Werner, 2003). Similarly, result from the survey and focus group discussion conducted in this study indicates that the pair programming technique is able to increase students' interest in Programming 1 subject. Also, the examination results of the repeaters increased as compared to the previous semester.

Methodology - During the semester, the pair programming technique was implemented in the Programming 1 class. To gather students' feedback, an online survey and focus group discussion were implemented. The instrument for online survey was developed by referring to the existing studies, which contains three sections. Generally, 7-point semantic differential scale ranging from Strongly Disagree to Strongly Agree was used in most of the questions (Zikmund, Babin, Carr & Griffin, 2010). Furthermore, the focus group (Martakis & Daneva, 2013) discussion was conducted by selecting seven students. Their opinion were gathered in more detail through the discussion. Finally, the examination results of the repeaters of the subjects are compared to observe their improvements.

Findings - Thirty five (35) students were involved with the online survey, whereby majority of them were the repeaters of the subject (74%). Most of them stated that their previous lecturer used traditional approach in programming class (68%). Based on the outcomes of online survey and focus group discussion, pair programming is found to have a lot of benefits to the students. They highlighted that this technique is able to enhance their communication skill and helped them to produce better quality of code. On top of that, they agree that this technique helped them in getting solutions correctly and faster by following the proper steps. It increased their interest in programming and enable them to complete java programs more precisely.

Besides that, other stated benefits are enhancement in critical thinking and communication skills, teamwork, problem solving, programming skills and improve their confidence. Enhancing their interest is very critical because when they have interest, then only they will do their best to understand the subject and try to learn more deeply. Otherwise, they will not put full effort for the subject. Additionally, by working in teams, they are able to exchange knowledge as well as improve the quality of code and design. Nevertheless, the students emphasized that to implement pair programming successfully, few important factors need to be considered. Among them are the programming ability and similar motivation among the pairs and their compatibility. This is supported by an existing study (Keefe et al.,2006).

Furthermore, outcome from the pair programming technique implementation can be seen from the students' achievements. The examination results of the repeaters are examined to understand their improvement. Majority of them improved their grades as compared to the previous semester. Four students achieved A or A-. Only few remained with the same grade or lower. This shows that when their interest can be gained, they are able to achieve better results.

Keywords: Pair programming, programming course, interest, achievement.

CONCLUSIONS

In a nutshell, this study has provided an initial evidence on the suitability of collaborative learning approach, specifically the pair programming technique in programming classes. The findings are aligned with the existing studies. The ability of pair programming to promote deep learning can be seen. Thus, this study suggests other lecturers to use the same approach for their programming classes.

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THE IMPACT OF ELECTRONIC INFORMATION RESOURCES ON ACADEMIC RESEARCH: A CASE STUDY OF KADUNA POLYTECHNIC

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ABSTRACT

Purpose - With advancement of Information and Communication Technology (ICT) and Internet, e-resources have become influential tools to educational information by spreading high-tech knowledge and giving individuals everywhere fast access to enormous resources. With the proliferation of e-resources around the globe, there is an increase in usage of the resources for research and other educational purposes. A study to assess the effect of e-resources on the academicians is vital so as to ascertain the extent of usage and the impact e-resources has on their scholarly work. Although there have been a number of studies that discussed the impact of e-resources use in the universities worldwide, the research on the impact of e-resources usage on productivity of academicians is quite low. This study sought to address these issues by exploring the perceived effect of electronic resources usage on the lecturers in their literature search for professional growth by and large and the institution's academic excellence for the teaching, learning and research. Specifically the objectives of this study are (1) to determine the pattern of e-resources usage by academicians, (2) to examine the perceived impact of e-resources usage on the academicians' research.

Methodology - The research method adopted for this study was survey method. The population of the study consisted of 1500 academic staff member in Kaduna Polytechnic. The sample size of the study is 306. It is calculated using the formula on Morgan's statistical table which stands at 95% level of confidence and 5% margin error (Sekaran, 2003). The questionnaire was divided into three sections. Section A deals with the demography of the respondents. Section B consist of questions on access, usage and awareness of e-resources and the last section consider the perception of academic staff toward the impact e-resources usage on their research output. The questionnaire was design on a five-point Likert scale where, 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = strongly agree and 5 = agree. A total of 320 questionnaires were distributed randomly to the academic staff of Kaduna Polytechnic. Off 320 questionnaires, 295 were returned that gave a response rate of 96.4% and were also found to be usable for analysis. The returned questionnaires were screened and coded in SPSS v 23 for analysis. Descriptive statistic such as simple percentage, frequency count, cross tabulation and chi-square were performed in order to get the required result based on the research objectives of the study.

Findings - *Pattern of Usage*

Table 1 shows the pattern of e-resources usage. Based on Table 1, all respondents access e-resources but accessed it at various places. Of 295 respondents, 204 (69%) accessed e-resources at the Kaduna Polytechnic library. The majority (95%) of respondents use e-resources for research. This finding concurs with those findings of Santhi and Gopalakrishnan (2016). It is evidenced from the findings that majority of the respondents use e-resources frequently. This is reflected in Table 1 where 266 respondents accessed e-resources either daily or most of the days.

Table 1: Demographic Profile

Item	Frequency	Percentage (%)
Place of Access		
• Office	29	10
• Home	35	12
• Library	204	69
• Café	11	4
• Others	16	5
Purpose of Use		
• Research	279	94
• Teaching	14	5
• Others	2	1
Frequency of Use		
• Daily	150	50
• Most Days	116	39
• Weekly	27	9
• Others	2	1

Impact of E-Resources on Academicians' Research

When asked about how e-resources enhanced their academic research, the majority (58%) of respondents believe that the provision of current and up-to-date e-resources enhanced their research. Other respondents believe that free access to full text articles (27%), quick access to material (7%) and relevant bibliographic search tools (7%) enhance their research. The findings also show that most respondents is in agreement that e-resources contribute to their research (median = 4, IQR = 1).

Keywords: Electronic information resources, E-resources, academic staff, information communication technology.

CONCLUSIONS

The study show high level of acceptance of e-resources by academicians as indicated by their responses towards utilization of the resources. Frequency and awareness of usage had great

impact on their research. In addition, the positive perception of academicians toward e-resources has great impact on their research output and publications.

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THE IMPACT OF USERS' AGE, GENDER, EDUCATION, AND EXPERIENCE ON THEIR SATISFACTION PERCEPTION OF M-BANKING APP'S USABILITY

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ABSTRACT

Purpose - One of the most trending and current technological innovations in mobile commerce today is mobile banking (m-banking). Notably, the ever growing market for mobile phone has led to a consequent parallel mounting opportunities for the growth and saturation of m-banking enterprises with lots of accruing business dividends following. This notwithstanding, the context of use of m-banking apps presents great challenges particularly with regard to mobile usability. The unique features of mobile phones such as smallness of screen size, non-traditional input method among others, make usability complex, hard and difficult and thus, negatively impacts users' perceived satisfaction and usability of the m-banking apps' interfaces (Hussain et al., 2015). In the design, service and evaluation of mobile phones, usability is counted as a central issue. This is because users access, and use a range of functions and features in an app through the obviously limited user interface regularly whilst they are on the move (or busy doing other activities). These usability challenges by implication have effect on the users' perceived satisfaction of mobile banking apps. This paper reports on a study on the perceived satisfaction of users of m-banking apps for three banks in Nigeria. In the study, the impact of users' age, gender, experience, and education on their satisfaction perception of m-banking apps' usability was assessed and evaluated. The study was triggered because of the scarcity such studies in available research literature.

Methodology - In this study, a survey approach was used to collect data and a sample of 150 online participants was selected purposively for the study. The selected participants were identified and recruited via Facebook and emails. The participants were all mobile banking users in Nigeria. Three banks were selected for the study. The selected participants were customers to one or any of the three banks and users of their respective mobile banking applications. The three banks include: GtBank, Skye Bank, and Diamond Bank. Online questionnaire was distributed to the selected respondents via Facebook and emails. The filled questionnaires were returned through the same channel. The study instrument was adapted from Abubakar et al. (2015). The instrument was face validated. In addition, a construct validation was done and the instrument was psychometrically valid for the study as all items were loaded onto the construct "perceived satisfaction". The result of factor analysis indicates that the variance of the principal component

(construct, i.e. perceived satisfaction) that was explained by each item in the instrument ranged from 0.674 to 0.918. The Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy is 0.962 (very close to 1), indicating that the correlation matrix of the instrument's items is adequate for the factor analysis. The Bartlett's test of sphericity is: approx. $\chi^2(595) = 15557.52$, $p=0.000$ (i.e. $p < 0.01$); this shows that the correlation matrix of items in the instrument is not an identity matrix, implying that the instrument has good construct validity. Furthermore, the instrument has good reliability (Cronbach alpha = 0.986).

Findings - This section presents the results of analysis and discussion of the findings. The impact of users' age, gender, education and experience on their satisfaction perception of m-banking apps' usability was analyzed and evaluated. The mobile banking apps used had a significant impact on the satisfaction perception of m-banking apps' usability, $F(2, 329) = 4.147$, $p < 0.05$. All users of the three bank apps were satisfied with their banks' m-banking application interface, however, Gtbank users had the highest perceived satisfaction ($M=6.846$, $SD=1.28$), followed by Skye Bank users ($M=6.552$, $SD=1.05$). Diamond Bank users had the least perceived m-banking application satisfaction ($M=6.417$, $SD=0.98$). Further post hoc pair-wise comparison (using Bonferroni's type-1 error correction) revealed that Gtbank and Diamond Bank pair were significantly different in their perceived user satisfaction ($p < 0.05$), all other pairs had the same level of perceived satisfaction. This result indicates the Diamond Bank m-banking apps user interface needs improvement to enhance users' perception of its usability and satisfaction. Furthermore gender significantly impacts on the users' satisfaction perception of m-banking apps' usability, $F(1, 330) = 4.616$, $p < 0.05$. The male users ($M=6.731$, $SD=1.22$) irrespective of their banks, had more perceived m-banking satisfaction than the females ($M=6.375$, $SD=0.83$).

A one-way ANOVA reveals that users' age significantly impacts on their satisfaction perception of m-banking apps' usability, $F(3, 328) = 5.767$, $p < 0.01$. There seems to be a quadratic trend in the level of users' perceived m-banking usability satisfaction as the users' satisfaction rises with age from age category 20-30 ($M=6.501$, $SD=1.29$) to age category 31-40 ($M=6.766$, $SD=1.30$) up to the peak at age category 41-50 ($M=6.776$, $SD=0.89$) and fell afterwards at age category 51 and above ($M=5.895$, $SD=1.08$). However, irrespective of age, the users had certain levels of satisfaction, the older users (ages 51 and above) had the least user satisfaction ($M=5.895$, $SD=1.08$). The middle aged users (ages 31-50) seemed to be more enthusiastic and satisfied than all other age groupings (the younger, ages 20-30 and the elderly, ages 51 and above). In addition, the users' educational qualification significantly impacts their satisfaction perception of m-banking apps' usability, $F(4, 327) = 6.756$, $p = < 0.01$. There is an increasing trend in their average perception with higher educational qualification; secondary school ($M=4.73$, $SD=0.00$), diploma (5.52 , $SD=0.84$), first degree ($M=6.71$, $SD=1.14$), masters ($M=6.73$, $SD=1.14$), and PhD ($M=7.15$, $SD=1.35$). The higher the users level of education, the more they were satisfied with the apps interfaces. However, there seems to be a near plateau experience for first degree and master's degree holders before a rise in the users satisfaction experience at PhD level. PhDs are the most satisfied with m-banking. Furthermore, users' experience with the use of the apps significantly impacted their satisfaction perception of m-banking apps' usability, $F(4, 327) = 5.618$, $p > 0.01$. There was also a slight quadratic trend in the perceived satisfaction of m-banking users

on the basis of experience with m-banking apps use. Users' satisfactions grow with experience (from 1-2 years [M=6.114, SD=1.61], to 3-4 years [M=6.58, SD=1.04], to 5-6 years [M=6.912, SD=0.92], to 7-8 years [M=6.947, SD=0.92], but after this peak experience, there was a decline at 9 and above years experience (M=6.894, SD=1.25). This shows a diminishing return in perceived satisfaction with higher experience (at years 9 and above). There is some sort of plateau from 5-6 to 7-8 years of experience before the decline in perceived satisfaction.

Keywords: Application usability, mobile banking, user satisfaction.

CONCLUSIONS

Perceived satisfaction and usability of m-banking applications are interwoven because usable m-banking apps interfaces are satisfying interfaces and when users are satisfied with an interface, it is an indication of its usability. Moreover, satisfaction is one of the dimensions of usability. In this study, the user satisfaction of m-banking application users for three banks in Nigeria was assessed. Their perceived satisfaction based on the usability of the application interfaces was measured and evaluated. A one-way ANOVA was computed to determine the impact of users' gender, age, educational qualification, and usage experience on their satisfaction perception of m-banking apps' usability. The results show that these demographics significantly influence users' satisfaction perception of m-banking apps' usability.

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UNDERSTANDING THE MONITORING PRACTICES OF TELEWORKERS IN THE PUBLIC SECTOR IN MALAYSIA

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ABSTRACT

Purpose - The concept of teleworking or telecommuting is known as working away from the traditional brick and mortar office at anytime and anywhere through utilizing ICT tools to link workers to their main office. In practice, Malaysia has started implementing the teleworking arrangement especially in multinational corporations. However, the implementation is not widely spread in the nation because majority of the Malaysian organizations do not officially acknowledge the concept of teleworking (Rafidah et al., 2006). The most common issue among managers who manage teleworkers is the loss of control over their subordinate's daily job activities (Davis, 2011). On the other hand, employees are concerned with the issue of violation of workplace privacy and decreased opportunity for jobs promotions. There have been many studies that focuses on monitoring strategies of teleworkers and organizations in the western context (Kurlan and Egan, 1999; Fairweather, 1999). However, the strategies for monitoring Malaysian teleworker could be different as people in Malaysia are integrated into cohesive in-groups with collective tendencies (Ndubisi, 2004). Thus, the objective of this research is to explore the monitoring requirements and to identify the practices of monitoring teleworkers in Malaysian government organization. This research is based on a case study of Jabatan Kerja Raya (JKR) or Public Works Department where the results are mainly based on the practices of teleworking at JKR. Organizational Control theory has been used as a framework in achieving the objectives of the study. Three types of controls that are output, behaviour and clan are being examined and confirmed that all those controls are required in monitoring teleworkers.

Methodology - This research employed a qualitative methodology with focuses on the single case study about the Work from Home Pilot Program organized by Public Work Department (JKR) under the Ministry of Work. Based on the organizational control theory (Gosset, 2009; Tannenbaum, 1968; Eisenhardt, 1989), a research framework is developed to guide our analysis (Nafishah et. al, 2013). The data collection methods are interview and reading the related document produced by JKR and letters from Public Service Department (JPA). The purpose of the variety of methods

for collecting data was to triangulate data to ensure that the data is valid. The interview questions were adapted from the previous studies on teleworking (Rafidah et al., 2006). In this study the researcher interviewed the manager that was responsible for the JKR Work from Home Pilot Program. The Content analysis technique was used to analyze the data. After data analysis, the researcher emailed the preliminary findings to the respondent as part of member checking technique to seek confirmation of the validity of the data collected and analyzed.

Findings - The findings are based on a single case study of the public service department's Work from Home Pilot Program project. This program was to be implemented on trial basis. Department of Public Service or *Jabatan Perkhidmatan Awam (JPA)* is the agency involved that absorbs Work from Home Pilot Programs as part of an innovation and the transformation of the civil service. *Jabatan Kerja Raya (JKR)* or Public Works Department under the Ministry of Work is the very first public institution to implement this Programme. The project involved 39 staffs who were selected based on the scope of duties which only involve with the use of computers and Internet. Those selected for the project were shortlisted based on their job performance, scope, place of living and family status. However, there were no changes in their salary and allowances. The research finding shows that JKR has adopted the blended type control of behavioral, output and clan during the program. For behavioural control, four mechanisms were practiced in monitoring teleworkers which are work requirement formalization, rules and protocols, technological monitoring usage and physical supervision. The output control mechanism include goal setting process, deliverables focus and checkpoints. The teleworkers were measured on the quality and the timeliness of the deliverables. The checkpoints or status update is a policy of the company that is specified that the teleworkers should provide status updates periodically (i.e. daily, weekly etc.). Six concepts proposed by (O'Dwyer, O., Conboy, K., & Lang, M., 2013) was applied to analyse the use of clan control in the public sector department. Based on the blended mode of control, the monitoring practices must have clear organizational goal and policy, ICT as alternatives of visibility and presence lacking in monitoring and trust between (JKR) employer and employees.

CONCLUSIONS

This research is the provision of real industrial experience of managers in monitoring teleworkers which could create a balance between the needs of managers and teleworkers in terms of job satisfaction. The study limits its scope of monitoring practices in one public organization only which is JKR. Thus, it would be worthwhile to further investigate in a wider scope to include private sectors. It is anticipated that the finding would include various types of monitoring practices that can be implemented in organization fit to their teleworking environment. Our work is dedicated in exploring the experiences of managers in monitoring teleworkers. In order to enrich the finding, it would be worthy to explore the perspective of both managers and teleworkers. Hopefully, it would balance the need of managers and teleworkers in terms of job satisfaction. This would create a win-win situation for both parties.

Keywords: Control, case study, content analysis.

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FRAMEWORK FOR A SEMANTIC DATA TRANSFORMATION IN SOLVING DATA QUALITY ISSUES IN BIG DATA

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ABSTRACT

Purpose - Today organizations and companies are generating a tremendous amount of data. At the same time, an enormous amount of data is being received and acquired from various resources and being stored which brings us to the era of Big Data (BD). BD is a term used to describe massive datasets that are of diverse format created at a very high speed, the management of which is near impossible by using traditional database management systems (Kanchi et al., 2015). With the dawn of BD, Data Quality (DQ) has become very imperative. Volume, velocity and variety – the initial 3Vs characteristics of BD are usually used to describe the main properties of BD. But for extraction of value (which is another V property) and make BD effective and efficient for organizational decision making, the significance of another V of BD, veracity, is gradually coming to light. Veracity straightly denotes inconsistency and DQ issues. Today, veracity in data analysis is the biggest challenge when compared to other aspects such as volume and velocity. Trusting the data acquired goes a long way in implementing decisions from an automated decision making system and veracity helps to validate the data acquired (Agarwal, Ravikumar, & Saha, 2016). DQ represents an important issue in every business. To be successful, companies need high-quality data on inventory, supplies, customers, vendors and other vital enterprise information in order to run efficiently their data analysis applications (e.g. decision support systems, data mining, customer relationship management) and produce accurate results (McAfee & Brynjolfsson, 2012). During the transformation of huge volume of data, there might exist data mismatch, miscalculation and/or loss of useful data that leads to an unsuccessful data transformation (Tefagiorgish, & JunYi, 2015) which will in turn leads to poor data quality. In addition of external data, particularly RDF data, increase some challenges for data transformation when compared with the traditional transformation process. For example, the drawbacks of using BD in the business analysis process is that the data is almost schema less, and RDF data contains poor or complex schema. Traditional data transformation tools are not able to process such inconsistent and heterogeneous data because they do not support semantic-aware data, they are entirely schema-dependent and they do not focus on expressive semantic relationships to integrate data from different sources. Thus, BD requires more powerful tools to transform data semantically. While the research on this area so far offer different frameworks, to the best of the researchers knowledge, not much research has been done in relation to transformation of DQ

in BD. The much that has been done has not gone beyond cleansing incoming data generally (Merino et al., 2016). The proposed framework presents the method for the analysis of DQ using BD from various domains and applying semantic technologies in the ETL transformation stage to create a semantic model for the enablement of quality in the data.

Methodology - The proposed framework offers task of producing semantic data in the format of RDF triples from the source data base on the semantics encoded in the semantic data web TBox. A Knowledge Base (KB) usually consists of two mechanisms. That is, TBox and ABox. The TBox presents the vocabulary of a domain. And the ABox composed of the set of declarations representative of instances. The ABox declarations always follow the TBox. The assumption in this paper, is that the mechanisms of a KB are given the description by a set of RDF triples, that is, a KB is an RDF graph without distinctiveness between classes and instances. Furthermore, discussion on the components of the framework were made which can be implemented on any specific domain of interest. The framework is divided into three layers: namely Definition Layer, ETL Layer, and Data Warehouse Layer. The definition of the Semantic Data Web (SDW) schema, data sources, and the mappings between the data sources and the target are given in the first layer – **Definition Layer**. The Definition segment of the semantic data web TBox intends to define a TBox giving the description of the appropriate data and the SDW schema built on the requirements. Definition of mappings between a data source TBox and the target TBox can be done by the user making use of the segment of Define Mapping. ETL process are intended in the **ETL Layer**. The extraction of data from various sources are intended in the extraction segment while the various task of cleansing and to conversion of the format such as data normalization, integrity violation checks, filtering, sorting and grouping are envisioned in the traditional transformation segment after the data have been extracted which will then be stored in a **Staging Area** which is the storage that is used to store the intermediary ETL sub process results. Still on the transformation, but this time the Semantic Transformation which does the conversion of the data into RDF triples based on the target TBox. And lastly, the Load segment will either straightly load the produced RDF triples by the Semantic Transformation segment or will load from the RDF dump file to the triple store. The **Data Warehouse Layer** is the layer for storage of the transformed semantic data. SPARQL queries will be used to analyze the stored data.

Findings - It will be proven in the evaluation that will be carried out the degree to which the created triples are consistent and complete (which are the data quality dimensions used in the measurement of quality in data) and linked semantically comparing the results with previous studies. The future work is the implementation of the framework by using BD set from a chosen domain. Likewise, the proposed framework will be validated by the future work.

Keywords: Semantic Transformation, Data Quality, Big Data, ETL

CONCLUSIONS

Transforming BD which is composed of large volume with various formats running at a high speed demands a semantic approach. The framework inclines towards overcoming the limitations

associated with obtaining quality data from vast amount of heterogeneous data. Also, the proposed framework pointed out the significance of using semantic technologies in transforming BD. Furthermore, discussion on the components of the framework were made which can be implemented on any specific domain of interest. The future work is the implementation of the framework by using BD set from a chosen domain. Likewise, the proposed framework will be validated by the future work.

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FORMAL ANALYSIS OF ANXIETY IN COGNITIVE MODEL OF INTERVIEWEE MENTAL STATE

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ABSTRACT

Purpose - Anxiety is an aversive motivational state that occurs on a condition of perceived threat and its contributes to the definition of the mental state of an interviewee during interview session. In order to design an intelligent software agent that understands the states of an interviewee for the purpose of providing support, the various constructs that contribute to the formation of the interviewee mental state needs to be conceptualized and formally analysed. The construct of interview anxiety is the feeling of apprehension or anxiousness that is relatively paversive among applicants or contestants across interview events (McCarthy & Goffin, 2004). Interview involves social dialogue with unknown personality (interviewer) and talking with strangers in a situation where one has relatively low control triggers anxiety (Ayres, KeereetawEEP, Chen, & Edwards, 1998). Therefore, anxiety can be considered as a fundamental factor in selection interview, since the process is highly evaluative and demanding in nature (R. Heimberg & Keller, 1986). Several programs have been designed to treat social anxiety and nonassertive behaviors from a cognitive-behavioral perspective (e.g., R. G. Heimberg, Madsen, Montgomery, & Mcnabb, 1980), however, programs for the cognitive-behavioral treatment of interview anxiety is not very popular. This perspective can be extended in the cognitive agent paradimn for designing intelligent artefact that provides supports for interviewee. Intelligent interview coaching systems have been built but mostly in recorgnising users based on verbal and non-verbal gestures that are measurable during interviews, e.g. MACH (Hoque, Matthieu, & Martin, 2013); and TARDIS (Anderson et al., 2013). In order to build a system capable to understand the mental state of the interviewee before providing the required support during interview sessions, the interplaying constructs that define such behaviours must be incoporated. The three major constructs that have been hypothesised to immensely interact to define the mental state of an interviewee are anxiety, self-efficacy and motivation (Huffcutt, Van Iddekinge, & Roth, 2011). This paper is on a formal model of interviewee anxiety which has been simulated and validated mathematically to determine possible equilibria points which serve to define the stability of the model. The validated model when fully integrated with models of interviewee self-efficacy and motivation constructs can serve as the basis for designing an intelligent agent that is capable of providing supportive interview coaching.

Methodology - This work is on formal modeling of interviewee anxiety based on theoretical framework conceptualized from generalized anxiety disorder and test-taking anxiety. A conceptual model of the construct of anxiety is designed from factors that interplayed from the aforementioned

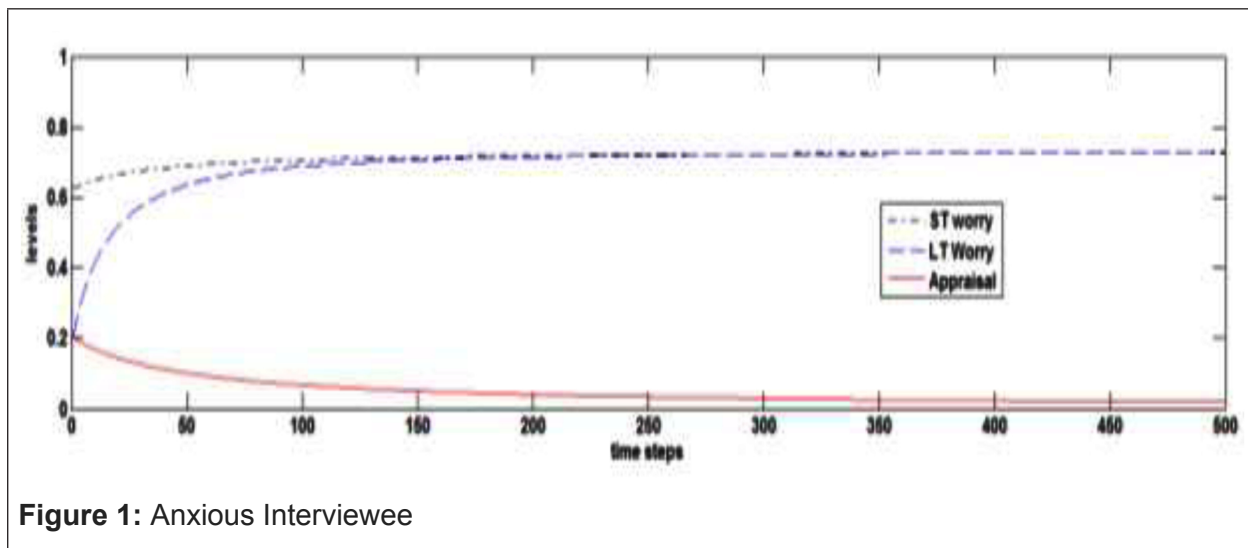
theories that can significantly be related to interviewee mental state. The conceptual model is decomposed to a mathematical formation defining the instantaneous and temporal equations. This is done by considering the relationships between nodes, weight contributions of nodes and combination functions of factors as represented in the graphical models. First-order differential equation is considered for the definition of the temporal equation. MATLAB is used to simulate the model to determine temporal dynamics that is related to known cases of interviewee anxiety in the literature.

Findings - Simulation Results

The simulation result for an extreme anxiety cases for fictional interviewee is shown in Table 1.

Table 1: Input Factors Initials

Input factors	Scenario 1	Scenario 2
Relatedness (Rd)	0.1	0.9
Task demand (Td)	0.9	0.1
Self-efficacy (Se)	0.1	0.9
Prior experience (Pe)	0.1	0.9
Personal autonomy (Pa)	0.1	0.9
Social support (Ss)	0.1	0.9
Trait anxiety (Tr)	0.9	0.1
Personality (Pn)	0.1	0.9



Keywords: Cognitive modeling, intelligent agent, interviewee mental state, interview-anxiety.

CONCLUSIONS

A formal model of interview anxiety conceptualized from theoretical framework of related anxiety theories was presented. The model was simulated to relate its dynamic properties to identified

cases in literature and was found to comply with most known cases. For its full potential to be explored, the formalized anxiety model has to be integrated with that of the two other constructs (self-efficacy and motivation) hypothesised to define the mental state of interviewee during interviews. The integrated model can be incorporated into software agent that provides support during interview coaching.

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i-DASHBOARD: REAL-TIME DECISION SUPPORT FOR MANUFACTURING INDUSTRY

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ABSTRACT

Purpose - Decision support tool is becoming an important tool to assist decision maker in making good business decision. An accurate decision support is the main business measurement and benchmarking where it technically assists a corporate organization to gain competitive advantage. Most often, the business operation data are collected daily and recorded in MS Office files in silos and not integrated. Therefore, data across multiple departments were unable to be made available in a timely manner. Due to this reason, there is a need for such data management system that contains integrated data with the ability to assist fast and appropriate decision making with an aid of visual graphical information. In this study, i-Dashboard is applied to a selected manufacturing industry, aims to assist a General Manager to make a decision based on the online information provided by the relevant departments prior to approving a request from the clients.

Dashboard can be easily delivered to assist the user in decision making (Abdul Rahman, Bena Adamu & Harun, 2017). It is a tool that organizes the presentation of information in a way that is easy to be interpreted (Chowdhary et al., 2005) and allows data to be exported into other formats. In some cases, it also provides online analytical processing that enables multi-dimensional analytical queries, encompasses relational database report writing and data mining. Following Karami et al. (2013), and Siraj and Shadan (2015), different dashboard views have been designed for users based on their roles in the organization. For example, Siraj and Shadan (2015) proposed a dashboard application design that provides a single-screen display of relevant information such as the phone performance and coin collection reports, as well as generating revenue to enable faster and more effective decision making. Visualization is a technique for a dashboard to connect the user in the information processing experience. According to Few (2006), dashboard is the most important visual display that should be good in delivering information at first glance.

Methodology - The methodology in this project is adopted from Siraj & Shadan (2015) in developing the i-Dashboard. The mapping of the system with the manufacturing industry is based on several meetings and interviews with the manufacturing industry. Basically, the

manufacturing industry involved in this study offers three main sectors, namely Services, Trading and Manufacturing.

Services sector. The information regarding the company's financial status, inventories and manpower are crucial to the decision making of the General Manager. Initially, all document forms are filled in manually and recorded in Excel files. The documents are stored in a file according to their types (Invoices, Payment Vouchers and others). Three departments are responsible to provide information to the General Manager, namely Finance, Tech and Sales, and Human Resource Departments,

Trading sector. The communication between the industry and the researchers was vital in determining the flow of information for the Trading sector. The departments involved are Finance, Technical and Sales, Production and Human Resource department.

Manufacturing sector. Similar to other sectors, the input from the four departments is very important to the General Manager before the decision is made whether to approve or reject the request from the client. The developed i-Dashboard enables the communication of these data to take place in a digital through Web-based, tablet or smart phone.

Results - Dashboard should act as a unique and powerful tool for decision support system (Few, 2006). Dashboard speaks by visualizing the data represented by graph and charts. Therefore, a poor design of dashboard system may fail in delivering the user with accurate information. As mentioned in the earlier section, the i-Dashboard is meant for the manager, receiving input at most from four departments. For the three sectors provides by the selected industry, the departments involved are Financial, Technical and Sales, Production and Human Resource. Further discussion on the development of i-Dashboard is focusing on the information that flows into the General Manager i-Dashboard's window. The information required by the GM includes Financial Status, Stock Level (Production), Stock Level (Raw Material), Inventory Record (Consumable), Inventory Record (Equipment), Manpower Record and Sales Track Record before making the final decision whether to accept or reject a request from a vendor.

Keywords: Dashboard, Real-Time, Decision Support, Manufacturing Industry

CONCLUSION

The test for multiple screen of i-Dashboard has been carried out by the respective departments and the General Manager at the site. Both head of departments and the General Manager have verified that the accuracy of the results is very satisfying. The only result that is slightly inaccurate is the monthly financial status. This is due to the fact that the industry only supplied a few data about the salary of the employees in database. Hence, this problem can be overcome by including more data from the financial department. As a conclusion, the proposed i-Dashboard is ready to be used as a tool that can support the manufacturing industry in the business activities and

decision process by extracting information from various departments as well as providing analysis of the current status of business activities. In addition, the requirement analysis, decision process and dashboard design can be used for dashboard development applied to other industries. The development can be focused on the process, the key elements and the principle in designing the effective dashboard. Future work will be concentrated on the use of cloud as a data storage and embracing big data technologies in facilitating the decision making.

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ACCENT IDENTIFICATION OF MALAYSIAN AND NIGERIAN ENGLISH BASED ON ACOUSTIC FEATURES

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ABSTRACT

Purpose - This paper studies acoustics features of energy, pitch and formants of Malaysian and Nigerian English vowels with the aim of effective accents identification using multi liner regression (MLR) and linear discriminant analysis (LDA) classifiers for performance improvement of ASR when exposed to accented speech. Accent being a foremost source of ASR performance degradation has received a great attention from ASR researchers. Majority of ASR applications were developed with native English speakers speech samples without considering fact that most of its potential users speaks English as a second language with a marked accent, hence its poor performance when exposed to accented speech. Previous studies on accent has shown that the ability to correctly recognized accent has greatly enhanced the recognition performance of ASR when exposed to accented speech data. In a study of 14 regional accents of British, (Hanani, Russell, & Carey, 2013) achieved a performance increase of 5.58%. A study by (Vergyri, Lamel, & Gauvain, 2010) using six different regional accented English shows an average of 41.43% WER. Which was reduced to 27% on the incorporation of accent identification module. Several studies have explored several acoustic features of speech such as energy, pitch, formants, MFCC, and LPC to establish the differences between regional or cross ethnics accent aimed at better understanding of the differences in the acoustic features to enhance ASR performance. Apparently from the previous studies reviewed above, it is evident that accent constitute a hurdle to the performance of ASR. Hence, consequently serves as a barrier to ASR wide reception and usage in real life situations. Consequently, it becomes pertinent that accent should be given adequate research attention with the view of enhancing ASR performance to accented speech which will inherently promotes its wide acceptability and applicability globally.

Analysis shows that ME occupies more formant space than NE. Eo, F2, F3 and F4 are significant in differentiating the two accents. ME has a higher CR than NE, while MLR performs better than LDA. Fusion of the features performs better than any of the individual acoustic features.

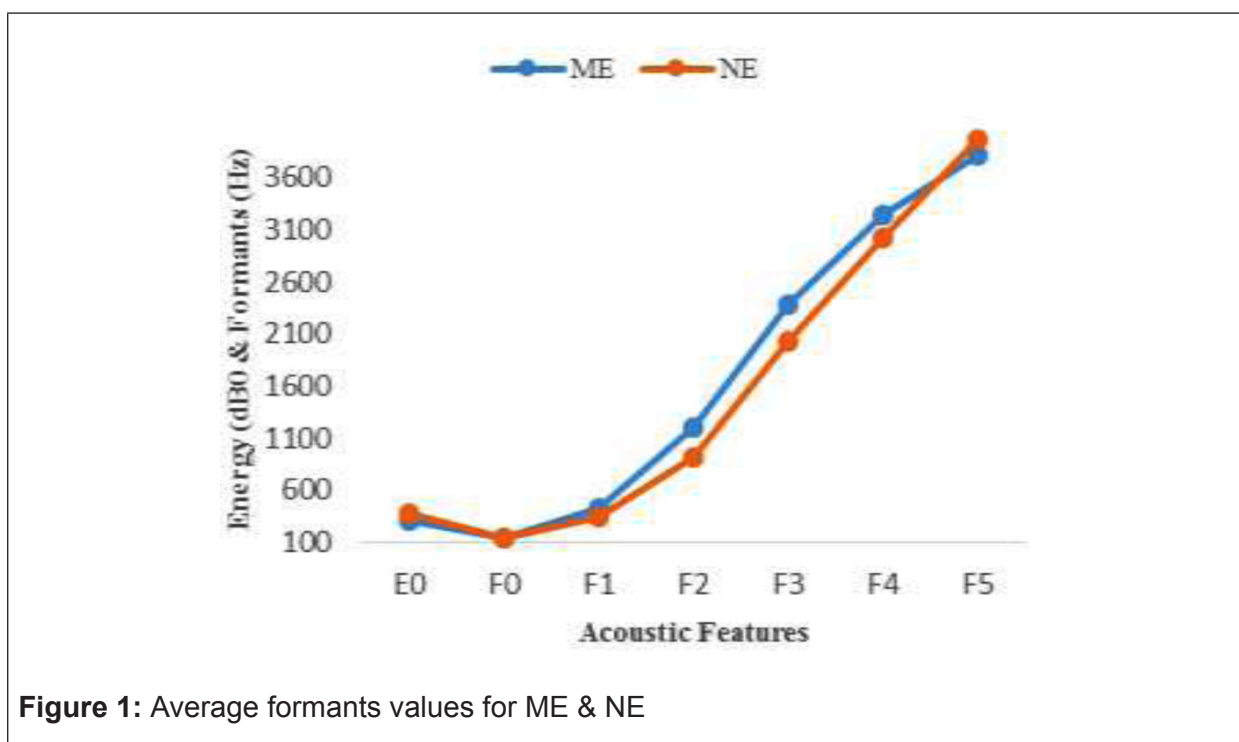
Methodology - The experiment set up in this work consist of dataset formation, acoustic feature extractions and classification.

1. Dataset- The speech dataset used in this study is made up of two separate dataset: ME and NE. The ME dataset was obtained from the collection of (MY, Siraj, Yaacob, Paulraj, & Nazri, 2010). The dataset consist of speech from Malay, Chinese, and Indian male. The NE consist of 1500 utterances of five pure English vowels obtained from selected 30 Nigerian students from Universiti Utara Malaysia (UUM). The speakers are made of 10 male from each of the major three ethnics of Hausa, Ibo, and Yoruba. Each of the speakers for both NE and ME dataset, read the 5 consonant-vowel (CV) pair of “KA”, “KE”, “KI”, “KO”, and “KU” representing five vowels of /a/, /e/, /i/, /o/, and /u/ (MY et al., 2010).

2. Acoustic Features- From the speech dataset, acoustic features energy, pitch and formants (F1-F5) and were extracted from the pure vowels of English using Matlab codes.

3. Classification-Accent identification is done using two classifiers: MLR and LDA by classifying the features into five vowels classes based on ME and NE accents. Both classifiers are trained and tested with randomized data of ratio 70% and 30% respectively. While training and testing is done with 10-folds cross validation.

Findings - Analysis of the result shows that, NE accent has a higher E0 and F0 value than ME. However, while the difference in their E0 values is significant enough to differentiate between the accent, the difference of their F0 value is insignificant. For the case of formants, F1 – F4 values of ME is higher than NE. NE has a higher F5 value than ME. Based on the differences in formants values, F2, F3, and F4 have significant differential values that can be explored to differentiate between the accents. F5 and F1 have the least differential values between the accents. Figure 1 below gave a graphical representation of the relationship between the acoustic features and the accents.



Keywords: Automatic speech recognition; Accent recognition; Multi Liner Regression (MLR) ; Linear Discriminant Analysis (LDA); Formants analysis.

CONCLUSIONS

In this study, we carried out vowel analysis of ME and NE accents. Acoustic features of Eo, F0, F1, F2, F3, F4, and F5 were extracted from data sets of Malaysian and Nigerian males. Analysis of EFFs shows that NE has higher values of Eo, F0 and F5. ME has higher values in F1, F2, F3, and F4. The values of EFFs are also distinct for each of the vowels across the accents. We conducted accent identification of the two accents using MLR and LDA classifiers based on the different combinations of the above acoustic features. Based on EFFs CR, vowel /a/ has the highest CR and vowel /i/ has the least CR value. ME has higher CR than NE. In the future, we intend to explore other acoustic features such as MFCC and LPC together with their derivatives and explore different combinations and masking of features.

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MAXENTTAGGER FOR MALAY JAWI POS-TAGS

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ABSTRACT

Purpose - Malay is a major language of the Austronesian family spoken in many countries. Malay Jawi is lacking in annotated resources and tools. In addition, Part-of-speech (POS) ambiguity in Natural Language Processing (NLP) is a vague important phenomenon that needs to be solved immediately. Since POS is an important feature of the word, and is the link between the words and syntax, POS tagging (POST) needs to provide intermediate results showing superior performance to the next NLP tasks. POS ambiguity is a main problem in increasing POST performance. POST performance is often measured with accuracy and precision of a tag and it was considered critical to NLP application. Some of the standard package POS tagging provided in Natural Language Toolkit (NLTK) are Brill tagger, HMM tagger, and CRF Tagger. In this paper, POST Malay Jawi implemented NLP tools, NLTK for the *state-of-the-art* methods tagger; maximum entropy models. NLTK is used as the implementation tool for Jawi tagging, as syntax and semantics of the language is transparent, and it has the good functionality of NLP-operator. The tool also uses Python as the implementation language.

Methodology - In this model, feature set will be used for tagging learning using Classify package in the NLTK module. Feature selection method is an important task which will determine the classification performance increase (Tang, Alelyani, & Liu, 2014). Feature selection improves the performance in terms of speed and effectiveness of learning. Feature selection also reduces the number of data dimensions and discards irrelevant data, repetitive, and noisy data. NLTK has a number of feature set based classifiers built-in; these operate on a variety of algorithms, including decision-tree models, Naïve Bayesian models, the Mallet and Weka machine-learning package, and maximum-entropy models (Malecha & Smith, 2010). Some works have already been done to create a part-of-speech tagger in NLTK using maximum entropy models (Ratnaparkhi, 1996) and megaM package (Daume III, 2004). Based on previous work (Hassan, Nazlia, & Mohd Juzaidin, 2015; Malecha & Smith, 2010), some features are included, which is expected to correspond to the Malay Jawi as well as appropriate to different language and writing. The simplest type of tag feature is affix features. These features are based on the prefixes and suffixes of a word. Construction of these features is done automatically from the training corpus by recording all

prefixes and suffixes up to a certain length, together with their neighborhood information. In addition to using the current word, the tags of surrounding words can also be used as features. A common example in Malay Jawi might be that the word following a cardinal is often a noun and sometimes a verb, but rarely an adjective or preposition. These features are expected to be useful for classification when languages use modifiers and word positioning to convey meaning. This paper based on the experimental study achieved in Juhaida et. al (2017). We have conducted five experiments on features using NLTK parameters for selecting the best features that maximize accuracy.

Findings - The best model for the Malay Corpus is used in classifying the non-annotated Quran corpus. Table 1 shows the result of the words with ambiguity classes in the test corpus. According to the Malay Corpus tagset, for the word “كَلْبِق” (*kiblat*), the maximum amount of ambiguous word is the sum of four words that are tagged as Direction (KAR), Adjective (ADJ), Noun (KN) and Symbol (SYM). The word “كَلْبِق” (*kiblat*) is not in the training data and gives a variety of results. There are also prefix and suffix features that do not reflect the meaning of word affixation for words such as words that start with “me”, such as “*mereka* [them]”, “*merah* [red]”, or words ending in “an”, such as “*adegan* [scene]”, and “*kawasan* [place]”. Examples of words mentioned are not word affixation for words. This indicates features information for the whole words needs to be taken into account.

Table 1: Ten highest words with ambiguity class in the test corpus (Quran Jawi Translation Corpus)

	Buckwalter format	Translation		Occurrences	Ambiguity
		Malay Jawi	English		
1.	lyht	تھیل	see	4	KK, KN
2.	jAenlh	طَلْن غَاج	do not	3	KG#, KN
3.	AntArA	اراتنا	between	6	KSN, KN
4.	hAdVknlh	طَلْن كَفْدَاه	face it	3	ADJ, KN
5.	lAlw	ولال	then	3	KK, ADV
6.	brAymAn	ناميارب	believer	18	KK, KT
7.	sQAIA	الفس	everything	5	ADV, KN
8.	kVdAX	ثادفك	to him	36	KSN, ADJ
9.	tAhw	وہات	know	13	KK, KN
10.	kAmw	وماك	you	41	ADJ, KG

Keywords: features selection, machine learning algorithm, part-of-speech, malay jawi

CONCLUSIONS

In this paper, experiments have been conducted on Jawi MaxEntTagger POS-Tags. The comparison is made for the results of the development and implementation of algorithms by calculating the accuracy of the state-of-the-art word tagging to identify the best models. The average accuracy is calculated based on the k-fold cross-validation, k = 10. The best model

with useful features obtained with the highest accuracy, is displayed in percentage accuracy, precision, F-measure and confusion matrix. This paper covers part of the methodology of testing, experiments of the best tagging, and the results of each involved sub-corpus. This corpus is unique due to the Buckwalter code applied. This corpus will serve as a benchmarking corpus for the development and evaluation systems in word tokenization, as well as further language processing in Malay Jawi. This study is focusing on ambiguity classes and out-of-vocabulary (OOV) problem in the Jawi POS tagging. The findings in this study are comparable to previous studies of words not found in the dictionary (OOV). This is because the model used does not add a special literal feature on the words found in the corpus.

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EFFECTS OF ONLINE CONSUMER ATTITUDES TOWARDS CUSTOMER LOYALTY IN E-COMMERCE MOBILE APPLICATIONS IN THAILAND

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ABSTRACT

Purpose - The aim of this study is to examination the effects of online consumer attitudes towards customer loyalty in e-commerce mobile applications in Thailand.

Methodology - Here, the data were gathered by using questionnaire from 356 online consumers in Thailand. With the results of the study, design and satisfaction have a significant positive relationship and effectiveness with customer loyalty but security has a significant negative. Also, design, assortment, perceived value, security, fulfillment, satisfaction, and trust have positively moderate the makes regular repeat purchase, purchases across product and service lines, refers others, and demonstrates an immunity to the pull of the competition. In summary, online consumer attitudes is the antecedent of customer loyalty; application design, application security, and satisfaction are the factor of explaining customer loyalty; and online consumer attitudes is the partial moderator of the relationships. Potential discussion is efficiently implemented in the study. Theoretical and managerial contributions are obviously provided.

Results - The descriptive statistics and correlation matrix for all variables are presented in Table 3. With respect to potential problems relating to multicollinearity, variance inflation factors (VIF) were used to provide information on the extent to which non-orthogonality among independent variables inflates standard errors. The VIFs range from 2.410 to 3.748, well below the cut-off value of 10 recommended by Neter, Wasserman and Kutner (1985), meaning that the independent variables are not correlated with each other. Therefore, there are no substantial multicollinearity problems encountered in this study.

Table 3: Descriptive Statistics and Pearson's Correlation Matrix of Study Variables

Variables	CLT	DST	AMT	FMT	PVT	SCT	SFT	TRT	VIFs
X	3.601	4.118	4.042	3.988	3.844	3.988	3.897	3.938	
S.D.	0.759	0.597	0.667	0.643	0.700	0.638	0.666	0.678	
CLT	-	0.385**	0.390**	0.391**	0.138**	0.363**	0.529**	0.462**	

(continued)

Variables	CLT	DST	AMT	FMT	PVT	SCT	SFT	TRT	VIFs
DST		-	0.714**	0.670**	0.552**	0.566**	0.592**	0.599**	2.615
AMT			-	0.609**	0.522**	0.595**	0.595**	0.596**	2.410
FMT				-	0.741**	0.691**	0.640**	0.655**	2.984
PVT					-	0.823**	0.721**	0.692**	3.090
SCT						-	0.749**	0.684**	3.022
SFT							-	0.793**	3.748
TRT								-	3.233

Note: **Correlation is significant at the 0.01 level (2-tailed)

Multiple linear regression analyses were carried out to test the individual hypothesized relationships.

Significance - Assortment, perceived value, fulfillment and trust do not have a significant impact (at 5 percent significance) on customer loyalty. Design and satisfaction have a significant positive impact on customer loyalty but security has a negative significant impact on customer loyalty. The results highlight, that hypothesis accept includes H1, H4, and H6 were supported at 5 percent significance level. The implications of result are now explored in the discussion section.

Keywords: Online Consumer Attitudes, Customer Loyalty, Mobile Application, E-Commerce

CONCLUSION

This study aims at investigating the relationships and effects between online consumer attitudes and customer loyalty of e-commerce mobile application in Thailand. Online consumer attitudes are the independent variable of the study and it includes design, assortment, perceived value, security, fulfillment, satisfaction, and trust. Likewise, customer loyalty is the dependent variable of the study. Here, 356 online consumers in Thailand were chosen as a sample of the study. The results indicate that design, assortment, perceived value, security, fulfillment, satisfaction, and trust are positively related to makes regular repeat purchase, purchases across product and service lines, refers others, and demonstrates an immunity to the pull of the competition. In addition, application design, application security, and satisfaction have a positive influence on customer loyalty. According to the results of the study, future research is needed to conceptualize the measurements of online consumer attitudes and to collect data from other population and/or a comparative population in order to widen the perspectives.

Theoretical Contributions and Future Directions for Research

This study explicitly provides a clearer understanding of online consumer attitudes that has a significant positive influence on customer loyalty. Also, online consumer attitudes have an important positive impact on customer loyalty. Likewise, online consumer attitudes are the moderator of the customer loyalty relationships. Essentially, the study potentially expands the theories on previous knowledge and literature of online consumer attitudes and customer loyalty in e-commerce mobile applications. For advancing the field theoretically, this study is one of the first known studies to link online consumer attitudes to customer loyalty in the E-Commerce businesses of Thailand. With

the results of the study, the need for further research is apparent. Because e-commerce mobile applications does not only play significant role in becoming the moderator of the customer loyalty relationships, future research is suggested to review extensive literature of the moderating effects on these relationships. To potentially increase reliability, benefits, advantages and contributions of the study, future research should collect data from other countries in AEC and/or comparative population.

Managerial Contributions

For the managerial contribution of the study, this study helps executives and mobile application developers clearly identify and justify key components that are more critical in an e-commerce market. In fact, it is the applications design, application security, and satisfaction that can explicitly link to response to customer demand and more mobile application performance. Then, executives need to focus on applications design, application security, and satisfaction and put more emphasis on them. To maximize the benefits, advantages and contributions of applications design, application security, and user satisfaction, executives must also resort to other resources to support their operational efficiency and effectiveness, and create new opportunity particularly in the cyber markets.

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MOTIVATIONS FOR AGILE ADOPTION AMONG SOFTWARE STARTUPS IN SAUDI ARABIA

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ABSTRACT

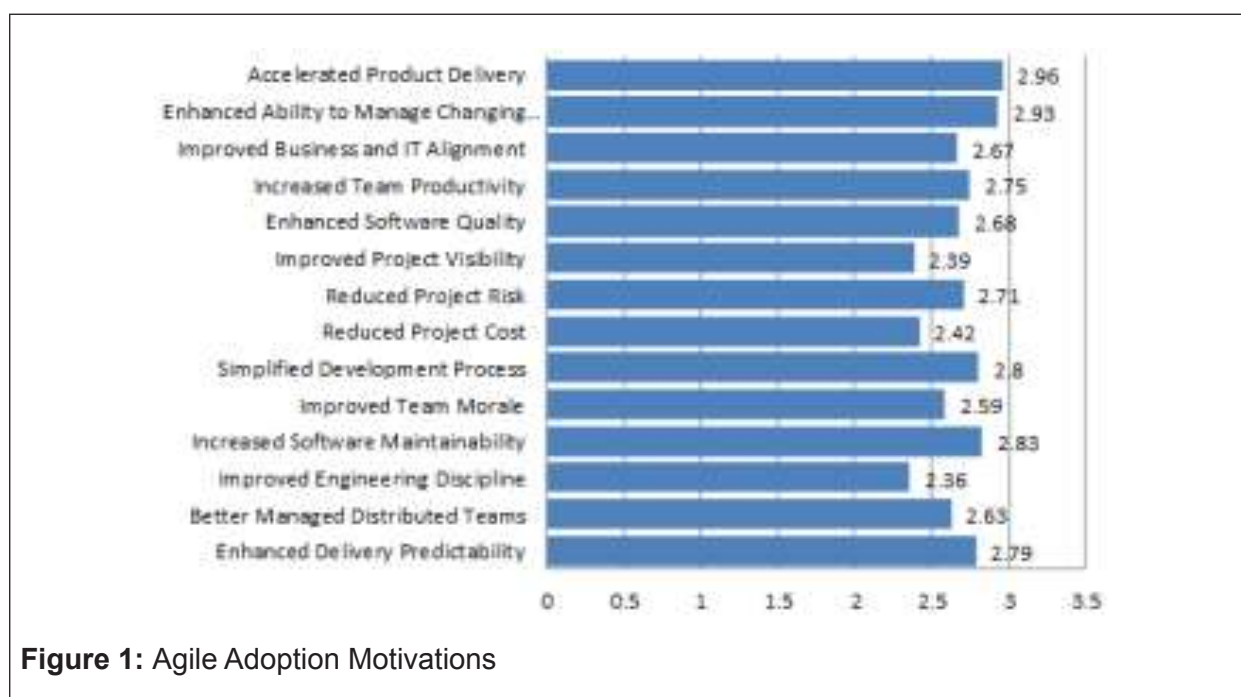
Purpose - Agile software development methodology (ASDM) has become a more popular development method for software development, especially for startup companies. Agile adoption is a complex task that dependent on several factors where they are often tailored to be integrated into existing processes (Rohunen et al., 2010). Not all agile processes and practices are suitable for small-scale startups, for instance, there are some practices could have negative impact. The failure of some startups is mainly caused by the failure to develop products due to the lack of adopting of proper development methodology (Giardino et al., 2014). However, there is a lack of studies on factors that affect the selection or adoption of agile methodologies (Tripp & Armstrong, 2014). Furthermore, there is a clear gap in studies that focus in the region (Dingsøyr et al., 2012). Moreover, most of the recent studies do not focus on startups as a medium that adopt ASDM, that currently plays a huge role software industry in the region. There is also a global absence of studies related to startups software development. These gaps provide a good rationale for this study. This study therefore attempts to showcase the motivation rationale for agile adoption among software startups in Kingdom of Saudi Arabia (KSA).

Methodology - In this study, an online survey approach was used to capture the responses. The survey was conducted between March and April 2016. Questionnaires were sent to 25 business incubators via email in KSA, with 175 questionnaires distributed to software startups inside those incubators. The response rate was 43%. After the elimination of software startups that do not adopt ASDM, the remaining participants were 64. The sampling unit was a startup company where the respondents were employees with software development related positions. In addition, the study instrument was developed using Mohamed et al. (2014), Tripp and Armstrong (2014), and VersionOne (2015). The agile adoption motivation questions employed a 4-point Likert scale: 1. Not important, 2. Somewhat important, 3. Very important, 4. Highly important.

Findings - From the analysis, most of the respondents were programmers/developers 35.5%, and majority of the startup employees had a university degrees. The most of them having less than 3 years of agile experience. A number of the software startups are aged 1-4 years (48.7%), while others were greater than 8 years (17.1%) and less than one year (18.4 %) of age. The development team of these startups are made up of 1-5 (65.8%), 6-10 (25%), 11-20 (7.9%), and

21-50 (1.3%) staff strength. The startups that make use of agile methodologies are 72.4% while 27.6% do not apply agile methodologies. Scrum is the most used methodology (42.1%), followed by DSDM (10.5%), lean methodologies (15.8%), XP (11.8%), and FDD (5.3%). However, 28.9% of the startups do not practice any specific methodology.

As can be seen from the figure below, it reveals the motivations that inform the adoption of agile among software startups in KSA. Foremost among these motivations in the order of their perceived importance to the startups is the need for accelerated product delivery. This is the most important rationale for the adoption of agile among startups in KSA. In Tripp and Armstrong (2014) study, agile adoption motivations were categorized into three categories, namely, software quality, efficiency, and effectiveness. From their analysis, the need to enhance software quality, improved/increased engineering discipline, and enhance software maintainability/extensibility were categorized under software quality motivation factors. More so, the need for increased productivity, accelerate time-to-market, and reduce cost were categorized as efficiency motivational factors while the need to enhance ability to manage changing priorities, and improve alignment between IT and business objectives were seen as effectiveness motivation factors. The remaining motivational rationales did not find a place in the previous categorization.



Keywords: Agile adoption, software startups, motivations, agile processes and practices, development methodology.

CONCLUSIONS

This study captured the motivations that underline the agile adoption decision of software startups in the KSA. The study therefore affirms that adoption of agile processes and practices among software startups in KSA are accessioned and influenced by the motivations captured as these

are the rationale for the adoption agile software development methodologies among the startups. The study is however limited in that it only used descriptive statistics to explain the motivations for agile adoption among software startups in KSA. It is nonetheless insightful. The outcome of this study provides support for startup companies, projects managers and development teams, etc., in KSA. Future studies will assess the impact of agile adoption on product quality, product delivery, word-of-mouth, customer satisfaction and loyalty.

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International Studies

INDEPENDENT NATIONAL ELECTORAL COMMISSION (INEC) AND CAMPAIGN FINANCING MONITORING IN NIGERIA: THE 2015 GENERAL ELECTIONS

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ABSTRACT

Propose - The Independent National Electoral Commission (INEC) is the electoral umpire responsible for the conduct of general elections in Nigeria and other related electoral activities since the resurgence of democratic rule in 1999. One of these important electoral activities carried out by INEC is campaign monitoring and political party financing activities as provided in the Nigerian Constitution and 2010 Electoral Act. This paper examined the role of INEC in monitoring candidates and parties' expenditure during the 2015 General Elections. The major problem is the way parties and candidates violated the regulations while INEC as the monitoring body was watchful without any concrete action.

Methodology - The paper used qualitative method of data collection and analysis where the researchers went to the field and consulted informants in the affected agencies and individuals for interview and Focus Group Discussion. The data obtained from the field was analysed using tables and other techniques of qualitative data analysis.

The paper concludes that, politicians and their political parties spent above campaign spending limits as provided by law in the 2015 General Elections and the electoral body (INEC) did not monitor properly the campaign spending due to lack of political will from policy makers and loopholes in the law that empowers them to monitor the spending. The research recommends that for proper and effective campaign financing monitoring in future elections, INEC should be mandated to monitor all politicians and their activities during and after elections, anti-graft agency (EFCC) should be involved in screening of candidates while Code of Conduct Bureau should be reinforced in watching public servants assets.

INTRODUCTION

Independent National Electoral Commission (INEC) is the body responsible for the conduct of general elections in Nigeria's Fourth Republic (from 1999 to date). It was established by the provisions of the 1999 Constitution as amended and it has successfully conducted five consecutive successful general elections (INEC, 2015). Political party financing is a difficult task to monitor and regulate even in advanced democracies as a result of the allegations of corrupt practices involved in it and absence of strong legal mechanism for the monitoring (Biezen 2003 and Doublet 2012). The Department that is responsible for monitoring and auditing of political parties during general elections was introduced in 2010 and it has been in operation for the two previous elections in 2011 and 2015 (INEC, 2015). This is a research work conducted by the researchers on the role and effectiveness or otherwise of INEC in monitoring of political parties campaign expenditure during the 2015 General Elections.

PROBLEM STATEMENT

There are existing rules and regulations in the Constitution and the 2010 Electoral Act which clearly articulate the legal means and procedure for party funding including its maximum limit, auditing and other related issues. INEC is empowered constitutionally to regulate such expenditure and monitor party activities during elections. However, the INEC despite its constitutional powers could not monitor effectively and regulate political party financing during the 2015 General Elections as a result of lack of political willingness and dubious nature of politicians' manipulation of the process (Sule et al., 2017). This led to excessive campaign spending unprecedented in the history of Nigeria's election by the two major political parties; APC and PDP above the set spending limit (USAID 2015; UKAID 2015; IRI 2015, CPPA 2015). While there are some existing works on this subject matter of study (Nkechi & Innocent, 2015; Kura, 2015; Olorunmola; 2016, Sule et al., 2017), there was little or no attention given to specific role of INEC in campaign finances monitoring. The above existing works emphasised mostly on political party financing by godfathers and corruption in the process. This is the area of research contribution that the conference paper seeks to present.

Objectives Of The Paper

The major objectives of the paper are categorised into two:

- i. To examine the provisions on regulations in political party financing in Nigeria during the 2015 General Elections and the powers of INEC in monitoring the financing and
- ii. To analyse whether INEC was able to monitor the campaign spending as empowered by the Constitution and the extent of the monitoring or its success.

Methodology - The paper used qualitative method of data collection and analysis. Qualitative data analysis is a paradigm of research work which involves the use of meanings and words interpretation for data collection and its interpretation. It is the used of both primary and secondary sources for research in a qualitative way suitable for research in question and the environment

of the research (Sharan, 2002, Sekaran & Bougie, 2013 and Creswell, 2014). It is a case study qualitative method type where the 2015 General Elections were taken as the specific case of analysis.

The research used interview as primary source of data. Some informants were selected from certain categories including politicians, party stakeholders, INEC senior officials, academicians and electorates. From the politicians' part, some serving elected officers and contestants at both national and local levels were interviewed. National party executives of four selected major parties were interviewed including APC, DPP, PDP and SDP. Some INEC senior national officials were interviewed while experts from the academics in the area of study were consulted for the interview and selected interviewers in Abuja from members of the Civil Society Situation Room who helped in the monitoring of elections during the 2015 General Elections.

THEORETICAL FRAMEWORK

The work used Structural Functionalism and Elite Model combined together in explaining the role of INEC in its discharge of functions of monitoring campaign finance and the elite behaviour or politicians in their quest for power using manipulative process including spending above maximum limit and dodging of scrutiny and monitoring by the electoral body in discharging its responsibility for ensuring accountability and transparency of the parties.

LITERATURE REVIEW

The literature review critically explored the existing knowledge and its situational condition in the area of study which provided for proper identification of the gap in the current knowledge and the impact of the paper in filling the gap. The literature was reviewed in thematic form examining the following: i. the overview of Independent National Electoral Commission (INEC) including its functions, powers and roles in elections as well as challenges in discharging its responsibilities; ii. Examination of the provisions and rules and regulations on political party financing and election monitoring in Nigeria and iii. Analysis of the 2015 General Elections.

Result - The paper discovered that, INEC has improved and did well in its attempt to monitor campaign finances and to regulate or control illegal spending and activities of political parties. However, the research also discovered that, INEC was handicapped and could not monitor properly the campaign spending during the elections as a result of the difficulties involved in the monitoring process and the dubious manipulation of politicians and their parties in the process. This led to massive unprecedented spending in the history of elections in Nigeria running in trillions of naira (billions of dollars). The research also discovered that, despite massive illegal spending in the electoral process in 2015, the elections is most credible compared to the previous elections in the Fourth Republic as a result of improvement in the process of the conduct of elections.

Keywords: INEC, Political party, election, campaign, political financing, regulations.

CONCLUSION AND RECOMMENDATIONS

The paper concluded that while INEC has done its own effort within its capacity to ensure compliance in political party financing, it could not monitor properly the campaign expenditure as required by the law that empowered the Commission due to weak political institutions and attitude of politicians in addition to the influence of money politics in Nigerian democracy.

Thus, it is recommended that, INEC should amend laws and involve the anti-graft agency in monitoring sources of funds for political parties' campaigns and spending in the pre-election, during election and post election period. The violaters of the laws should be severely punished to deter others in future from doing the same.

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POLITICIZATION OF THE BROADCAST MEDIA: AN EXAMINATION OF 2015 GENERAL ELECTIONS IN NIGERIA

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ABSTRACT

Propose - There cannot be democracy without elections, nor can there be elections without the presence of vibrant media. Therefore, the media serves as the catalyst for the smooth operation and conduct of any election. Media as a channel of communication are constitutionally responsible for steering the affairs of any electoral democracy by educating the populace with up to date information that is qualitative in nature to transform them into meaningful mindsets for the betterment of the system in general. However, the way and manner the media conducted its affairs during the 2015 general elections in Nigeria necessitated the need for this paper. Therefore, the aim of this paper is to examine the nature and character of the broadcast media specifically looking at the 2015 general elections in Nigeria. Also, the paper adopts, one of the normative theories in communication studies (Authoritarian theory of communication) to set the pace in the examination.

Literature Review - It has been observed by the study of Akinwalere (2013) that, the centrality of the media in any democratic polity like Nigeria cannot be down played, simply because of the role they played in strengthening not only the conduct of free and fair elections but also the proper workings of democratization process as a whole. However, the study concluded that, since the returned of the country to democratization process in 1999, the media has been misused by the power holders for their selfish interest. Similarly, Opene (2012) added weight to the body of literature that pin points the centrality of the media in electoral politics. He added that, the Nigerian media was one of the leading actors that shaped the attitude of Nigerian populace in electing President Goodluck Jonathan during the 2011 general elections in the country. This was attested by the result of his study, where 74.4% of the respondents argued that Jonathan as the president elect after the 2011 general elections was more exposed to media compared to his opponents

Methodology - The paper would adopts secondary sources as a method of data collection by consulting related documentary sources such as books, journals, code of election coverage, Nigerian constitution, freedom of information act among others that have direct bearing on the subject matter.

Keywords: Democracy, election, political party, politicization, Nigeria.

CONCLUSIONS

The paper concludes that the media particularly the broadcast media have been politicized to a very large extent during the 2015 general elections in Nigeria, reporting unethical issues and attacking the personality of the opposition candidates which is against the journalistic best practices across the globe. This was common especially with the public media outfits. The paper recommends that the media should be professional in the discharge of its social responsibility in educating the people with truthful, factual and educative information without fair or favor. This will no doubt equip the people with qualitative information to make informed choices during the electioneering activity, thereby, improving the quality of the elections in particular and democracy in general.

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LOCAL PARTNER CHARACTERISTICS, KNOWLEDGE TRANSFER AND INTERNATIONAL JOINT VENTURE FIRMS' PERFORMANCE IN THAILAND

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ABSTRACT

Purpose - Past studies reveal that one key factor to IJV success is the acquisition of knowledge (Hitt, Dacin, Levitas, Arregle & Borza, 2000). Knowledge transfer and transfer of tacit know-how and skills between partners can create competitive advantages to IJV firms (Giroud, 2000). Despite the importance of IJVs to the Thai economy, IJV firms are not always successful. Parent companies are often dissatisfied with the performance of their IJVs. This study examines the effects of local partner characteristics on knowledge transfer in IJV firms in Thailand. It also examines the relationship between knowledge transfers and IJV performance. The findings reveal that knowledge transfer significantly affected by local partner characteristics and knowledge transfer significantly affected IJV performance.

Methodology - Survey questionnaire was used to obtain data and information. Local partner capacity to learn, intent to learn, and experience were measured by constructs adapted from Lyles and Salk (1996); Wang, Singh, Tong and Koh (2001); Wang et al. (2001); Simonin (1996) and Lyles, Salk and Lane (1997). Knowledge transfer measurement was adapted from Wang *et al.* (2001) whereas IJV performance measure was adapted from Ainuddin, Beamish, Hulland and Rouse (2007). Four hundred and seventy six (476) questionnaires were distributed to top executives of IJVs from seven industry sectors. One hundred sixty (160) usable questionnaires were obtained and analyzed.

Findings - The findings revealed that local partner characteristics significantly affect knowledge transfer ($R^2=.22$, $F=7.19$, $p<0.01$). The study further revealed that knowledge transfer has a significant effect on IJV performance ($R^2=.189$, $F=9.06$, $p<0.01$).

Keywords: International joint ventures, partner characteristics, knowledge transfer.

CONCLUSIONS

Local partners have the required characteristics to learn from foreign partners, thus enabling transfer of knowledge. Local partners have the ability to create, adapt to change, flexible, and meet their foreign partners' requirements. The study also reveals that successful transfer of knowledge is crucial to the performance of IJVs in Thailand.

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UTILIZING PRIVATE MONEY FOR PUBLIC GOOD: ASSESSING THE IMPACT OF MULTINATIONAL CORPORATION IN ACHIEVING SUSTAINABLE DEVELOPMENT GOALS FOUR: QUALITY EDUCATION

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ABSTRACT

Purpose - Education around the globe is in a crisis. Over 263 million children and young people who are of school ages are out of school, with these number about 60 million of the children are currently leaving in dangerous areas around the world. Van Fleet & Steer (2017) state that if these crises are not curtailed by 2030, there will be over 800 million children out of school. Nigeria is not exempted from this global crisis facing education, as the country currently accounts for the highest out of school children in the of Sub Saharan Africa. Officially this number stands at 10million while the unofficial figure stands at 17 million (Lawal, 2016).

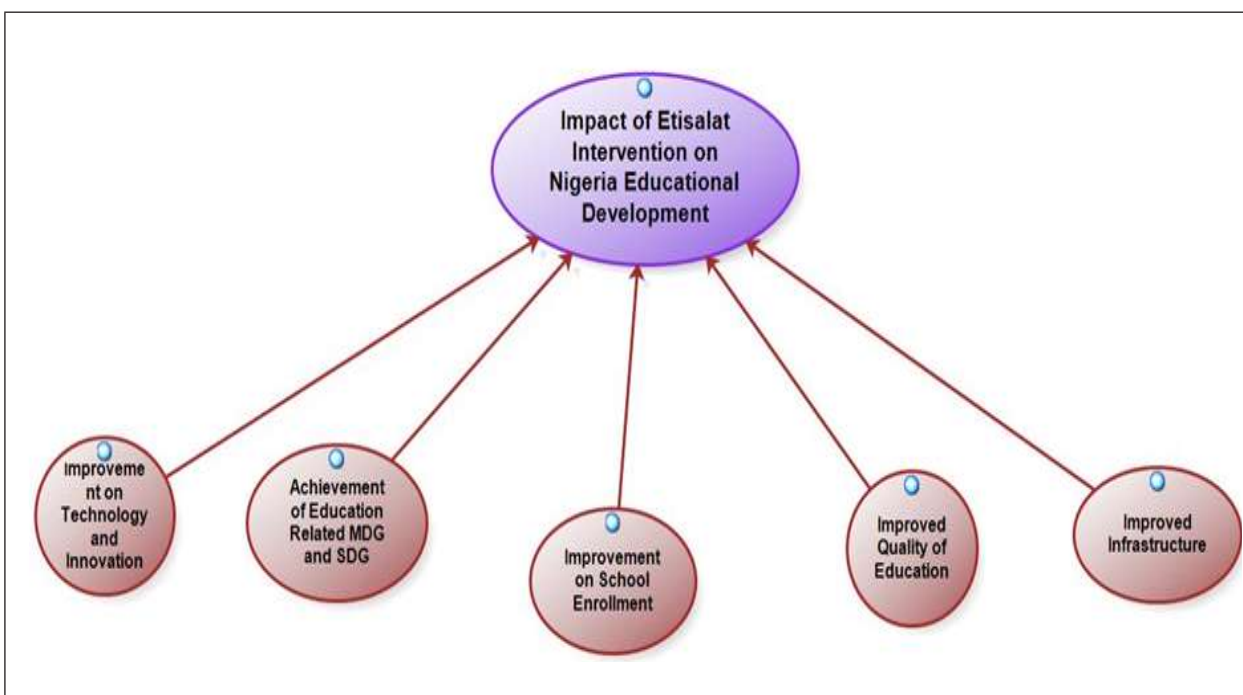
The system is characterized by lack of learning equipment, skilled teachers, physical infrastructure, insufficient funding among other problems. This has shown that government has not been able to provide quality education for it populace as enshrined in goal four of Sustainable Development Goals (SDG). This has made it imperative for non-state actors such as Multinational Corporations to intervene to aid states in the achievement of the SDG goals, and this is a collaboration between countries and MNCs to achieve this goal are enshrined in the United Nations (UN) Global compact (Bello, Othman & Shariffuddin, 2017). The government of Nigeria have partnered with states and non-state actors such as intergovernmental organisation such as World Bank, UNESCO, MNCs, IGO among others to help improve the standard of education in Nigeria. However, these have not sufficed which has made it imperative for partnership with MNCs. The objective of this paper is therefore to assess the impact of Etisalat CSR intervention in Nigeria's education sector with the view of assisting the government in the achievement of SDG 4.

Methodology - This paper utilises qualitative method, with specific reference to phenomenological approach. A phenomenological inquiry entails an attempt to understand individual's perspectives, perception and understand a phenomenon or situation. (Merriam,2002; Sekeran & Bougie, 2013) In consonance with the qualitative inquiry, the interview was conducted with fifteen informants which included corporate executives from Etisalat, government officials, heads of primary and secondary schools, lectures at tertiary institutions, beneficiaries of Etisalat intervention, among other stakeholders. In an analysis of the transcript of interview NVivo version 10 software to

come up with models based on themes from research objectives, with the following sub-themes improvement on technology and innovation, improved infrastructure, improvement on school enrolment, improved quality of education. The primary data was complemented with secondary data such as journals internet sources, books, annual reports and government reports.

Findings - The findings (or results) of the work should be explicitly described and illustrated. Supporting figures, tables and images of the results (no more than one figure and one table) may be included in the extended abstract. If the study hasn't resulted in significant results then the author(s) should provide a brief overview of expected results along the lines of the hypothesis set.

Analysis of the data from the interview transcript provides five themes which include improvement on technology and innovation, improved infrastructure, an improvement on school enrolment, enhanced quality of education, and achievement of education-related SDG's.



Keywords: Multinational corporation, corporate social responsibility, education, development and etisalat.

CONCLUSIONS

The paper concludes Etisalat CSR in Nigeria education sector has been geared towards the achievement of SDG goal 4 of ensuring inclusive and equitable quality education and promote learning opportunities for all. From the informant responds it was agreed that Etisalat CSR has impacted on infrastructural development, an improvement in technology & innovation, improvement in school enrollment, improved quality of education among others. The paper concludes that there is a need for the Nigeria government to partner with Etisalat and other MNCs in Nigeria to drive educational development. The article is significant in the sense that it has contributed to the body

of literature on the emerging role of MNCs in societal development through direct intervention thereby allowing the utilisation of private money for public good such as educational development or provision of quality education.

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Law

PROTECTION OF CHILDREN'S ONLINE PRIVACY IN MALAYSIA

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ABSTRACT

Purpose - The advantage of digital era with borderless world and having unlimited access to the Internet, enjoyed by most, if not all people, including the young or children. While the current millennials (Lenhart, Purcell, Smith, & Zickuhr, 2010) are more computer savvy than their parents (Heckman, 1999), children are also well versed with Internet and enjoy the digital access at the very young age. However, policy-makers are concern with the advancement of Internet and propagates the idea of shielding and segregating the children from the harm that may cause from access to the Internet (Allen, 2001). Also, Kumaran (2016) highlighted that although there are many benefit and advantages of the Internet but the harm and dangers it poses to the children is worrying because the informational privacy of the children is threatened by children's participation in the digital world. Moreover, children are unconcern with their privacy, or do not know how to protect their informational privacy and data protection which are of concern to adults (Allen, 2001) and they are unaware the consequence and the impact of revealing their personal information, either their own data or their family data. Some countries have enacted specific legislations to protect the privacy of the children like the Children's Online Privacy Protection Act (COPPA) in the United States of America (Hetcher, 2000) or introduced self-regulatory initiatives on online child privacy like in the European Union (EU) (Macenaite, 2016). At the international level, the Convention on the Rights of the Child (CRC) was introduced in 1989 by the United Nation (Lundy, 2012) to generally protect the children. The CRC acknowledges that the children is a group of people that needs extra care and protection. In Malaysia, the government has introduced the Child Act 2001 and the Sexual Offences Against Children Act 2017 that protect the children. However, how far these two Acts protect the online privacy of the children in Malaysia? As such, the paper seeks to examine the legal protection of online children privacy in Malaysia, focusing on the Child Act 2001.

Methodology - This paper adopts doctrinal research methods which is largely documentary. According to Salter and Mason, doctrinal research methodology is a study that focuses on the cases, rules and principles. These cases, rules and principles comprise of substantive content of legal doctrine. Deploying a deductive form of legal reasoning from legal principles is a classic form of doctrinal research method (Salter & Mason, 2007). To put it simply, doctrinal research is a research which defines what the law in a particular area is. In doing so, the researcher collects and analyses the data from the primary and secondary sources (Dobinson & Johns, 2007). Then, the data is analysed and discussed.

Findings - The paper finds that there is no specific legislation protecting privacy in Malaysia whereby the common law principle applied in Malaysia with regards to this matter. Moreover, the online privacy protection for children is not explicitly provided under any legislation. There are however a general provision under Personal Data Protection Act 2010, under section 4, defining “relevant person” in relation to a data subject, as the parent, guardian or person who has parental responsibility for the data subject who is who is below the age of eighteen years. However, it is argued that the children nowadays know more about computers and Internet use than their parents (Allen 2001). As such, the paper found that putting the responsibility solely on the parent, guardian or person who has parental responsibility for the data subject as provided under Personal Data Protection Act 2010 does not really effective in protecting the children data online, what more to protect the children online privacy. As argued by Littman (2000), as parents are inattentive to children’s use of the Internet, thus making parental intervention insufficient in creating safe environment for children online. Furthermore, Heckman (1999) suggests that parents supervision and monitoring over children activities on the Internet is ineffective because their children knows better the technology and the Internet. The paper highlights that online privacy of children in Malaysia is a big concern because it is found that most children do not know how to manage their privacy in the digital world. They are unaware of the potential risks and dangers of revealing their personal information over the Internet and thus expose them into various kinds of cybercrimes and privacy risks. It is also found that the children in Malaysia lack of information and guidance in managing their privacy online and to adequately protect their personal information from being misused, abused or stolen (Zakaria, Yew, Alias & Husain, 2011).

Last but not least, the paper also finds that the legislations that govern the protection of children in Malaysia like Child Act 2001, Penal Code, Multimedia and Communication Act 1998 and Sexual Offences Against Children Act 2017 are protecting the children from criminal offences against them like harassment, online grooming, physical abuse, pornography etc., but no explicit provision on protecting their online privacy. However, there are two general provisions that may be used to protect the privacy of children under Child Act 2001; firstly under section 15 of the Act on the restrictions on media reporting and publication. However, section 15 applies only in regards to criminal proceeding, custody and rehabilitation. Secondly, section 33 of the Act provides for offence to leave child without reasonable supervision. Again, this section is more likely to apply against parents or guardians who leave the children without reasonable supervision in the physical world rather than the online world. To apply this section to the online world, is yet to be seen and arguable.

Keywords: child, privacy, protection, online privacy, personal data.

CONCLUSIONS

The online privacy of children should be a prime concern of the legislators in Malaysia. It is acknowledged that the protection for children against abuse, harassment, grooming, sexual offences etc. has been addressed under various statutes including specific statutes like Child

Act 2001, and Sexual Offences Against Children Act 2017. However, laws should be amended to include the online privacy of the children, or for Malaysia to introduce a statute like COPPA in the United States of America, to enhance the protection of online privacy of children in Malaysia.

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COMPLIANCE OF AUDIT REQUIREMENTS BY PUBLIC LISTED COMPANIES IN MALAYSIA CAPITAL MARKETS

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ABSTRACT

Purpose - In recent years, the corporate governance has become a subject of concern by many stakeholders and emphasis has been laid on the roles of Audit Committees to ensure the quality of financial reporting and compliance of audit requirements by the public listed companies (PLCs). Over the years poor corporate governance (CG) has been widely and frequently reported as a major factor that led to the 1997 Asian crisis, and numerous organisations have claimed that it was the main cause indeed (Nam, 2004). The World Bank claimed that poor CG within the Eastern Asian countries is attributed to a lack of an effective board of directors, inadequate internal control, unreliable financial statements, absence of sufficient information, poor compliance, and a lack of effective audit system (World Bank, 1998). The challenges mentioned have led to huge losses and poorly estimated liabilities. However, the regulatory bodies in charge of monitoring as well as controlling the affairs have failed to identify these weaknesses and to put in corrective measures. Malaysia was also hard hit by the Asian economic crisis that impacted the region in 1997. Corporate sector weaknesses and poor CG were considered important causes of the crisis (Khatri, Leruth & Piesse, 2002). The companies affected were in financial distress and had to seek protection under a winding up/bankruptcy protection. According Abdul Rahman *et al* (2007), as a result of the advents of the meltdown, the government of Malaysia saw the need to keep the standard of CG in all companies to regain and re-secure investors' interest and confidence. As a result, the Malaysian Code of Corporate Governance (MCCG) is introduced (HLFC, 2000) and the Bursa Malaysia strengthen their Listing Requirements and best practice efforts is been practised in PLCs. One of the principles in the MCCG, Bursa Malaysia Listing Requirements is concerning the requirements of audit practises among the PLCs. In light of the above discussion, this paper focuses on the issue of compliance of audit requirements by the PLCs in Malaysia Capital Markets.

Methodology - The study adopted a qualitative methodology with the aim to analyse whether PLCs in Malaysia are successful in complying the audit requirement under the MCCG, Bursa Malaysia Listing Requirements (BMLR) and their companies best practices. Data were collected using qualitative method through a legal normative research approach (Ibrahim, 2006) and gathered

from the Annual Report of PLCs. The actual population size of the companies considered were 742, of which 223 companies (i.e. representing 30%) were chosen as a sample to be analysed for a period of three years from 2012 to 2015.

Findings - The findings shows that 218 (98%) companies reported the internal control efforts. The directors should, at least annually, conduct a review of the risks facing the company and the effectiveness of the system of internal control. The internal control should be part of the internal rules and regulations as a safeguard of good practices. It is the responsibility of the board of directors to ensure that the policies and procedure of the establishment of audit committee is effectively implemented by the management. Further, 219 (98%) companies reported the existence of companies' audit committee while 4 (2%) did not report about the audit committee.

In regards to the duties of an audit committee, it should include keeping under review the scope and results of the audit and its effectiveness, and the independence and objectivity of the auditors. It is emphasized by the respondents that the Audit Committee is responsible for ensuring that adequate resources are allocated and provided to the internal auditors for the purpose of performing their duties according to the annual audit plan. Additionally, the duties of the Audit Committee is to monitor any potential conflict of interest situation that may arise within the company, including any transaction, procedure or course of conduct that raises the questions of management integrity.

Keywords: Audit, capital markets, compliance, disclosure, public listed companies, requirements.

CONCLUSIONS

In summary, the audit requirements has been fulfilled by PLCs and it is indicated in their annual reports that their board established formal and transparent arrangements for considering on how they should select and apply accounting policies, financial reporting and internal control principles and maintaining an appropriate relationship with the company's auditors.

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COMPLIANCE TO THE INTERNATIONAL TRADE RULES: THE CASE OF MALAYSIA'S ENVIRONMENTAL PROTECTION MEASURES

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ABSTRACT

Purpose - An environmental protection measure will have an effect on international trade when it affects the market access of goods and services. The General Agreement on Tariff and Trade (GATT) and the World Trade Organization (WTO), both has the environmental provisions enacted in order to acquire balance between international trading and environmental protection. Therefore, Malaysia, as a member of the WTO, need to abide to the rules of the GATT and the WTO in carrying out trade – related environmental measures. The objectives of this paper are to explore the international trade rules that need to be complied by the government of Malaysia in respect to invoking an environmental protection measure and secondly, to look into the government's compliance to these international trade rules when invoking such measure. This is important as the study will show how far Malaysia could comply with the international trade rules in respect to invoking an environmental protection measure and to find balance between international trade and environmental protection. This could assist Malaysia in producing trade – related environmental measures that can comply with the international trade rules and take into consideration the concern of all parties affected. Meagher (2015) has questioned whether the WTO panels' have the ability to resolve any issues in respect to the balance of domestic policy and trade interests and whether developing countries has struggled in complying with regulatory standards imposed by developed countries due to unfair regulatory convergence. Therefore, here it is believed that it is up the government involved to have a good domestic policy. Elsig (2015) claimed that there are a first order compliance and second order compliance. The first order compliance is in respect to the ability of states to carry out their obligation under the international treaty and whether their national policies and enforcement are in conformity with the agreement. This study could establish Malaysia ability to comply with the international trade rules.

Methodology - For this study the international trade rules that need to be complied by the Malaysian government are the environmental provisions in the World Trade Organization (WTO) agreements and the General Agreement on Tariff and Trade (GATT). Malaysia's environmental protection measures which complied with these international trade rules can be found in Malaysia domestic law such as the Plant Quarantine Act 1976, Fisheries Act 1985 and Food Act 1983. The

methodology for this study are by analysing the WTO agreements, the GATT agreement, the domestic laws of Malaysia and the decisions made by the Dispute Settlement Bodies of the WTO in the international dispute cases. Malaysia regulations are analysed in order to find out how far the government have applied the international trade rules and the application of the rules could be learnt by examining the enforcement of the regulations by the respective ministries and local departments in Malaysia.

Findings- The aims of the GATT and the WTO environmental provisions has been successfully emulated and embodied in the Malaysian domestic laws. Malaysia has applied the environmental provisions of the GATT and the WTO in their domestic legislations and implemented them accordingly through various ministries and departments. For example, the regulations which are enacted due to Malaysia's obligation under the SPS Agreement are the Plant Quarantine Act 1976, Plant Quarantine Regulations 1981, Food Act 1983 and Food Regulations 1985. These laws are implemented by the Ministry of Agriculture and Agro - Based Industry and the Ministry of Health respectively. In respect to Malaysia commitment to the TBT Agreement, the country has invoked the Standards of Malaysia Act 1996 and the Custom Act 1967. This has been implemented through the Department of Standard Malaysia and the Royal Malaysian Customs Department.

Significance - The significance of this study is to recognize Malaysia's effort in dealing with international trade rules especially the GATT and WTO environmental measures. As a member of the WTO, Malaysia has complied with the GATT and WTO rules by applying them in its domestic laws. Malaysia also has tried to comply with the environmental measures taken out by other states however, much more efforts need to be done in respect to this. Malaysia as a developing country should be given more flexibilities to implement the GATT and WTO rules. Further, Malaysia should put in place a good trade regulations that would take into account the effect of trade on the environment and vice versa. This would help the country's plight for a high economic growth.

Keywords: International Trade Law, World Trade Organization, General Agreement of Tariff and Trade, Environmental Protection Measures, Malaysia

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PRIVACY CONCERNS IN SMART HOME ENVIRONMENT

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ABSTRACT

Purpose - Smart home (SH) in Malaysia is still new, yet the application of full SH is growing very fast among home owners in Malaysia. The installation of SH gadgets and facilities is on the choice of the home proprietors themselves. To have better security and comfort of their homes, they improvise the existing features with SH facilities either through hiring contractors fitting the facilities or they install it themselves (DIY). According to research, currently in Malaysia there are only three main standardized technologies having achieved significant deployment as SH facilities; X-10 (a protocol for communication among electronic devices used for home automation), CEBus (short for Consumer Electronics Bus, also known as EIA-600, is a set of electrical standards and communication protocols for electronic devices to transmit commands and data) and LonWorks (a networking platform specifically created to address the needs of control applications), with X-10 being the most widely deployed for home automation (Smart Home Concept, 2003). In years to come, the application of full SH will be widespread at par with the advancement of technology. However, the application and installation of all these gadgets and products entail personal data issues and involve a lot of privacy concerns. Thus, this paper examines those concerns and suggests ways to safeguard privacy of smart home owners.

Methodology - This study is a socio-legal study that brings together two major fields of research in the social sciences and the field of law. Legal research method will be used when it involves study on cases which are related to the issue of SH. Socio-legal research also involves participation from the society or industry. In the context of this study, it will also involve interviews with regulators and policy makers as well as experts on SH i.e. architects, building engineers, contractors, town planners, information technology experts, quantity surveyors and developers.

Findings - The security of personal data of the smart home user is not compromised although it is the biggest challenges in realizing the smart home concept. Balta Ozkan in his writing emphasized on the issue of confidence of the customer as regard to the security of their information collected through devices, such as their physical movements, daily routines, energy use and bills,

purchases and music preference. He pointed out that if consumers are not confident with the system, they may opt to refuse to use it. He further mentioned that weaknesses in security system were a technical problem that can be easily solved. However, it is still something to be pondered because of its vulnerabilities that can lead to the issue of privacy (Ozkan, 2014). The concept of privacy is differentiated based on the age, gender, location, educational level, and several other factors which bring difficulties in fixing the definition. Privacy may be regarded as autonomy, liberty and self-determination, while some may also regard it as intimacy and confidentiality over personal information. However, in the context of smart home, the threat to privacy is profound as our behavior and preference that can be predicted, especially when our daily routine has been recorded by automated working machine which capable of being monitored by third parties.

The security of data is linking with the issue of data protection and privacy which are considered as a big challenge in implementing smart home due to big amount of data gathered in the system which prone to hack. In spite of the fact that technology plays a significant role in establishing a smart home, the issue of privacy, security and confidentiality of individual data information should not be compromised. Moreover, the arising technology of the Internet of Things in today's life has created changes in the cyber threat landscape. The massive scale of data exchanged over the internet has directed to a number of attacks and has introduced to an exponential exposure to security risks happened especially in virtual form (Anantwar et.al, 2012). Due to the fact that smart home environment use the Internet for their data transmission and are built on typical computer equipment, they are affected by all of the existing security and privacy issues of modern computer networks. The smart technology holds great privacy concerns as it reveals private information of the user and in the case of smart home, the house owner. Consumers are increasingly aware of the value of the personal data they share via smart-home devices and platforms, and are wary of the security robustness of those systems. In these instances, legal frameworks should correspond with the emergence of high technology facilities in smart home environment.

Keywords: privacy threats, privacy concerns, smart home, personal data, Malaysia.

CONCLUSIONS

Although smart home in Malaysia is still new, the law should be more advanced in providing legal measures and framework in order to support its development and at the same time offer better protection to smart home owners.

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THE EFFECT OF THE TRANS-PACIFIC PARTNERSHIP AGREEMENT (TPPA) ON THE ACCOUNTING PROFESSION IN MALAYSIA

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ABSTRACT

The Trans-Pacific Partnership Agreement (TPPA) is an ambitious 21st century international trade measure. With promises of mega deals, the TPPA gives the impression that it can provide a wide international trade field that will impact the efficiency and growth of economic sectors, such as the trading, manufacturing and services sectors. The public accounting services sector is one of the professional services that might be impacted by the TPPA. However, there are also contrasting views on the benefits and challenges of the TPPA for the local public accounting firms. Given the crucial impact of the TPPA and its many uncertainties, this conceptual paper seeks to provide an initial understanding of the TPPA and its effect on local public accounting firms. Additionally, this paper discusses the preparation and readiness of local accountants in developing their talents to face the challenges of the TPPA.

Introduction - According to Muhammad, Char, Yasoa' and Hassan (2010), globalisation creates new structures and new relationships, resulting in business decisions and actions in one part of the world having significant consequences in other parts (Muhammad et al., 2010). Javalgi, Griffith and White (2003) provide a simpler definition of globalisation; it is a process through which a firm moves from operating in its domestic marketplace to international markets. The movement from operating domestically to internationally, involves a gradual process, whereby a firm develops a network of global trade relationships (Onn, 1990). To face the onslaught of globalisation, many countries use strategies, such as acquisitions, mergers, joint ventures and alliances, combining them with cheaper human resources and raw materials from their locality. Abdul Talib and Md Salleh (1997) indicate that Malaysian Small and Medium Enterprises (SMEs) show a stronger tendency towards exporting their products and services, compared to large-sized firms. Malaysian SME owner-managers believe that exporting or competing in the global market can contribute significantly to their firm's growth and profit. Thus, their study shows that Malaysian SME owner-managers are actively exploring international market potential for their products and services. Globalisation of products and services involves not just movement of capital and commodities but highly skilled labour as well (Brown & Tannock, 2009). The Trans-

Pacific Trade Agreement (TPPA) is one of the major outcomes of globalisation and liberalisation. The TPPA has led to the production and distribution of goods and services worldwide, especially by the member countries. Basically, the premise of the TPPA is that international trade plays an important role in connecting countries around the world.

The TPPA is an agreement among 12 Asia-Pacific countries (the USA, Singapore, Peru, Vietnam, Australia, Brunei, Canada, Chile, Japan, Malaysia, Mexico and New Zealand) for carrying out business and investment activities. The TPPA provides broad and open market access for businesses. Many claim that the TPPA is an ambitious 21st century international trade measure. It is estimated that the TPPA participative countries will account for 40% of the world's Gross Domestic Product (GDP) and a third of global trade and the trade volume is estimated at US \$10.19 trillion and GDP of US \$19.76 trillion (Yifei Xiao, 2015). Additionally, the report on the TPPA issued by PricewaterhouseCoopers (PwC, 2015) lists significant economic implications, i.e., national treatment and market access for goods; textiles and apparel; technical barriers to trade; investment; cross-border trade in services; electronic commerce; government procurement; competition policy; and designated monopolies; intellectual property; labour; transparency and anti-corruption; and dispute settlement (PWC, 2015).

PwC conducted a study in terms of economic impact and found that Malaysia's participation in the TPPA will bring in more benefits than challenges. It is projected that investment will increase by an additional USD 239 billion in 2018-2027 following Malaysia's participation in the TPPA. It is also found that non-participation in TPPA would result in foreign investment being diverted away from Malaysia, leading to a decline in investment by USD7 -13 billion in 2018-2027. Clearly, there are positive impacts of the TPPA, where it has been found that reduction in non-tariff measures will be likely to happen.

Notably, most current studies have focused on economic costs and benefits of the TPPA. Various reports have been released to explain the TPPA; however, we find that explanation is lacking with respect to the professional services sectors, particularly the public accounting services sector. Committing to TPPA means committing to global cross-border trading ventures, involving the public accounting services and the taxation sectors. More importantly, there will be increased challenges between the local and foreign public accounting services sectors. Considering the development of other signatory TPPA countries, the question arises as to whether or not the Malaysian public accounting services sector can play an effective role in ensuring future economic stability.

Many other questions surface when considering Malaysia as a signatory of the TPPA. Is it going to be an bad deal? Or will it be a good deal as the government of Malaysia has predicted it would be? How will the Malaysian accounting and tax services providers benefit from the TPPA? What are the foreseeable challenges? Can the Malaysian public accounting firms survive considering greater competition from foreign providers? These uncertainties have arisen as the professional accounting services sector must compete within and between TPPA countries. When the local public accounting services sector faces competition from the foreign public accounting services sector, the accountants will feel the impact. Many labour unions are also concerned with this

matter since the protection of local labour and the impact of foreign professional labour entering the Malaysian market have been given less attention in the TPPA. For example, before the inking of the TPPA, several labour unions wanted the government to hold dialogues with them on the TPPA, involving workers' issues. Labour unions, such as the Union Network International-Malaysian Liaison Council (UNI-MLC) and Malaysian Trade Union Congress (MTUC) have claimed that many labour issues have not been included, such as minimum wages, total working hours, pregnant women's rights and facilities and union protection. It has also been claimed that the TPPA will reduce the role of labour unions and allow foreign companies to demand various new regulations which can adversely affect workers in Malaysia (Bernama, August 2015).

Considering the seriousness of the issues and its impact on the Malaysian public accounting services sector, and the ambiguity and uncertainties that the Malaysian accounting profession has to face with the signing of the TPPA, this paper investigates the issue further.

Public Accounting Services And Accountants' Talent - Like other countries, the public accounting services sector in Malaysia is dominated by big4 firms, i.e., PricewaterhouseCoopers (PwC), KPMG, Deloitte and Ernst & Young. Besides that, foreign medium-sized public accounting firms, such as BDO, Grant Thornton, Crowe Horwath International, Baker Tilly MonteiroHeng and DFK International, are steadily growing in Malaysia. Local medium-sized firms, such as Halim & Lee, UHY Loh, CAS International, Jamal & Amin, Aljeffridean, Aftaas and many more are facing stiff competition from the big4 and medium-sized foreign public accounting firms. Several small public accounting firms are also operating in Malaysia. With the TPPA, these public accounting firms therefore operate in a highly competitive and challenging environment.

The main issue of the TPPA is the lack of readiness of local medium and small public accounting firms to compete with the foreign public accounting firms. Currently, with a growing number of foreign public accounting firms (big and small), local medium and small public accounting firms are already finding themselves in a very challenging situation. With the implementation of the TPPA, it is highly likely that more and more public accounting firms will be established in Malaysia, especially by TPPA members. Up to now, very few studies have focused on the readiness of public accounting firms to face challenges under the TPPA.

The movement of accountants from one firm to another firm is another challenge to the owners of these public accounting firms. This problem is already occurring currently in Malaysia and perhaps is a worldwide predicament. As mentioned above, with the likelihood of new public accounting firms being established in Malaysia due to the TPPA, this problem will escalate. According to previous studies, the movement of accountants from one firm to another firm is due to various factors, such as job satisfaction, salary and future career development. As per example, Yamamura & Westerman (2007) suggest that the fit on the dimension of goal congruence is significantly related to job satisfaction and intention of the accountants to remain with the organisation.. It has been suggested that owners of public accounting firms must pay close attention to the development of a goal-oriented work environment with clear and efficient systems, as an effective means of improving employees' satisfaction and increasing the retention of accountants (Yammamura & Werterman, 2007).

Since the TPPA may open the Malaysian labour market to foreign professional workers, the services industry will be the most affected as such industries highly rely on skilled labour. The presence of foreign professional labour might have a positive effect on local accountants, especially with regards to skills development. To secure their position, local accountants must compete with foreign accountants in the local or international markets. Under such circumstances, this is the challenge that local accountants face to make sure their positions are secure in the face of international market competition. To date, questions arise as to the ability of local accountants to compete and whether or not foreign accountants will be a threat to local accountants. This is a very premature assumption since very few local accounting firms are operating overseas.

For local accountants, talent or skill is very crucial to compete in the era of globalisation, in general, and specifically, under the TPPA. According to Tansley (2011), "talent" refers to a balance between both what is innate and learned, with a blend of creativity as a specific element. However, Tansley (2011) states that even though most companies realise the importance of increasing talent or skills of their employees, many companies are still unaware of the importance of talent management programmes to their company, and Malaysian accounting firms are not the exception. In the era of the TPPA, it is not yet clear whether our accountants are ready with the best talent and skills to compete with foreign accountants.

According to Downe, Loke, Ho & Taiwo (2012), human capital shortfalls are becoming increasingly apparent within the services industry worldwide, including in Malaysia. Hiring suitable personnel in the services sector is reported to be a serious challenge. This is becoming an increasing burden for service organisations to have and develop skilled human capital. Downe, Loke, Ho and Taiwo (2012) find that the young accountants lack communication and language skills, are not self-motivated, cannot work independently, are unwilling to make a career commitment to the firm, lack critical thinking, reasoning and problem solving skills, customer relationship skills and IT skills. Thus, this research is conducted to get an overview of local accountants in the TPPA era.

Methodology - From the above discussion, it is clear that the impact of the TPPA on local public accounting firms has not been discussed adequately. Furthermore, the effect of the TPPA on local accountants' talent has received scant attention in the TPPA. Thus, this research is conducted to unravel the mystery. Specifically, the objective of the current research is to explore the actual effect of the TPPA on local public accounting firms and local accountants. Furthermore, the research will attempt to develop a model that could be used by any concerned party to better ensure the survival of local public accounting firms and local accountants in the TPPA era.

Due to the subjectivity of the research, a qualitative methodology is proposed to explore the issue. In order to maintain the quality of the research, a generic inquiry method will be used. The generic inquiry method is a method that provides a basis for understanding an issue or a phenomenon that requires a descriptive qualitative approach and interpretive description sub-categories. As the study aims to elaborate on the issue from a descriptive angle, the generic inquiry approach is appropriate to explain the impact of the TPPA on the accounting profession. The generic inquiry method is a method that allows researchers to research within the scope

of inquiry by investigating or examining an issue bounded by constraints of cost and time. The generic inquiry method allows researchers to explore the best method for data collection and gives room for flexibility in answering questions. It is a method that, 'is not guided by an explicit or established set of philosophic assumptions in the form of one of the known [or more established] qualitative methodologies' (Caelli et al., 2003, p. 4). Considering the limitations of time and the need to be flexible when answering research questions, this study will employ the generic inquiry method.

A multiple data collection method is proposed. Data sources, such as archives, interview, field observation and media documentation will be employed to gain insights into the issue. As the study will gather people's opinion, the respondents for the interview will be chosen based on specific criteria. The number of respondents will be decided when data saturation is achieved (Sandelowski, 1995). This means the researcher will stop interviewing when there is no more additional data that could contribute to the research.

Keywords: Public accounting service, TPPA, accounting talent, qualitative.

CONCLUSION

The TPPA agreement has already been signed by 12 countries. Although the USA has withdrawn from the agreement, the other 11 countries remain with China taking the lead. The TPPA has widely focused only on economic benefits. Very little focus has been given to its impact on professional services, especially public accounting services. Generally, the TPPA might impact on the survival of local public accounting firms and local accountants. Thus, the current study is conducted to better understand these issues. The findings of this study might be useful to concerned parties to seriously look into improving the talent and skills of local accountants, which in turn, will be crucial for the survival of local public accounting firms.

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THE RELATIONSHIP BETWEEN REPUTATION AND INFAQ COLLECTION AMONG ISLAMIC PRIVATE SCHOOLS AND THE ROLE OF GOVERNANCE PRACTICE AS MODERATOR

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ABSTRACT

Purpose - Islamic private schools are becoming recognised as playing an important role in providing alternative to national education system and furthering government's objectives especially after the introduction of the Malaysian Syariah Index in 2015. As these schools mushrooming in number from year to year, it becomes increasingly tough for corporation and public to determine which schools to support financially. The contributions from various stakeholders are crucial since most of these schools rely on the funding to execute their missions and run their organisations. As reputation becoming the most critical, strategic, and enduring asset that an organisation possesses, study on reputation among private school and its affect to donation activities is still scarce. Therefore, this study proposed a conceptual framework of private school reputation and the *infaq* collection that applies resources based theory and stakeholder theory to the specifics of Islamic private school setting. This study aims to see the effect of school reputation and the moderating effect of governance practice to the *infaq* collection among Islamic private schools in Kelantan, Kedah and Perak. The central issue highlighted in this study is the insufficiency and unsustainability of *infaq* collection by these schools to finance their operations and development.

Fombrun (1996) argue that a good reputation is considered by academics and business professionals alike to be one of the most valuable intangible assets an organization can possess, reducing stakeholder uncertainty about future organizational performance, strengthening competitive advantage, contributing to public confidence and creating value by maximizing an organization 's ability to receive a premium for product or services. Therefore, reputation is critical as it has influence on stakeholders' attitudes towards the school and the non-profit organisation. Islamic private schools as the non-profit organisations, which run school in order to fulfil market demand in providing Islamic education as an alternative to national education system, should pay attention on reputation since most of the schools rely on public funding in assisting their operation. To develop the conceptual framework of this study, several past studies on reputation has been reviewed including studies from Badri & Mohaidat, 2014; Cravens, Oliver, & Ramamoorti, 2003; Järvinen & Suomi, 2011; Plewa, Ho, Conduit, & Karpen, 2016; Skallerud, 2011; Vidaver-Cohen, 2007.

Methodology - This census study will employ quantitative approach to answer the research questions. Since the population is relatively small, this study will include the entire population

where a total number of 162 management personnel of Islamic private schools in Kelantan, Kedah and Perak will be approached to participate in the study. Then the gathered data will be analysed by using Partial Least Square (PLS) software.

Findings - From the study, it is expected that reputation will has a significant positive relationship with the infaq collection. In addition, the relationship between reputation and infaq collection is moderated positively by governance practice. Based on previous empirical research and theories, this study proposed two early hypthothesis.

- H1 There is a ppositively significant relationship between reputation and infaq collection
 H2 The relationship between reputation and infaq collection is moderated positively by the governance practice.

Keywords: Reputation, governance practice, infaq collection, private schools, conceptual model

CONCLUSIONS

In conclusion, the study of the reputation among Islamic private schools and its relationship to the *infaq* collection is very important as most of these schools rely on public and corporate donations in developing and operating the schools. Reputation can be valuable assets to the schools where a good reputation will enhance public trust thus help the school to attract more students and increase the amount of donation received from the public. In addition, this model may also be used by other private school authorities as references.

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THE UNITED STATES DRONE STRIKES IN PAKISTAN AND VIOLATION OF HUMANITARIAN LAWS

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ABSTRACT

Purpose - After the incident of 9/11, the use of unmanned combat aerial vehicle, also known as combat drone in armed conflicts among States, non-state actors, disruptive groups and organizations has increased and expanded. Combat drones are controlled by operators who depend on the information obtained from cameras and sensors which are the primary sources of information needed for purposes of launching any strikes. Drone strikes hit their targets without any identification process therefore many innocent people are killed. Drone strikes launched at non-conflict area also increases concern about illegitimate interference of State's territorial sovereignty and issue of violation of international laws. This paper aims at critically reviewing and evaluating incidences of the United States' combat drone strikes in Pakistan. In particular, this paper reviews the damage caused to innocent people through drone strikes and identifies any possible violations of international laws. It also examines to what extent the strikes diminishing the sovereignty of Pakistan.

Methodology - This paper adopts doctrinal qualitative analysis that recognizes the significance of placing the research inside the specific ethical, legal and social perspectives under the related statutes of international laws. During this research, primary sources which include reports of the Amnesty International and the Human Rights Watch, books, journal articles and other relevant material are referred. It also examines the secondary sources of information such as electronic media, magazines and newspapers. The research methodology adopted is evaluative, interpretive and analytical.

Findings - Summarily, this paper demonstrates that although international law does not regulate the use of combat drones in any armed conflict and no considerable effort has been made to bring the use of combat drones under the rule of law. However, US drone strikes in Pakistan territory have been done without any consensus, hence resulted in violation of Pakistan sovereignty and killing of innocent people.

Significance - This paper contributes significantly through suggestions it made to overcome the problem created by the disastrous US drone strikes in Pakistan territory.

Keywords: Drone strikes, human right violations, Pakistan territorial sovereignty, rule of law.

WAQF MANAGEMENT IN MALAYSIAN UNIVERSITIES UNDER THE CONCEPT OF NAZIR, MUTAWALLI AND QAYYIM

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ABSTRACT

Purpose - This paper aims to discuss the scope of powers exercised by the State Islamic Religious Council (SIRC) when appointing universities to manage their waqf funds. This study also examines the concepts of Nazir, Mutawalli and Qayyim under the Shariah and Malaysian laws for the management of waqf in the universities. Additionally, several universities are selected in this study to show the varied powers entrusted by the SIRC to the universities in managing their waqf funds.

Problem Statement - Legitimately, universities in Malaysia need to get approval from the SIRC before implementing waqf in their institutions due to the sole trustee power exercised by the SIRC. Practically, in granting the permission for a university to establish a waqf fund, SIRC provide procedures for universities to follow. From the study conducted, the procedures to be complied with are not spelt out yet in the enactments relating to waqf of the states. Therefore, the procedures to be followed may be changed depending on the circumstances and matters involved. The implementation of waqf in the universities without the approval of SIRC is considered as opposing Malaysian laws. Once the approval is granted, the management of waqf by universities depend on the mode of appointment entrusted to them. Any of the three concepts of waqf management under the Shariah namely Nazir or Nazir Khas, Mutawalli and Qayyim may be granted by the SIRC to a university, depending on their circumstances. The nature of authorization given to the university depends on the state where the university is located. University Technology Malaysia (UTM) in Johore, for example, is appointed as 'Nazir Khas' to collect waqf funds for the university. University Science Islam Malaysia (USIM) on the other hand, has been appointed as Mutawalli for

the collection and management of its waqf fund. Different terms acquired by universities indicate the various levels of authority entrusted as well as the check and balance practice to be adopted. The study notes that the appointment is officially granted once a Memorandum of Understanding (MOU) is signed by both parties involved, namely, the SIRC and the administrator of waqf in the university. Any dispute arising should be settled before the official signing takes place. The signing of MOU may be delayed if any term and condition is not agreed to by any of the parties. As a result, waqf funds cannot be collected and received until these matters are settled. Mutual understanding is required from both parties towards the betterment of waqf management in a university. It is believed that to achieve this, comprehensive rules and regulations covering the scope of powers of the SIRC as well as a clear concept concerning mode of appointment should be clearly spelt out for the betterment of waqf management in the university.

Methodology - In achieving the aims of the study, a qualitative approach is incorporated. Data collection involves two methods. The first method is applied to obtain data from primary and secondary sources. The references include statutes, articles from published journals, conference papers, books and websites. As regard to the second method, interviews are conducted involving expert interviews. All the interviews are recorded and transcribed. Finally, all the data will be analyzed using the content analysis method.

Findings - Findings of this study reveal several implications. First and foremost, the scope of power of SIRC in appointing a university is not clearly spelt out in the waqf enactment of the states. The role of SIRC as a regulator of waqf should be made clear so that the appointment of a university as the entrusted authority to manage waqf assets becomes unquestionable. Therefore, it requires certain amendments to be made in the waqf enactments to be inline with the progress of waqf implementation in the universities. Secondly, the readiness of SIRC to collaborate with the administrator of a university is imperative. Furthermore, mutual understanding between the parties would lead to the approval being granted smoothly. Autonomous powers should be given to the universities to manage their waqf funds without disregarding the regulatory power exercised by SIRC. Thirdly, comprehensive rules and regulations are direly needed as a reference for the stakeholders involved.

Keywords: Management, mutawalli, nazir, university, waqf.

CONCLUSIONS

It is irrefutable that the SIRC is the sole trustee of waqf in the respective states in Malaysia, however, universities should be allowed to manage their waqf assets in a clear manner as entrusted by the SIRC. Different terms granted to the universities especially universities in the same state should be justifiable to avoid issues in future. Rules and regulations made should not benefit one party only nonetheless, consensus of opinions from stakeholders involved should be considered.

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PHILOSOPHY UNDERPINNING SHAREHOLDER PARTICIPATION AT ANNUAL GENERAL MEETING: FOCUS ON COMPANIES AND ALLIED MATTERS ACT 1990

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ABSTRACT

Purpose - This paper seeks to underpin relevant philosophy/theory on shareholder participation at annual general meeting (AGM) in Nigeria and relate with relevant provisions of the Companies and Allied Matters Act 1990 (CAMA 1990). There is dearth of literature in this area in Nigeria as even internet search will reveal this fact. The Companies and Allied Matters Act 1990 (CAMA, 1990) in this regard empowers shareholders to participate at the annual general meeting (section 81 CAMA, 1990). This right is very crucial to the shareholders because the AGM serves as a forum where they meet and discuss extensively on matters having direct effect on the company (Hague, 2011). In other words, AGM is a mechanism that improve shareholder democracy (Heilscher et al., 2014). Accordingly, shareholders rely on AGM as a forum to exercise their rights (Lafarre, 2014). Discussion on the philosophy/theory that recognised shareholder participation at AGM will come subsequently.

Methodology - This paper adopts two methods of data collection. The first method is doctrinal legal research which obtained data in the library (Yaqin, 2007). The data obtained in the library mainly concerns statutory provisions under the CAMA 1990, Rules and Regulation of the Nigerian Stock Exchange (2015), Code of Corporate Governance for Public Companies in Nigeria (2011) as well as decided cases. The second method of data concern qualitative interview. Thus, interview as a means of collecting data focuses on experience of the respondents in the area of study (Seidman, 2013) which give the researcher an opportunity to critically analyse the responses gotten from the respondents and present a finding. In this paper, four respondents were interviewed.

Findings - The paper finds that various philosophies/theories including corporate personality theory, agency theory, contract theory, shareholder primary, corporate governance theory impliedly recognised participation of shareholders at the AGM. This is because these theories were not specifically modelled on shareholder participation at meeting, but inference can be made to link these theories with shareholder participation at the AGM. Moreover, the provision of CAMA 1990, decided cases and opinion of the respondents indicates that these theories support shareholder participation at AGM.

Keywords: Annual general meeting, companies and allied matters act, right of shareholders.

CONCLUSIONS

Shareholder participation at AGM remain one of the fundamental right of shareholders and this right must be protected. While various philosophies/theories recognised shareholder participation as owners of the company, regulators in Nigeria as well as management of companies should emphasise on encouraging shareholder participation at AGM otherwise corporate accountability will be lacking.

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SMART HOME AND LEGAL SAFEGUARD AGAINST CYBER THREAT: A REVIEW

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ABSTRACT

Purpose - Smart home concept development is still in its infancy, however, its advantages in users' life have widely discussed all over the nation. Despite its role in preserving energy and environment (Reinisch et al., 2010), making life convenient and easier (Robles et al., 2010), for the safety and security purpose(Ding et al., 2011), as well as providing healthcare (Chan et al., 2008) to the inhabitants, being a connected house which relies fully on the internet connection is opened up to various threat in cyber aspect. Thus, this paper conducted a review of past literature regarding the trend of cyber threats that occur in a smart home concept and the methods of prevention that have been taken either approach in computer technology or in legal method.

Methodology - This paper conducts a review on the information related to the concept of smart home and the issues revolving its susceptibility to cyber threat. Preliminary search was conducted using the search engines, google scholars and online journal database. The key term searched relevant to the topic includes 'smart home technology system', 'smart home and cyber threat', 'smart grid attacks', and 'Internet of Things'. Finding of the searches were segmented according to the sub topic to be discussed thoroughly.

Findings - Although there is no definite answer to what is exactly smart home should be, for the purpose of this study, author stick to the concept of a home whereby it should comprise of the digitally connected and controlled devices (Alam et al., 2012) within a house, equipped with sensors, actuators and cloud services that support automation (Aldrich, 2003), as well as control hubs to connect sensors and actuators from multiple entry points like touch pads, computer screens, telephones, and other wireless mobile devices, such as smartphones and tablets (Rodden & Benford, 2003). Smart home environment consist of internet-enabled gadget embedded in a house to share information between each other to allow the devices functioning process dubbed with Internet of Things (Tzezana, 2017). The Internet of Things as a method of

today's communication links the internet with sensors and devices to enable the connection of physical and virtual object through the exploitation of data communication (Atzori et al., 2010).

Smart technology is viewed as a system or account susceptible to hack due to its open system that may expose to eavesdropping, Distributed Denial of Service (DDoS) attack, attack against authentication (Li et al., 2016), hacking activity, data stolen and data manipulation. Attack on the system will bring greater problem that leads to data intrusion and privacy issues. Thus, the interconnecting of various devices in smart home demand control of data from being manipulated, hacked or misused by hackers through the introduction of policies and regulations (Cho et al., 2015). Apart from imposing rules and regulations to curb the issues, review also will look into approach taken in technical ways to protect the system to minimize the potential attacks in the smart home system.

Keywords: Smart home, cyber threat, legal safeguard.

CONCLUSIONS

Security of smart home cyber-infrastructure must be ensured to avoid or minimize any undesirable consequences. Method of preventing any probability of threat or attacks are possible through the technical way or by enforcing the law. Thus, based on the information highlighted would significantly help in analysing solutions for this matter.

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THE TRIBAL DISPUTE RESOLUTION MECHANISM IN YEMEN

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ABSTRACT

Purpose - This study was aimed to contribute to literature and has practical significance in the sense that it could assist the legislators to modernize the arbitration system in Yemen. Also, introduce the foreign investor of the tribal dispute resolution mechanism in Yemen (TADRM). The tribal dispute resolution mechanism in Yemen is primarily considered in this research. The tribes are considered as an important part of the Yemeni society. It is hard to separate the tribes from the society (McCune, 2012), since they play a significant role in the Yemeni society (Manea, 1996). The tribes do multiple tasks such as protecting their members, maintaining security, stabilizing the communities, negotiating with the state regarding various matters that are important to the tribes (Hanzawy, 2009), settling disputes among members of the communities 80% of disputes are settled by applying tribal customary laws (Al- Zwaini, 2006). The people prefer tribal customary laws in their daily transactions (Alkhatai, 2008). Tribal arbitrators utilizes tribal arbitral awards to settle disputes among members of the society (Al- Muwadda). According to Tribalism Index Scores 2009, Republic of Yemen is ranked number 7 out of 160 countries in the world, figure 1 is considered as the highest rate, while figure 160 is considered as the lowest (Jacobson, 2012). Yemen's ranking at number 7 shows that tribalism is high the country and this factor may adversely affect the growth of the Yemeni national economy as well as the performance of government institutions. The Yemeni law allowed the disputing parties to settle their differences in civil cases through arbitration and settlements outside the formal justice system based on section 45 of Yemeni Arbitration (Act, 22) 1992 (YAA). Section 21 of the code of criminal procedure limited litigation in criminal cases to formal justice which the public prosecution only has jurisdiction. However, TADRM can be used for all type of disputes whether civil cases, commercial cases, criminal cases, or family matters (Gaston, 2014).

Methodology - This paper adopts a qualitative research method by conducting interviews with three of Court of Appeal judges who have jurisdiction to deal with arbitral cases, one arbitrator, and two academicians. They are five male interviewees at the age of 40 to 60 old years. The Court of Appeal judges are from big commercial cities which include Sana'a, Aden, and Hadhramout as these are the biggest cities in Yemen where there are many investment projects, the arbitrator is

from the capital Sana'a, and the academicians are from the capital Sana'a and Aden. In addition, whereas the researcher adopted a doctrinal to conduct this research as it is generally relying on a library-based study, which means that the research depended on the materials and information that are available at the library, such as books, journals, and articles. The researcher analyzed data collected from the interview questions using content analysis as the participants are of limited numbers of experts.

Findings - According to Omar Bawazir, TADRM is more favourable than the formal law (Bawazir, 2017). As the formal system became weak because of non-enforcement of the judgments and the rampant corruption. Legal practitioners are claiming that the tribal arbitrators are not qualified to engage in arbitration. Hence, their tribal award are usually set aside. However, in order to set aside TADRM, the judiciary has to be reformed. The people do not trust the courts as bribery can influence the judge's rulings and independence. It is commonly known that government institutions have collapsed since the Arab Spring of 2011 so the custom substituted the official institutions. Therefore, Yemen has maintained a kind of stability because of the existing of the TADRM and the custom as a whole.

The weakness of the judiciary and the state as a whole could be as a result of the spread of the power of tribes who resist reforms of government institutions (Corstange, 2008). From the results of interviews of Court of Appeal judges, academicians, and arbitrator that was conducted on (2016, December). The vast majority suggested that:

in order to improve the arbitration system in Yemen, recommended the development of institutional arbitration and stay away from non-institutionalized arbitration referring to The tribal alternative dispute resolution Mechanisms because tribal men are not aware of legal procedures and pleading which the court faces difficulties in implementing the arbitral award and lead recourse the award so suggested to repeal section 45 of YAA that provides the recognition of TADRM.

Keywords: Arbitration, tribal customary law.

CONCLUSIONS

As a result of the lack of the enforcement of the law, the people prefer to solve their disputes by customary laws that are supervised and administered by sheikhs as they have the power to enforce the customary laws. Additionally, the state does not fully extend its sovereignty over the territory as mentioned above. Throughout the tribal mechanism arbitration, often Sheikhs take an interim measure of protections from the disputing parties to ensure enforcement of the decisions. It is traditionally considered as shameful if debtor parties reject the sheikh's decision. Thus, the collapse of the judicial institutions is because the citizens do not trust the formal courts as rampant corruption adversely affect the courts' judgments.

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YEMEN AS NON-CONVENTION STATE OF NEW YORK CONVENTION 1958: ADVANTAGES AND DISADVANTAGES

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ABSTRACT

Purpose - This study was aimed to investigate the advantages and disadvantages on Yemen by not being a signatory state to NYC. This study helps the legislator to modernize the arbitration system in Yemen. Also, introduce the foreign investor of that Yemen is a non-signatory state. New York Convention 1958 (NYC) is the contemporary instrument to deal with the international arbitration system, especially, the recognition and the enforcement of arbitration agreement and international arbitral award (IAA). However, Yemen is not a signatory state to the NYC. Currently, there are 156 states that ratified the New York Convention 1958, however, Yemen is not a signatory state. Such large number of the signatory states could mean that the NYC brings positive effects to their national economies more than negative effects. Thus, the researcher is surprised about the rationale behind non-ratifying the convention by Yemen. As most countries have ratified it and some of such signatory states apply principle of the shari'a like Saudi Arabia. Moreover, the states that have a trade with other states, mostly do Bilateral Investment Trades (BITs) in order to protect the national investors' rights in case of expropriation of their investment rights (Qureshi, 2011). Such agreements tries to protect the investors of place suit in case of violation of international law, investment rights, enforcement of arbitral awards, whereas the legal action could be taken by the original state of the investors against the place suit of the investment. It has to refer to the case of *Desert Line Projects L.L.C v. Republic of Yemen*, In this case the host country of the arbitration was Yemen. The claimant Desert Line Projects L.L.C could not enforce the arbitral award in Yemeni court because of political and tribal interference. Thus, the creditor party applied to the International Centre for Settlement of Investment Dispute (ICSID) to settle the dispute after long time of procrastination without enforcement of the IAA. ICAID rendered an award in favour of Desert Line Projects L.L.C.

Methodology - This paper adopts a qualitative research method by conducting interviews with three of Court of Appeal judges who have jurisdiction to deal with the enforcement of the international arbitral award, one arbitrator, and two academicians. They are five male interviewees at the age of 40 to 60 old years. The Court of Appeal judges are from big commercial cities which

include Sana'a, Aden, and Hadhramout as these are the biggest cities in Yemen where there are many investment projects, the arbitrator is from the capital Sana'a, and the academicians are from the capital Sana'a and Aden. In addition, whereas the researcher adopted a doctrinal to conduct this research as it is generally relying on a library-based study, which means that the research depended on the materials and information that are available at the library, such as books, journals, and articles. The researcher analyzed data collected from the interview questions using content analysis as the participants are of limited numbers of experts.

Findings - Throughout the literature review has found that the lost party of non-ratifying NYC is Yemen as non-ratifying the convention will harm only Yemeni business and Yemen as a whole. Non-ratifying the convention by Yemen will lead to putting the country under the exceptional grounds for the refusal of the recognition and the enforcement of arbitral award as provided in NYC. Article I (3) allows reservation to the signatory states which the signatory state can only enforce the award made by another signatory state, not by non-signatory state. The same effect will be treated by the competent court in Yemen which the IAA could only be enforced in Yemen according to reciprocity reservation based on section 494 (3) of the Yemeni Civil Procedure Law and the implementation. Through an interview, the vast majority of the interviewees suggested that "Yemen has to ratify NYC 1958 to deal with the standards of international arbitration laws". Thus, the interviewees concentrated on key suggestions to improve the arbitration system in Yemen such as ratification of the New York Convention 1958. It is necessary to refer to the American case of *Bergesen v. Joseph Muller Corp.* The Court of Appeal held that the reciprocity reservation means that the United States would only enforce IAA if it was rendered in a signatory state. The US court has full jurisdiction to refuse the enforcement of an award rendered by a non-signatory state. Moreover, even Yemen is non-signatory state to NYC, the arbitral award will be enforced against it under international law. The jurisdiction immunity will not protect Yemen to escape from execution of the commercial obligations. In addition, Yemen has multiple BITs with many states, so that states can refer to ICSID in case of expropriation of investment rights or in case of Yemen refused to enforce the IAA as far as Yemen is party to ICSID.

Keywords: Enforcement of arbitral award; New York convention 1958; International arbitral award.

CONCLUSIONS

The signatory- states to NYC will not enforce IAA that rendered in Yemen. Also, Yemen will recognize and enforce the judgments and awards that are rendered in the countries that recognize and enforce awards and judgments rendered in Yemen as well as will not recognize and enforce court judgments and arbitral awards are rendered in the countries that do not recognize and enforce judgments and awards are rendered in Yemen. Based on the above international law, treaties, and cases, could mean that Yemen is obligated to enforce the IAA whatever it is signatory-state of NYC or not, it cannot disappear under an umbrella to escape from commitment and execution whereas the sovereign immunity cannot apply as a shield to avoid its consent of entering arbitration agreements under argument of violation of the municipal law or non-ratifying NYC.

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FOREIGN WORKERS' LEGAL STATUS IN INDONESIAN

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ABSTRACT

Purpose - The employment of foreign workers in Indonesian workers market is merely set for particular positions and a certain period of time as clearly stipulated in Law Number 13 of 2013 on Labor and its implementation regulations. In practice, temporary employment agreement between the employer and the foreign workers habitually does not meet the applicable regulations. The agreements are often unwritten and not set in Indonesian language. Additionally, it has often exceeded the period of time set out in the Law. This is a real issue that has resulted in Legal problem, such as industrial disputes related to termination of employment concerning on employment status and compensation layoffs.

Methodology - The research method used is normative juridical research and supported by empirical juridical, it is necessary to approach the existing problems. The approach used in this type of research is the legislative approach, as well as the case approach.

Findings - An employment agreement specified time for foreign workers are made not in written form and not in the Indonesian language remain valid and are binding for employers and foreign workers, because in principle the employment agreement specified time has met the terms of the validity of a workers agreement. As regulated in Article 52 paragraph (1) of Law no. 13 of 2003 certain time employment agreement is not made in accordance with the provisions of Article 57 paragraph (1) of Law No. 13 of 2003 resulted considers employment agreement specified time into employment agreements specified time with all the legal consequences, but especially for employment agreement specified time for foreign workers apply lex different labor agreement specific time for workers in the country so that the agreement certain time employment does not necessarily considered a certain time employment agreement. Lex specialis is due historically and the purpose of the formation of articles on foreign workers in Law No.13 of 2003 which is different from domestic workforce..

CONCLUSIONS

The legal status of foreign workers in determining the employment relationship of a foreign worker in an industrial relations dispute is not only fixed on a specified time workers agreement but must also be able to consider the Foreign Workers Licensing Permit and the Limited Stay Permit Card

which the letters constitute it is necessary to employ foreign workers whose work contract is not made in accordance with the provisions of Article 57 paragraph (1) of Law no. 13 of 2003. So the Government should be able to create and issue a new regulation that specifically regulates certain time workers agreements for foreign workers who are *lex specialis* of certain time work agreements..

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TERMINATION OF EMPLOYMENT AND SETTLEMENT IN INDONESIA

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ABSTRACT

Purpose - The purpose of this study looking for the role and position of workforce as an actor as well as the goal of development in Indonesia. Act no. 13 of 2003 on Manpower is made to ensure the maintenance of laborers/workers' rights in an employment relationship, so that there is no cruelty from the stronger to the weaker. With the employment relationship, then the worker is entitled to wages in return for his work, while the employer/entrepreneur is entitled to the services/goods from the worker's employment is in accordance with the agreed labor agreement. Termination of employment relationship between workers and employers should not be done arbitrarily. But there are certain things that must be fulfilled by both parties so that the layoffs do not harm the sense of justice between the two parties. The following will be described on layoffs and settlement.

Methodology - This method research uses normative juridical method to find the rule of law, legal principles, and legal doctrines in order to answer the legal issues of legal problems faced by using the source of legal material in the form of primary legal material, secondary derived from legislation, law books, and other legal materials.

Findings - The employment relationship may occur due to a contractual agreement either made in writing or orally. According to Article 1 point 14 of the Manpower Law, is a labor agreement is an agreement between the workers / laborers with employers or employer which contains the terms of employment, rights and obligations of the parties. With the employment relationship, then the worker is entitled to wages in return for his work, while the employer / entrepreneur is entitled to the services / goods from the worker's employment is in accordance with the agreed labor agreement. Termination of employment relationship between workers and employers should not be done arbitrarily. But there are certain things that must be fulfilled by both parties so that the layoffs do not harm the sense of justice between the two parties. The following will be described on layoffs and settlement..

CONCLUSIONS

The protection of labor has not been maximally done by the government but we appreciate the existence of legal rules that can protect the interests of the workers. We hope that in the future

the legislation will be made more perfect so that the welfare and protection of the workers will be more fulfilled. negotiating forums between employers and workers or unions. Both sides are expected to reach agreement on the settlement of their problems, as a first step in the settlement of the dispute.

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- Keywords:** *Termination, employment relationship, employer, Act no. 13 of 2003.*

THE LEGAL PROTECTION OF COPYRIGHT BOOKS HOLDERS ON MULTIPLICATION OF BOOKS WITHOUT PERMISSION BY LAW NO. 28 OF 2014 ON COPYRIGHT

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ABSTRACT

Purpose - This purpose of this research to efforts legal protection of copyright books holders on multiplication of books without permission is given to the creator and copyright holder in order to protect the moral and economic rights of creators and copyright holders of books. The implementation of legal protection of copyright holders of books on unlicensed copying of books has not been realized properly, because in practice there are still some of the barriers mentioned above, in essence people are less to comply with laws and regulations mainly related to intellectual property rights in the field of rights in particular copyright book.

Methodology - The research method used in this research is descriptive analysis that is the research specification that describes the problem under study, with the normative juridical approach, the data obtained from the secondary law source used as the primary legal material in the form of laws, books, journals. data obtained from document studies are then analyzed by qualitative juridical, poured in the form of logical and systematic description.

Findings - The government's role in the protection of copyright law is basically an attempt to create a better climate for the growth and development of the creators in the fields of science, art and literature. Recognizing this, the Indonesian government established the Act No. 28 of 2014 replaces Act Number 19 of 2002 on Copyright. From the explanation it can be seen that the purpose of the birth of the law is obviously an attempt to provide better protection of the creator and copyright holder. Obstacles in the protection of Intellectual Property rights, especially in copyright in Indonesia, among others due to: lack of understanding of the public about the importance of copyright; economic condition; social and cultural rights in society; and law enforcement.

CONCLUSIONS

Efforts by the government in solving problems in the protection of copyright law are: to improve the socialization of Intellectual Property Rights to the public; enhance the actions and performance of law enforcement officials; start to buy a product that is only oriented toward the cheap price of

goods regardless of the quality of the goods, because this small act also to reduce the circulation and trade of pirated goods; and do not make excuses to law enforcement. Because this has been regulated in accordance with existing legislation and has legal certainty for owners and holders of copyright.

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- Keywords:** legal protection of copyright, intellectual property rights, copyright book holders, Act Number 19 of 2002.

FOREIGN WORKERS' LEGAL STATUS IN INDONESIAN

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ABSTRACT

Purpose - The employment of foreign workers in Indonesian workers market is merely set for particular positions and a certain period of time as clearly stipulated in Law Number 13 of 2013 on Labor and its implementation regulations. In practice, temporary employment agreement between the employer and the foreign workers habitually does not meet the applicable regulations. The agreements are often unwritten and not set in Indonesian language. Additionally, it has often exceeded the period of time set out in the Law. This is a real issue that has resulted in Legal problem, such as industrial disputes related to termination of employment concerning on employment status and compensation layoffs.

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Keywords: Termination, employment relationship, employer, Act no. 13 of 2003.

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THE LEGAL PROTECTION OF COPYRIGHT BOOKS HOLDERS ON MULTIPLICATION OF BOOKS WITHOUT PERMISSION BY LAW NO. 28 OF 2014 ON COPYRIGHT

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Purpose - This purpose of this research to efforts legal protection of copyright books holders on multiplication of books without permission is given to the creator and copyright holder in order to protect the moral and economic rights of creators and copyright holders of books. The implementation of legal protection of copyright holders of books on unlicensed copying of books has not been realized properly, because in practice there are still some of the barriers mentioned above, in essence people are less to comply with laws and regulations mainly related to intellectual property rights in the field of rights in particular copyright book.

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Keywords: legal protection of copyright, intellectual property rights, copyright book holders, Act Number 19 of 2002.

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COURT EXECUTION OF THE LEASE AGREEMENT

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ABSTRACT

Purpose - This study aimed to determine the provisions of Article 1576 Civil Code that states that tenants right are not interrupted because of the sale and purchase reviewed from legal theory (material rights and individuals) and justice theory. Considering the judge decision (execution) on the request is most important part in settling case process, because the execution not only ends a dispute, but also provides a picture of legal certainty and rights protection for the public on the sale of goods leased third party.

Methodology - This study uses normative legal approach (normative juridical) with the study object in the form of positive legal norms, principles and legal theory derived from secondary data. This study describes norm by examining the problems and solutions in accordance with the sense of justice and practical needs.

Findings - The results show that views from the legal theory (material rights and individuals) and justice theory, the applicant of the execution is more entitled to the leased goods than the tenant, because the execution applicant has a material rights that are absolute and inherent is higher level than tenants rights are individual and relative, so it is fairer if the applicant's right to execution should take precedence over the tenant's right

Keywords: Court execution, lease agreement.

CONCLUSIONS

The conclusion of this study is the provision of Article 1576 Civil Code that the right of tenants is not interrupted because sale and purchase or any form of rights transfer is not in accordance with the justice theory and legal theory (distinction of material rights and individuals).

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INSURABLE INTEREST IN INDONESIA'S LEGAL PERSPECTIVE

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ABSTRACT

Purpose - This study aims to determine the relationship of lease practices, the parties to the damage or loss of leased vehicles, and legal effort to the loss or damage of vehicles leased in accordance with Civil Code. Given the insurance risk transfer lies in a concept called insurable interest.

Methodology - The research method used normative juridical with qualitative approach. The data collected are sourced from the primary and secondary data, that is in the form of legislation and literature review in accordance with problem context.

Findings - Research result indicates that motor vehicle lease agreement can apply the provisions of article 1548 Civil Code, in Civil Code contain some elements of lease as an agreement, there are parties who bind themselves, the one giving a pleasure to a goods to other during a certain time by paying a price that the other party can afford. It is in case of insurable interest, then the insured (tolerant polis) will suffer a loss on insured object.

Keywords: Insurable interest, legal perspective.

CONCLUSIONS

The responsibilities of parties who provide lease if the vehicle is lost or damaged in a motor vehicle lease agreement are the sole responsibility are the tenant, and remedies that can be done are tenant divert motor vehicles or share a third party risk.

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LAW ENFORCEMENT OF FISHERY CRIME BY THE NAVY (THE CONFLICT BETWEEN BUSINESS AND LAW ENFORCEMENT)

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ABSTRACT

Purpose - This study adds to the limited body of empirical evidence on authority of the Navy Officers as Fisheries Criminal Investigators which has been expressly regulated in the provisions of Article 73 paragraph (1) of Law 45, 2009, concerning Amendment of Law 31, 2004, concerning Fisheries and implemented pursuant to the laws and regulations applicable in Indonesia as well as international law in UNCLOS 1982.

Methodology - The theoretical models of compliance behavior tested with the basic deterrence model, which focuses on the certainty and severity of sanctions as key determinants of compliance.

Findings - The results of the empirical analysis provide additional evidence on the relationship of deterrence and legitimacy to compliance. The findings are also used to draw implications for compliance policy for regulated fisheries.

Keywords: Fishery crime, law enforcement, navy.

CONCLUSIONS

Our analysis of fishermen on marine Indonesia compliance demonstrates that the extension of the basic deterrence model results in a richer and superior model of compliance behavior and implementation of regulatory policy.

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LEGAL PROTECTION OF THE RIGHTS OF WORKERS TO THE TERMINATION OF WORKING RELATIONSHIP TO THE BANKRUPTCY COMPANY

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ABSTRACT

Purpose - Ensuring the rights of laborers both materially, socially, psychologically, and law becomes a complex issue happening in the world in general, including Indonesia. Starting from the termination of employment impact on the criminality, the number of unemployed, welfare, and equality of employment opportunities in the midst of competition and industry development continues to change. Although there has been a work agreement with the company with the purpose of work and corporate life balance but always the victims of the sufferer are the workers or workers. Not to mention, do not understand and the power of laborers in doing lawsuit status of their legal rights. On the other hand, this problem is contrary to the protection of workers' rights guaranteed in the life of the nation and the state (Constitution) and the Law No.13 on Employment as a guide for workers, and Law No.37 of 2004 on Bankruptcy and Suspension of Payment Obligations.

Methodology - This paper uses normative legal research method. Primary data sources are secondary legal materials, and primary legal materials where the primary data as supporting secondary legal data material. The process of data analysis using qualitative juridical analysis method.

Findings - Legal certainty of workers after the expiry of employment relationship with company, in case the company declared bankrupt or liquidation pursuant to regulation of Law No.13 Year 2003 on Manpower. A form of legal protection that workers can exercise against unmet rights ie, workers through existing legal means. Workers as privileged creditors may pursue legal remedies ie lawsuits through industrial relations courts relating to employment or other claims.

CONCLUSIONS

Legal certainty regarding workers after the expiry of employment relationship with the company has been regulated in Article 95 paragraph 4 of Law no. 13 of 2003 about Employment, Article 39 paragraph of Law no.37 Year 2004 concerning Bankruptcy and Postponement of Obligation of

Debt Payment. But practitioners of workers experience legal uncertainty about their rights, and eventually workers become victims when corporate court decisions go bankrupt. And workers' rights are neglected and unclear because of differences in interpretation of the provisions of legislation. It is also not in accordance with the Protection of legal rights in the case already existing in Law No.13 of 2003 about Employment.

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LEGAL REVIEW OF RIGHTS TO LAND THROUGH THE BEACH RECLAMATION

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ABSTRACT

Purpose - The reclamation project raises the pros and cons of the wider community, especially the communities or fishermen who are affected by their environmental and social impacts. The legal certainty of the construction of this reclamation project is still confusing even the suspicion of the wider community on the government's alignment in legalizing the builder even on the basis of its usefulness. Positive oriented development is inevitable but reclamation implementation tends to be out of sync with regulatory and regulatory provisions such as the Spatial Plan; on the Protection and Management of the Environment, and on the Management of Coastal Areas and Small Islands, there is no Document Plan for Coastal Zone and Small Islands. The complexity of the impact of reclamation demands strong protests from various parties; environmentalists, academics and fishermen who feel disturbed the source of their livelihood even though the reclamation developers have provided answers with the principle of its benefits.

Methodology - This research uses the normative juridical approach of legal research conducted by examining library materials or secondary data and primary data as complementary data. Legal material by examining theories, concepts, legal principles and legislation. Specification of this research is a descriptive analysis with case approach on land rights application process due to coastal reclamation in North Jakarta. Data analysis uses qualitative juridical analysis.

Findings - The absence of legal certainty of the right of application for land either from the reclamation developer or from the applicant for community land (fishermen). An in-depth scientific study of land acquisition for reclamation has not been done, resulting in physical, biotic, socio-economic and infrastructure impacts. The pollution aspect of marine waters as it is a construction activity in the form of seawater, the potential to cause granules to the surrounding waters, total suspended solids or suspended densities that disrupt the surrounding biota, this will potentially occur especially with fine materials. Reclamation activities will have an impact, namely the potential distribution of density of the urug material, so that the impact is not epektifnya fishing vessel fishing traffic.

CONCLUSIONS

The party undertaking the coastal reclamation shall apply for the granting of land rights of the state and upon the application shall be issued a Decree of Granting of Rights (SKPH). As a result of the law, the implementation of reclamation has an impact such as the increasingly

narrow marine ecosystem and the fisherman becomes difficult to find fish and disturb the health of the surrounding community, such as dust, noise, piling up garbage on the beach, the water becomes turbid and the floods that cause disease. Utilization of reclamation development by way of pengurangan with the principle of benefit on one side will give a positive value but on the other side should not be neglected because all this meruakan a system in marine life.

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LICENSE DISPUTE SETTLEMENT: THE CASE OF PT. PETRONAS NIAGA INDONESIA

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ABSTRACT

Purpose - The main purpose of this study is to examine the decision of the Indonesian National Arbitration Board (No. 506/II/ARB-BANI/2013), which won the plaintiff with reason have a breach of contract, while the defendant has made the achievement in accordance with the agreement. The explanation and the investigation of the factors relating to the final judgment are topics of utmost importance in law science of higher education.

Methodology - Legal research is a process to discover the rule of law, the principles of law, to find the rule of law, legal principles, and legal doctrines to address the legal issues faced. The legal research method used is normative with qualitative analysis, it provides a systematic explanation of the rules governing certain legal categories. It uses a variety of secondary data such as legislation, court decisions, legal theory, and scholars' opinions.

Findings - The results showed that the Indonesian National Arbitration Board decision win plaintiff with the reason have a breach of contract, it is not in accordance with Article 1338 of the Civil Code. It means that the lawsuit is NO (Niet Ontvankelijke Verklaard) or unacceptable, and this agreement can be said to be valid if it meets 4 (four) terms as stipulated in Article 1320 of the Civil Code.

Keywords: Settlement, dispute, license.

CONCLUSIONS

Our study does not agree with the verdict of the Indonesian National Arbitration Board No. 506/II/ARB-BANI/2013, due to the fact that the defendant has performed in accordance with the dealer license agreement Section 5 (O), where the defendant right may cancel each of the agreements if there is a law/regulation regarding the retail price of petroleum products of the Government of the Republic of Indonesia to the detriment of the defendant and not on grounds of default which does not extend the Bank Guarantee.

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OPTIMIZATION OF LAW ENFORCEMENT ON COPYRIGHT INFRINGEMENT

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ABSTRACT

Purpose - This inquiry considers the crime of copyright infringement and to explore optimization of law enforcement on copyright infringement to the community and could possibly lead to a paradigm shift towards a criminal-oriented law.

Methodology - Retributive and utilitarian theories of punishment were used to prevent diminishing the copyright infringement. Although a major increase in criminal copyright legislation should lead to higher scale enforcement, the current reality is that criminal prosecution is lacking, leading to a criminal copyright gap between legislation and law enforcement.

Findings - Enforcement actions can chill lawful use of copyrighted material and ultimately reduce the production of creative expression, thus undercutting the very goal the law was intended to achieve. Although copyright law is not crime-oriented, it is feared that enforcement of copyright infringement will become more substantial if the opponents of law enforcement are low.

Keywords: Copyright infringement, law enforcement, Indonesia.

CONCLUSIONS

The criminal infringement offense attempts to create a new social norm against copying. The criminal provision raises significant issues regarding enforcement and the legitimate use of the criminal law. Thus, if law enforcement is sporadic and relatively low, the increase in legislation in copyright law does not mark a paradigmatic shift to perceptions of copyright.

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PROTECTION OF UNREGISTERED WELL-KNOWN BRAND IN INDONESIA

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ABSTRACT

Purpose - The main aim is to know the positive law in Indonesia against a brand that has not been registered in Indonesia by discussing the causes. This is because the brand registration system has not been effective, where the registration of a brand should not remove the rights of the brand owner to obtain legal protection.

Methodology - Legal research is a process to discover the rule of law, the principles of law, to find the rule of law, legal principles, and legal doctrines to address the legal issues faced. The legal research method used is normative with qualitative analysis, it provides a systematic explanation of the rules governing certain legal categories. It uses a variety of secondary data such as legislation, court decisions, legal theory, and scholars' opinions.

Findings - The results showed that there are several international conventions regulating the brand, namely the Paris Convention (Paris Convention), Trade Related Aspects of Intellectual Property Rights (TRIPs) Agreement, as well as specifically set up the famous brand is the recommendation issued by WIPO, namely the Joint Recommendation concerning Provisions on Protection of Well-Known Marks. Indonesia is a country that adheres to the civil law system, which lays the source of law on the laws and regulations. The well-known brand regulation is governed by Law No. 20/2016 on Brands and Geographical Indications, but it does not mention the protection of a well-known brand that has not been registered under the laws and regulations.

Keywords: Protection, unregistered well-known brand.

CONCLUSIONS

Factors causing the well-known brand that has not been registered in Indonesia is still circulating in Indonesia, namely: the lack of guidance absolute about-known brand, so the Directorate of Marks and Geographical Indications never refused registration of the mark other hand, during the mark registered is not the same with brands that have before; the effort of foreign brands only see the protection of international regulations, without seeing any territorial nature of the regulations

in Indonesia, namely the protection of trademark rights should be registered in Indonesia first in order to get protection.

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Banking Finance

AFFORDABLE HOUSING LIVABILITY ATTRIBUTES

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ABSTRACT

Purpose - Housing plays an important role in people's wellbeing, contributing to the physical and mental health, education, employment and security outcomes for individuals. Still, housing affordability has always been an issue worldwide. Governments have been scrambling to build sufficient affordable houses to meet the forever increasing demand. In light of this there is concern that the livability aspects of these affordable houses built have been compromised. For that reason, this study presents a research on the attributes of livable-affordable-homes. The findings indicated that there are seven significant affordable housing livability attributes.

Methodology - Data was gathered by identifying all livable attributes from literature and previous research carried out with particular focus on Malaysia. A Focus Group Discussion was conducted to finalise and refine the attributes and sub-attributes of affordable-livable homes. The participatory organizations were picked based on their housing expertise and knowledge, which the researchers recognized as contributory towards the research according to the attributes identified.

Findings - The aim of the FGD is to discuss and determine the attributes and sub-attributes of livable- affordable-homes. This discussion enables the researcher to gain a larger amount of information in a shorter period of time. Altogether 12 individuals representing related government bodies, public and private universities and NGOs participated. The findings indicated that there are seven significant affordable housing livability attributes namely physical factor, community and neighbourhood factor, public amenities, economic development, residence wellbeing, safety and security and also psychological impact. This research has taken into account of not only physical aspect but also psychological well being of the residents.

Keywords: Affordability, affordable housing, livability, attributes, sub-attributes.

CONCLUSIONS

Hence, housing authorities and consumers of affordable homes could benefit greatly from the findings of this research. The outcome of this study is that buyers will be more concerned with the location or affordable housing project they want to buy. Authorities will also benefit from determining the minimum of housing livability in approving development applications.

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BOARD MONITORING, AUDIT QUALITY AND EARNINGS MANAGEMENT IN NIGERIA

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ABSTRACT

Purpose - Board of directors is essential ingredients of corporate governance mechanism that achieve in monitoring managers' performance by instituting good corporate practice and protecting the best interest of shareholders to ensure adequate investment return (Hillman & Dalziel, 2003; Mansor, Che-Ahmad, Ahmad-Zaluki & Osman, 2013). However, the recent financial scandals that led to the crash of big companies across the globe and Nigeria in particular raised grave concern on the effectiveness of board monitoring gimmicks hitherto presumed to shield investors' interest and control managers opportunistic behaviors (Ebrahim, 2007). The lack of adequate disclosure provisions characterized by the defunct Nigerian Accounting Standards (SAS) and the use of the outdated governance code gave managers the opportunity to engage in earnings management. The same reason has led to the market crash of 2008 (Ikpong, 2008; Adeyemo, 2012). Furthermore, audit committee's poor performance had led to impairment of auditors' independence which caused accounts overstatement (Punch, 2015). Against the backdrop of the ugly situation, new corporate governance was put in place in 2011 with additional power to monitor managers' opportunistic behaviors in addition to the amended companies act (SEC 2011, CAMA, 204). The focus of this paper, therefore, is to determine the board of directors and the audit committee's effectiveness under the 2011 revised code and CAMA. To ensure whether the new regulation put in place can effectively monitor firms' managers and suppress their opportunistic behaviors to protect shareholders best interest in the banking and insurance sectors. The study covers the period of 2011 to 2015.

Literature Review - Relevant literature suggests that board's decisions and responsibilities are carryout on behalf of the shareholders (Marra, Mazzola & Prencipe, 2009) and a high proportion of independent directors can effectively reduce agency cost (Patelli & Prencipe, 2007). Because outside directors with high managerial know-how and with an established reputation can reduce connivance with top management, in particular, palliate agency problem (Fama & Jensen, 1983). Prior studies argue that earnings management is reduced considerably due to the board's independence, diligent and audit committee effectiveness (Marra et al., 2009). Additionally, brand name auditors such as Big4 associate with higher audit quality outcome (Francis & Yu, 2009). Recent studies document a significant negative relationship between external audit and

earnings management (Khalil & Ozkan, (2016). In contrast, other studies report a non-significant association between external audit and earnings management (Sun *et al.*, 2011). Furthermore, audit committee size and its diligent can enhance the effectiveness of the committee (Karamanou & Vefas, 2005).

Summary - The results indicate BINDP, ACCHR and AUDL are negative and positively related to EM hence, can reduce the magnitude of EM by parameters -0.0473623, -0.0963037 and -0.0422615 respectively. The results also cast doubt on the notion that a Big4 as a proxy for audit quality (AUDQ) is related to lower earnings management. Contrary to our expectation, ACSIZE and LEV are positive and significantly related to EM. It, therefore, means ACSIZE does not support the advocate of resource dependence theory who canvases for larger audit committee size. LEV can create some doubt to lenders and perhaps denied the opportunity to monitor management. As for firm size (SIZE), the result is negative and significant. The result is consistent with prior studies such as by (Jensen 1986) indicating that larger firms tended to choose stricter governance regulations hence, reduce opportunistic managers' behaviors.

Methodology - The study employs panel data technique to analyze the effect some board characteristics, audit committee and audit quality on earnings management in Nigeria using Driscoll and Kraay (1998) standard errors. The method is effective for correcting serial correlation and heteroskedasticity. It also takes care of small sample. Data collected for the fiscal year 2011-2015 from the annual report and Thompson Reuter's database. The study adopted and used the modified Jones accrual model and the absolute value of the residuals for estimating in the regression equation.

Results

Variable	Drisc/Kraay Robust Standard Errors			
	Coef.	Std. Err.	t	Pv
BINDP	-0.0473623	0.0034022	-13.92	0.000
BDLG	0.0528965	0.0174564	3.03	0.039
ACCHR	-0.0963037	0.0329429	-2.92	0.043
AUDQ	0.1869251	0.1165021	1.60	0.184
ACDL	-0.0422615	0.0130755	-3.23	0.032
ACSIZE	0.2800868	0.0730222	3.84	0.019
LEV	0.1952362	0.0351018	5.56	0.005
FSIZE	-0.1729228	0.0409095	-4.23	0.013
_cons	1.578231	0.2889597	5.46	0.005

Overall, the results indicate that board of directors with a high proportion of outside directors with an adequate number of meetings can effectively constrain EM. The audit committee chair with a financial expert can also suppress EM as well as adequate audit committee meetings and firm size. In contrast, Big4 cannot curve EM despite market dominance in Nigeria. The result is consistent with several previous studies (Marra *et al.*, 2009; Mansor *et al.*, 2013).

Keywords: Audit quality, board, earning management, monitoring.

CONCLUSION

The paper address the issue of whether the board of directors' characteristics is instrumental in constraining earnings management in a sample of Nigerian highly regulated banks and insurance firms. Using Driscoll and Kraay's robust standard errors with fixed effect, the study provides evidence that a higher proportion of outside directors is related to more effective monitoring in constraining earnings management. Findings form the study have vital policy implications. Regulators, therefore, should pay more attention to the process of financial reporting to restore and maintain investors' confidence. Future research should consider whether the adoption International Financial Reporting Standard (IFRS) can constraining earnings management, other explanatory variables such as financial experts, audit tenure as well as the functions of shareholders as members of the audit committee can enhance reporting quality and curve EM. Furthermore, the research should also extend to the non-financial sector to see the effect of the revised 20011 CG codes and CAMA.

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CAPITAL STRUCTURE, PROFITABILITY, LIQUIDITY, AND SOLVENCY OF BANKING INSTITUTIONS

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ABSTRACT

Purpose - The purpose of this study is to analyze the capital structure, in terms of profitability, liquidity and solvency.

Methodology - Through an empirical and analytical research, the analysis of variance results (ANOVA) of a sample containing financial information from annual report Bank Rakyat Indonesia (BRI) for the year 2008-2016.

Findings - A certain structure – where financial current assets exceed onerous current liabilities, and cyclical current assets exceed cyclical current liabilities – is associated with higher levels of profitability, liquidity and solvency.

Keywords: Capital structure, profitability, liquidity, solvency, banking institutions.

CONCLUSIONS

Capital structures are associated with levels of profitability, liquidity and solvency. The study reiterates the importance of efficient management of capital structure to the performance and survival of Bank Rakyat Indonesia (BRI).

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CASH CONVERSION CYCLE AND PROFITABILITY OF NIGERIAN SMALL AND MEDIUM-SIZED ENTITIES: AN EMPIRICAL ANALYSIS

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ABSTRACT

Purpose - The aim of this study is to report the results of an empirical investigation on the relationship between cash conversion cycle and firm performance of small and medium-sized entities in Nigeria. SMEs are potentials for Nigerian economy growth; contributing to gross domestic product, employment generation, poverty reduction and industrialization. Traditionally, SMEs are faced with significant financial constraints due to their inability to secure external financing. According to Ebben and Johnson (2011) many lenders and investors are reluctant to provide financing to SMEs because of the risk and cost involved. Thus, external financing tends to be difficult and highly expensive to SMEs. In addition to financial constraints faced by the SMEs, the global financial crises and credit squeeze is threatening the survival of many SMEs particularly in the developing economies. These relegate them to the use of internally generated funds and short term resources to finance operations by means of efficient working capital management. A shorter cash conversion cycle (CCC) is associated with increase in the firm's profitability because of the improvement in the efficient use of working capital whereas longer CCC hurts profitability. This indicates that a firm with shorter CCC is collecting its receivables as quickly as possible and delaying payments to suppliers as much as possible (Shin & Soenen, 1998; Lazaridis & Tryfonidis, 2006a). This results to high net present value for the firm cash flow and relatively high firm's value (Nobanee et al., 2011). CCC can be shortened by reducing the time cash is tied up in the working capital. According to Nobanee et al. (2011) CCC can be shorten by shortening the account receivables period (ARP) through speeding up collections, or by shortening the inventory holding period (IHP) through quick processing of order and selling of goods to customers or by lengthening the accounts payable period (APP) through slowing down of payments to trade creditors. The finding of study revealed insignificant negative association between CCC, IHP and APP with SMEs profitability. A statistically significant negative relationship was found between ARP with SMEs profitability. Also found is a significant positive relationship between firm size, leverage, growth opportunities and firm age with SMEs profitability.

Methodology - The study analysed panel data from the annual reports of 311 samples of non-financial and non-services Nigerian SMEs over a period of 7 years (2007 – 2013). The

sample SMEs are selected from across the six Nigeria Geo-political Zones using stratified and convenience sampling techniques. Financial and services SMEs are excluded from the study due to nature of their business activities. The main variables of the study include the dependent variable return on assets (ROA) which serve as a proxy for the SMEs profitability. The independent variables includes CCC and its components; ARP, IHP and APP. Beside the main variables of the study, few control variables introduced in the study are firm size, leverage, sales growth and firm age.

Findings - The results of the regression estimations indicate that the coefficient of CCC are found to be negative and insignificant which implies that a decrease in the cash conversion period is associated with an increase in the SMEs' profitability. With respect to the three components of cash conversion cycle (ARP, IHP & APP); the coefficient of ARP was found to be negative and significant. This implies that, decrease in the accounts receivable period by one day is associated with a increase in the SMEs profitability. This means SMEs managers can create value for owners by decreasing the days of accounts receivable (García-Teruel & Martínez-Solano, 2007). Further, the coefficient of IHP shows an insignificantly negative relationship with ROA which indicates an increase in the inventory holding period is related to the decrease in the ROA. Similarly, the coefficients of APP across the models are found to be negative and insignificant. The coefficient of firm size shows a significantly positive relationship with firm's profitability (ROA) which implies that larger firms are associated with an increase in firm's profitability. Similarly, the coefficient of sales growth, leverage and firm age reports highly positive significant relationship with firm's profitability.

Keywords: Cash conversion cycle, profitability.

CONCLUSIONS

Overall, the result of this study shows that only accounts receivable period (ARP) supported the hypothesis. The findings concur with the working capital management theory which proposes shorter accounts receivable period with higher profitability (Deloof, 2003; Raheman & Nasr, 2007). The finding also suggests that managers can improve their firm's profitability by shortening the accounts receivable period (Deloof, 2003; García-Teruel & Martínez-Solano, 2007; 2008; Afeef, 2011). Further, other variable (CCC, IHP and APP) failed to support the hypothesis. The plausible explanation is that most Nigerian SMEs are associated with lack of managerial proficiency and poor management of resources (SMEDAN/NBS, 2012; Sunday, 2011; Ademola et al., 2013). Managerial incompetency might lead to poor financial management, particularly efficient working capital management. Also, Nigerian SMEs are associated with financial constraints (Okpara, 2011; SMEDAN/NBS, 2012). This affects their ability to employ skilled and competent personnel who can manage their resources effectively. Thus, the result of the study indicates that Nigerian SMEs with shorter cash conversion cycle and low growth opportunities hold more cash. This study contributes to existing literature on the relationship between cash conversion cycle with SMEs profitability in developing economies.

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COST EFFICIENCY AND LIQUIDITY RISK IN BANKING: NEW EVIDENCE

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ABSTRACT

Purpose - The financial intermediation role of banks that transform short term deposits to long term loans exposed banks into inherent liquidity risk (Berger & Bouwman 2009). The impact of liquidity risk can be detrimental to banks' earnings and solvency, as evidenced by failures of a large number of financial institutions including Islamic banks during the second wave of 2008 crisis (Hasan & Dridi, 2010; Ali, 2012; Beck et al. 2013). However, unlike conventional banks (notwithstanding the difference in underlying principles, risk profile and regulatory frameworks), Islamic banks faced higher constraints in managing liquidity risk in the absence of Shariah compliant risk management tools and developed institutional infrastructure (Ali, 2012; Mohammad, 2013). A major policy concern is the implication of liquidity risk management of Islamic banks on financial instability. Thus the question is: What are the determinants of liquidity risk that is unique to Islamic banking framework?

The literature on issues of liquidity are largely on conventional banking (Munteanu 2012; Horvath et al. 2012, 2014; Cucinelli 2013; Lei & Song 2013; Chen et al. 2015; Roman & Sargu, 2015) and emerging studies on Islamic banking (Iqbal, 2012; Ghenimi & Omri, 2015; Yaacob *et al.* 2016). Yet, none of these studies have incorporated the role of efficiency on liquidity risk in banking, although empirically evidenced significant to affect bank risk taking (Brissimis *et al.* 2008; Fiordelisi *et al.* 2009; Alam 2012; Radic *et al.* 2012; Miah & Sharmeen 2015; Sarmianto & Galan 2015). Recently, Altunbas *et al.* (2007) documented positive efficiency-liquidity risk relationship for conventional European banks (1992-2000) while Khalib *et al.* (2016) found efficiency has no significantly related with liquidity risk in short term but negatively related in long term for banks in Malaysia (1994-2014). This inconclusive evidence needs further investigation as to whether different efficiency level between distinct bank types could have resultant impact on liquidity risk profile of a bank that could provide some insights on bank risk taking behavior. Thus, this paper aims to analyze the relationship between cost efficiency and liquidity risk in conventional and Islamic banks in selected 16 OIC countries from 1999 to 2013.

The findings document that the impact of cost efficiency on liquidity risk is positive. It shows that cost efficient bank are able to minimize the cost of inputs (for instance cost of funds) to maximize outputs i.e. financing or loans, whereas for inefficient bank, cost constraints have restricted them

from engage in high risk investments. This finding is, indirectly, in support of cost-skipping and moral hazard theory which direct the implication of cost efficiency with high risk taking incentives.

Methodology - The datasets of the study includes Islamic and conventional banks from selected 16 OIC (namely, Bahrain, Bangladesh, Brunei, Egypt, Jordan, Kuwait, Indonesia, Malaysia, Pakistan, Qatar, Saudi Arabia, Sudan, United Arab Emirates, Tunisia, Turkey and Yemen) from 1999 to 2013. The study involves two stage analyses: Data Envelopment Analysis (DEA) to compute cost efficiency; and fixed effect model to examine liquidity risk determinants. DEA approach is the combination of piece-wise linear technology and mathematical programming on the actual multiple input-output observations of a bank (Charnes *et al.* 1978). The study uses intermediation approach to specify the input output combination, assuming bank as financial intermediary between depositors and borrowers by transforming funds into loans and other investments (Sealey & Lindley 1977). The inputs include deposits and short-term funding, fixed capital and labor while outputs are loans and other earning assets (Sufian, 2011). Concerning the growing practice of modern banking these days, non-interest income is incorporated as additional output for robustness measure. In line with recent banking studies (Beck *et al.* 2013; Khalib *et al.* 2016), the liquidity risk determinants are examined using Least Square Dummy Variable (LSDV) regression model. The empirical framework can be specified as:

$$LR_{it} = \alpha_i + \beta_1 CE_{it} + \beta_2 control + f_i + \varepsilon_{it}$$

where LR is liquidity risk and CE is cost efficiency. The *control* refers to control variables adopted from previous studies (capital, size, profitability, credit risk, and bank specialization, inflation, GDP growth and bank competition) and dummy variables to identify Islamic bank, 2008-2009 crisis, banks in Malaysia, and interactive dummy Islamic bank*crisis. Dummy Malaysia is included to control for the discrepancy between liquidity of money market in Malaysia and other countries in the study since Malaysia is the only country with a formally instituted and developed Islamic Money Market (IMM) (Dusuki 2007; Hakim 2007; Ismath Bacha 2008). *f* is fixed effects controlling for unobserved heterogeneity across countries and years, α is a bank-specific intercept, ε is the error term and *i* and *t* refer to bank and time respectively.

Findings - The preliminary results highlight a considerable level of inefficiency (20% to 55%) of banks in OIC countries, probably attributed to lack technological advancement, economics of scale and talent efficiency in emerging countries. The main findings indicate that cost efficiency is positively related to liquidity risk. This result is robust based on the alternative measure of input out specification. Other significant factors include capital, bank specialization, credit risk, profitability, size, inflation, market concentration and crisis while the impact of GDP is not significant. The notion that Islamic banks have higher liquidity risk than conventional banks is weakly evidenced. The findings also highlight the importance of money market to provide liquidity in banking as indicated by the lower risk of liquidity risk of Islamic banks in Malaysia compared to other countries that devoid from such facility.

Keywords: *Cost efficiency, DEA, Islamic banking, liquidity risk.*

CONCLUSIONS

The findings show that cost efficiency encourage bank risk taking (Altunbas *et al.* 2007, Fiordelisi *et al.* 2009; Alam 2012). It suggests the need for close monitoring of banking behavior towards risk and return trade off objective. The fact that efficient banks benefit from lower cost and present incentives to invest in high risk loans and instruments provide a signal for regulators to closely monitor on these banks and their risk portfolios. This study put support on the need of regulatory measures like the proposed Basel III and IFSB liquidity risk standards to discourage excessive risk taking behavior. The findings also imply the need for money market development to provide liquidity for banks. Given the insignificant difference between liquidity risk of Islamic banks and conventional banks, this study cast doubt on the business model of Islamic banking that closely resembles with that of their conventional counterparts; heavily depend on debt based financing. This requires product restructuring towards a genuine *Shariah* based products that emphasize on value proposition of Islamic financial intermediation (BNM, 2017). Nonetheless, the challenge of this study remain in data limitations involving multiple emerging countries that only allow the study to investigate on balance sheet activities. Future research could incorporate more comprehensive measures including off-balance sheets activities with sophisticated measures of cost efficiency and liquidity risk in banking.

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DEBT CONSERVATISM AND DEBT-EQUITY CHOICES: EVIDENCE FROM REITS' UNUSED DEBT CAPACITY

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ABSTRACT

Purpose - In this paper, we complement the literature on underleveraged phenomenon by examining how firms adjust towards or away from their debt capacity when issuing or repurchasing securities. Controlling for factors known to affect firms' debt-equity choice, findings of equity issues by firms with high unused debt capacity will support debt conservatism behavior because these new issues tend to push firms away from their debt capacity that make them more underleveraged. Focusing on unused debt capacity also allow us to contrast our hypotheses with extant capital structure theories that carry the opposite predictions with respect to the relationship between unused debt capital and debt-equity choice. These theories predict a positive (negative) relationship between debt (equity) issue and unused debt capacity. In other words, firms tend to issue securities that make them converge closer to their debt capacity or optimal debt ratio.

Methodology - Following Hovakimian et al. (2001) and de Jong et al. (2011), we estimate a binary logit model with marginal financing decisions (*Marginal*) as a function of unused debt capacity. We use quarterly changes in balance sheet information to identify debt and equity issues/repurchases. Equity issues (repurchases) are defined as increase (decrease) in total capital stock (exclude retained earnings) while debt issues (repurchases) correspond to increase (decrease) in total debt. The following filters were applied so that only material events are included in the sample of financing activities: The sum involved must, firstly, be larger than US \$5million and the amount must also constitute more than 1% of the REIT's total assets. Cases where REITs issued (repurchased) both debt and equity issues are omitted.

The estimated logistic model is as follows:

$$Marginal_{it} = \alpha_1 + \alpha_2 Debt\ buffer_{it-1} + \theta X_{it-1} + \phi M_{it} + P_t + Y_t + u_{it} \quad (1)$$

where X_{it-1} and M_{it} , P_t , Y_t are the vectors of firm characteristics, market timing variables, property and year dummies respectively and u_{it} is the residual assumed to be serially uncorrelated with mean zero. The vector X contains the controls for traditional capital structure determinants such as cash holding, size, age, growth opportunities, profitability and asset tangibility. Vector M on

the other hand controls for market timing behavior including past stock returns, interest rate and term structure. These variables capture financial managers' market timing behavior by taking advantage of the relative costs of debt and equity capital in raising capital.

Findings - We find support for debt conservatism behavior where high debt buffer REITs tend to issue equity that makes them further deviate from their debt capacity. This main result is robust to a battery of robustness check implying that debt conservatism is the first order priority in capital offering choices. We further show that this debt conservatism behavior persists for a period of at least 2 years and is driven by firms operating below their optimal debt ratio. We do observe debt convergence in repurchasing decisions. The adjustment pattern is asymmetric where high buffer REITs adjust at a slower pace towards their debt capacity compared to low buffer REITs. This debt conservatism behavior is not influenced by proxies to corporate liquidity/financial constraints and could not be explained by trade-off and pecking order theories.

Keywords: Debt conservatism, unused debt capacity, REITs, capital structure, Malaysia.

CONCLUSIONS

This paper shows that conservatism behavior is a first-order consideration in firms' debt-equity choices. Our approach differs from most previous papers as it focuses on REITs' debt adjustment process towards/away from its debt capacity subject to individual REITs' debt buffer. We find that compared to low buffer REITs, high buffer REITs tend to issue more equity that render them to deviate further from debt capacity and move much slower towards their debt capacity through equity repurchases.

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DETERMINANTS OF ATTITUDE TOWARDS ZAKAT ON EMPLOYMENT INCOME

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ABSTRACT

Background - This paper empirically examines the influence of perceived capability, perceived government support and religiosity as determinants of attitude towards paying *Zakat* in Nigeria. With all the importance Islam has attached to *Zakat* as its third pillar, and with all the glowing benefits that are derivable from discharging it, Muslims resist to pay *Zakat*. For instance, in Indonesia there is a huge gap between the expected and actual collection of *Zakat* with a ratio of 99% to 1% respectively (Beik & Arsyianti, 2013). In Nigeria *Zakat* performance has continually been very low compared to its potentiality. If compliance is improved a colossal sum is expected to be generated annually as *Zakat* to effectively fight poverty (Farouk, Idris, & Saad, 2017).

Since according to Anderson, Kreiser, and Hornsby (2011) the discourse by researchers on identifying the important variables linked with the attitude is ongoing, and that Azman and Bidin (2015) suggested the need for more empirical investigations on determinants of attitude toward *Zakat* compliance behavior, this study investigates the determinants of attitude to comply with *Zakat* in Nigeria. The outcome of the study discloses the appropriateness of the study's model as well as the analytical tool utilized, as the postulated relationships were all supported.

Methodology - A survey questionnaire was administered on government employees and 343 valid observations were retrieved and analyzed from the survey. The PLS analysis technique was used to assess the measurement model, the structural model as well as the predictive relevance of the model of the study. Government worker was chosen as the unit of analysis. Krcie and Morgan rule of thumb was used to arrive at the sample size which has also met Hair, Sarstedt, Ringle, and Mena (2012) requirement of minimum acceptable ratio.

The data collection instrument developed consists of statements to measure each of the constructs of the study. Accordingly, a total of 14 items were used to measure the four constructs of the study; three items for Attitude, three items for Perceived Capability, five items for Perceived Government

Support and three items for Religiosity. The items were measured using the 5 point likert scale, from 1 representing strongly disagree to 5 representing strongly agree (Sekaran, 2003).

Results - The measurement model analysis of the reflectively measured constructs to assess the reliability as well as the convergent validity and the discriminant validity was first conducted (Hair et al., 2014). Based on the results of the PLS structural assessment, which includes examining the significance of the path coefficients, the level of R^2 (coefficient of determination), the effect size (f^2) and the predictive relevance (Hair et al., 2011), the outcome from the bootstrapping procedure showed the structural relationships are significant and thus, all the three hypothesized relationships were supported. The relationship between perceived capability and attitude has a beta of 0.138; t-value: 2.431 and p:0.015, the relationship between perceived government support and attitude indicated a standardized beta of 0.143; t-value: 2.580 and p:0.10 and the relationship between religiosity and attitude showed beta:0.260; t-value: 4.720 and p: 0.000. The R^2 explains 17.5% variation of the model (Hair et al., 2011). The results also revealed that all the exogenous constructs are having small effect sizes as none is less than 0.02 or greater than 0.15 Cohen (1992). The blindfolding procedure indicated a Q^2 value of 0.095, which is greater than zero and hence the predictive quality of the model is confirmed.

Keywords: Attitude, *Zakat*, employment income, Nigeria.

CONCLUSIONS

This study suggests that *Zakat* is a divinely given tool to fight poverty, but the main issue is the attitude towards compliance. Hence, policy makers should focus on the three examined determinants in developing policies for strengthening the attitude of *Zakat* payers to boost collections, since positive attitude lead to improved collections. A replication of the empirical study is recommended to further confirm the results obtained. Furthermore, the efficacy of the model and the suitability of PLS as a tool in the study of factors influencing attitude was also established.

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FORENSIC ACCOUNTNG AND ECONOMIC VALUE ADDED AS PANACEAS FOR ANALYSIS FIRM VALUE

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ABSTRACT

Purpose - In spite of the comprehensiveness of the International Financial Reporting Standards (IFRS) in ensuring fair value accounting. There are still few loopholes in the accounting standards which provide sufficient opportunities for financial statement manipulations (Ikpefan, & Akande 2012). Thus, this practice undermine the “true and fair” view of the financial statement as a result of manipulating financial accounting records for selfish economic aggrandisement within the purview of applicable laws and prevailing accounting standards.. The objectives of this paper is to examine the role of forensic accounting and economic value added in analysis the corporate value of firms.

Mehodology - The conceptual framework sees forensic accounting practices and economic value added as the antecedent variables and the firm value as the outcome variable. The framework highlight the relationship between value relevance determinants such as forensic accounting and economic value added and the firm value of corporate firms. It emphasis the employment of forensic accounting practices and the analysis of the economic value added as the means by which the real value of firm can be assessed.

Findings - The paper shown that forensic accounting practices and economic value added measures are basic remedy for fraudulent financial statement practices because of their invulnerability to the practice of creative accounting.

Keywords: Forensic Accounting, Economic Value Added, IFRS. Firm Value.

CONCLUSION

Objectively, it can be concluded that financial statement are medium upon which the activities of corporate entities are communicated to the general public. However, study shows that IFRS standards have some loopholes that management capitalised on to manipulate and cooks fraudulent financial reports (Ikpefan, & Akande 2012). Fraudulent financial statements jettison the fair value of corporate firm. Therefore, to mitigate the negative impact of this financial malpractices, forensic accounting practices and economic value added forms the basis upon which the real market and economic value of corporate entities can be unravelled.

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MICRO FINANCE BANKS A POVERTY REDUCTION TOOL IN GOMBE LOCAL GOVERNMENT AREA, GOMBE STATE, NIGERIA

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ABSTRACT

Purpose - The aim of the study is to examine the role of micro finance banks in fighting poverty in Gombe Local Government Area, Gombe state, Nigeria. The issue of poverty has been a major concern to many nations, particularly the developing countries. National Bureau of Statistics (2010) concluded that Gombe state is one among the five northern states are the poorest in the country with 69.1% Poverty rate.

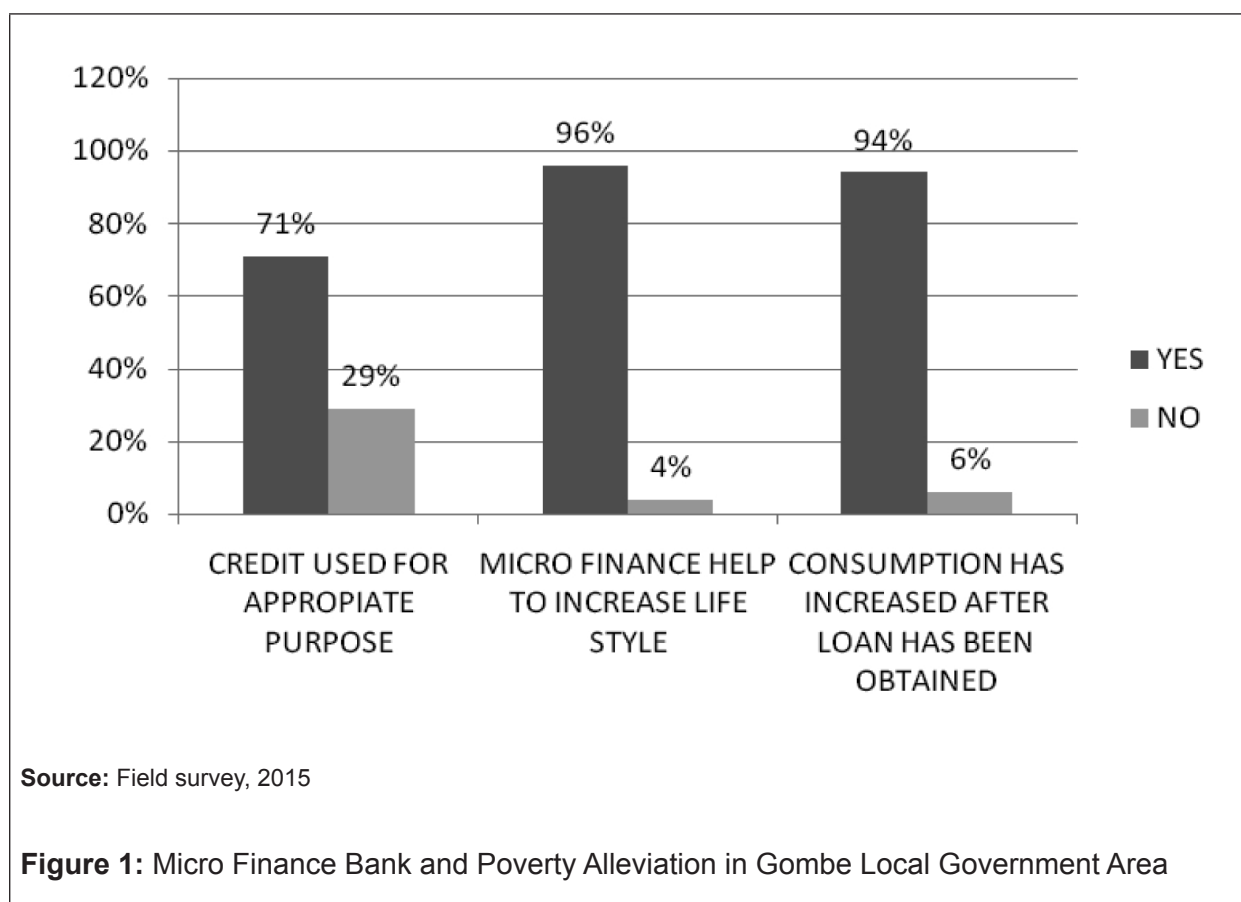
Problem Statement

In spite of objectives of establishment of micro finance banks in Gombe state, various reports reveal that there is a problem. For instance Kwande (2012) a facilitator of an NGO programmes for poverty alleviation in Gombe stated that “micro finance in Gombe state is yet to show any tangible impact on the target citizens”

Objectives of the study - The objectives of this study are (i) to determine the state of poverty in Gombe local government area. (ii). to examine the role of Gombe micro finance Bank Limited in alleviating poverty in Gombe Local Government area. (iii). to identify major challenges of Gombe Micro Finance bank.

Methodology - Primary data were collected from total of 100 beneficiaries of Gombe micro finance bank limited by simple random sampling; structured questionnaires were the instrument for data collection. Simple descriptive statistics such as means, percentages and frequencies were used to analyze the data collected from respondents.

Findings - The study found that the used of the loan obtained from Gombe micro finance has increased the income of the respondents. This is an indication that Gombe micro finance may served as a poverty reduction tool in Gombe Local Government Area of Gombe state.



Keywords: Alleviation, Gombe state, Gombe local government, microfinance, poverty.

CONCLUSIONS

The study concludes that Gombe micro finance bank Limited is an effective tool to fight against poverty, which is consistent with the previous studies (Bakhtiari, 2006, Mawa, 2008 and Gurses, 2009). The results of this study are inconsistent with the previous studies like (Matovu, 2006, Imai, Gaiha, Thapa and Annim, 2010). Based on the findings of the study, the following recommendations were made among others: Government should make available necessary infrastructural facilities that will help increase output of the micro entrepreneurs.

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THE IMPACT OF DIVERSIFICATION ON FINANCING RISK IN THE DUAL BANKING SYSTEM

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ABSTRACT

Purpose - The issue of diversification-concentration strategy apparently is experienced by both commercial banks and Islamic banks and this experience is unique in nature especially for a country such as Malaysia because of the existence of dual banking system. This paper investigates the impact of lending strategies (diversification or concentration) on the risk performances of commercial banks and Islamic banks in Malaysia. In general, there are two different views on the diversification-concentration debate. On one side, the proponent of diversification posits that bank should diversify in minimizing unsystematic risk (Templeton & Severien, 1992), reducing cost inefficiency (Rossi et. al, 2009) and improving bank performances (Deng et. al, 2007). On the other side, the proponent of concentration strategy suggests that diversification tends to reduce profits (Berger et. al, 2010) and increase systematic risks (Wagner, 2010)

Methodology - This main data was collected from 24 banks annual report for the period of 2005 to 2015. This paper applies two techniques in measuring diversification level of loan and financing portfolio which are Herfindahl-Hirschman Index (HHI) and Shannon Entropy (SE). Panel data techniques (Random and Fixed Effect Models) are used to investigate the impact of loan and financing strategies on bank risk performances.

Findings - In general Malaysian banks seem to have diversified loan portfolio based on type of customer. Malaysian commercial banks are found to be more diversified in loan portfolio by customer with HHI values between 0.36 and 0.40 compare to Islamic banks (between 0.43 and 0.52). The empirical findings also suggest that concentration strategy is better for Islamic banks (not for commercial banks) in term of risk performances.

Keywords: Bank performance, diversification, financing, loan, risk.

CONCLUSIONS

The diversification-concentration strategy produces different impacts to commercial banks and Islamic banks in Malaysia. Islamic bank performances are found to have significant relationship where concentration reduces their financing risks. Any banking policy on loan/financing should consider the impact of portfolio strategy because the relationship between these strategies and bank performance is dynamic rather than static.

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REINTRODUCTION OF REGULATED SHORT SELLING/ SECURITIES BORROWING AND LENDING (RSS/SBL): EFFECTS ON LIQUIDITY

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ABSTRACT

Purpose - Short selling plays a vital role in price discovery process and increasing market's liquidity. Malaysia experimented with short selling by permitting it on 3 October 1996 but banning it on 28 August 1997 due to the Asian financial crisis. However, short selling was reintroduced on 26 December 2006. This study is designed to examine the effects of reintroducing short selling on liquidity of the affected stocks. This study also intends to investigate the factors that influence liquidity of the affected stocks. Diamond and Verrecchia (1987) propose that when short-selling is not possible, market would experience an increase in the bid-ask spread and a decline in liquidity. However, the effects of short selling on liquidity are mixed. It is argued that the ban of short selling would adversely affect market liquidity (Beber & Pagano, 2013; Marsh & Payne, 2012). However, there is also evidence where market liquidity declines even when short selling ban is lifted (Baker & Stein, 2004; Chuang & Lee, 2010).

Methodology - The stocks allowed for short selling must meet the criteria as outlined by Bursa Malaysia and the list is updated every six month. Additions to and removals from the approved list are common. For the period of this study, from 26 December 2006 to 13 January 2015, 488 additions to and 249 withdrawals from the list were observed. Announcements of inclusions into or withdrawals from the approved list are used as the event dates. Event study methodology and regression analyses are used to achieve the objectives of this study. Liquidity, as measured by using Amihud's (2002), is used in this study.

Findings/Results - The level of abnormal liquidity increases around the announcement day of stock inclusion. The level of abnormal liquidity also increases when stocks are excluded from the short selling list. In addition, liquidity for stock inclusions can be negatively explained by growth opportunity and positively by firm size. Overall the evidence on liquidity suggests that investors welcomed the move to allow short selling.

Keywords: Short selling, liquidity, Malaysia, stock market, Amihud

CONCLUSIONS

Conceptually, short selling activity should boost market liquidity, but the idea is critically debated. Inconclusive evidence is reported in the empirical literature that seeks evidence from both the developed and developing markets (Beber & Pagano, 2013; Marsh & Payne, 2012; Brunnermeier & Pedersen 2005, Carlin, Lobo, & Viswanathan, 2007). This provides a platform for this study to examine the announcement effects on stock liquidity when the affected stocks are included into or excluded from the RSSAS/SBLES list. To examine the announcement effect, this study employs event study. Prior to the introduction of the new SBLNT model, the level of abnormal liquidity increases around the announcement day of stock inclusion. The level of abnormal liquidity also increases when stocks are excluded from the RSSAS/SBLES list. In addition, the affected stock liquidity can be negatively explained by growth opportunity and positively by firm size.

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CORPORATE GOVERNANCE CHARACTERISTICS AND FIRM PERFORMANCE: INFERENCES FROM PANEL CORRECTED STANDARD ERRORS (PCSES) REGRESSION

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ABSTRACT

Purpose - The purpose of this study is to examine the relationship between corporate governance (CG) characteristics and performance (proxied by return on equity-ROE) of listed Deposit Money Banks (DMBs) in Nigeria for the period 2012-2016. The concept of CG has become an issue of great concern to various stakeholders due to various corporate fiascos in several economies. In the same vein, this issue of corporate failures has likewise occurred in Nigeria due to ineffective application of corporate governance, where corporate board members neglect their functions coupled with the presence of inadequate disclosure in reporting of risk and its related activities, and inadequate risk management frameworks especially in the DMBs (Sanusi, 2010). These resulted in the review of the erstwhile 2009 CG code in Nigeria to the issue of a new one in 2011 with the expectation that it will enhance firm performance (Kakanda, Basariah, & Chandren, 2017). However, there is a stream of studies on the relationship between CG characteristics and firm performance (for instance, Arora & Sharma, 2016; Elyasiani & Zhang, 2015; Vafeas, 1999), yet, their results are mixed and fragmented due to differences in governance system, economic, social, and legal settings (Kakanda *et al.*, 2016). Hence, this study hypothesized that CG characteristics have a positive relationship with firm performance. However, the result of this study depicts that the relationship between the explanatory variables and firm performance is mixed since both significant and insignificant positive and negative effects are obtained.

Methodology - In order to achieve the objective of this study, data were obtained from the annual reports of the 15 Deposit Money Banks (DMBs) listed on the Nigerian Stock Exchange (NSE) for the period 2012-2016. However, to empirically test the hypotheses developed in this study, the following multivariate models are used which were analysed using STATA package version 14:

$$ROE_{it} = \beta_0 + \beta_1 BMT_{it} + \beta_2 MDR_{it} + \beta_3 BID_{it} + \beta_4 BSZ_{it} + \beta_5 BOW_{it} + \beta_6 RMD_{it} + \beta_7 AST_{it} + \beta_8 LEV_{it} + \beta_8 FAG_{it} + \varepsilon \quad \text{eq.....1}$$

$$ROE_{it}^{(q)} = \beta_0^{(q)} + \beta_1^{(q)}BMT_{it} + \beta_2^{(q)}MDR_{it} + \beta_3^{(q)}BID_{it} + \beta_4^{(q)}BSZ_{it} + \beta_5^{(q)}BOW_{it} + \beta_6^{(q)}RMD_{it} + \beta_7^{(q)}AST_{it} + \beta_8^{(q)}LEV_{it} + \beta_8^{(q)}FAG_{it} + \varepsilon_{it}^{(q)} \quad \text{eq.....2}$$

Results - Based on the result of Panel Corrected Standard errors (PCSEs) regression presented in Table 1, board meeting (BMT) and multiple directorships (MDR) have a significant negative effect on firm performance (return on equity-ROE) at 1% and 5% significant levels respectively. This means that an increase in BMT and MDR will result in a significant decrease in ROE. However, Board independence (BID), board ownership (BOW), and risk management disclosure (RMD) have a significant positive effect on ROE at 1%, 10%, and 5% significant levels. Whereas board size (BSZ) has a negative, but insignificant effect on ROE. For the control variables, asset tangibility (AST) has an insignificant positive impact on ROE, while leverage (LEV) has a significant negative influence on ROE, and firm age (FAG) has an insignificant negative impact on ROE. Nevertheless, the relationship between CG characteristics and firm performance may not be homogenous across units (firms) as measured by most prior studies using Ordinary Least Square (OLS) regression, but possibly heterogeneous (that is the impact may be on upper or lower bounds) (Shawtari, Salem, Hussain, Alaeddin, & Thabir, 2016). For this reason, this study investigates the consistency of the PCSEs regression result using quantile regression model (0.25, 0.50, and 0.75 quantiles). The result of model 2 (quantile regression) depicts that amongst the explanatory variables in this study, only BMT has a homogenous effect on ROE across various quantiles since the result is consistent with that of the PCSEs model. However, the remaining explanatory variables have a heterogeneous relationship with firm performance across quantiles. This means that the relationship between CG characteristics and firms performance is heterogeneous in nature (that is, based on lower or upper level) of the dependent variable and not homogenous as claimed by previous studies.

Table 1: Models of Return on Equity (ROE) via Panel Corrected Standard Errors (PCSEs) and Quantile Regression

Variables	Expected Sign	Model 1	Model 2		
			Q (0.25)	Q (0.50)	Q (0.75)
Intercept	?	1.21*** (4.59)	0.85 (1.09)	0.82*** (3.08)	0.57** (2.35)
Board meeting (BMT)	+	-0.04*** (-8.06)	-0.01* (-1.88)	-0.02*** (-3.47)	-0.03*** (-5.36)
Multiple directorships (MDR)	-	-0.03** (-2.37)	-0.12 (-0.27)	-0.21 (-1.33)	-0.34** (-2.45)
Board independent (BID)	+	0.74*** (2.83)	-0.37 (-0.86)	-0.31 (-1.32)	0.32 (1.41)
Board size (BSZ)	+	-0.02 (-0.33)	-0.06 (-0.43)	-0.07 (-1.21)	0.07 (1.64)

(continued)

Variables	Expected Sign	Model 1	Model 2		
			Q (0.25)	Q (0.50)	Q (0.75)
Board ownership (BOW)	+	0.28* (1.70)	-0.32 (-1.16)	-0.06* (-1.85)	0.02** (2.03)
Board ownership (BOW)	+	0.28* (1.70)	-0.32 (-1.16)	-0.06* (-1.85)	0.02** (2.03)
Risk management disclosure (RMD)	+	0.05** (1.98)	-0.04 (-0.63)	0.02 (1.49)	-0.01 (-0.21)
Asset tangibility (AST)	+	0.01 (0.05)	0.01 (0.24)	0.01 (0.61)	0.01 (0.69)
Leverage (LEV)	-	-0.17** (-1.47)	-0.02 (-0.09)	-0.03 (-0.46)	-0.17 (-1.42)
Firm age (FAG)	+	-0.39 (-1.47)	-0.03 (-1.04)	-0.01 (-1.06)	-0.22 (-1.34)
<i>N</i>		15	15	15	15
<i>Observations</i>		75	75	75	75
<i>R</i> ²		0.39	0.162	0.206	0.306

Note: *t* statistics in parentheses (); *** $p < 0.01$, ** $p < 0.05$, * $p < 0.10$. Values in **bold** are significant results consistent with those of the Panel Corrected Standard Errors (PCSEs) Regression model. Model 1=PCSEs regression; Model 2=Quantile regression.

Keywords: Corporate Governance Characteristics, Nigerian Stock exchange, return on equity, Panel Corrected Standard Errors, quantile regression.

CONCLUSIONS

This study examines the relationship between CG characteristics and firm performance. The result obtained shows that CG characteristics have both significant and insignificant positive and negative effect on ROE of DMBs in Nigeria. Notwithstanding, the quantile regression result shows that there is a presence of heterogeneity across various quantiles in the relationship between CG characteristics and performance of DMBs in Nigeria. Therefore, the finding of this study is indispensable to both regulators of CG code in Nigeria and corporate managers since the study shows how various CG characteristics affect the performance of DMBs as expected by the revised CG code of 2011, and it contributes to the literature in terms of methodological approach. Despite the contributions made by this study, yet, it has some setbacks associated with it that include: small sample (15 firms), concentrates on banking sector alone, and uses only accounting-based measure (ROE), hence, an avenue for future researchers to fill the gap identified.

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Learning & Instructions

A CASE STUDY OF BLENDED LEARNING IMPLEMENTATION IN HIGHER INSTITUTION: EXPLORING PRACTICES AND STRATEGIES

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ABSTRACT

Purpose - This study was aimed to understand how do lecturers develop their blended learning practice and what strategies that could be employed in facilitating blended learning environment. Based on the current wave of teaching and learning with technology, blended learning is now seen as a requirement for teaching and learning in the 21st Century classroom. In recent years, many educational settings have adopted the blended learning approach (Halverson, et. al., 2014; Graham, Woodfield & Harrison, 2013) including Malaysian higher institutions (Shamuganathan & Karpudewan, 2015). It has become progressively important for lecturers to know how to effectively facilitate blended learning courses. Blended learning can be defined as courses that use portion of face-to-face context and integration of web components which allows the flexibility of the teaching and learning process (Dzuiban, Moskal & Hartman, 2005). Generally, most of academicians are aware of the urgency of blended learning implementation in higher institution in aligning with the shift 9 in Malaysian Education BluePrint (HE) (Ministry of Education, 2015). There are three (3) groups of blended learning category that have been identified from big data analysis, which are: group 30%, group 50% and group more than 70%. Several themes emerged which moulding around three main levels of contextual factors from the findings of in-depth interview with selected nine participants.

Methodology - This is a case study of the implementation of blended learning at Universiti Utara Malaysia (UUM) which intended to provide a rich, thick description of the lecturers' experience with the implementation of blended learning in teaching and learning at UUM. Thus, a multiple case study design (Yin, 2009) with nine embedded cases, with each UUM lecturer constituting one case was conducted. This study employed multiple approaches in data collection and analysis that best suit the study and congruent with the case study's qualitative methodology (Creswell, 2003). The data collection and analysis were carried out sequentially with the intention that the interviews would enrich the findings from big data (Creswell, 2003). In this case study, the maximum variation sampling strategy was used (Miles & Huberman, 1994) and with whom would best answer the research questions and help develop multiple and diverse perspectives (Creswell, 2012). To maximize variation among the chosen sample and fulfil the conditions of this study, the participants were selected at least one course from; 1) each group of blended learning course; and 2) high number of activities, resources and assessment. Data analysis was performed thematically (Braun & Clarke, 2006).

Findings - This study found that in relation to the implementation of blended learning in teaching and learning, UUM lecturers can be grouped into three categories of blended learning at UUM. Three categories of blended learning are 30% blended, 50% blended and 70% and more blended. Each category consists of four main components of blended; Information, Resources, Activity and Assessment.

College	School	A151			A152			A161			A162		
		30%	50%	70%	30%	50%	70%	30%	50%	70%	30%	50%	70%
CAS	SEML	27	0	2	17	7	6	14	3	4	14	6	4
	Total		29			30			21			24	
	SOC	49	2	3	26	15	6	38	29	18	54	23	7
	Total		54			47			85			84	
COB	TISSA	48	4	5	27	16	11	31	9	16	43	18	11
	Total		57			54			56			72	
	SBM	31	2	0	2	0	0	4	0	1	65	13	2
	Total		33			2			5			80	
COLGIS	SOIS	23	1	0	16	5	0	14	3	0	27	7	0
	Total		24			21			17			34	
	SOL	16	0	0	24	2	2	17	3	0	35	5	3
	Total		16			28			20			43	

Keywords: blended learning, innovation, continuous professional development, online learning, contextual factors.

CONCLUSIONS

Findings from this study is drawn from a case study of one higher institution, thus, the generalization of the findings shall be taken into consideration. Generally, the implementation of blended learning in UUM is promising. Although, in some cases, the lecturers' understanding of the system's potential uses did not translate into actual usage of the system, as could be seen from the limited current practice of the lecturers. The lecturers had shown some thoughtful consideration about using the blended learning environment, but had experienced some negative occurrences regarding the use of the system. Several of these critical factors are categorized into three main categories: macro factor, meso factor and micro factor. These issues have also been found in similar studies (Singh & Chan, 2014; Khan, Hasan, & Clement, 2012). The findings of the current study seem to suggest that there are several ways forward for lecturers to effectively implement the blended learning environment in their teaching and learning repertoire. It is important for policy makers and college administrators to ensure that the vision and mission of innovations in the university are shared with lecturer (Chan, 2011). The results also seem to suggest the urgent need for administrators at university and school level to cultivate the use of the blended learning system in the teaching

and learning process by providing a continuous professional development program for lecturers which will include the awareness of blended learning, innovation in pedagogy, and recognition for teachers (Bernhardt, 2015). Furthermore, monitoring and coaching process are crucial in assisting lecturers to perform at a higher level. As blended learning implementation in higher institution is rather new, ongoing monitoring and support is required for the sustainability of any web based learning programs. Knowing and understanding the challenges that academicians faced may inform the policymakers and administrators at the institutional level about any improvements required in its implementation.

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INCORPORATING HIGHER-ORDER THINKING IN THE LANGUAGE CLASSROOM: ENGLISH LANGUAGE TEACHERS' PERCEPTIONS AND PRACTICES

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ABSTRACT

Purpose - Higher-order thinking is deemed crucial for students to confront the challenges of the 21st century (R. Collins, 2014). In this connection, Malaysia had proposed transformation to its education system geared towards strengthening its students' higher-order thinking skills (Malaysian Education Blue Print, 2013-2025). Practising teachers, therefore, need to develop new approaches and strategies to successfully manage these new developments. However, teacher beliefs and practices are found to affect teachers' strategies for coping with these changes and the challenges that accompany (OECD, 2009). Research has shown that teachers' perceptions including teacher beliefs, previous knowledge and teacher practices are linked to the actual instruction provided by teachers in the classrooms. T.H. Thu (2009) postulates that teacher beliefs can cause resistance to change, and can greatly influence the teaching and learning process. Banda (2005) found that teacher perceptions of classroom assessment have influence on their classroom assessment practices and that teachers' academic qualifications seemed to influence teachers' flexibility to changes. S.Pitiporntapin & T. D. Sadler (2015) postulates that previous teaching perceptions of teachers tend to influence their teaching practices. However, none of the above studies have investigated teachers' perception and practices of incorporating higher-order thinking skills in a language classroom. While, teaching higher-order thinking in Science and Mathematics may be quite common, teaching those skills in a language classroom may pose difficulties to English language teachers. As such, it is important to investigate the perceptions and practices of the English language teachers to determine their readiness and whether they are equipped to incorporate HOTS in their language classrooms. This study attempts to investigate the English Language teachers' perceptions and practices as well as the factors that influence them. The objectives of the study are: (i) to provide a better understanding of the English language teachers' perceptions and practices of incorporating HOTS in their language classrooms, and (ii) to elucidate factors affecting their perceptions and practices of this approach.

Methodology - A questionnaire consisting 25 items was used in this study. Items 1-7 sought demographic information. Items 8-12 sought information on teacher knowledge.. Items 13-16 sought information on teacher beliefs. Finally, items 17-25 sought information on 'teacher practices'. This study used the mixed mode design. 35 English language teachers from 6 government secondary

schools in Central Kedah participated in this survey. The completed questionnaire were marked 1-35. All items in the questionnaire were coded and entered in a template created for statistical analysis mainly to use inferential statistics. However, items 8-12 are analysed using inductive data analysis using percentages and frequencies.

Findings - At this point of time, data analysis is still in progress. Therefore, no findings are available. Nevertheless, the final paper to be submitted for presentation will include the findings of this study. Discussions and implications of the study will also be provided.

Significance - Understanding teachers' perception and practices of the teachers can help the Ministry of Education to formulate support programmes for teachers to meet the challenges in the classrooms.

Keywords: higher-order thinking, teacher perception, teacher beliefs, teacher knowledge, teacher practices.

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INDUSTRIAL PERSPECTIVE ON JOURNALISM EDUCATION CURRICULUM IN MALAYSIA

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ABSTRACT

Purpose - The aim of the study is to examine industrial perspective on journalism education curriculum in Malaysia. Curriculum plays an important role in providing quality education for students. This study focuses on the curriculum aspect of journalism education. Journalism is a dynamic field that integrates industrial experience and fundamental knowledge gained from higher educational institutions. It has been debated by scholars in the field that it is important for the academia to consider industrial players in shaping the curriculum of the field (Cullen, Tanner, O'Donnell & Green, 2014; Gilmor, 2016). Based on these arguments, this study is conducted to investigate the industrial perspective on journalism education in Malaysia. Drawing from the researchers' experiences and guidelines from the Malaysian Qualifications Agency, the researchers adapted the Taba Model as the theoretical framework. This selection is in line with other studies in journalism that suggested that it is one of the most suitable models for journalism curriculum (Pavliv, 2012). Taba's grassroots model suggests seven main steps to be followed: 1) Diagnosis of needs, 2) Formulation of objectives, 3) Selection of contents, 4) Organisation of content, 5) Selection of learning experiences, 6) Organisation of learning activities, and 7) Evaluation and means of evaluation (Ornstein & Hunkins, 2014). The approach is inductive and offers constructive feedback for curriculum development.

Methodology - The study used semi-structured interview method. Fifteen experts were interviewed. They have served more than 10 years in media industry and hold various executive positions. The interview protocol was developed based on literature review and guidelines of Communication and Media Studies curriculum review. The researchers also referred to each university that offered journalism courses in Malaysia. The team decided to conduct the interview by using the subject matter of journalism studies offered in Malaysia. Thus, the interviewees were showed cards that stated the subjects offered and were asked of their views on the subject matter. Among the

questions asked was: What is their main perspective on the curriculum design envisaged by the industry? The subject matter can be categorised as follows: 1) General knowledge (economics and politics), 2) Specialised journalism subjects (news writing, basic broadcasting), and 3) Communication subjects (public relations and marketing). The interviews were conducted at the interviewees' offices or homes. Each interview ranged from 1 to 2 hours. The data was analysed manually. The data was transcribed by two research assistants. Subsequently, the researchers read and analysed the data. Initial themes were identified. A second reading was performed to identify the main themes and subthemes. Once the team was satisfied with the themes and sub-themes, the researchers finalised the themes and elaborations on the themes based on the interview guidelines and literature reviews.

Findings - Based on the thematic analysis, the findings revealed four main themes: 1) Strong general knowledge requirement, 2) Right internship programme, 3) Interest in the field – ability to adapt and learn, and 4) Specialised knowledge. This supported the view that industry and academia have to collaborate extensively in producing high quality graduates in journalism.

Keywords: Journalism education, curriculum, industry, culture, university.

CONCLUSIONS

The study concludes that curriculum development can be tailored for industrial needs whilst at the same time fulfilling the academic requirement. The idea of establishing a balanced curriculum is a luxury in the Malaysian educational context. Curriculum development is not about creating a super journalist but to develop a humanistic journalist who cares about essential values and is able to contribute to the industry and serve the community. Facing tremendous pressure from industry, journalism education is one example of an academic programme struggling to meet both academic and industrial demands. Nonetheless, relevant parties from both academia and industry need to collaborate in enhancing curriculum quality of journalism education.

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INVESTIGATING THE USEFULLNESS OF COLLABORATIVE GAMES FOR EFFECTIVE INSTRUCTION

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ABSTRACT

Purpose - The present study was conducted in order to evaluate the usefulness of three teaching aids or games in connecting theoretical concepts to practical applications. In teaching first semester students the theory of Rational Emotive Behavioral Therapy, lecturers have to explain about a technique famously known as ABCDE where clients in counselling are taught how to change their negative perception towards an event in a more rational and positive way. The concepts and steps may be difficult for students to comprehend using traditional lecture approach, thus a set of games was developed to help students understand the topic better. It was also the intention of the course to develop students into positive individuals through teaching the theories and concepts in an introductory counselling course. The feedback given by the students indicate that they enjoyed learning through collaborative technique using the games, contributing to both better understanding of the ABCDE concepts as well as more rational way of thinking.

There are four objectives of this study: (1) to determine whether students' level of irrational thinking decrease after playing with the games, (2) to measure whether students show understanding of the ABCDE steps after playing with the games, (3) to identify students' reactions towards the collaborative games and (4) to see whether students demonstrate a change in knowledge when talking about irrational-rational thinking.

Methodology - A total of 53 students from two different groups undertaking Introduction to Guidance and Counselling course participated in this study. There were 13 (24%) males and 40 (75.5%) females ranging from 20 to 23 years old. Both groups are majoring in Teaching Language as a Second Language.

Three teaching aids were developed to assist students in understanding the ABCDE concepts better. The aids are named as ABCDE Boxes, ABCDE Flipcards and ABCDE-poly game. The three games were designed based on the ABCDE steps, and the design and development of the product went through several stages of improvement.

Two lecturers tested the games in two different classes. The investigators have discussed beforehand how to conduct the class using the same steps. The class started with a pre test where students responded to a short instrument to measure irrational thinking. They were not briefed on the purpose of the questionnaire. This was followed by a traditional lecture on the theory of REBT and the technique of ABCDE where the lecturers taught using powerpoint slides as well as chalk-and-talk approach. Next, the lecturers divided their class into small groups consisting of 5-6 students. They were briefed on how to play the three different games in a collaborative manner. At the end of the activity, students were asked to draw their own example of ABCDE steps on a piece of paper. Students also responded to the same assessment on irrational thinking which they had taken earlier. Finally, a few students were selected for a focus group interview to evaluate their understanding of the concepts as well their perception towards the games.

Findings - The findings can be divided into three parts based on the research questions and the games. First, the pre and post test scores showed a significant difference in the decrease of irrational thinking, where students' rating towards all seven irrational subscales were found to be less than the scores before lecture and playing the games. Second, students drawing exercise showed an average of 4.85 marks (over 5 points), where students came up with good and correct steps of individual example, indicating that students have understood the concept of ABCDE well. Third, focus group interview showed that students were excited about using the games in a collaborative manner, seeing it as useful in helping them to understand the concepts faster. Finally, the interviewed students demonstrate positive ways of thinking in their verbal responses, indicating that learning about the importance of rational thinking has taken place.

Keywords: Rational emotive behavioral therapy, ABCDE technique, games, collaborative learning.

CONCLUSIONS

The general conclusion that can be derived from this study is that collaborative learning using traditional-like games can improve the effectiveness of teaching and learning. The results from the pre-post test scores, the individual exercise and the focus group interview indicate that this technique helped to improve students understanding of the ABCDE concept as well as assist in changing their irrational thinking. Playing the games with friends enhance students' learning by giving them opportunity to work together and come up with their own example of how to rationalize thinking. The results suggest that all three games can be invaluable teaching aids to speed up students' understanding. Besides being a teaching tool, the developed games can also be a counselling tool for helpers who have identified their clients as having irrational thoughts. Counsellors using the REBT approach can easily demonstrate to clients the steps of ABCDE using any of the three games. These games provide a fun and lighter approach to counselling when attempting to explain the concepts of ABCDE. Further work and research to refine the design and usability of the games are in progress. It is hoped that the games can be a useful tool that benefits instructors and counsellors in achieving faster results when explaining the ABCDE concepts to learners and clients.

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MOVING TOWARDS A MORE HOLISTIC MEASUREMENT OF EXCELLENT TEACHER'S PERFORMANCE BASED ON THEIR ACTUAL JOB ANALYSIS

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ABSTRACT

Purpose - As part of the initiatives to heighten the professional identity of the teaching profession, many countries have introduced diverse career paths for teachers. Some examples of more academically specialised posts for teachers are the Master Teacher Scheme in South Korea (OECD, 2016), and several states in the USA (e.g.: Georgia Professional Standards Commission, 2014; Ohio Department of Education, 2015); the Chartered Teacher and Advanced Chartered Teacher Programmes in Scotland (Connelly & McMahon, 2007; and, Lead Teachers in Victoria, Australia (Australian Institute for Teaching and School Leadership, 2011).

In Malaysia, the Excellent Teachers scheme was started in the year 1993 and is still being implemented at present. The recent Malaysian Educational Blueprint (2013-2015) has embedded the scheme as part of the bigger career development policy for the teaching profession that was revamped by formalizing three career pathways. Based on this latest policy, teachers can choose the normal track, that is, the teaching pathway, or the faster track, that is, the administrative pathway or the academic excellent pathway. In practice, excellent teachers are expected to do more than what other teachers do especially in terms of ensuring students' academic achievements.

This paper aims to:

- i) Identify and discuss the key roles and responsibilities of Excellent Teachers grounded in data;
- ii) Propose a framework for describing Excellent Teachers' job.

Methodology - The paper is based on a qualitative study which utilizes multiple case study method. Case study design is often used to describe and expand the understanding of a phenomena, context or people – in this case, the Excellent Teachers' work. Data was gathered by carrying out interviews with selected senior Excellent Teachers. Besides that, other individuals who are identified as Excellent Teachers' role sets were also interviewed. As such, credibility of the findings was established and data was triangulated through multiple sources (Merriam, 1998; Creswell, 2013; Yin, 2014). Data was analysed thematically through ATLAS TI 7.5, using open coding, followed by axial coding method. Trustworthiness was gained when data analysis was done by at least two researchers and the coding went through member checking process.

Findings - Five themes emerged from the data analysis and these themes were identified in relation to the Excellent Teachers' descriptions of their roles and responsibilities. The Excellent Teachers in the study has pointed out how their role **as teacher** is the most vital aspect of their job. Excellent Teachers are supposed to ensure quality teaching and learning delivered to their students, better than most of the other teacher do. The Excellent Teachers are also regarded **as content expert**. They are expected to be involved in curriculum-related matters such as in assessment planning at the national level, textbook writing, audio visual aids preparation, etc. Besides that, the Excellent Teachers also serve **as facilitators** especially for curriculum-related training to teachers and also students. They are often instructed by the State or District Educational Department to train teachers and sometimes invited by the top management of other schools to give talks to students who are sitting for the nationally standardized examinations. In their own schools, they play the role **as mentors** who guide their colleagues and give advice on how to improve teaching and learning. Finally, Excellent Teachers are also regarded **as innovator or researcher**. They are expected to innovate teaching and learning through research. Although the culture of research is very minimal in Malaysian school context, Excellent Teachers in this study are exposed to doing research. Most of them are familiar with action research, i.e., researching teaching and learning in their own classroom in order to continuously improve their teaching so that students will learn better.

Keywords: master teacher, expert teacher, teacher career development, teacher job analysis, teacher leadership

CONCLUSIONS

The roles and responsibilities of Excellent Teachers discussed in this paper are grounded in data. Based on the five important roles and responsibilities, a framework that describes Excellent Teacher's actual job is proposed. The framework can be used as reference for coming up with better performance measurement of Excellent Teachers' work. Besides that, it can also be referred to as a guide for evaluating potential teachers who will be promoted to become Excellent Teacher. There is a need to remodel the way teachers are promoted to Excellent Teachers and how their performance are being measured so as to create a more distinguished and professional identity of the Excellent Teachers.

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PARENTAL INVOLVEMENT AND STUDENT ACADEMIC ACHIEVEMENT: A CROSS-SECTIONAL STUDY

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ABSTRACT

Purpose - Parents' involvement in children's education and academic achievement is undeniable. Parental involvement does not have one universal definition and it is not only limited to activities conducted at home. It includes home-based activities, school-based activities as well as parents' aspiration toward their children's education. In China, research on parental involvement is still at its primary stages, especially in the rural areas where literature on parental involvement is sparse. Further studies are needed to determine the levels of parental involvement and its role in an ethnic minority school children's achievement. Hence, this study aims to examine the role of parental involvement in children's academic achievement at an ethnic minority rural area in China. More specifically, this study examines the levels of parental involvement in the aspect of parents' educational aspiration, home-based and school-based involvements; examines the differences in the levels of parents' involvement between low achieving students and high achieving students; and investigates the relationship between parental involvement and student academic achievement.

Methodology - This quantitative research study utilized the cross-sectional survey design method. A 30-item self-constructed questionnaire on parental involvement was used to collect data from 280 parents of third and fourth grade students selected using the non-probability purposive sampling techniques.. Five experts from a faculty of education examined the content and face validity of the research instrument. The internal reliability analysis of the questionnaire yielded a Cronbach's alpha coefficient of 0.94. The Statistical Package for the Social Sciences (SPSS), version 23 was used to analyze the final collected data. Descriptive analysis, including the mean scores, frequencies and percentages, and standard deviations were used to analyze demographic data and parents' responses to question number one (i.e. levels of parental involvement). Furthermore, inferential statistics were used to answer question number two to find the differences among the mean scores of parental involvement with students' academic achievement (high achievement and low achievement). In this aspect, the independent sample t-test was used. Bivariate Pearson correlation was used to answer third question to find the relationships between parental involvement and student academic achievement.

Findings - The findings of the study showed that parents of the 3rd and 4th grade students were involved in their children's education. These parents had a high level of educational aspiration toward their children's education; the parents were more involved in their children's education at home than at school. The parents of high achieving students were more involved than those of low achieving students. There was also a statistically significant positive correlation between parental involvement and student academic achievement.

CONCLUSIONS

This is the first study conducted on parental involvement and its role in primary student's academic achievement at an ethnic minority rural area in China. The results are useful to school administrators, teachers, parents and children. It has provided necessary information on the levels of parents' educational aspiration, home-based involvement, and school-based involvement. School administrators and teachers may take action to encourage partnership between parents and teachers in order to improve children's education. Further qualitative research is recommended to get more in-depth information on parental involvement in all aspects and the challenges to parental involvement.

Keywords: parental involvement; student academic achievement; school-based; home-based; aspiration.

PERANAN SOKONGAN PEMBELAJARAN DALAM KETERLIBATAN MURID: PERBEZAAN GENDER TERHADAP PENCAPAIAN

THE ROLE OF LEARNING SUPPORT IN STUDENTS ENGAGEMENT: GENDER DIFFERENCES TOWARDS ACHIEVEMENT

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ABSTRAK

Tujuan - Kajian ini bertujuan untuk meninjau hubungan keterlibatan murid dan sokongan pembelajaran dengan pencapaian akademik mengikut gender. Ia juga meneliti sama ada terdapat peranan keterlibatan sebagai perantara sokongan pembelajaran terhadap pencapaian murid mengikut gender.

Methodologi - Survei keratan rentas digunakan untuk mengumpul data yang melibatkan hubungan gender dengan keterlibatan murid di sekolah, sokongan pembelajaran dan pencapaian akademik. Sampel kajian adalah murid lelaki dan perempuan tingkatan empat (berumur 16 tahun, $N = 800$) sekolah menengah kawasan bandar dan luar bandar dalam daerah Kuala Selangor. Instrumen tinjauan keterlibatan murid di sekolah (*The Student Engagement Scale*, Lam et.al 2009) digunakan untuk kutipan data. Instrumen ini telah digubah dan diterjemahkan ke dalam Bahasa Malaysia oleh Zalizan et.al dan telah diuji kebolehpercayaannya untuk meninjau keterlibatan murid di sekolah. Analisis inferensi korelasi Pearson dijalankan untuk menentukan hubungan antara pemboleh ubah. Analisis model persamaan berstruktur (SEM) dilaksanakan untuk mengenal pasti peranan keterlibatan sebagai perantara sokongan pembelajaran terhadap pencapaian murid mengikut gender.

Dapatan - Dapatan kajian menunjukkan bahawa terdapat hubungan yang signifikan keterlibatan murid dan sokongan pembelajaran dengan pencapaian akademik mengikut gender. Ia juga menunjukkan keterlibatan murid merupakan perantara sumbangan antara sokongan pembelajaran terhadap pencapaian murid lelaki dan perempuan.

Kepentingan - Dapatan kajian ini akan mengukuhkan teori pentadbiran sekolah tentang peranan keterlibatan murid sebagai perantara sokongan pembelajaran terhadap pencapaian. Keputusan ini berguna untuk guru memulakan program intervensi bagi meningkatkan kualiti sokongan pembelajaran

– sokongan guru, rakan sebaya dan ibu bapa agar dapat menambah baik keberhasilan keterlibatan akademik.

Kata kunci: perbezaan gender, keterlibatan murid di sekolah, sokongan pembelajaran, pencapaian akademik.

ABSTRACT

Purpose - The study examined the relationship between students engagement and learning supports with students achievement based on gender. It also examined the extent to which the engagement role as a mediator to learning support towards students achievement.

Methodology - Cross sectional surveys are used to collect data on students' engagement at school, learning support and academic achievement. The sample of the study consists of form four boys and girls (16 years old, $N = 800$) from secondary schools in urban and rural areas in the district of Kuala Selangor. The Student Engagement Scale (Lam et.al 2009) translated into bahasa Melayu by Zalizan et al (2013) is used for data collection. Pearson correlation inference analysis was conducted to determine the relationship between variables. An analysis of the structured equation model (SEM) was carried out to identify the role of involvement as a mediator of teachers', peers' and parents' support towards students' achievement by gender.

Findings - The findings show that there is a significant relationship between the engagement and students' learning support with academic achievement by gender. It also shows student engagement is an intermediary contribution between learning support towards the achievement of boys and girls.

Significance - The result of this study provide a basis to reinforce school's administration theory on the role of student engagement as an intermediary of learning support towards achievement. These results can be useful for teachers to initiate intervention programs for increasing the quality of learning support- teacher, peer and parent support which could improve academic engagement and outcomes.

Keywords – Gender differences, student engagement, learning support, student achievement.

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PRINCIPAL'S TECHNOLOGY LEADERSHIP AND TECHNOLOGICAL INTEGRATION IN KEDAH NATIONAL SECONDARY SCHOOLS: PROFESSIONAL DEVELOPMENT AS A MODERATOR

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ABSTRACT

Purpose - Principals as technology leaders and teachers as facilitators must have the skills and knowledge to implement the 21st Century Education (Roblyer & Doering, 2015). A principal's responsibility is becoming even more challenging as schools have to produce skilled and creative workforce to meet the demands of the Industrial Revolution 4.0 and the Digital Economy. Therefore, principals should possess ICT skills and knowledge to guide and motivate teachers to integrate technology in the classroom in line with the seventh shift of the Malaysia Education Blueprint (2013-2025) (Ministry Of Education, 2013) and the National Transformation 2050.

In the past three decades, most studies related to technology use in secondary schools (Fullan, 2001; Senge, 1990; Michael, 1983; Johnson and Cooley, 2001; Hamzah, Juraime, Hamid, Nordin & Attan, 2014) agree that principal's leadership plays a major role in the technology integration in the classroom. In addition, studies such as Richardson and McLeod (2011) and Wang (2010), suggest that the professional development of principals should be further investigated.

The aim of this study is to identify the relationship between the five constructs of the *National Education Technology Standards-Administrator* (2009) namely Visionary Leadership, Digital Age Learning Culture, Excellence in Professional Practice, Systemic Improvement and Digital Citizenship with technology integration (ISTE, 2009). In addition, professional development is investigated as a moderator based on previous researcher's recommendations.

Methodology - In this cross sectional survey, systematic random sampling will be carried out to select 79 principals and 370 teachers from national secondary schools in Kedah.. *The Principals Technology Leadership Survey (PTLA)* which is based on *NETS-A (2009)* and *Survey of Technology Experiences'* will be administered to principals while the *Learning with ICT: Measuring ICT Use in the Curriculum Instrument* will be administered to the teachers from the same school. The instruments were also verified as valid by two experts in the field. Descriptive statistics analysis will be carried out using the SPSS version 23 while the Inferential Statistics Analysis will be carried out using *Partial Least Squares Structural Equation Modeling (Smart PLS-*

SEM). As this is a proposal paper, a pilot test was administered to 13 principals and 213 teachers of 13 secondary schools in Perlis to verify that both the instruments are reliable.

Findings - The Cronbach alpha obtained from the pilot test show that all constructs obtained the value higher than 0.7 (Nunnally, 1978) except for Visionary Leadership. Item-item correlation was analyzed and one item was deleted to obtain a better Cronbach alpha coefficient.

Keywords: Professional development, technological integration, technology leadership.

CONCLUSIONS

The researcher will be using these two instruments which have been confirmed to be valid and reliable to conduct a field research in the next two months. Findings of the real research is hoped to answer the research questions and test the research hypothesis.

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STRATEGIZING INCLUSIVITY IN TEACHING DIVERSE LEARNERS THROUGH COMMUNITY OF PRACTICE IN HIGHER EDUCATION

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ABSTRACT

Purpose - As the classrooms in higher education are growing increasingly diverse, it is imperative that higher education practitioners build a responsive learning environment for diverse learners to optimize their potential without getting threatened or feeling alienated due to differences in their backgrounds and capabilities. The ability to embrace inclusive practice is a way forward to acknowledge and address the complexities of existing classrooms in higher education. Continuing professional development programmes (CPD) are central to such strategic approaches that equip educators with essential knowledge and skills to handle diversity related issues, achieve equality and increase participation by students (May & Bridger, 2010). Considering the fact that context is central to strategizing diversity initiatives, the present study initiated a Community of Practice (CoP) of higher education practitioners in a public university to achieve an in-depth understanding of the nature of diversity within the institution and to facilitate a process through which members of the community can strategize inclusivity through a proactive and iterative approach. Therefore, in the present study we employ CoP Practice as the theoretical lens and a methodological tool to understand inclusion in a particular institutional context and devise strategies through a series of non-participative observations, reflective journals, and focus groups. The research question that guided the study was: What strategies do higher education practitioners devise for their inclusive practices in response to the challenges through a CoP.

Methodology - In this study, we adopted a qualitative research paradigm to understand how higher education practitioners perceive diversity and its related challenges in their classrooms and what inclusive strategies do they devise through a CoP. Qualitative inquiry was deemed appropriate for in-depth exploration of the research question and understanding the culture of a particular setting from the insider's perspective (Ary, Jacobs, Razavieh, & Sorenson, 2009). The CoP lasted for seven months whereby a series of interface discussions, sharing of reflections, participants' narratives, and direct experiences took place and inputs from participant's peer or critical friends were generated. There were multiple data sources in this study that generated the information. The primary source of data was non-participative observation by the researchers during the CoP sessions and participants reflections. The sessions were audio and video taped which later were transcribed verbatim. The second source of data was reflective writing submitted by the participants. The detail on this source is elaborated in data collection procedure. Purposive

sampling strategy was employed in selecting the participants as the study was seeking a platform to build a community of higher education practitioners who have experiences with students' diversity in higher education (Patton, 2002). Nine academicians (6 males and 3 females) who emerged from natural retention along the iterative cycles on CoP participation were considered as participants. The data was explored by reading and rereading at preliminary stages to obtain clarity (Denzin, 2005) and through repetitive readings the data was coded for two prime categories, namely, challenges and strategies. Later, according to the prevalence and frequency count (McMillan & Schumacher, 2001) the strategies were analyzed against the challenges reported and finally the strategies were reduced into major themes.

Findings - After the data reduction process, three major themes emerged that report the inclusive strategies conceived by the participants. The themes were - Inclusive/differentiated assessment, Motivation and Goal Strategies, and inclusive pedagogy. The theme Inclusive/differentiated assessment suggested that creating differentiated assessment that are inclusive in nature and can provide equal opportunity to every student to participate was a way forward. The participants collectively agreed on allowing flexibility in terms of preferred language and mode to give equitable opportunity to all students. The theme Motivation and Goal Strategies revealed that students were found to be diverse in their goals for learning, hence a variety of motivational strategies such as including students' voice, providing them a clear rationale for studying and fostering relatedness were deemed suitable to address those differences. The final theme, inclusive pedagogy suggests a variety of accommodations to be made in pedagogy such as integrating technology, adopting culturally responsive material and initiating collaborative learning to address students' differences.

Keywords: Inclusive practices, Higher education, Communities of Practice, Diversity

CONCLUSIONS

In order to understand and strategize inclusivity, it is imperative to consider local conceptualization of inclusion related issues and challenges. The themes in the finding emerge as possible explanation to address the diversity related issues in a particular context which however, can be adapted for in other contexts as well. The findings have implications for faculty professional development and classroom teaching practices. Furthermore, in future studies, diverse student bodies can be invited to contribute their voices and question to come with strategies that would yield beneficial outcomes for teaching and learning of diverse students.

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STUDENT-CENTRED APPROACHES FOR TEACHING WRITING IN HIGHER INSTITUTIONS

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ABSTRACT

Purpose - This study focused on the critical change from 'teacher-centred learning to 'student-centred learning'. This has to do with a shift from teacher centred approaches to students' centred approaches for teaching universities undergraduate students writing skills in English as a second language context.

Method - This study uses the quasi-experimental methodology involving a pre-test and post-test. The intervention took 12 weeks to see the effectiveness of students' centred approaches in developing writing ability. 80 undergraduate students of College of Arabic and Islamic Legal Studies were involved in the study. The students were tested before the intervention to generate pre-test data by writing essay and another test with the same questions for post-test data, which were assessed based on content, organization, expression, and mechanics.

Findings - The generated data was analysed using analysis of covariance (ANCOVA) to test for statistically significant difference between the experimental group that was taught with student-centred approach (SCL) and the control group that was taught with teacher-centred approach (TCL) with regards to essay writing skills. The findings indicated that there was significant difference in the performance of students that were exposed to student-centred approaches than the students in control group that were exposed to student-centred approach with overall mean scores of 38.62 as compared to 17.99 for the control group. The findings of this study show that, there was no statistically significant difference between the pre-test scores of both the control and the experimental groups which indicated that both groups were homogeneous in terms of their performance and language abilities prior to the interventions. The findings also revealed that there was no difference in the pre-test and post-test scores of the participants in the control group compared to the experimental group which had a remarkable difference in the post-test scores. This suggested that student-centred approach is more effective in impacting knowledge. Therefore, the implementation of learning paradigm approach in teaching writing has been found to give positive impact in terms of social change and improvement in academic writing.

Significance: The significance of this study is centred on the fact that it will sensitize the teachers of writing to move away from teacher-centred approach to student-centred approach to achieve the stated aims and objectives of the institution. The insight gained from this study will benefit teachers, curriculum planners, researchers, school administrators and publishers.

The implications of this study are:

1. It should be ensured that qualified English teachers are employed to teach language skills at all levels of education.
2. Teachers should be given adequate opportunities for in-service training to upgrade their teaching methods.

Recommendation of this study is that:

1. Teachers at higher levels of education should be aware that, students in a classroom are from different background with individual differences which could affect their writing ability.
2. Attention should be on students' personality in terms of background knowledge since there is bound be good or poor students in a classroom

Keywords: Student-centred, teacher-centred, writing in English as a second language, quasi-experimental design, writing approaches

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THE LIFE STORY OF A RESILIENT UNDERPRIVILEGED YOUTH: THE MOTIVATION TO LEARN SOFT SKILLS TO THRIVE

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ABSTRACT

Purpose - The study aims to explore and analyse how Firdaus, an underprivileged blind individual from an extremely poor family, developed soft skills and resilience to thrive in life, despite the life challenges faced which could have easily hindered the development of his abilities and skills. This is important to be analysed because the Ministry of Higher Education 2015 Graduate Tracer Research Report had stated that most of the unemployed graduates are underprivileged, and the related literature mostly highlighted that the unemployment in Malaysia is mainly due to lack of soft skills (Abdul Hamid, Islam, & Hazilah Abd Manaf, 2014; Abdul Karim et al., 2012; Pillai, Stefanie; Khan, Mahmud H.; Ibrahim, Ida Syahirah; Raphael, 2011 and Zaharim, Ahmad, Yusoff, Omar, & Basri, 2012). Empirical evidence shows that soft skills are the least developed in the underprivileged from a very young age due to their upbringing and exposure (Duncan, Magnuson & Votruba-drzal, 2014; Garcia, 2015). Therefore, Firdaus was chosen as he is distinct to the phenomenon being studied, coming from an extremely underprivileged background but being able to secure a degree in a prestigious public university under a scholarship while winning various awards, and managed to secure a job immediately upon study completion. The findings may be used as a starting point for more research to be done on the underprivileged in the Malaysian context, to guide initiatives to build resilience and motivation to learn more soft skills to thrive in life. The results could also facilitate in exploring a fresh new outlook to address the lack of soft skills that lead to issues in graduate employability as well as behavioural and risk factors, especially among the underprivileged in Malaysia.

Methodology - As this qualitative study seeks to explore experiences through the life story of an underprivileged individual during his childhood and youth, the narrative inquiry method (Clandinin & Connelly, 2000) was used to understand the circumstances, protective factors and turning points in his life. A “retrospective” longitudinal study was carried out where experiences over a period of time was retrospectively documented and analysed via the collection of Firdaus’ life story through responsive interviews (Rubin & Rubin, 2012). In-depth

unstructured interviews were carried out to understand experiences to seek rich information, using open-ended questions which changed throughout the interviews. Data was collected from one participant who is very distinctive to the phenomenon being studied (Creswell, 2013) via two interviews which were recorded and transcribed. To facilitate triangulation (Marshall & Rossman, 2016), his mother and teacher were also interviewed as other data sources. Member checking (Creswell, 2013) was another method to ensure trustworthiness, as Firdaus reviewed and commented on the draft findings before they were finalised. Manual coding was carried out while field notes and analytical memos were progressively written, and while interviews were being transcribed, as recommended by Saldana (2013). Open coding was used at the commencement of coding to detect main ideas and patterns in the data (Marshall & Rossman, 2016). Themeing the data (Saldana, 2013) was then carried out, when the codes and themes emerge from data analysis (Robson & McCartan, 2016) by thematic coding. This was followed by longitudinal coding where the data was reviewed thematically and comparatively through time to review changes that may have occurred (Saldana, 2013). The interpretation of the codes and themes was then carried out to provide meaning, coherence and linkage of the results to answer the research question (Marshall & Rossman, 2016).

Findings - Positive youth development in relation to the growth of resilience in Firdaus' life resulting in him developing motivation to learn more soft skills to thrive in life may be the result from the ecological system he grew up in which was supported by the three synergistic protective factors below; as well as the traumatic life turning points he experienced.

Religiosity and Spirituality

Faith works as a stronger protective factor that successfully help children adapt and cope with life adversities in some cultures than in others (Zolkoski & Bullock, 2012). In Firdaus' case, religiosity and spirituality teachings from very young appears to have developed his resilience. In the integrated secondary school he went to after he lost his sight, he felt so sad about how the other blind students were treating him. However, he did not confide in his mother or his teacher like when he did when he was in primary school. Instead, he cried and confided in God and faith pulled him through his difficulties.

Parental Discipline

It may be surprising that a high discipline environment which Firdaus experienced in his childhood, with power assertion and physical punishments being meted out, is considered a protective factor in his life. Grusec, Danyliuk, Kil, and Neill (2017) had explained that parents with a low socioeconomic status tend to exert more controlling discipline methods to ensure the child's safety as they come from risky environments, and strict obedience is crucial. However, there appears to be no trauma detected in Firdaus' stories about the physical punishments meted out on him. Instead, he expresses that he is what he is today because of his mother's discipline methods which mainly used power assertiveness.

Care and Support

Firdaus exhibits unconditional love for parents, especially his mother, due to the sacrifices she made for her children. With his upbringing of strong religious teachings, he believes that he will receive from God what he gives to his parents, be it happiness or sadness. He mentioned that his university degree and his achievements at his job are all because of their prayers for his success.

Life Turning Points

The turning points in his life which were (1) the extreme adversity of becoming blind when he was a teenager; and (2) when his reserved father had an outburst; may have been the catalysts of his current achievements.

Keywords: Underprivileged, resilience, soft skills, life story, narrative inquiry.

CONCLUSIONS

Firdaus' achievements in life due to his resilience and other soft skills may be attributable to a strong ecological system comprising of religious and spiritual teachings, parental discipline, and care and support. These findings are in line with the Bronfenbrenner ecological theory on human development which focuses on how a child's environment influences his development (Bronfenbrenner, 1994), as well as the Resilience Theory that centres on positive youth development by enhancing protective factors through the understanding of individuals' interactions with their social ecologies, rather than reducing exposure to risk (Zimmerman et al., 2013). Substantially difficult life trials which present themselves in the already challenging life of the underprivileged filled with adversity appeared to have produced highly positive results, on condition that the protective factors within the ecological system are strongly experienced. This study also challenges the understanding of negative impact of power assertion in parental discipline highlighted in various other studies which results in short term compliance, with no long term value internalisation. However, research found that cultural differences are important to be taken into consideration, because if the discipline and punishment mete out is seen by the child to be normative, fair, and a sign of effort and care by the parent to teach the child values; the effect of the parental discipline is generally positive (Grusec et al., 2017). The findings from this study give rise to new questions which may be answered with more qualitative studies done on the underprivileged in Malaysia, to guide the government and other interested parties on potential methods and initiatives to build resilience and motivation to learn more soft skills in the underprivileged for them to thrive in life.

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UNDERSTANDING AND CHALLENGES OF TEACHERS TOWARD PROFESSIONAL LEARNING COMMUNITY IMPLEMENTATION IN PRIMARY SCHOOLS

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ABSTRACT

Purpose - Professional Learning Communities (PLC) is an initiative to improve the teachers' professionalism quality and improve pupils' academic achievement which is based on trend and development of education in developed countries. This qualitative study aimed to determine the teachers' understanding about professional learning communities and the constraints faced in implementing this practice in a primary school in the district of Kubang Pasu, Jitra, Kedah.

Methodology - A total of three teachers whom are the Senior Administrative Assistant, the Chairman of Mathematics Committee and a Science teacher were selected as participants. Data were collected through semi-structured interviews.

Findings - Results of interviews have shown that only a number of teachers understood the concept of PLC which is a culture of cooperation, improvement of teaching, sharing information and knowledge. Next, there are some constraints that have existed in implementing the PLC in school such as lack of motivation, attitudes, teachers' workload, poor teaching aids, teachers do not understand the PLC concept, time constraints and overlapping of teachers' timetables

Significance - The implications of this study focuses professional learning communities which have to be prioritized by all stakeholders, the state education department, the district education department, schools, teachers and pupils in order to improve teaching quality and students' achievement in learning.

Keywords: Professional learning communities, Teachers' understanding, Constraints in the implementation of PLC, Improve teaching quality

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WORKPLACE LEARNING OF NEW ENGINEERS IN AN AUTOMOTIVE INDUSTRY

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ABSTRACT

Purpose - According to Smith (1996), research has proven that skills which are directly connected to the work and are obtained in the workplace are learned quicker, kept longer, and result in higher productivity than those acquired in the classroom. Hence, the study aimed to identify the key issues of workplace learning of new engineers in automotive industry. This paper explores to what extent the knowledge and skills acquired by the new engineers at the job have equipped them with job competency in the automotive industry. This study adopted a qualitative case study method to compare data from a private engineering college, a public university and an automotive manufacturing industry. The identified target groups include one human resource manager, six new engineering graduates, and 4 university lecturers. The finding shows that the training programs is essential to enhance specific knowledge and skills required by new engineers to perform a task at industry. The training programs are divided into two categories—formal and informal training—and each category consists of technical and non-technical training programs. Most of the training programs for the new engineers are technical and job related trainings conducted in-house by internal trainers which seldom focus on personal development of soft skills. Overall, the orientation program served to introduce them to the organization's culture, values and systems. Undeniably, new engineers' training is essential to improve job performance in current job and to train new skills to improve productivity and to achieve the organization's current and future goals. All the new engineers involved in this study have pointed out that the amount of new knowledge to be learnt in the industry at the beginning of their employment was overwhelming. Most of the new engineers complained that not all the trainings took place as briefed during the orientation program. There were excellent career development plans shown during orientation program, but the plans have not been not executed as desired. For the OJT to be effective, it should be organized with well-trained and dedicated coach at the workplace. Qualified coach can ensure the new recruits are trained well, and improve job performance in current job and acquire new skills to achieve the organization's current and future goals.

Methodology - Based on the nature of this study, the researcher has used a qualitative case study method to discover, understand, and explain in an in-depth manner the issues of workplace training of new engineers in automotive industry. The interview questions were adapted from Laulata (2007)'s study to suit the purpose of this study. One of the major automotive manufacturing

industries located in the state of Selangor has been selected for the study. This Malaysian and Japanese joint venture company which was established in 1970 has been producing non-national cars for the local and foreign market. In order to gauge the information for this study, a total of six new engineers (coded as NE1 to 6), one human resource manager (coded as HRm) and two supervisors (coded as SV1 to 2) were selected for the interviews. Besides that, two lecturers were selected from a private college in Cyberjaya (coded as LEC1 to 2) and the other two were selected from public universities located in Klang Valley (coded as LEC3 to 4). Overall, there were six engineers, one human resource manager and two supervisors involved in this study.

Findings - Most of the new engineers appreciate the knowledge and experience gained during the induction program. The induction program served to introduce them to the organization's culture, values and systems. It was confirmed by Informant HRm that they conduct an induction program for all new recruits to introduce them to the new working environment. During the familiarization stage, they are exposed to the nature of their new work and taught how to execute identified tasks. The new recruits are also briefed about the existing organizational culture, values, vision, working conditions, safe working rules, processes and procedures and the organizations expectations from new engineers. Besides that, organizations also provide On-Job-Training (OJT) to new engineers for a period of 6 months and other formal training programs for self-development. New engineers' training is essential to improve job performance in current job or to train new skills for a new job to improve productivity and to achieve the organization's current and future goals. Almost all of the new engineers said that Toyota Business Practice (TBP) was one of the most important training programs that they had attended. "The most appropriate way to develop new engineers is through on-job training, whereby they are attached to their immediate superiors who are generally more experienced at a particular job. Immediate superior will act as a coach or mentor to build relationship, guide in daily task and personal development to enhance job performance and productivity. The mentors' function is to eventually motivate them to acquire the right knowledge and skills and perform job as per required standard" (SV1, 1.2).

Keywords: Workplace learning, on-the job, new engineers, automotive industry.

CONCLUSIONS

Lacking of trained and dedicated trainer for OJT is a major issue in imparting the right skills and knowledge to new engineers. On-Job-Training has to be coordinated well as the automotive manufacturing skills are very unique and generally not provided by external training provider. Hence, most of the specific skills training needed are to be conducted in-house through OJT. For the OJT to be effective, it should be well planned with well-trained and dedicated coach at the workplace. Qualified coach can ensure the new recruits are trained well and improve job performance in current job or to train new skills for a new job to improve productivity and to achieve the organization's current and future goals.

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PERBEZAAN PENGHAYATAN NILAI MURNI DALAM KALANGAN PELAJAR SEKOLAH MENENGAH

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ABSTRACT

Tujuan - Anjakan ketiga dalam Pelan Pembangunan Pendidikan Malaysia 2013-2025 ialah untuk melahirkan rakyat Malaysia dengan penghayatan nilai. Namun begitu, dalam perkembangan kini, masalah gejala sosial dan disiplin pelajar didapati semakin hari semakin serius. Pendidikan hari ini terlalu memfokuskan kepada kejayaan akademik yang menyebabkan pendidikan afektif diabaikan. Rentetan daripada isu ini, satu persoalan yang amat berkait dengan permasalahan ini ialah apakah status penghayatan nilai murni dalam kalangan pelajar masa kini. Oleh itu, kajian ini dijalankan bertujuan untuk mengenal pasti tahap penghayatan nilai murni dalam kalangan pelajar dan adakah ia berbeza berdasarkan aspek lokasi sekolah, aliran pengajian dan jantina pelajar?

Metodologi - Kajian ini menggunakan reka bentuk kajian tinjauan kuantitatif. Populasi sasaran dalam kajian ini adalah semua pelajar sekolah menengah kebangsaan harian di Semenanjung Malaysia. Manakala, populasi perolehi ialah pelajar-pelajar tingkatan empat yang sedang mengikuti persekolahan di sekolah menengah kebangsaan harian di Semenanjung Malaysia iaitu seramai 337 422 (EPRD, KPM). Pemilihan pelajar tingkatan empat untuk menyertai kajian ini dibuat kerana secara umumnya mereka telah melepasi tahap kematangan umur baligh (melebihi 15 tahun) (Abdullah Nasih 'Ulwan, 1984).

Dari segi sampel kajian secara asasnya, kaedah persampelan yang digunakan bagi memilih sampel dalam kajian ini ialah kaedah persampelan secara rawak. Bagi melaksanakan kaedah persampelan ini, teknik persampelan rawak berlapis, persampelan rawak berkelompok dan persampelan rawak mudah telah digunakan. Dengan itu, sampel seramai 448 orang pelajar tingkatan empat sekolah menengah harian Semenanjung Malaysia yang telah menjawab soal selidik telah dipilih untuk digunakan dalam analisis kajian ini. Jumlah sampel yang diperolehi untuk dianalisis adalah melebihi bilangan minimum saiz sampel yang dinyatakan oleh Cochran (1977) dan Krejcie dan Morgan (1970) iaitu seramai 384 orang.

Data dikutip melalui soal selidik "inventori penghayatan nilai murni" mengandungi 113 item yang dibangunkan oleh pengkaji berasaskan 17 dimensi nilai murni mengikut ketetapan Bahagian Pembangunan Kurikulum, KPM. Kesahan muka dan kandungan instrumen yang digunakan

dalam kajian telah diperakui dan persetujuan oleh lima orang panel pakar. Panel pakar telah menilai kandungan ítem-ítem soal selidik mencukupi, mencakupi dan sesuai untuk mendapatkan maklumat berkaitan penghayatan nilai murni pelajar. Bagi menentukan tahap kebolehpercayaan instrumen, ujian *Cronbach Alpha* dijalankan dan didapati nilai *alpha* bagi setiap dimensi ítem berada di atas 0.7. Keseluruhan ítem inventori penghayatan nilai murni mencatat nilai *alpha* .95. Data kajian telah dianalisis menggunakan statistik deskriptif yang melibatkan min dan sisihan piawai serta analisis inferensi yang melibatkan ujian MANOVA. Ujian MANOVA digunakan apabila sesuatu kajian mempunyai lebih daripada satu daripada pemboleh ubah bersandar. Dalam kajian ini pemboleh ubah bersandar ialah penghayatan nilai murni pelajar secara keseluruhan dan dimensi-dimensi nilai murni. Ia merupakan analisis varians yang digunakan bagi membuat perbandingan sesuatu kumpulan dengan beberapa dimensi pemboleh ubah bersandar secara serentak.

Dapatan - Hasil kajian menunjukkan bahawa secara keseluruhannya penghayatan nilai murni pelajar berada pada tahap sederhana tinggi ($M=3.79$, $SP=.35$). Dapatan selanjutnya menunjukkan daripada 17 nilai murni, terdapat 3 dimensi nilai menunjukkan tahap penghayatan yang tinggi, manakala 14 dimensi nilai menunjukkan tahap penghayatan sederhana tinggi. Dapatan analisis MANOVA pula menunjukkan terdapat perbezaan yang signifikan penghayatan nilai murni pelajar secara keseluruhan dan mengikut dimensi-dimensi nilai murni berdasarkan lokasi sekolah [Wilks' $\lambda=.899$, $F(1,446)=2.856$, $p<0.01$], aliran pengajian [Wilks' $\lambda=.844$, $F(1,446)=4.684$, $p<0.01$] dan jantina [Wilks' $\lambda=.902$, $F(1,446)=2.746$, $p<0.01$]. Didapati responden daripada sekolah bandar, aliran sains dan perempuan memperlihatkan skor min penghayatan nilai murni yang lebih tinggi berbanding responden-responden lain.

Kepentingan – Kajian mengenai penghayatan nilai murni pelajar adalah penting untuk menjelaskan status semasa tahap penghayatan nilai murni pelajar supaya usaha-usaha membina generasi remaja kini ke arah pembangunan modal insan yang mantap dapat dilaksanakan dengan berkesan. Hasil kajian ini diperlihatkan secara keseluruhannya tahap penghayatan nilai murni adalah sederhana tinggi. Dapatan jelas menunjukkan daripada tujuh belas nilai murni yang dikaji didapati hanya tiga dimensi nilai murni menunjukkan tahap penghayatan yang tinggi dan empat belas dimensi nilai murni menunjukkan tahap penghayatan yang sederhana tinggi. Ini menggambarkan bahawa sikap mereka yang mementingkan sebahagian sahaja nilai-nilai murni perlu diberi perhatian. Ini penting supaya gejala sosial dalam kalangan remaja dapat dibendung. Selain itu, pihak-pihak yang terlibat dalam konteks pembangunan insan samada di peringkat kementerian, jabatan, pertubuhan-pertubuhan bukan kerajaan dan sebagainya perlu memberi perhatian dan usaha yang lebih terutama terhadap nilai-nilai murni yang berada tahap sederhana tinggi supaya nilai-nilai tersebut ada peningkatan dari segi tahap penghayatannya. Selain, hasil kajian ini juga memberi implikasi kepada pelbagai pihak bahawa faktor demografi seperti aspek lokasi sekolah, aliran pengajian dan jantina memainkan peranan dalam usaha membentuk penghayatan nilai murni pelajar.

Kata kunci: Penghayatan nilai murni, lokasi sekolah, aliran pengajian, jantina

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THE NEED FOR DEVELOPING COUNSELLING/TEACHING TOOLS TO PROMOTE RATIONAL THINKING

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ABSTRACT

Purpose - The present study was conducted in order to examine the need to develop counseling/teaching tools aimed at explaining the concept of ABCDE to clients or students. The counseling/teaching tools will connect the theoretical concepts of ABCDE to practical applications. Rational Emotive Behavioral Therapy (REBT) was developed by Albert Ellis in 1957 and is one of the well-known cognitive and behavioural approaches of counselling and psychotherapy. REBT assumes that people are both “inherently rational and irrational, sensible and crazy” unless a new way of thinking is learned (Weinrach, 1980). The theory believes that human emotions stem from our belief, evaluation, interpretation and reactions to life situation. Therefore, counselors use ABCDE technique where clients are taught how to change their negative perception towards an event in a more rational and positive way. Albert Ellis used an “ABCDE” mnemonic or memory system to teach the basics of rational-emotive behavior therapy. The ABCDE stands for:

A = Activating event.

B = Beliefs (IBs & RBs).

C = Consequences of B.

D = Rational Debate of B.

E = Effective/expected new behaviors (new emotion and new actions).

The concepts of ABCDE techniques can be difficult to explain to clients or students. Using only verbal descriptions can take time for the clients or students to comprehend the concepts. The counseling/teaching tools are transformation from theory to practical products. Instead of using traditional method of chalk and talk to explain the concepts, lecturers or counselors can use the tools to show the sequence of steps from A to E. Therefore, the counselling/teaching tools will make learning the technique more fun, easy to understand, and take less time to comprehend.

There are three objectives of this study: (1) to find out whether the concept of ABCDE is difficult to explain and understand, (2) to determine if there is a need to develop the counselling/teaching tools for ABCDE technique, and (3) to explore the marketability of the counselling tools.

Methodology - Two groups of target users of the counseling tools were identified: (1) counselors and (2) students. A total of 87 full-time practicing counselors working in schools and various agencies, as well as 31 students undertaking Introduction to Guidance and Counselling course participated in this study. Two different sets of questionnaire were developed and distributed to the counselors and students through online survey.

Findings - The findings can be divided into three parts based on the research questions. First, responses from the counselors revealed that 42% of them agreed that it is difficult to explain the concept of ABCDE to the clients and 51% of the counselors stated that the concept of ABCDE is difficult to understand by the clients. Responses from the students revealed that 23% of them agreed that the concept of ABCDE was difficult to learn, meanwhile 32% of the students disclosed that it was quite difficult to learn. Second, the findings discovered that 54% of the counselors felt that it was a very good effort to develop the counseling tools, whereby 41% of them felt that it was a good effort. Moreover, 89% of the counselors affirmed that the counseling tools would be very useful and beneficial to be used during the counseling session. As for the students, 97% of them agreed that the counseling tools would be very useful and beneficial to be used during teaching and learning in the classroom to help demonstrate the technique. Finally, 41% of the counselors mentioned that they will definitely buy the counseling tools if they are available on the market and 48% of them asserted that maybe they will buy them.

Keywords: Rational emotive behavioral therapy, ABCDE technique, counselling tools.

CONCLUSIONS

The general conclusion that can be derived from this study is that there is definitely a need to develop counseling/teaching tools aimed at explaining the concept of ABCDE to the clients or students in order to improve the effectiveness of the counseling/teaching session. The results from the questionnaires indicate that both counselors and the students agreed that the concept was difficult to explain and understand. Majority of the respondents also believed that such counseling tools would be very useful and beneficial to be used during the counseling/teaching session. The counseling tools would help the counselors as well as lecturers who teach REBT approach to demonstrate the concept of ABCDE in a fun, innovative and interactive way of engaging clients/students by combining pedagogy and entertainment. Students also mentioned that it took quite a long time for them to understand the concept taught by their lecturer. Therefore, the usage of the counseling tools in teaching and learning will help educators to teach the concept faster and easier. The tools will also speed up the counseling process as it is easier for the clients to grasp the concept. Apart from that, students or clients can also practice using the tools to increase their understanding of the technique.

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Business Management

ADOPTION OF CIRCULAR ECONOMY FOR A SUSTAINABLE SOLID WASTE MANAGEMENT SYSTEM IN MALAYSIA

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ABSTRACT

Purpose - Solid waste management is inextricably linked to population, urbanization and economic development (Manaf, Samah & Zukki, 2009). Urbanization improves the economic wealth and disposable income which leads to the increase in the consumption of goods and services and correspondingly increase the amount of solid waste being generated. According to Periathamby, Hamid and Khidzir (2009), the generation of solid waste in Malaysia has increased for more than 91% over the past 10 years at an annual growth rate of 5.2% with only 21% being recycled and the remaining waste end up at disposal sites. At a cost of RM2.9 billion spent in 2016 with the exponential increase in cost at an average rate of 26% per annum, this phenomenon indicates that the current practice is not sustainable (PEMANDU, 2015). Therefore, this study proposes to adopt the concept of a Circular Economy which is based on a closed loop system that promotes the application of 3Rs (Reduce, Re-use and Recycle) principle to minimize the waste at source and maximizing the resource yields by circulating the materials in use as efficiently as possible. The concept brings new growth and job opportunities and it has developed from the recognition that a Linear Economy is unsustainable (ISWA, 2015). Hence, this paper gives an insight into possibility of embracing the concept of Circular Economy and further establishes a proposed framework and enablers to suit Malaysian's needs towards developing a cost-effective and sustainable solid waste management in the country. The scope of the study will cover the municipal solid waste and other similar waste from industrial, commercial and institutional.

Methodology - This study will be based on the quantitative research. A baseline data will include solid waste compositions, characteristics and the current recycling practices. The data sampling will be collected and divided according to (1) geographical distribution; (2) regional distribution; (3) size variation; (4) socio-economic; (5) sectorial diversity; and (6) rural and urban areas. The analysis on the waste will be carried out using the sampling technique as per draft Malaysian Standard 10Z011R0 (2011). All other data will be collected from the scientific literatures, existing data bases, observations on the phenomenon, and structured interviews with relevant policy makers, and set of questionnaires applied to stakeholders. Descriptive and inferential statistic methods were used to draw conclusions. The outcomes of the study are a comprehensive list of information on key enablers, initiatives and indicators that are relevant to the Circular Economy.

Findings - This study will prove that waste is a valuable resource and the government should reap the potential economic benefit from the valuable materials in waste estimated at RM1.63 billion per year derived from the 22% of recyclables items. This amount would alleviate the government financial burden (56%) and make the solid waste management is self-sufficient in the long run. The successful implementation of the Circular Economy will harmonize the environment, economy and society, and aspire to divert 40% of waste from landfill and to achieve 22% recycling rate by 2020 (PEMANDU, 2015). Findings from the study endeavor to provide guidelines for Malaysia to realize a successful transformation towards a Circular Economy that will maximize the economic return from waste, reduce the cost, protect the environment and improve the quality of life for the people. This will pave the way for a more realistic roadmap towards sustainability.

Keywords: Solid waste management, circular economy, 3Rs principle, sustainable development.

CONCLUSIONS

Circular Economy embraces the economic strategy to promote the sustainable development of economy and society, and to achieve sustainable environmental protection. The application of the concept has been proven by many developed countries and it is time for Malaysia to adopt the concept to fast track the transformation towards developing a cost-effective and sustainable solid waste management system in the country. To do so, the Circular Economy must be treated as a National Policy that will be strongly uphelds by every levels in the government and societies.

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DETERMINANTS OF KNOWLEDGE SHARING

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ABSTRACT

Knowledge sharing is the process of transform individual knowledge to organizational knowledge which can helps the organization to get maximum outcomes from the employees. The purpose of conducting this study was to identify the determinants of knowledge sharing in Universiti Sains Malaysia (USM) Penang. 132 out of 351 respondents in USM participated in this study. Data has been analyzed by using SPSS software and the results found that three variables i.e. rewards, self-efficacy and shared goals have significant relationship with knowledge sharing. To conclude, emphasizing on the right determinants of knowledge sharing will motivate the employees to share the relevant knowledge with superiors, colleagues and subordinates.

Introduction - Recently, knowledge sharing has become the subject that attracts researchers to explore. Knowledge is recognized as useful information to gain competitive advantage and sustainability in organization. Thus, the organization must ensure that knowledge sharing is occurred actively and become a culture which foster on mutual giving and receiving knowledge. The latter of sharing knowledge will be beneficial to the employees and organization in terms of productivity improvement and cost efficiency (Blair, 2002).

Knowledge sharing or the contributions by individuals to the collective knowledge of an organization (Cabrera & Cabrera, 2002), is increasingly acknowledged as an important research topic. According to Lu, Leung and Koch (2006), knowledge is often shared among the employees in the organization in various forms and the main objective of sharing knowledge is to transform individual knowledge into organizational knowledge.

Knowledge sharing is crucial whereby it is a fundamental root of the organization establishment. There were many research conducted to determine the factors of knowledge sharing in private sectors. However, knowledge sharing interventions in public sectors are lacking of attention (Cong & Pandya, 2003). Furthermore, in public sectors, rewarding employees are subject to government allocation controlled by the federal government.

Previous research has discovered many factors that have relationship with knowledge sharing. Gray (2001); Jeon, Kim and Koh (2011); and Kankanhalli, Bernard, and Wei (2005); found that perceived consequences, social factors, facilitating conditions, perceived reputation enhancement,

perceived enjoyment in helping others, trust, perceived loss of knowledge power and shared goals lead to the culture of knowledge sharing. Despite variables tested by the mentioned scholars, the researcher came across with other variables to be tested i.e. culture, reciprocal relationship, reward, self-efficacy and shared goals.

Literature Review

Culture

Organizational culture is one of the factors recognized that hinders effective knowledge creation and sharing.

Reciprocal relationship

Community members are willing to share knowledge with other members in order to create a good relationship. According to Bock, Zmud, Kim and Lee (2005), reciprocal relationship has a positive relationship with knowledge sharing. Reciprocity is thought to be a motivator of knowledge sharing in communities of practice where knowledge sharing results in enhancing participants' expertise and providing opportunities for recognition (Bartol & Locke, 2000). The employees were expected to build and maintain a good relationship when they share knowledge with other members.

Reward

Ipe (2003) believed that the real rewards and penalties are indicators to determine whether or not employee wants to share the knowledge.

Self-efficacy

Studies revealed that employees with high self-efficacy have high motivation to share their knowledge (Bock & Kim, 2001; Naresh & Raduan, 2012).

Shared goals

In a study conducted by Chow and Chan (2008) found that a higher level of social network and shared goals contributed to the willingness of organizational members to share knowledge.

Methodology - This is a cross-sectional study on the determinants of knowledge sharing in USM. This section will highlight on data collection procedure, measurement, pre-analysis data and data analysis techniques.

Data were collected during in the range of April to May 2017. Sampling frame was derived from several departments in USM by using stratified sampling technique. The measurement consists of 16 items represents culture, reciprocal relationship, rewards, self-efficacy, shared goals and

knowledge sharing. This measurement used 5-point Likert Scale ranging from '1' as strongly disagree to '5' as strongly agree. From a total of 351 questionnaires distributed, only 132 questionnaires (37.6%) were returned and valid for further analysis.

Data were examined and coded into Statistical Package for the Social Sciences (SPSS). Pre-analysis data found there was no missing data, data appeared to be normal. In order to achieve the objectives of this study, data were analysed further by using SPSS through descriptive analysis, correlation and multiple regression.

Results - The results from data analysis are exhibited in several tables namely, profiles of respondents, factor and descriptive analysis, inter-correlation between variables, and model summary and coefficient.

Table 1 presents profile of respondents in this study. Majority of respondents were female (74.2%) from Human Resource Department (17.4%), 75% and 59.1% of respondents are single and between 21 to 30 years old years old, majority of respondents are Malay (85.6%) and diploma holders (38.6%), and majority of respondents served the organization within 1 to 5 years. Tables can be typed directly onto the sheets. Table headings should be as brief as possible and typed directly above the table.

Table 1: Profile of Respondents (n=132)

No	Description	Frequency	Percentage (%)
1	Gender		
	Male	34	25.8
	Female	98	74.2
	<i>Total</i>	<i>132</i>	<i>100</i>
2	Age		
	21 to 30	78	59.1
	31 to 40	28	21.2
	41 to 50	17	12.9
	51 to 60	7	5.3
	60 and above	2	1.5
	<i>Total</i>	<i>127</i>	<i>100</i>
3	Ethnicity		
	Malay	113	85.6
	Chinese	10	7.6
	Indian	9	6.8
	<i>Total</i>	<i>127</i>	<i>100</i>
4	Marital Status		
	Single	75	56.8
	Divorced	1	0.8

(continued)

No	Description	Frequency	Percentage (%)
	Widow/Widowed	1	0.8
	Married with children	46	34.8
	Married with no children	9	6.8
	<i>Total</i>	<i>127</i>	<i>100</i>
5	Academic Qualification		
	Sijil Pelajaran Malaysia (SPM)	31	23.5
	Sijil Tinggi Persekolahan Malaysia (STPM)	3	2.3
	Diploma	51	38.6
	Degree	44	33.3
	Master	1	0.8
	Others	2	1.5
	<i>Total</i>	<i>127</i>	<i>100</i>
6	Working Experience		
	Less than a year	45	34.1
	1 to 5 years	36	27.3
	6 to 10 years	25	18.9
	11 to 15 years	15	11.4
	16 to 20 years	3	2.3
	21 to 25 years	4	3.0
	26 years and above	4	3.0
	<i>Total</i>	<i>127</i>	<i>100</i>
7	Department		
	Human Resource	23	17.4
	Finance	8	6.1
	Marketing	3	2.3
	Admin	5	3.8
	<i>Total</i>	<i>127</i>	<i>100</i>

Before further analysis was done, Cronbach alpha was conducted to ascertain the reliability of the questionnaires. In Table 2, the authors reported the result for reliability analysis and descriptive analysis for all factors. The alpha result in general, falls within the range of moderate to very good whereby the table exhibits that reciprocal relationship has the highest value for reliability (.888), meanwhile the lowest value for reliability is culture (.679). The values for correlation coefficients were examined to detect multicollinearity problem. As all of the correlation coefficients is significant and the values recorded were smaller than 0.9, the measurement was free from multicollinearity problem. All variables have a relationship with knowledge sharing, except for rewards. Mean reported as above a mid-point of 5-point Likert Scale, ranging from 2.6439 to 3.9636 and standard deviation ranging from .34525 to .90909 respectively.

Table 2: Reliability Analysis and Descriptive Analysis

No	Factors (Variables)	Reliability	Mean	Standard Deviation
1	Culture	.679	3.8333	.34525
2	Reciprocal relationship	.888	3.9636	.46549
3	Rewards	.767	2.6439	.90909
4	Self-efficacy	.874	3.9394	.46519
5	Shared goals	.801	3.8712	.51053
6	Knowledge sharing	.609	3.7396	.39650

A Pearson correlation test was conducted in order to determine the relationship among culture, reciprocal relationship, rewards, self-efficacy and shared goals with knowledge sharing. Table 3 exhibits the inter-correlation values between variables. The Pearson's r values show positive significance correlation for all variables with the value of r ranging from .322 to .517 and significance at $p < 0.01$, except for rewards ($-.165 > 0.01$).

Table 3: Correlation between Variables

Variables	Knowledge sharing
(1) Culture	.322**
(2) Reciprocal relationship	.442**
(3) Rewards	-.165
(4) Self-efficacy	.517**
(5) Shared goals	.512**

Further, a multiple regression analysis was used to test if culture, reciprocal relationship, rewards, self-efficacy and shared goals significantly predicted the knowledge sharing. The results of the regression indicated the three variables explained 36.4% of the variance in knowledge sharing. The results further explained rewards ($\beta = -.014$, $p = .014$), self-efficacy ($\beta = .292$, $p = .002$) and shared goals ($\beta = .284$, $p = .003$) were significance to knowledge sharing. The detail of information as presents in Table 4.

Table 4: Model Summary and Coefficient

Factors	Beta	Sig.
Culture	-.014	.873
Reciprocal relationship	.145	.107
Rewards	-.193	.014
Self-efficacy	.292	.002
Shared goals	.284	.003

Discussion

Based on this research, the findings provide some knowledge on determinants of knowledge sharing, particularly among administration employees in Universiti Sains Malaysia (USM) Penang. Three independent variables are significant i.e. rewards, self-efficacy and shared goals while other two independent variables are not significant i.e. culture and reciprocal relationship.

The relationship between culture and knowledge sharing

Culture is not a significant factor of knowledge sharing in USM. In contrast with research from Ipe (2003) stated that knowledge sharing in the organization is depending on culture of work environment. Wamitu (2015) defined culture as unwritten rules that cannot be learnt through formal training or orientation program provided by organization but it must be learnt by the employees themselves which is the employees learn it by times. Therefore, sharing is difficult for employees to do when they are not familiar and comfortable with the culture of the organization.

The relationship between reciprocal relationship and knowledge sharing

Contrarily, reciprocal relationship is not supporting the previous research from Bock *et al.* (2005). In this research, even the items tested are reliable ($\alpha = .888$), the result is not significant. According to Cong and Pandya (2003), public sector employees have a mindset that they are not getting any benefit from the colleagues when they share their knowledge. Furthermore, the employees are not willing to share knowledge whenever they feel harmful to their career when they are doing so

The relationship between rewards, self-efficacy and shared goals with knowledge sharing

The other independent variables such as rewards, self-efficacy and shared goals are positively related to knowledge sharing. Their finding shows that individual judgement on their contribution can influence motivation for knowledge sharing.

Keywords: *Knowledge Management, Knowledge Sharing, Rewards, Self-efficacy, Shared goals*

Recommendation and Conclusion

Rewards

As expected, rewards is one of the determinants of knowledge sharing, whereby the organization cannot ignore giving rewards to the employees who share their knowledge. To ensure the rewards offered are deemed valuable, the organization must properly design it to fit employees' expectations. In contrast, insufficient rewards system can fail to enhance knowledge sharing. Organizational rewards are identified as useful in motivating individuals to perform desired behaviours (Bartol &

Locke, 2000). The employer should explore more about the rewards available and organize them properly to suit the employees' expectation. There are monetary and non-monetary rewards that the employer can give to the employees. Both types of rewards can motivate the employees to share their knowledge and information with colleagues. For instance, the employees' salary increment is one of the monetary rewards and for non-monetary rewards, the employer can give recognition to the employees when their work performance are good than before and there are continuously improvement.

Self-efficacy

Brock and Kim (2001) said that self-efficacy could be a major factor of self-motivational for knowledge sharing. To increase self-efficacy of the employees, the employer should help the employees to increase their confident level. The higher the confidence level, the higher the self-efficacy. To increase the confident level of the employee, the supervisor can assign a project to the employees that not in their work routine. The empowerment given to the employee to make the decision in completing the project can increase their confident level. This shows that the employer trust them to do the job with their own ways. Giving token to the employees that successful complete the project also can increase their confidence level and they will satisfied with their job and willing to help other by sharing their knowledge about the task.

Shared goals

Since shared goal is one of the significant determinants of knowledge sharing, the employer should align information with the objectives of the organization. Shared vision and mission among employees will lead to knowledge sharing because of their understanding on what to achieve at the end of the day. The goals of the organization must be transparent to the employees so that the employees can see and understand the goals clearly. If the goals set are difficult to be understood by the employees, then the management of the organization must restructure the objectives to be more simple and easily understand by the employees. The employees can plan the strategy and helps the organization fulfil the by sharing the knowledge and information through brainstorming or other methods to ensure that that achieve the shared goals.

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DETERMINING OPERATIONAL CAPABILITIES IN HALAL FOOD MANUFACTURING INDUSTRY

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ABSTRACT

Purpose - The scope of the study is on Sarawak Halal food manufacturing firms performance in relations to operational capabilities dimensions. This preliminary research paper aims to establish the dimensions of Halal operational capabilities and process management as an intervening variable in Halal food manufacturing industry in Sarawak, Malaysia. The objective is to determine the dimensions of Operational Capabilities affecting Halal food manufacturing firm performance. Earlier operational capabilities studies by Skinner (1969) suggested that manufacturing offered an organization certain capabilities that could be used as competitive weapons. Operational capabilities as a competitive advantage factors is in tandem with resource-based view (RBV) of the firm, which has emerged as a theoretical framework for analysing the sources and sustainability of competitive success (Barney, 1991 and Grant 1991). Several dimensions of capability (cost, quality and time) have been identified by Skinner (1974) as crucial to an organizations long-term success. Based on focus group discussion output, Halal operational capabilities dimensions covers improvement, innovation, cooperation, customization, responsiveness and reconfiguration. Further study required to identify which capabilities are more important than others that influence the Halal firms performance.

Methodology - This exploratory research paper is based on focus group discussion held in Sarawak, Malaysia to define the scope of Halal Operational Capabilities. The focus group has been structured to allow open, in-depth discussions with a group of selected individuals led by the researcher, to explore the dimensions of Halal operational capabilities (Walden, 2006). Focus groups were conducted within the class room setting at Malaysia Productivity Corporation (MPC) Sarawak in February 2017. The session were audiotaped, and tapes are transcribed verbatim to ensure systematic analysis of the discussions. Discussions duration is approximately 3.5 hours and were facilitated by a moderator and co-moderator. The focus group assessed whether the dimensions of operational capabilities in Halal industry reflected the perceptions of representatives from the companies which consist of supervisory and managerial position and above. The focus group discussion is aiming at identify the competitive advantage factor specifically from operational capabilities perspectives among the Halal industry player.

Findings - Table 1 summarized the findings from the focus group discussion related to operational capabilities that influence the Halal food manufacturing performance.

Table 1: Operational Capabilities Dimensions identified from the focus group.

Focus Group	Dimensions
Know how on Halal production process requirement Human errors (variance) Corrective action measure	Improvement
Process changes along the way in order to comply with Halal requirement Machine replacement depends on conditions (machine ageing)	Innovation
Product customization based on market demand Different product category.	Customization
Raw material from supplier (supply chain) Rely on agent (wholesaler/distributor).	Cooperation
Volume of processed input determine the machine improvement Sense of urgency meeting customer order (during festive season).	Responsiveness
Investment in physical and intangible resources to meet Halal and GMP requirement Facilities (factory equipment/machine) upgrading	Reconfiguration
Government assistance Logistic facilities Limited packaging material and supplier Limited raw material supplier for food product.	Others

Keywords: Halal industry; operational capabilities; process management; competitive advantage, resource-based view.

CONCLUSIONS

There are six dimension of operational capabilities have been formulated and agreed during the focus group interview. Six dimension of operational capabilities have been formulated and agreed during the focus group interview; improvement, innovation, customization, cooperation, responsiveness and reconfiguration. There are four items that did not correspond with existing literature (stated in the manuscript) and were carefully assessed and the items is goes beyond the domain of operational capabilities. The discussion group shows that operational capabilities are crucial for the halal food manufacturing performance. The operational capabilities perspectives and understanding amongst the industry player is still low although the implementation or adoption or the dimension is embedded in the company. Further investigation on the dimensions required in order to identify which dimensions is critical than others that influence the Halal industry performance in Sarawak.

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EFFECTIVE MANAGEMENT COMMUNICATION FRAMEWORK FOR MALAYSIAN TAKAFUL OPERATORS IN ACHIEVING ITS OBJECTIVES AS SOCIAL BASED INSTITUTIONS

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ABSTRACT

Purpose - This paper proposes framework for effective management communication to ensure its effectiveness in according to Malaysian Takaful Operators' objective. As obviously noted, Malaysian Takaful operations have gone through its convincing and promising development for more than 33 years. In parallel with the enhancement of products, services and regulatory aspects, assessing the roles and functions played by key functionary organs for Islamic Financial Institutions (IFIs) are highly regarded. This is important to ensure that the effectiveness and efficiency had been achieved as required by the compliance requirement. Being one of the key components in governance structure, management is considered as the "main driver" for any institution to gear up its movement. The management of Malaysian TOs are accountable to ensure the overall compliance to Shariah which is known as holistic culture throughout the organization. In supporting as well as enhancing this accountability, strategic monitoring by the respective regulatory bodies on management communication for Malaysian TOs needs to be emphasized accordingly. This paper is started with the discussion on literature review topics such as effective communication, theories related to management, functions of management in the Shariah Governance Framework (SGF) and Islamic Financial Services Act (IFSA), roles of Takaful operators as social based institutions. The framework deliberated in this paper discusses on the recommended components for internal communication in assessing the management of Malaysian TOs.

Methodology - This paper proposes a framework of management communication for Malaysian Takaful Operators (TOs). In assessing management communication for eleven (11) Malaysian TOs, there are some important aspects are examined. Those aspects are Shariah Compliance Operating Principles and Social Aspects which represented by TOs through its role in commercial as well as social contributions as explained in the Literature Review Section.

Findings - In managing IFI requires management to be well verse in Shariah requirements and applicable laws. Additionally, TO with its roles in serving the welfare of community, also requires management to ensure the other components such as Maqasid Al-Shariah and charity are

being fulfilled. The framework deliberated in this paper discusses on the recommended components for internal communication in assessing the management dedicated specifically for Malaysian TOs.

Keywords: Takaful operators, social finance, Islamic finance, management communication

CONCLUSIONS

Based on the framework, it is recommended for further empirical studies to be conducted in examining all the components proposed as well as its outcome. Such result is vitally appreciated for this relevant field of studies and adding values to improve the implementation of Shariah governance particularly for Malaysian takaful industry. The framework could also be extended for adoption in other Islamic financial sectors such as Islamic banking, Islamic capital market and so on.

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E-WAQF BASED CP SCORECARD FOR SUSTAINABILITY: FIRM & STAKEHOLDER PERCEPTION

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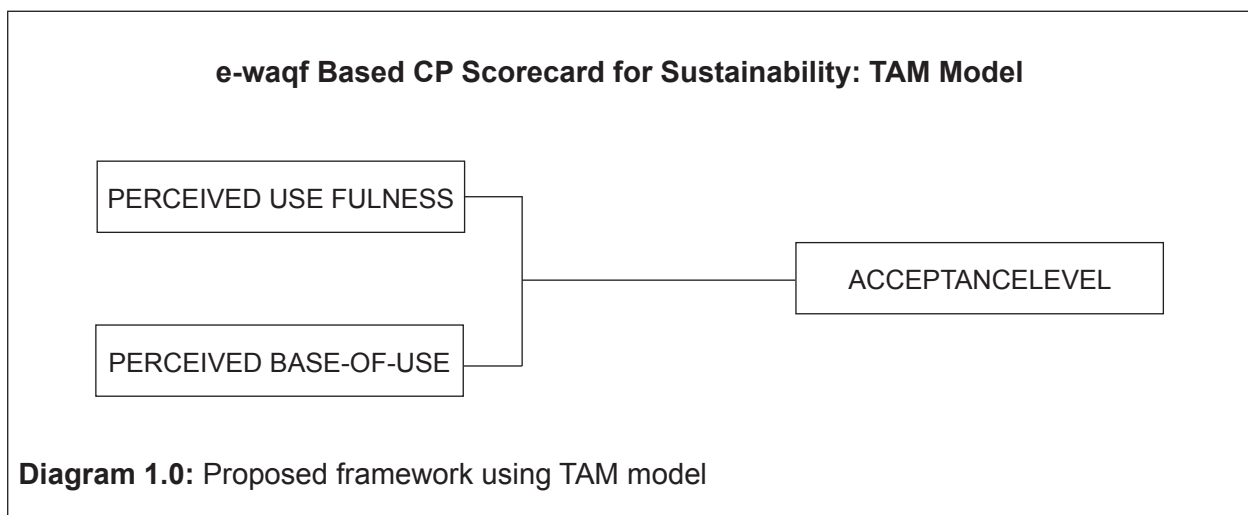
ABSTRACT

Purpose - Companies are currently paying increasing attention to sustainability due to greater expectations for corporations to be invested in the local community and environment instead of being solely concerned with profits. It has been our national agenda when the government itself, through the strategy paper issued by the Central Bank of Malaysia titled “Value-Based Intermediation (VBI): Strengthening the Roles and Impact of Islamic Finance in July 2017”, has proposing four (4) strategies, in which part of it has highlighted on the “effective and constructive collaboration with wider stakeholders, including those with no direct business relationships such as NGOs, societies and government”. Corporate Philanthropy (CP) was intended as a measure to execute this strategy, by displaying a company’s dedication to enhancing societal welfare through sharing corporate resources and applying discretionary business operations. However, existing research and preliminary surveys among stakeholders reveal that corporations are still creating unsustainable impact due to the habit of executing CP on a project-to-project basis (short-term). As such, a comprehensive e-scorecard is designed for a corporation, to strategically plan, implement and assess the performance of their CP activities. This e-scorecard is distributed as part of a pilot study to ascertain how well the e-scorecard system is embraced and utilized, based on the Technology Acceptance Model (TAM) through the evaluation on user’s perceived usefulness as well perceived ease-of-use toward e-scorecard . This research is beneficial to understand the needs of user towards the product in order to ensure a strategic collaborative is built between firm and stakeholder to solve socio-economic wellbeing issues for sustainability.

Methodology - The study is aiming to examine the feedback from user on the introduction of “e-waqf based corporate philanthropy scorecard” through their perceived usefulness and perceived ease-of-use of the e-scorecard which at the end to assist the process of building a constructive relationship between firm and stakeholder in delivering strategic corporate philanthropy for sustainable impact toward society.

The technology acceptance model (TAM) which one of the well-known models related to technology acceptance has used in this study is to provide information on how users come to accept and use a technology (e-waqf based CP scorecard) proposed to the user. TAM has proven to be a theoretical model in helping to explain and predict user behavior of information technology, in which it appears to be able to account for 40 percent to 50 percent of user acceptance (SY Park, 2009). This model suggests that when users are presented with a new technology, a number of factors influence their decision about how and when they will use it, based on their perceived expectation towards the product.

Particularly to this study, primary data collection is carried out by means of structured-questionnaire is distributed to the shortlisted list of firm and stakeholder. A total of 32 respondents comes from the companies of main sector in Malaysia (agriculture, electronic, automobile, construction, finance and banking, tourism, oil and gas, and infrastructure) and their external stakeholder specifically the NGOs who will deliver the corporate philanthropy has been set out for this survey process. SPSS 19 is used to run the TAM model in which the analysis has been divided into a section; demographic, acceptance level as dependent variable, while perceived usefulness and perceived ease-of-use has decided to be an independent variables of the study. Diagram 1.0 below illustrated how the construct is interrelated within the proposed conceptual framework.



Findings - The study uses mean value to measure of central tendency and dispersion of the data collected. The mean value offers a general picture of the data without unnecessarily inundating one with each of the observations in a data set. Mean value also show the sum of the two categories of user whether firms or stakeholder shows a higher tendencies on perceived usefulness or perceived ease of use which resulted to the level of acceptance toward e-scorecard. The results indicate that firm is mostly perceived that the e-waqf based CP scorecard is more useful for them in developing a constructive relationship or collobaration with stakeholder in delivering startegic corporate philanthropy practices for sustainability. Then, the study use correlation and multiple linear regression analysis to indicates the significance level between the construct toward acceptance level on the e-scorecard. And the result shows that both perceive usefulness and perceivd ease of use significantly correlated to the acceptance level of the user towards the product introduced.

Keywords: Corporate philanthropy, sustainability, firm-stakeholder collaboration, e-waqf based scorecard, technology acceptance model (TAM).

CONCLUSIONS

Sustainability is a vital element in the implementation of corporate philanthropy (CP) practices. Firms must ensure that the impact and benefits which result from their projects can last for the long-term, resolve societal issues, and contribute to the growth of the organization and the larger community in a holistic manner. External stakeholders, including NGOs and the local community, also have meaningful roles to deliver a strategic corporate philanthropy practices in order to achieve a sustainable socio-economic wellbeing. It is crucial that these parties also apply strategic CP in the effort to achieve sustainable growth in the community. Thus, e-waqf based scorecard has seen as a useful tools for a firm as well stakeholder to evaluate the potential and opportunities to be exploit from the strength of resources of both in delivering CP practices. In this way, the sustainable effects of a firm's philanthropic practices upon social and economic development can be guaranteed.

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HYBRID STRATEGY AND HOTEL PERFORMANCE: THE MEDIATING EFFECT OF STRATEGIC FLEXIBILITY

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ABSTRACT

Purpose - This paper examines the strategic flexibility as a mediator on the relationship between hybrid strategy and performance of Malaysian hotels. Porter (1980, 1985) explained that competitive strategy paradigm was based on firms' competitive advantage within an industry, which can be achieved by pursuing either low cost or differentiation. But in contrast to Porter's viewpoint, the researcher used cost leadership and differentiation strategies, because they are commonly used strategic dimensions in the literature which called hybrid strategy (Baroto and Abdullah, 2011). This hybrid strategy is the one which combine low cost and differentiation elements. This new hybrid strategy becomes more important where firms can position themselves to improve their ability to adapt quickly to environmental changes and learn new skills and technologies, leverage core competencies across business units and produce products or services with differentiated features at low cost (Kim, Nam & Stimpert, 2004; Acquaah and Yasai-Ardekani, 2006; Salavou, 2013; Thomas, 2015; Jamil and Hasnu, 2017).

However, hotels in the hunt for developing their performance cannot solely depend on the hybrid strategy, but need to create strategic flexibility that could propel for better performance attainment. Strategic flexibility is considered as the important source of competitive advantage in an uncertain and rapidly changing environment (Hitt, Ireland & Hoskisson, 2009). Along with the globalization and the revolution of technologies, corporations are facing greater environmental uncertainty and so more attention should be paid to strategic flexibility. Nonetheless, empirical studies that emphasize on the influence of hybrid strategy and strategic flexibility are still fewer within the context of Malaysian hotel industry, which provides an immense potential for future research. To enrich the existing literatures of hybrid strategy and strategic flexibility use in the Malaysian hotel industry, this study makes an attempt to achieve the following objectives; (1) to examine the relationship of hybrid strategy and hotel performance; and (2) to examine the effect of strategic flexibility in mediating the association between hybrid strategy and hotel performance.

Methodology - A total of 475 sets of questionnaires administrated through mail to all three star and above rating hotel managers in Malaysia, and only 24 percent of it, which is 114 were usable. Multiple regressions were used to analyse the relationship of hybrid strategy, strategic flexibility and performance. This cross-sectional study tested all hypotheses that are related to the research questions and used statistical software SPSS 21 to analyze data.

Findings - The outcomes indicate that hybrid strategy has a significant impact on performance and strategic flexibility. Similarly, strategic flexibility has a significant impact on performance. Specifically, it establishes that strategic flexibility partly mediate the association of hybrid strategy and performance.

Keywords: Hybrid strategy, strategic flexibility, hotel performance.

CONCLUSIONS

This study found hoteliers that executing hybrid strategy should simultaneously use strategic flexibility to attain better performance. Entirely the findings provided new insight to the hotel management from strategic management perspective in understanding the role of hybrid strategy and strategic flexibility in generating enhanced performance. It fills in some of the gap and shows the importance of hybrid strategy and mediating effect of strategic flexibility in the Malaysian hotel industry which has received little empirical attention.

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INNOVATION AS A MECHANISM FOR SMEs SUCCESS IN NIGERIA

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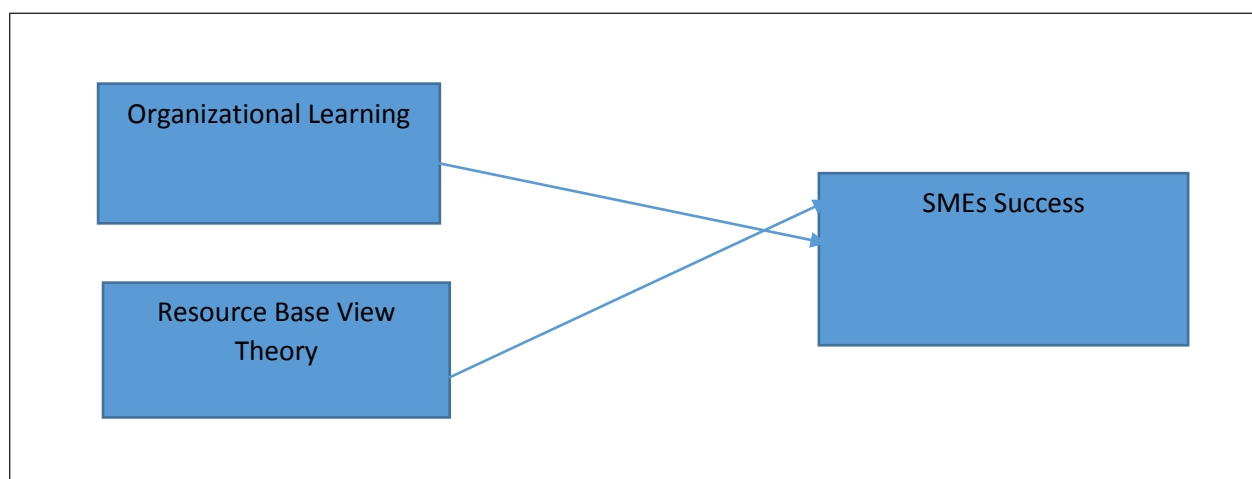
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ABSTRACT

Purpose - The purpose of this paper is to determine the relevance of innovation to the success of SMEs in Nigeria. SMEs are very important to the economic development of a country as a job provider and also for income distribution. SMEs success is the ability of an organization to access the degree of its performance or failure within a specified period of time. SMEs are falling in Nigeria due to their inability to innovate despite the fact that innovation is the key to the success of any firm. Based on this, the paper is focussing on determining the relevance of innovation as a tool for SMEs success in Nigeria. The objective of this paper is to explore the relevance of innovation to the success of SMEs in Nigeria.

Findings - The paper also proposes a model of innovation that will enhance the success of SMEs in Nigeria and leads to the enhancement of entrepreneurship in the country. An important way through which business achieve success, competitive advantage and success is to engage in innovation (Ngo and O' Cassi, 2013). A study conducted by (Bowen et al. 2010) showed that innovation and business success are connected to each other. Businesses that adopt innovations are identified with higher levels of productivity and economic growth than non-innovating firms (Ngo & O'Cass, 2013).

Proposed Research Frame Work



Keywords: SMEs success; relevance of innovation; learning capability.

CONCLUSION

Base on this innovation is considered as key contributor to firm performance, hence ability to innovate help firms to achieve performance. Therefore, this study integrates its work and develops a model that serves as a guide or direction for firms to achieve success.

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INVESTIGATING WAQF PROPERTY RESOURCES OF INSTITUTIONAL MUTAWALLI IN MALAYSIA

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ABSTRACT

Purpose - The purpose of this study is to investigate the waqf property resources of institutional mutawalli in Malaysia.

Methodology - This study employs qualitative methods by investigating four selected institutional mutawalli in Malaysia in term of their property resources. The selected institutional mutawalli selected by using purposive sampling method. This study has performed formal and semi-structured interview with waqf manager, deputy CEO, waqf coordinator and manager of waqf development unit as a representative to the institutional mutawalli.

Findings - In this study, the waqf property resources of institutional mutawalli can be categorized into three elements such as i) waqf property information; ii) waqf property resources; and iii) frequency of the resources acceptance. Those elements can give some general insight related to the each institutional mutawalli waqf property resources.

Keywords: Waqf property, institutional mutawalli, qualitative method, semi structured interview, socio-economic.

CONCLUSIONS

Thus, from the information, each institutional mutawalli can takes proactive action to ensure all waqf properties in their institution is well managed, administered and developed accordingly as it can contribute to the socio-economic of Ummah.

MISMATCH IN THE HOUSING SUPPLY FOR MOST OF THE POPULATION

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ABSTRACT

Purpose - This paper provides an overview of the housing supply in Malaysia and specifically in Johor. One of the obvious problems in the housing market is the existence of unsold and overhang problem. The houses offered might not have matched the buyers' housing preferences, or in simple words, there was a mismatch between the available housing and populations' housing demand. The mismatch may be caused by the house price aspects since the house price is closely related to the buyers' financial capability. In response to this issue, the objective of this paper is to explore the overhang units and housing supply in terms of price and at the same time get insight the developer preferences in supplying houses.

Methodology - The data from the Property Market Report has been compiled and presented in this paper. The data regarding overhang units in Malaysia and Johor Bharu were analysed in terms of the house price. Furthermore, this paper also examines the housing newly launched in terms of price and the median house price movement in Johor Bahru to capture the evidence from the housing market. Next, in order to strengthen the evidence from the market report, a qualitative research approach was also employed for this paper. Therefore, semi- structured interviews were conducted with several developers in order to obtain their preferences in housing supply.

Findings - By using data from Property Market Report issued by the Valuation and Services Department, it can be seen that there are overhang housing units reported each year. It was found that most of the overhang units were beyond the financial ability of the vast majority of the Malaysian population given the fact that most of them categorized under the lower income (B40) and middle income (M40), about 40% respectively (Budget 2016). The same situation happens in Johor, most of the overhang units are unaffordable to the majority population. In the case of Johor Bahru district, the trend of house price of new supply keep increasing from year to year and consequences, most of the housing in the market including the current supply is found expensive and unaffordable. Through interviews with several developers in Johor Bahru, it was found that the developer prefers to build house priced at RM500, 000 and above. Clearly, the developer targets the high income and Singaporean purchaser. They were not keen on building affordable

housing even though the demand is high. This situation contributes to the overhang supply as the majority population did not have financial ability to purchase them. A mismatch exists between the population's housing demand and housing supply in terms of price.

Keywords: Majority population, mismatch, overhang, price.

CONCLUSIONS

This paper exposes that housing supply nowadays caters more to the high income purchaser. The house price apparently not cater for the majority of the population in Malaysia. This situation leads to an oversupply of undesirable housing and a shortage of affordable housing for the low and middle income. In simple words, a mismatch exists between low and middle income and housing supply in terms of price is exists. In view of that, the meeting majority population demand is an important aspect and cannot be ignored. Otherwise, it could trigger mismatch and then leads to unsold and overhang property problem. The housing market also will experience imbalance supply and demand. In providing housing supply for the majority population which consists of low and middle income, government interferences is needed. Furthermore, at the same time government should take appropriate action to control the house price. In addition, in order to stop the developer to focus on developing high-end product, the government should reconsider regarding the sale to foreigners.

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ONLINE PURCHASE INTENTIONS AMONG UUM POSTGRADUATE STUDENTS

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ABSTRACT

Purpose - This study aims to identify and examine the factors that influence online purchase intentions among postgraduate students in context of Malaysia. Seven dimensions were used in this study consisting of product, price, promotion, product risk, delivery risk, privacy risk and financial risk. Online market is one of the industries that are currently developing and have many potentials to become one of the best market in the world. Many entrepreneurs have started to move from plain brick and mortar business to adopt both physical and online shops to set up their business and attract customers. There are also some entrepreneurs that only focus on online commerce and only set up online shops to perform their business. Due to this advantage, online shopping is not perceived as a complement market by some and are even perceived as a major threat by company that mainly engage in traditional based business. Stores may also become more appealing and convenient in terms of time, place, and purchasing modalities, and hedonic value (Hao, 2013). Students are one of the prospects customers that have interest and skills to patronage and use online shopping skillfully. This study results reveals that the highest dimensions to affect online purchase intentions are products factors. Meanwhile delivery and financial risk are revealed to have no significant relationship with online purchase intentions among postgraduate students.

Methodology - This study was conducted used quantitative method. Data were collected in UUM and 500 questionnaires were distributed and 394 of them were returned and valid to be used as the sample for the study.

Findings - According to Table 1, among Product, Price, Promotion, Product Risk, Delivery Risk, Privacy Risk and Financial Risk, only Product, Price, Promotion, Product Risk and Privacy Risk are able to significantly influence online purchase intention. A variable is able to uniquely influence the dependable variable if the significant (p-value) is below 0.05. So, among all the variables used in this study only Product (0.000), Price (0.005), Promotion (0.006), Product Risk (0.009) and Privacy Risk (0.048) are able to significantly influence online purchase intention. Meanwhile delivery and financial risk are not significant to online purchase intention.

Table 1: Coefficient Table

	Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.656	1.360		7.102	.000
	Product	.255	.059	.264	4.352	.000
	Price	.144	.051	.152	2.828	.005
	Promotion	.155	.056	.166	2.783	.006
	Product Risk	-.139	.053	-.155	-2.633	.009
	Delivery Risk	-.042	.044	-.065	-.950	.343
	Privacy Risk	.088	.044	.124	1.980	.048
	Financial Risk	.055	.052	.064	1.052	.294

Dependent Variable: Online Purchase Intention

This is proven by the significant column which show Delivery Risk (0.343) and Financial Risk (0.294) are not significant enough to influence online purchase

Keywords: Online purchasing intentions, products, prices, promotions, perceived risks.

CONCLUSIONS

This study goal is to identify factors that influence online purchase intention. Seven variables have been used, Product, Price, Promotion, Product Risks, Delivery Risks, Privacy Risks, and Financial Risks. The factors that have been used in this study are just a small number of many other factors that have been researched before in regards of testing online purchase intentions and as such cannot be said to be accurate. To solve this more variables should be included to obtain a better view, scope and understandings in identifying factors that able to influence online purchase intentions. With better understanding in the factors that influence online purchase intentions, a better strategy can be used to attract more people to start purchasing online and improve the overall sales of online market industries. Online Shopping is a large market with infinite potential thus more effort should be provided to help it developed and spread to more citizens. Not to mention online shopping also able to be used anywhere and anytime which make it an invaluable source of business and market that can assists various customer and prospect in this modern world. Due to this more research should be done towards it to make sure that more improvement can be done to its services which can encourage and better serve more people to actively participate and use it in their lives and expand the market furthers

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QUALITY ELEMENTS OF RICE PROCESSING; RICE MILLERS VIEW ON QUALITY DURING RICE PRODUCTION

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ABSTRACT

Purpose - Rice is one of the important crops in the world. It is also one of the daily foods for more than half of total humanity in this world or two-third of the world population (Singha, 2013). In Malaysia, rice is the staple food which is consumed daily food for almost all of the Malaysian. The study shows that every Malaysian consumed two and half plates of rice per day (Rajamoorthy et al., 2015). There are a few types of rice produced in the Malaysian market based on the quality specifications set by BERNAS, the first one is Super Tempatan 15% (ST15) which contains 85% of head rice and 15% of broken rice. The second one is, Super Tempatan 10% which contains 90% of head rice and 10% of broken rice and lastly is Super Tempatan 5% which contain of 95% of head rice and another 5% of broken rice (Chung, Arshad, Noh, & Sidique, 2016).

PadiBeras Nasional Berhad or BERNAS is given the right to import and distribute rice until 2021 (Rittgers & Wahab, 2017). One of its responsibilities is to ensure that the paddy industry in Malaysia does not face any problem related to consumption of rice. Thus, BERNAS must promote market stability and maintain a stabilized rice price so that it is affordable by the consumer. In addition, BERNAS is also responsible to ensure the supply of rice is sufficient and accessible for all citizens in Malaysia (Muhammad, 2013). Hence, as spelled out in *The Review of Paddy and Rice Industry in Malaysia* (2004), the main objective of BERNAS is to ensure food security for paddy and rice industry, raise the income and productivity of the paddy farmers and to make sure that the food supply to consumers is fair and the price is stable.

Most consumers express their satisfaction based on the quality of products (Chamhuri & Batt, 2015). As such, the rice produce by rice miller need to follow the specifications of quality set by BERNAS to ensure that the quality of rice that entered the market is guaranteed and could satisfy the customer in the market. However, there are several issue related with quality of rice reported recently. Among them are, local rice is contaminated with artificial substances and plastic elements (Malay Mail, 2017; Star Online, 2017). Furthermore, Halal issues are also being reported related to the processing of rice (Yap, 2017).

Hence, this paper aims to explore quality elements in the rice production among rice millers registered under BERNAS. This study further explores the Halal related issues in the rice processing.

Methodology - In order to achieve the objective of the study, a qualitative approach has been used to collect the data. The rice millers that are registered with BERNAS were selected as respondents of the study. There were five open ended prepared for the interview session. The researchers employed six step of data analysis as suggested by Piaw (2013) which are, collecting data, transcribing data, pro-scanning data, coding data, developing a holistic view of the phenomenon and presentation of data.

Findings - The findings of this pilot interview reveal the attributes of quality elements for rice processing among rice millers. This study also confirms that BERNAS is concern about HALAL guideline and ensure that the HALAL procedure is fulfilled.

Keywords: rice miller, quality, Halal, qualitative research, rice.

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QUALITY OF INFORMATION AND SME FINANCIAL STRUCTURE: MALAYSIAN EVIDENCE

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ABSTRACT

Purpose - The objective of this study is to predict the determinants of Malaysian's SME financial structure. We add to the literature on SME financial structure by formally testing the impact of quality of accounting information on SME financial structure, a variable which has not been explicitly tested in the Malaysian context. Previous studies were mainly conducted in developed countries. Hence, the results may not be applicable in developing country like Malaysia. Generally, capital structure of a firm may consist of equity or debt or a combination of debt and equity. Modigliani and Miller (1958) argues that, in a 'perfect' world, the choice between equity and debt is irrelevant. When taxes and other market imperfections are introduced, only a single optimal financial structure is available, because firms will increase debt financing until the advantage of tax deductibility of interest expenses is counterbalanced by the disadvantages of other market imperfections such as bankruptcy costs (i.e. trade-off theory-TOT). On the other hand, Pecking-order theory (POT), as proposed by Myers (1984) and Myers and Majluf (1984), is based on the assumption that inside management is better informed of the true value of the firm than outside investors. Managers will prefer those sources of funds that are less vulnerable to undervaluation resulting from information asymmetries. The theory states that firms, while making their funding choice, prefer to use internal financing (retained earnings) rather than external financing. However, if they are forced to use external funding, they prefer debt financing to equity financing. The greatest limitation of the pecking order framework is that it ignores the effects of interest tax shields, financial distress, security issuance costs, agency costs, and investment opportunities, which have been widely included in recent studies on capital structure. Whereas some studies have explicitly tried to distinguish between these theories (see e.g. Lopez-Gracia and Sogorb-Mira 2008), it appears that all the aforementioned theories help to explain SME financial structures. The results of this study show that SME leverage is positively related to asset structure, negatively related to firm size and profitability, but is not significantly related to the quality of accounting information and firm age.

Methodology - One-hundred medium-sized manufacturing companies were randomly sampled and the annual reports for 2013 were obtained from the Companies Commission of Malaysia (CCM). The variables used were LEV (the dependent variable), which is defined as the ratio

of total liabilities to total assets. The independent variables are: quality of information (QINFO) - measured by means of a dummy variable that takes a value of 1 if the firm used the new accounting standard (MFRS), and 0 for the old accounting standard (PERS); firm size (SIZE) - the natural logarithm of total assets; firm age (AGE) - the natural logarithm of the number of years since incorporation of the firm; asset structure (AS) - the ratio of tangible assets (net fixed assets and inventories) to total assets; and profitability (PROFIT) - the ratio of earnings before interest and taxes (EBIT) to total assets.

Findings - The descriptive statistics show a mean leverage of 92%, indicating the high dependency of SMEs in Malaysia with banks in getting loans. 68% of the SMEs prepared their FS using the old accounting standard (PERS), while 32% of the SMEs opted the new accounting standard (MFRS). With respect to asset structure, tangible assets represent about 56% of total assets; while average profitability is moderate (i.e. 3.51%), and total assets averaged RM16 million. Results of the OLS regression model reported in Table 1 indicates that the coefficients for firm size and profitability, attain statistical significance at the 1% level, while other variables are not significant.

Table 1: Regression results

	B	t-statistic
Intercept	9.637	(3.58)*
AS	-0.097	(-1.044)
PROFIT	-0.278	(-2.901)*
QINFO	0.205	(1.278)
SIZE	-0.487	(-2.918)*
AGE	0.05	(0.489)
BS	0.03	(0.232)
Adjusted R ²	22.50%	
F (p-value)	4.494	0.000
Number of obs.	100	

Absolute values of *t*-statistics are reported in parentheses

*Statistically significant at the 1% level

Keywords: Financial structure, leverage, SME, Malaysia, quality of information.

CONCLUSIONS

In line with traditional asymmetric information arguments, our results show that information quality is positively (but not significant) related to SME leverage. Our results therefore do not support the view that lack of information and low information quality inhibit firms from using external funds. The findings also indicate that the traditional capital structure theories (i.e. POT, TOT and agency theory) are partially relevant in explaining Malaysian SME capital structures. For example, whereas the observed negative relationship between profitability and leverage is consistent with POT, the significant negative coefficient for firm size provides support for agency theory. However,

the negative relationship between asset tangibility and leverage is not consistent with agency theory. Therefore, as argued by Myers (2001), we confirm that no single theory gives a general explanation of firms' financing strategies. A limitation of the current study is that, the analyses are based on data for a single year. An interesting avenue for further research would be to examine the factors that could influence capital structure over a long period of time in the Malaysian setting.

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QUALITY OF USE' IN FLIPPED CLASSROOM FOR ENTREPRENEURSHIP EDUCATION: AN INSTRUCTOR PERSPECTIVE

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ABSTRACT

Purpose - The emergence of technology in ICT gives a huge impact to teaching and learning activities. The integration of ICT in education creates multi-modalities in learning and teaching approach such as blended learning using flipped classroom. According to Graham et al. (2013), the growth of adoption in blended learning will lead to the need of revising the strategy, structure, as well as support to strengthen the quality of learning and teaching in the universities. Therefore, issues such as research methodology (Ahmad & Buchanan, 2015; Arbaugh, 2014; Zainuddin, Kamaluddin, & Hassan, 2012), research design and data analysis (Arbaugh & Hwang, 2012; Halverson, Graham, Spring, Drysdale, & Henrie, 2014) in blended learning must be addressed.

Nigel Bevan (1995b) in his article '*Measuring usability as quality of use*' explained that the quality was not solely about product but also in the context of use that involve interactions of users, task and environment in the application. The result of these experiences was referred to as the quality of use. Bevan further clarifies that '*... quality of use can be used to measure usability as the extent to which specified goals can be achieved with effectiveness, efficiency and satisfaction by specified users carrying out specified tasks in specified environments*' (Bevan, 1995a)

Blended learning has been widely adopted by higher learning institutions (Graham et al., 2013). Arbaugh (2014), posited that flipped classroom can be utilized as a classroom setting for blended learning research. Chen, Wang, and Chen (2014) define flipped classroom as the condition where students will learn using several technologies at their own pace and complete the exercise in the physical class (Chen et al., 2014). Scholars found that flipped classroom has been used in various levels of educations such as K-12, undergraduates and postgraduate levels (Bristol, 2014; Butgereit & Osman, 2014; Horn & Staker, 2011).

There are little studies that focus on blended learning for the business and management discipline, particularly the entrepreneurship education. This finding confirmed the arguments made by previous scholars that little studies of blended learning were conducted in entrepreneurship education (Arbaugh, 2010; Arbaugh & Hwang, 2015). However, the review of entrepreneurship education in Malaysia highlighted that course design is one important issues that need to be considered

if institutions decided to blend the teaching and learning activities for this subject (Ahmad & Buchanan, 2015; Yusoff et al., 2014). The course design must be aligned with the current trends and objectives of entrepreneurship education of the institutions (Ahmad & Buchanan, 2015).

In Universiti Teknologi MARA (UiTM), entrepreneurship education has also been taught as a formal subject at all levels of studies in UiTM (diploma, undergraduates, and graduates) (Loh et al., 2015). Students must enroll entrepreneurship subject as one of the requirement for graduation. Importantly, the field of entrepreneurship should have a good partnership between business discipline and other disciplines such as science and technology disciplines in order to improve the employability of graduates after completion of their study (Idris, 2011). In UiTM Perlis Branch, the entrepreneurship subject (Fundamentals of Entrepreneurship – ENT300) for diploma students has leverage the flipped classroom since 2012 because of problems related with high enrollment in this subject (up to 1,400 students per semester) and limited instructors (10 instructors) who can teach the subject. The continuous assessments related with a project (business plan), presentation and mid-semester examination. Since the implementation of the flipped classroom for ENT300, it improves the student performance tremendously, submission project on time (Week 10), one-day presentation (Week 11), and half a day mid-semester examination (Week 13).

Hence, this paper aim to identify the 'quality of use' in flipped classroom for entrepreneurship education from instructor point of view related with the matter. This article highlight the finding of a pilot interview for a qualitative study. Since this study focused on user experience, therefore 'quality of use' has been operationalized as the extent a flipped classroom fulfills the needs fundamentals of Entrepreneurship students for a particular semester.

Methodology - In order to achieve the objective of the study, the research used one case study single unit analysis. The respondents were selected based on these criteria, (1) the respondent must be an instructor of ENT300 from UiTM Perlis Branch and (2) the respondent must familiar with the interactions with students using flipped classroom. The respondents were selected using purposive sampling. The list of respondent was approved by the ethical committee (academic quality assurance and the faculty). There were five open ended prepared for the interview session. For the pilot study, the authors interviewed one instructor who fulfilled the criteria and approved by the ethical committee. The researchers employed six step of data analysis as suggested by Piaw (2013) which are, collecting data, transcribing data, pro-scanning data, coding data, developing a holistic view of the phenomenon and presentation of data.

Findings And Conclusions - The finding of this pilot interview reveals that 'quality of use' in flipped classroom for entrepreneurship education consist of several theme namely satisfaction, effectiveness, efficiency, student interactions, motivation and accessibility to the technology. These theme should be used as the basis of the important variables should be used in the study related with flipped classroom, as well as blended learning.

Keywords: flipped classroom, entrepreneurship education, 'quality of use', pilot study, qualitative research.

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ROLE CONFLICT, ROLE AMBIGUITY AND JOB STRESS IN POLICE OFFICERS

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ABSTRACT

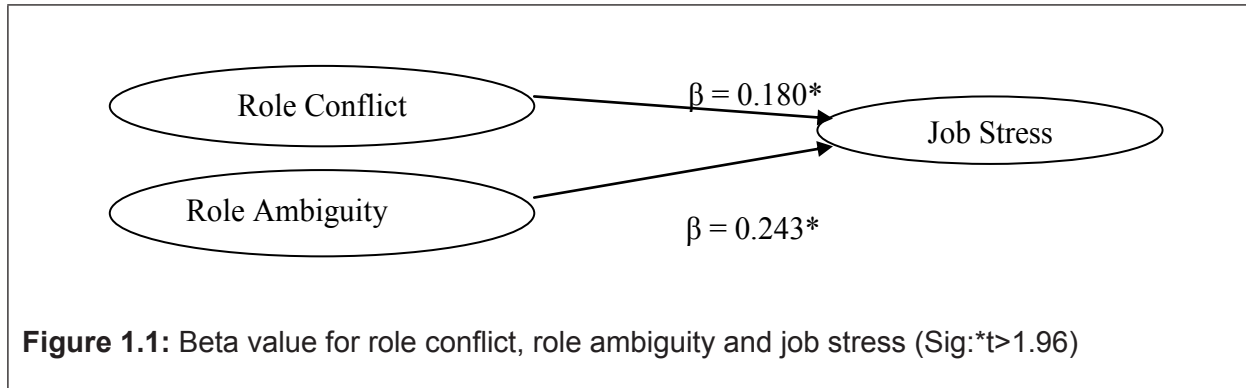
Purpose - The general aims of this study were to identify the relationship between role conflict and job stress in police officers; (ii) to identify the relationship between role ambiguity and job stress in police officers; (iii) to validate the positive relationship between role conflict and role ambiguity on the job stress in police officers. Judeh (2011) argued that no existence of consensus related to organizational factors that lead to job stress in police settings. A little studies to the job stress issues in police officers in Southern Asia and Malaysia area (Masilamani et. al., 2013). According to Wong (2003), political factors, differences in practice and theory, conservative organizational settings and the need to protect confidential information are the constraints that researchers encounter in conducting study in police settings. Role conflict and job stress has a significant positive relationship (Quarat-ul-ain, Khattak & Iqbal, 2013). Role conflict and role ambiguity lead to job stress (Idris, 2011; Muchinsky, 2000). Role conflict contributed to 41% to job stress (Hsu et al., 2010). Role ambiguity plays a significant role in reducing job stress (Ramadan; 2013). The evaluation of threats, barriers and challenge were different and closely related to role conflict and job stress (Tuckey, Searle, Boyd, Winefeld & Winefeld, 2015). The clash of role conflict and ambiguity caused wrong doing in police officers (Yesiltas; 2014; Cooper, 2012). The main result of this study summarized that there is a significant relationship between role conflict and ambiguity to job stress in police officers

Methodology - The study sample was comprised of 280 police officers from several contingents using purposive sampling process due to the constraint to access the particular sample and private confidential that practiced by police. A questionnaire was used to collect the data consisted of role conflict and ambiguity issues developed by Rizzo et al. (1970). The second part was to measure job stress variable using Depression Anxiety Stress Scale (DASS 21) presented by Lovibond and Lovibond (1995). Analysis data was used Partial Least Square – Structural Equation Modelling (PLS-SEM).

Findings - Role conflict ($\beta=0.180$; $t>2.796$) and role ambiguity ($\beta=0.243$; $t>3.116$) have significant relationship with job stress in police officers. The results of this study presented on Figure 1.1 and Table 1.1 as follows:

Table 1.1: Relationship between role conflict, role ambiguity and job stress in police officers

Relationship	Beta	SD	t	p	2.5% LLCI	97.5% ULCI
Role Conflict -> Job Stress	0.180	0.193	2.796	0.005	0.006	0.313
Role Ambiguity -> Job Stress	0.243	0.250	3.116	0.002	-0.41	0.135



Keywords: *role conflict, role ambiguity, job stress, police officers.*

CONCLUSIONS

The result of this study was consistent with the previous studies conducted by researchers (Yesiltas, 2014; Ramadan, 2013; Quarat-ul-ain, Khattak & Iqbal., 2013; Idris, 2011; Hsu et al., 2010; Muchinsky, 2000). The underlying reasons the result replicated previous studies' findings because the cultural job in police organizational setting take into account the importance of command and control concept. The command and control concept was applied to ensure the practice in police organizational setting in the good condition. However, there is possibility that the concept of command and control failed to implemented in certain ranking and position. Future study should take into account other organizational factors that lead to job stress. As conclusions, the descriptions of the job need to be reviewed to reduce job stress thus to achieve desired job behavior in police officers.

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ROLE OF HALAL CERTIFICATION IN BUSINESS PERFORMANCE: A STUDY OF THE KOPITIAMS INDUSTRY

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ABSTRACT

Purpose - Halal certification has many benefits in terms of higher market segment (Liow, 2012; Husain et al., 2012; Said & Elangkovan, 2013), hygiene and safety (Syed Marzuki et al., 2012; Ahmad et al., 2013) and potential to gain interest from Muslim tourist all over the world to come to Malaysia (Ab Rahman Ilyia et al., 2011; Syed Marzuki et al., 2012). There is limited study that discuss on what benefit Halal certificate can do to business performance. Business owners are usually interested to invest in activities that bring direct benefit to their profitability and development of their business (Yusuf et al., 2016). To find the relationship between business performance and Halal certification or Halal implementation in food outlet, this research took the approach of qualitative study to gain more insight and gain information on experiences of the business owners of kopitiam in Selangor. The method chosen to get the information needed is case study for four selected kopitiam.

The objective of this study is to explore why is Halal certificate important and how does it impact the business performance of the case studies in terms of Islamic value, social contribution, financial capital and human capital.

The main result of the study concluded that Halal certificate does bring benefit in their business performance in terms of Islamic view, social contribution, financial capital and human capital. Halal certificate contributes as motivation for Muslim companies to gain religious benefit, provide customer satisfaction, opening up more job opportunities and avoid social problems. In financial capital, Halal certificate is seen as internal resource to boost sales and influence customers' purchase decision. As for human capital, Halal certificate can help increase skill and development of the companies' human resources.

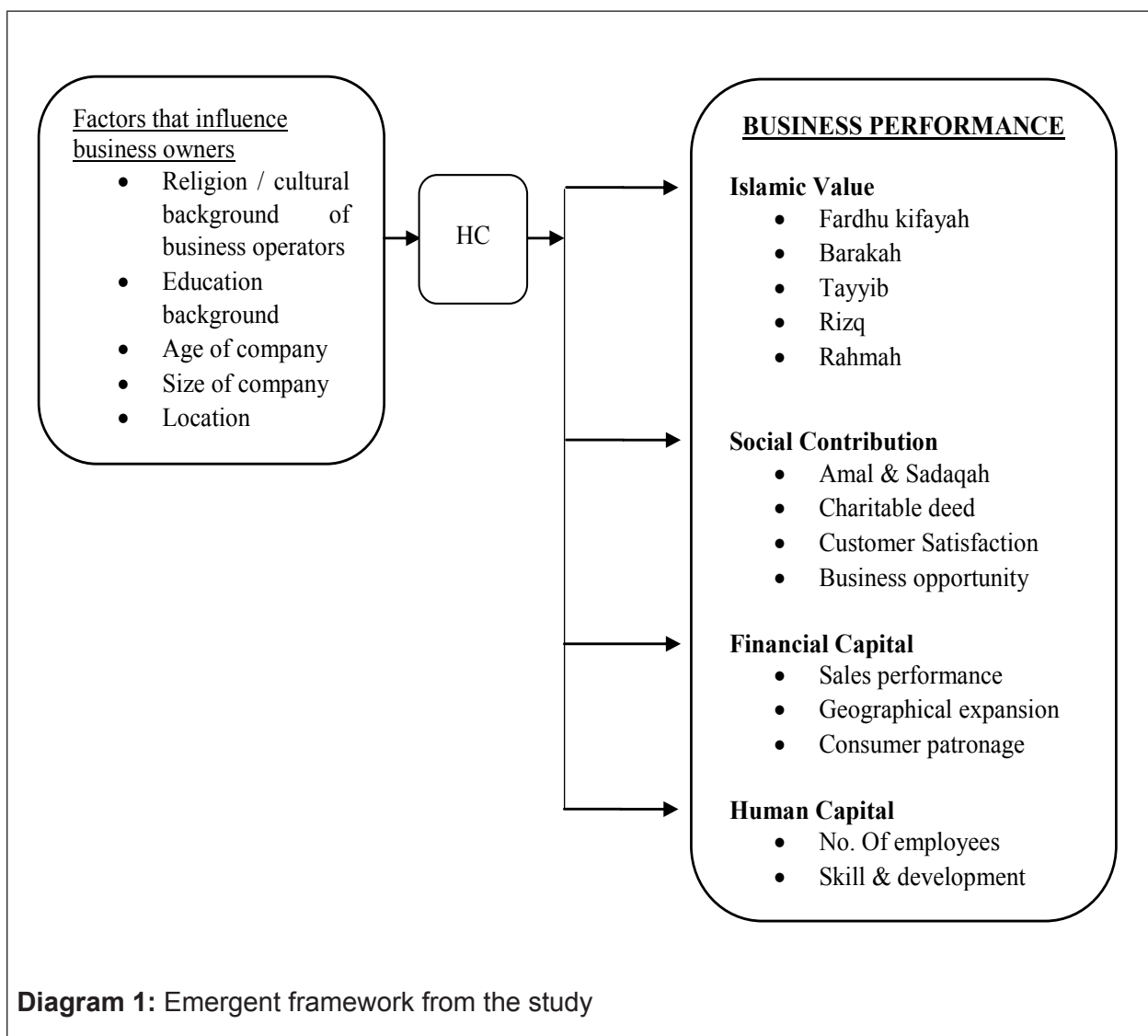
Methodology - Data collection in this study used two types of techniques;

- 1) Data collection with *kopitiam* business owners, managerial staff and operational staff

- 2) Focus group interview with consumers of the *kopitiam*s to get insights on consumers' perspectives of the issue being studied.

The instruments that are used are semi structured open ended questions so that the respondents (*kopitiam* business owners, managerial staff, operational staff and consumers of the *kopitiam*) can focus on issues that should be raised by them instead of being restricted to researcher's questions (Barbour, 2013).

Findings - The findings from this study indicates that Halal certificate does bring benefit in their business performance in terms of Islamic view, social contribution, financial capital and human capital. Halal certificate contributes as motivation for Muslim companies to gain religious benefit, provide customer satisfaction, opening up more job opportunities and avoid social problems. In financial capital, Halal certificate is seen as internal resource to boost sales and influence customers' purchase decision. As for human capital, Halal certificate can help increase skill and development of the companies' human resources. The summary can be shown from the emergent framework shown at Diagram 1.



Keywords: Halal certification, food product, business performance, islamic marketing.

CONCLUSIONS

In conclusion, for all four case studies that have been interviewed, all respondents agree that Halal certification or implementation does play a role in increasing their business performance in terms of Islamic view, social contribution, financial capital and human capital.

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SHARED MENTAL MODEL AS AN ENABLER OF MALAYSIA WAQF LAND DEVELOPMENT

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ABSTRACT

Background - It's been ages! After a century of being surrendered, wakaf Seetee Aisah(WSA) was finally improved and optimally benefited as desires. However, there are still 88 percent of registered waqf lands have not been upgraded and developed.due to the inadequate treatment by law and market forces. Invisibly, deficiency in mutawwallis' capability and capacity are among the contributors for the delay. Working in a team would be an appropriate interface in reviving those demoted waqf lands. Shared understanding of the team work and task work were in a linear relationship with the social philanthropic waqf character. Thus, cross-sector partnership was the identified runtime used in WSA development.

Purpose - This shared mental model (SMM) life story is lays on the first commercial waqf land development in Malaysia. The study aims to understand on how does the interaction and adaptability were applied among the members.in positioning themselves in the WSA development team. By having an investigation towards this complex collaboration, the ontology of the SMM is not only being accessed in satisfying the different societal sectors objectives but also on how did the WSA deed was executed and accomplished by it. The relation and algorithm description were then being conceptualized and supported by the means of UML framework.

Methodology - To gain an understanding into the application of SMM, a series of in-depth interview was conducted among the WSA main actors; Majlis Agama Islam Pulau Pinang(MAINPP) and UDA Holdings (UDA), Using an extract of WSA successful story, an empirical input- process-output (I-P-O) UML outlay was used to scrutinize the indexed of the convergence and collectivity theme derived from these interview transcriptions. The iterative process of validation, refinement

and peer review involves both actors and researchers. Besides, several documents such as fatwas and enactment were used to triangulate those findings.

Findings - It was found that, WSA development is engaging SMM Team Model.as its design up to tailoring other members expected behaviour. The findings of understanding on SMM setup in WSA are presented in three different layers:

Input : 1. *the team members had set a stepping stone based on their background and resources before entering the strategic intersection in developing waqf lands; but both main actors shared the same the same vision*

Process :1. *The adoption and adaption cycle was going so quickly along the waqf land development.*

2.*SMM also being interacted by other indirect team members. who involves in the WSA development*

3. *The startegic and tactical planning in WSA development also being influenced by the SMM application.*

Output: *The SMM had created a competitive advantage for all members and successfully improved the optimzation of the WSA land potential.*

Keywords: Shared mental model, waqf land development, UML collaboration.

CONCLUSIONS

This article draws an initial conclusion that the shared mental model was proven as an enabler in tackling and solving the issue of underutilized waqf land potential. This paper had illustrated on how the shared mental model could be operationalized through the I-P-O framework either in multi sectorial relationship or towards an over and done waqf deed. In addition, the study verifies the premise of learning behavior is gradually develop along the shared mental model process that finally produce the positive signals to the team. As for future work, the researchers aim to investigate on this SMM via more representation and techniques, which allow measures and reasoning or perhaps investigates the SMM theory towards the distribution of waqf benefits and yield.

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THE EFFECT OF CONTINGENCY FACTORS ON ACTIVITY-BASED COSTING IMPLEMENTATION SUCCESS IN IRAQI MANUFACTURING SECTOR: A RESEARCH FRAMEWORK

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ABSTRACT

Purpose - This study aims to contribute to the understanding of the key contingency factors that are pertinent to ABC implementation in the context of the Iraqi manufacturing companies, by extending the discussion on the theoretical perspectives of product costing contingency research through the development of a holistic theoretical framework that explains the relationships between contingency factors and ABC implementation success.

Since the inception of ABC as a costing system, many studies, with myriad of arguments have been conducted on the conceptualization, implementation and effectiveness of ABC (Stefano & Filho, 2013). However, these studies have specified the factors that can enhance successful implementation of ABC in a fragmented manner (Agbejule, 2006). Alareda (2015) has indicated that the industrial companies in Iraq are faced with numerous challenges which are related to the contextual environment. For instance, Alshabani and Alhadede (2010) have stressed that ignoring these contingency-based factors when designing cost systems, may represent an obstacle to the success of the implementation of modern cost management strategies.

Notably, there is no one research that looks at how contingency factors such as perceived environmental uncertainty, market orientation, competitive strategy, organizational structure and IT, affect ABC implementation stage differently. Also, there is limited research on how changes in external environment, in technology and in organizational factors have caused Management Accounting (MA) changes in developing economies (Mat & Smith, 2014).

Methodology - The study proposes a theoretical research framework which considers five contingency factors namely; Environmental Uncertainty, Market Orientation, Competitive Strategy, Organizational Structure and Information Technology (IT) as significant factors on the successful implementation of ABC in the context of the Iraqi manufacturing companies.

Findings - There is a dearth of empirical findings on the impact of contingency factors such as environmental uncertainty, market orientation, competitive strategies, organizational structure

and IT on the ABC implementation in the Iraqi context. The review of literature reflects that prior research concentrated on limited number of contingency factors that may influence ABC implementation success. More so, extant studies have not really considered market orientation as a significant factor contingent to ABC implementation success.

Keywords: ABC implementation success, contingency factors, Iraq.

CONCLUSIONS

This study will provide a great benefit to Iraqi companies in terms of its contribution in achieving the success of ABC implementation and the use of ABC information in decision-making. Interestingly, little attention have been given to the relationship between ABC and contingency factors in the ABC-based studies. In contrast, MAS-based studies have given much more attention to examine the influence of the whole contingency factors on the MAS in various aspects. On this basis, Youssef and Oudah (2014) recommended conducting an analytical study of the issues associated with the implementation of ABC in Iraqi companies, taking into consideration the benefits of ABC system. Therefore, the current study proposes to empirically examine of the proposed framework in the Iraqi manufacturing companies.

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WAQF ILMU IN UiTM NEGERI SEMBILAN; CREATING AWARENESS AND ACCEPTANCE THROUGH A-I-D-A MODEL PERSPECTIVE

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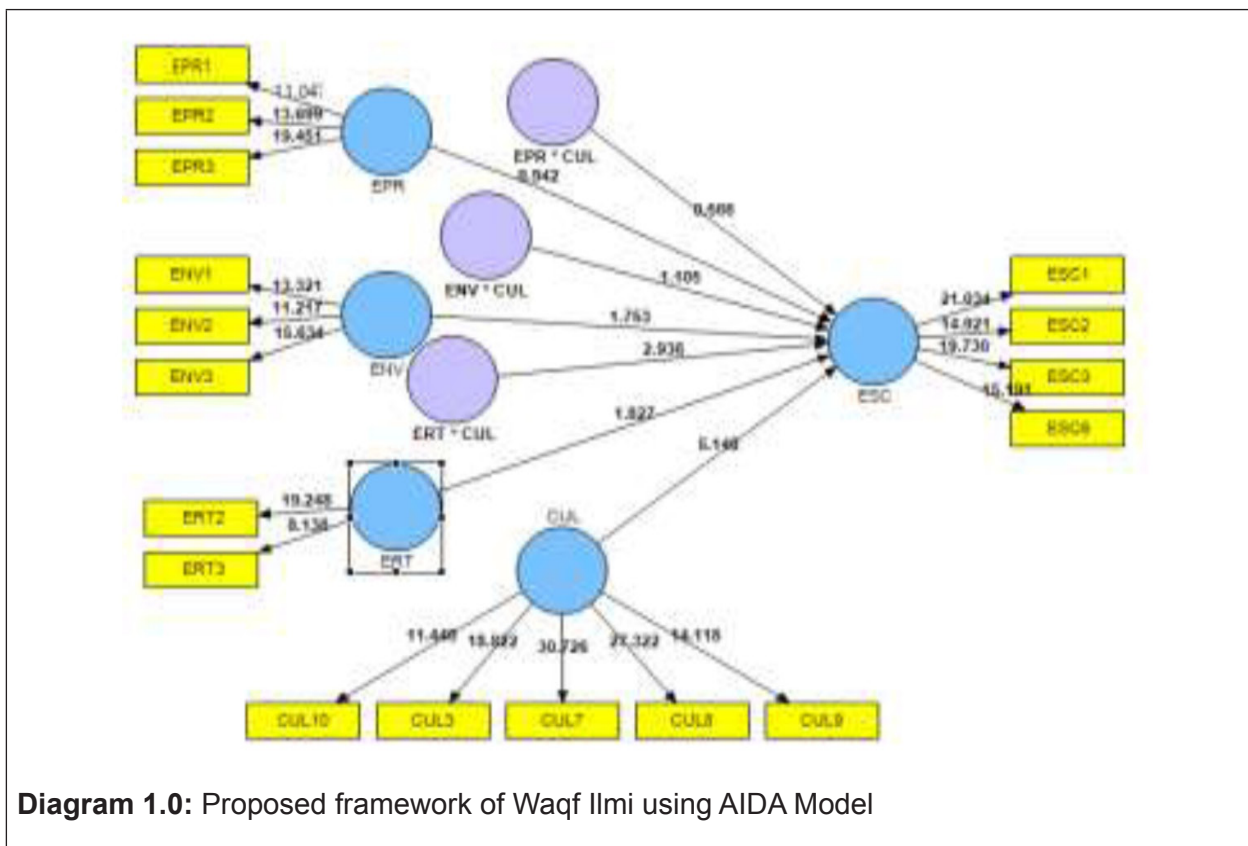
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ABSTRACT

Purpose - The future success of socio-economic wellbeing significantly contributed from the nation's education other than the economic growth. Knowledge should be the main aspect that need to be considered by a human to growth, even Islam itself is emphasized by the very first word of the first verse revealed in the Quran, "iqra" which literally means read. In fact, education is important for a sustainable development of the society other than to reduce poverty and other religious purposes. Responding to this issue, waqf in higher education started growing as a mechanism in developing knowledgeable intellectuals other than providing an infrastructure for educational purposes. Through this, individual can contribute to the society not only by having cash or assets, but also by contributing the knowledge and expertise to the community which is called as "waqf ilmi". The unique features and good track of waqf in the prominent universities in the world has raised awareness for public universities in Malaysia to adopt waqf. However, the level of awareness should be instilled at an early date of the introduction of waqf ilmi as the waqf concept in Malaysia, specific in higher education is still at perceived level and less satisfactory. Hence, to foster the practice of waqf in higher learning institution, this study aims to promote the fundamental understanding by creating an awareness towards waqf ilmi within the community in Universiti Teknologi MARA (UiTM), Negeri Sembilan. A study starts with an explanation of waqf ilmi and how it can be implemented here. Then, a structured questionnaire was distributed to whom were selected randomly within 3 campuses of UiTMCNS to share their understanding and awareness on waqf ilmu using A-I-D-A model as a benchmark of measurement. The result of this study can be used as a starting point by various parties to promote waqf ilmi as a norm of educational development of the society.

Methodology - Waqf has been executed to benefit in many aspects not only limited to religious purposes but also education, healthcare, national security, commercial and business activities, transportation facilities, shelter and food for the needy and poor. The awareness and correct understanding of waqf should be possessed by -R Hussin, RA Rashid (2017).

The main purpose of the study is testing the level of waqf awareness among peoples in University Technology MARA, Negeri Sembilan (UiTMCNS no matter students, academic staff or even administrative staff. They are in one family. Additionally, the study attempts to examine whether there is any significant difference between the various groups of respondents based on gender, age and education level if applicable. Then, the study uses three main statistical techniques to analyze the data including frequencies, correlation and multiple linear regression analysis. The data was gathered by distributing the questionnaire to community in UiTMCNS. Using AIDA model, the study will examine whether the perceived is still at awareness, intention, desire or action. This will indicate the understanding as well awareness level of the respondent. Using below suggested framework in diagram 1.0 illustrate how the construct is intrerrelated with each other in order to measure the awareness and acceptance level of UiTMCNS toward the implementation of waqf ilmi.



Findings - The findings explain the awareness and acceptance level of waqf ilmi in UiTMCNS accordingly between students, academic staff as well as administrative staff, which academic staff is seen more aware and understand what is waqf ilmi and how its function to contribute to the sustainable socio-economic wellbeing. Then, the study also revealed that the awareness and acceptance level in UiTMCNS is still at the stage of intention. Basically most of the respondent agreed that they still need to have more exposure toward waqf understanding so that they can participate and acknowledge the roles of waqf for socio-economic development in UiTMCNS. Thus, it has a significant contribution to the body of knowledge as well as to the practitioners, researchers and decision makers.

Keywords: Waqf Ilmi, awareness, acceptance, AIDA model, sustainability.

CONCLUSIONS

Muslims throughout the world are exposed to the Waqf practice, but it is difficult to measure the level of their knowledge awareness on the practice. In general, it is critical to ensure the awareness of waqf ilmi as it can help the development of education in Malaysia and benefits both students and individual who are donating its knowledge and skills in hereafter. Through this research, hopefully an effective model of Waqf Ilmi in Malaysia can be proposed in order to enhance the development of education system as well as the development of economy in Malaysia after the awareness is completely understood by all parties. Furthermore, hopefully an effective model of Waqf Education management in Malaysia can be proposed in order to enhance the development of education system as well as the development of economy in Malaysia

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COMMUNITY WELFARE: COMMUNITY RIGHTS FOR FISHERMEN'S DIASPORA IN THE ANDAMAN COAST, THAILAND

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ABSTRACT

Purpose - This help makes the fishermen in the diaspora do not feel different from the people in the community. This phenomenon is a valuable and dignified contribution for the fishermen's diaspora in Andaman in Thailand. The above phenomenon, the researcher explained. The researcher is interested in studying community welfare for fishermen's diaspora on the Andaman coast in southern Thailand. To describe the phenomenon of being a fisherman displaced and community welfare for fishermen's diaspora Suksamran district, Ranong province in the Andaman coast of Thailand

Methodology - Qualitative study

Findings - The study results were analysis, classified, encoded, interpreted and compiled to describe the data. The study have found that the fishing community welfare for fishermen's diaspora, including health, housing, work and justice. They have being equal with other people in the community. The community support for fishermen's diaspora are required to participate in community development and participate in community activities.

CONCLUSIONS

These helpers are not systems that are understood in return by people in the community and fishermen's diaspora have not the other in the community. People in the community harmonious and happy, which is a good example for other communities.

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Keywords: Fishermen, Community Rights, Community Welfare

CAPITAL STRUCTURE AND OUTREACH NEXUS OF MICROFINANCE INSTITUTIONS IN THE OIC MEMBER COUNTRIES

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ABSTRACT

Purpose - The capital structure of MFIs is unique because part of the external financing is subsidized, for instance, by donors, charities or socially responsible investors. Recent trends add to this complexity. Through commercialization, NGO-MFIs are transformed into (regulated) institutions, moving away from donor-dependent, subsidized capital and attracting private investors, thus gaining better access to external capital (Tchuigoua, 2015). Transformation into deposit-collecting institutions allows MFIs to provide needed services to more poor clients as well as to lower the costs of capital (Malikov and Hartarska 2017). Consequently, MFIs have numerous sources of capital, including funds from institutional investments (e.g., microfinance investment funds), development agencies, individuals, foundations, NGOs, banks, international organizations, states and the newest group of depositors. These recent trends in microfinance, highlight the importance of investigating the link between capital structure and outreach performance by microfinance institutions (MFIs). This article estimates the impact of capital structure on the poverty outreach, using panel data estimation method and dataset from MFIs in the Organization of Islamic Cooperations (OIC) countries.

Methodology - This study employs the panel data econometrics. The dataset covering the five-year period 2011-2015 were analyzed within the framework of fixed- and random-effects techniques.

Findings - The results suggest that in most cases, the type of capital used is associated with the performance preferences of the stakeholder it represents, consistent with previous literature (Hartarska and Mersland 2012). Concessional loans are positively associated with MFI outreach. Thus, it is argued that concessional loans allow poorer clients to be served, consistent with Hudon and Traca (2006). Relative to a unit of equity, a one-unit increase in social investors' loans entails an improves in the social performance. This finding is also consistent with the literature because more use of commercial bank loans is associated with fewer borrowers served.

CONCLUSIONS

The study concluded that the use of grants allows MFIs to improve their poverty outreach. However, because of increased commercialization, the role of grants is becoming limited. The results are less clear about the role of deposits as a source of capital, however, it seems to support the idea that savings can be a way to serve the poor and possibly lower the cost of capital.

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Keywords: Microfinance, capital structure, outreach, performance, OIC.

MODEL PROPOSITION OF WOMEN EMPLOYEES CAREER PROGRESSION BARRIERS

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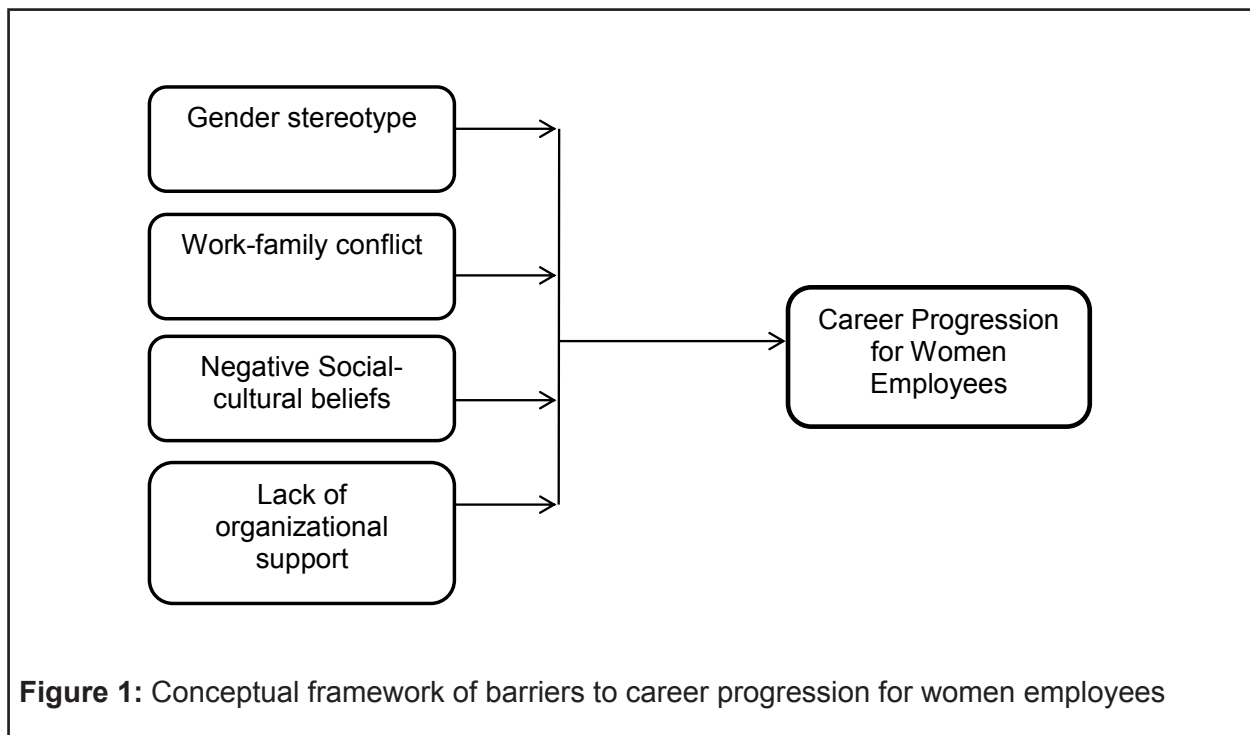
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ABSTRACT

Purpose - Women can be found working in almost all types of works assigned to men and in some cases are preferred compared to men, for examples, the front line in the tourism and hospitality sector. Yet, according to Ezzedeen, Budworth, and Baker (2015), women employees experience glass ceiling as unsurpassable barriers in their career progression. Malaysia is one of the most visited country in the world received 26.8 million visitors in 2016 that indicates 4 percent growth than the previous year (Tourism Malaysia, 2017). Therefore, the tourism industry of Malaysia has a significant contribution in job creation and has a diverse group of employees to keep the sector stable and ideal scope of this study. However, women employees in the sector are the key and the front line of the industry alike the rest of the world. At present, it is an established fact that women employees hold the front-line in the tourism and hospitality industry. However, they are largely presented in clerical and service level jobs, but barely found at professional levels (UNWTO, 2010), which indicates male are more likely associated with the role of managers in this industry (Wood, 2008). As a result, in the tourism and hospitality industry, where women employees are significant contributors, investigating on barriers that restrict women to progress in their career bears a great significance in the industry. Consequently, a conceptual framework of women's career advancement plays a significant role to underline the reason of female employees' slower and uneven career progress. Hence, this paper aims to propose a conceptual model to identify plausible barriers to career progression for women employees.

Methodology - This is a conceptual paper, thus the methodology is about the systematic reviewing the previous literature to develop the proposed model.

Findings - The following conceptual model has developed based on a considerable number of previous research that explains the obstacles to career progression for women employees in the competitive professional environment known as a conceptual framework of barriers to women's career progression in the tourism industry. The five latent elements of this framework that include gender stereotype, work-family conflict, negative social-cultural beliefs and perception and lack of organizational support those treated as interruptions of career growth for women employees in the tourism industry as discussed earlier. The following Figure shows the plausible obstacles of women's career advancement.



CONCLUSIONS

This study concludes that gender bias in the workplace is an ancient and fundamental concern of human resource management, however, it is a novel issue in the tourism industry. Therefore, this issue needs a thorough examination based on existing literature in different contexts and industries.

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Keywords: women, barrier, career progression, gender bias, tourism industry

THE EFFECT OF THE BOARD OF DIRECTORS CHARACTERISTICS ON FIRM PERFORMANCE OF IRAQ LISTED COMPANIES: A CONCEPTUAL FRAMEWORK

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ABSTRACT

Purpose - Economies all over the world need the effective and efficient performance of business units both financial and non-financial firms because they are the engine of economic development of nations. Furthermore, many companies around the world try to improve their performance for the purpose of getting fund from investors in order to expand and grow. On the other hand, investors need to have confidence that the company is being well managed and will continue to be profitable investments. However, the performance of Iraq listed firms is discouraging given the declining nature of its price index performance from 2011 to 2015.

The poor performance of listed firms around the world has been attributed to ineffective CG. Therefore, the effect of board of directors' structure on firm performance is among the corporate governance primary mechanism which drawn the attention of many researchers and scholars for many decades. Despite this, the discussion has given little attention to the influence of salient board characteristics on firm performance. Furthermore, there is a lack of prior studies that examine these relationships in the developing countries such as Iraq.

The aim of this paper is to propose a framework that will investigate if the salient board characteristics influence firm performance of Iraqi listed companies. Therefore, this paper offers a preposition on the association between board member gender, board members' educational level, government link of the board, board meeting, experience of the board, board independence, board size and firm performance. Moreover, the proposed study will contribute in bridging the identified gap and enrich the existing literature.

The board of directors, which is one of the most important mechanisms for corporate governance (Fernández-Gago, Cabeza-García, & Nieto, 2016). Importantly, the board of directors is regarded as the principal internal mechanism that can be used to monitor executive decisions (Al Manaseer, Al-Hindawi, Al-Dahiyat, & Sartawi, 2012). Similarly, the board occupies an important position in CG mechanisms through which the shareholders can control the top management (John & Senbet, 1998). Moreover, the board is a mechanism that is used to determine the firm's strategy, and to ensure that enough measures are in place to protect the value of the shareholder (Keenan, 2004).

In this regard, it is the objective of this study to substantially contribute to corporate governance literature by unveiling and proposing additional characteristics of board of director characteristics such as, the board size, board independence, board meeting, board members educational level, board member gender, government link of the board, as all of these may lead to enhance the performance of the company (Arora & Sharma, 2015; Bhagat, Bolton, & Subramanian, 2010; Bantel & Jackson, 1989; Cheng, 2008; Coles, Daniel, & Naveen, 2008; Gottesman & Morey, 2006; Wiersema & Bantel, 1992) . Even though some of the variables have been discussed by the past scholars, majority of the literature emanated from developed nations and of which their results may not generalizable and applicable to the Middle East countries in general and Iraq in particular.

Methodology - This article is conceptual which makes a preposition on an empirical work using a secondary data and analysed using a Dynamic GMM methods

Findings - The expected result of this conceptual paper if empirically tested is to help in resolving weak firm performance of Iraqi listed firms and beyond. It is also anticipated that policy makers will make use of the findings in developing appropriate corporate governance principles that will guide listed firms in achieving their corporate objectives and contribute significantly towards Iraq post-war economic prosperity.

CONCLUSIONS

It is anticipated that the findings of the proposed empirical research will have wide generalisation to economics constrained by weak firm performance that are mostly associated with weak corporate governance and its deteriorating economic development.

Keywords: Firm performance, corporate governance, board of directors, government link of the board.

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MEASURING THE RELATIONSHIP OF HEALTHCARE EXPENDITURE AND AGING POPULATION : EMPIRICAL ANALYSIS USING AUTOREGRESSIVE DISTRIBUTED LAG APPROACH, ARDL

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ABSTRACT

Background - *This research is conducted to examine the relationship between population aging and its effects on health expenditure. The study covers a period of 20 years from 1995 to 2014 and analyzed using the Autoregressive Distributed Lag (ARDL) approach. The motivation of this study is to look at the implications of increasing the ageing population to health expenditure in the context of Malaysia. In addition to the aging population, several other control variables are also used, namely per capita income, infant mortality rate and urban population. According to Department of Statistics (DOS), Malaysia is expected to become old countries in 2035. Therefore, it is estimated that health spending will continue to increase to cover the increasing of this population group. The result of this study indicates the same outcomes of previous studies which is increasing numbers of ageing population will significantly effect the health expenditure in Malaysia, Indonesia and Thailand in both long and short run.*

Methodology - The study was conducted to see the impact of the elderly population on healthcare expenditure spending in Malaysia. The data for the relevant variables was obtained from the Department of Statistics, Malaysia (DOS) and World Bank. The variables used to make this analysis include healthcare expenditure per capita, per capita income, infant mortality rate, country population 65 years and above and the total population living in urban areas (Getzen, 1992, Dang et al.,2001, Ang,2010 and Lakshmi et al.,2012). All the data for this variable was collected from 1995 to 2014, which covers a period of 20 years.

This study was carried out by modifying the model developed by some previous researchers such as Ang (2010) and Nordin et al (2016). Specification of health expenditure model for this study is as follows:

$$LnHEPC = \beta_0 + \beta_1 LnPOP65 + \beta_2 LnGDP + \beta_3 LnURB + \beta_4 IMR + \varepsilon_t \quad (1)$$

where LHEPC represents the per capita health expenditure acting as the variable to be described in the model. The other variables include LPOP65, LGDP, LURB and IMR respectively referring

to population over 65 years old, fixed income per capita in 2011, urban population and infant mortality rate respectively.

Results - The ARDL approach requires an appropriate lag (p) determination prior to analysis. In this study, the appropriate number of lag is determined by looking at the value of the Akaike Info Criterion (AIC), Schwarz Criterion (SC) and R-squared. The appropriate lag is determined by looking at the model that has the smallest AIC and SC values but the largest R-squared value. Based on the results, the lag suitable for this ARDL model is lag 1 because the AIC and SC values are the smallest compared to using the lag 2. As seen from the R-squared values also the lag 1 is better because the value is greater than the use lag 2.

Based on the t-test, it is clear that older populations have a very significant long run relationship with healthcare expenditure at the 1 percent significance level. An increase of 1 percent of people aged 65 years and over, in the long run will increase per capita health expenditure by 2.865 percent. This finding is consistent with studies conducted by Eiras and Niepelt (2012) and Lisenkova et al. (2012) which states that the expenditure allocated for social security and the medical system will increase much higher than other category expenses if there is an increase in the number of elderly people in a country.

In addition, per capita income is also found to have a long run relationship with healthcare expenditure at a 5 percent significance level. However, the negative sign on income coefficients shows that the relationship is a negative long run relationship. There is little evidence that the increase in income can reduce healthcare expenditure (Moore et al 1992). Catalan et al (2010) attributes the effects of rising tax rates on the use and welfare of the elderly. When taxes are levied, the consumption and welfare of seniors decreases as income is now used to cover tax increases. Hence, provisions for health or welfare will be reduced. The result of the analysis of short run relationships shows that almost all variables are significant at the 1 percent significance level.

CONCLUSIONS

The results confirmed that both in short-run and long-run estimations, the aging population have a relationship with healthcare expenditure. The aging population clearly shows relatively higher healthcare expenditure in the older-aged for all countries.

The increase in the elderly in a country should not be seen as a factor in the burden of spending on the country as the elderly increase also has a positive economic impact. It can be seen as more and more elderly people are able to contribute to the economy. The development of technology, especially in medical technology and the public's awareness of the importance of healthcare, has led to the growing lifespan of the population.

There are many recent studies that discuss the aging issue of this population and what distinguishes this study from existing studies is that this study is conducted in the context of comparing

Malaysia, Indonesia and Thailand. Due to limited data in the health sector, the analysis can also be quite limited. Hence, not many such studies have been conducted in Malaysia. However, in the future, studies on aging populations and healthcare spending should be continued as the country's sociodemographic structure has begun to show drastic changes. The impact on public health is clear. Therefore, in order to maintain the well-being of the Malaysian economy, the role of government and individuals in all aspects is very crucial and necessary.

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AN ANALYSIS OF SOCIAL MEDIA ADOPTION AND THE LEVEL OF INTERACTIONS IN MALAYSIAN ZAKAT INSTITUTIONS SOCIAL MEDIA SITES

ABSTRACT

The use of social media among organisations in Malaysia is increasing, in line with the enhancement of access to social media. Public institutions develop social media sites to improve customer service quality, build good relationships with customers and improving transparency. State zakat institutions are among the most sensitive organizations on the issue of transparency. Many allegations arise from the public that zakat institutions are only good at collecting zakat, but not effective in distributing the fund to the qualified asnaf. Prior to this, zakat institutions were unable to respond effectively to the accusations due to lack of appropriate channel. With the sophistication of social media technology, there are proactive zakat institutions using social media applications to improve transparency in terms of zakat distributions, particularly in responding to the public accusations. However, little research has been done to study social media use by zakat institutions in Malaysia. Thus, this study was conducted to analyse the adoption of social media in Malaysia by zakat institutions and analysing the forms of interactions between social media users and zakat institutions in social media sites. Based on an analysis conducted on Malaysian zakat institution's social media sites, this research presents insights on the use of social media applications and the level of interactions in Malaysian zakat institutions. The results show a high level of social media adoption among zakat institutions. Almost all Malaysian zakat institutions are currently active in using social media, particularly Facebook. It is also noted found that there are differences between each state in terms of engagement related to post activity and interactions. The result of this study highlighted the level of social media use by zakat institutions in Malaysia as well as explaining the form of interaction between public and zakat institutions in social media sites.

Keywords: Social media, zakat, adoption, transparency, technology.

Introduction

O'Reilly (2007) defines social media as a set of tools that can improve user participation on the web. The use of social media enables web users to contribute to web contents and create a multi-directional channel between web users and administrator. Social media is a terminology that covers 6 categories which are blogs, social networking, multimedia sharing services, wiki, virtual worlds and content syndication (Kaplan & Haenlein, 2010). Many private and public institutions around the world, including in Malaysia has embraced social media to improve engagement with customers. In the context of public institutions, social media have enhanced government-citizen engagement and networking, increased public transparency and changed the way citizens interact with public agencies. The use of social media applications in Malaysia is rapidly growing

and among the highest in the world (Lai, 2014). Facebook, the most popular social networking tools is the most popular application in Malaysia where half of Internet users identifying Facebook as their most favourable platform to socialize (Lai, 2014).

In Malaysia, zakat collection and distribution is managed under state jurisdiction under the administration of the State Islamic Religious Council (Wahab & Rahim Abdul Rahman, 2011). Being an institution that collect money from the public and distribute it to the asnaf, Zakat institutions are always subjected to public scrutiny mainly in term of zakat distribution (Ab Rahman, Alias, & Omar, 2012; Zainal, Abu Bakar & Saad, 2017). Furthermore, the level of zakat institutions transparency is highlighted as one of the main motivation for employees working with the government to pay zakat (Idris, Ali, & Ali, 2003; Saad & Sawandi, 2016). Wahid and Ahmad (2009) also suggested that the level of zakat distribution transparency is an important determinant for zakat payer to pay zakat to zakat institutions. In order to increase transparency, many zakat institutions turn out to social media, particularly Facebook to disseminate information about zakat distribution. This exercise have improved public perceptions on zakat institutions (Musa, 2016).

While a good deal of research has been undertaken in the context of zakat, however current research on understanding the level of adoption and the level of engagement of Zakat institution in the Facebook sites is limited. Previous zakat literature have focused on different issues such as identifying determinants of zakat compliance behaviour (Md Idris, Bidin & Saad, 2012; Saad, Md Idris & Bidin, 2010), zakat fund management (Saad, Sawandi & Muhammad, 2016; Saad & Sawandi, 2016) and distribution of funds (Wahid & Ahmad, 2014; Zainal, Abu Bakar & Saad, 2016). Another stream of research focuses on issues related to zakat institutions (Farouk, Md Idris & Saad, 2017a; 2017b; Azman, Mohamad & Syed Mohd Najib, 2012; Norazlina & Abdul Rahim, 2011).

Reviewing the previous literature, we find the following major gaps: first, most zakat literature focuses on zakat compliance behaviour, zakat distribution and others issue related to the institutions. Thus, little is known about how do zakat institutions utilise the use of Facebook site as communication tool with public. Second, to the best of our knowledge, there is still limited study on the adoption of Facebook site by Zakat institution in Malaysia. Our study aims to narrow these gaps. First, we focus on new aspect of study in zakat environment that is the use of social media by Zakat institution. Second, we investigate the adoption and engagement level of Zakat institution in the Facebook sites. Therefore, this study focused on analysing Facebook using social media analytics tool, as Facebook is the most significant and widely used social networking applications in Malaysia.

Analysis Framework

Measuring social media initiatives in organisations is critical for successful social media implementation, yet, standard measure for the task is limited (Alam, 2017; Chang & Kannan, 2008). In the context of public organisations, Mergel (2013) is among the academics that introduced a framework to guides social media interaction analysis in three domain. The first domain focused

on transparency where the objective is to improve information accessibility through Facebook. This is measured through number of page likes. The second domain measured participation by focusing on engagement through Facebook. This is evaluated through comments and likes on Facebook posts. Finally, collaboration domain that focused on co-creation of value is measured through numbers of user shares to other networks. Table 1 summarises the three domains. This research utilised Mergel (2013) framework as the basis for analysing Facebook interactions in Malaysian Zakat institutions.

Table 1: Facebook Analysis Domains

Domain	Measurement goals	Facebook mechanics
Transparency	Information dissemination.	Number of page likes
Participation	Engagement measurement.	Number of comments and likes per posts.
Collaboration	Information co-creation.	Number of shares

Research Method

Scoreboard social, a third party social media analytics tool was utilised to analyse all Malaysian zakat institutions Facebook sites based on Mergel (2013) framework. Page fan size, posting frequency and interaction type data for the Malaysian zakat institution was collected for a month (October 2017 – November 2017) and analysed using the software.

Findings and Discussion - There are all 14 Zakat institutions in Malaysia and 12 of them have an active Facebook page. The number of likes for all Zakat institutions in Malaysia is 550,772. The smallest number of likes for an institution is 426, while the biggest number of page likes for an institution is 234, 853. The average number of pages likes for Malaysian zakat intitutions stands at 45,897 and the trend is consistently growing as shown in Figure 1, though it is still slow. Mergel (2013) states that the number of page likes is indicative of the goal of the institutions in successfully disseminating information for accountability using Facebook pages. Good number of likes in zakat institutions shows that there are serious effort from the management of zakat institutions to improve the level of transparency. Given that Facebook is the highest social media channel used by Malaysian, serious use of Facebook and other social media channel available is important to deliver information about zakat activities, particularly in the context of zakat distribution. The significant number of differences among the states might be because of the differences in the number of zakat payers in each state and the differences in the level of accessibility to social media applications in each state.

Information dissemination in a normal web-site is normally one-way, such as in zakat institutions web-sites. However, social media applications provide platform for engagement with the audience. Mergel (2013) suggests that participation can be measured by evaluating the number of likes and comments per posts. Total number of likes for all 53 posts by zakat institutions in the analysis period stands at 686, while there 45 comments altogether. Using the daily engagement rate evaluation method where number of daily engagements (((average of likes + comments + shares)/

page likes)*1000) with posts per 1000 page likes, it is found that the level of engagement with the audience in zakat institutions Facebook page is still low as shown in Figure 2.

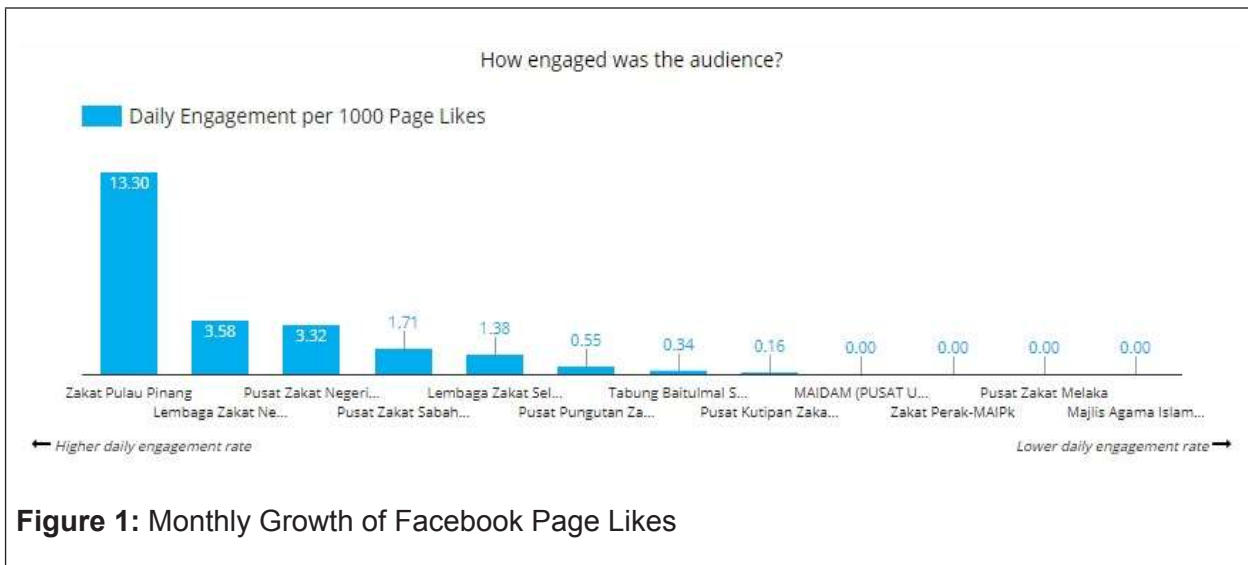


Figure 1: Monthly Growth of Facebook Page Likes

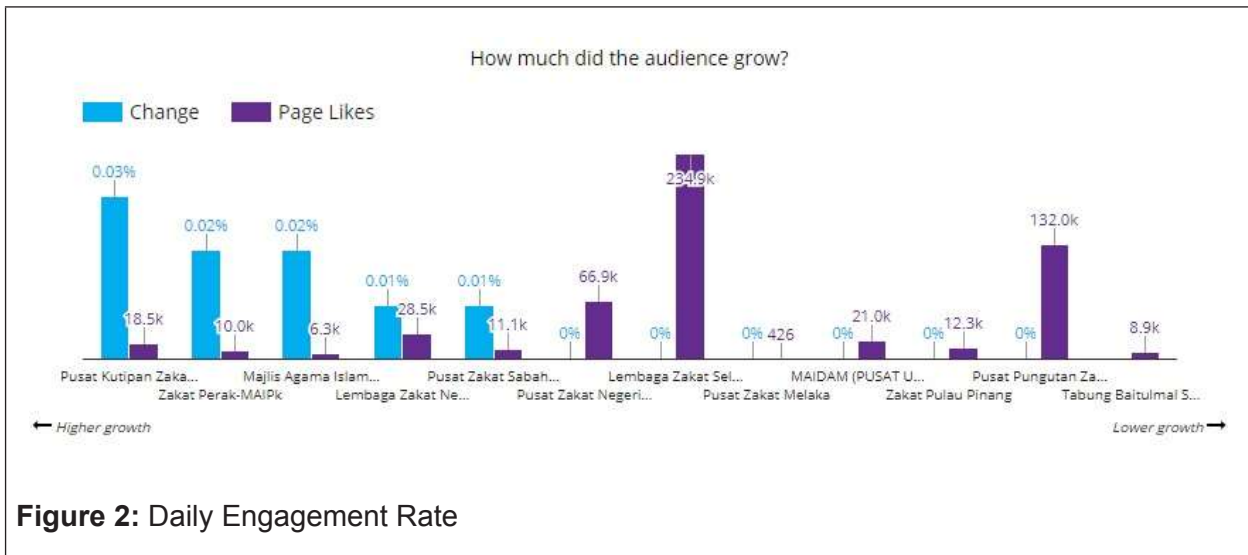
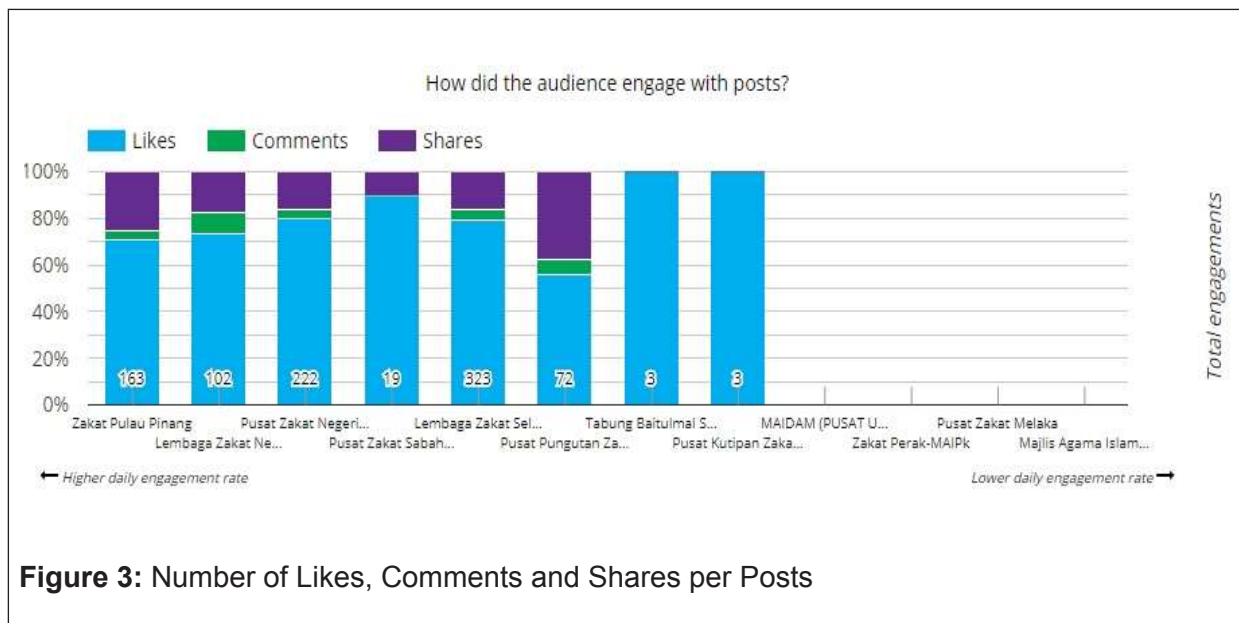


Figure 2: Daily Engagement Rate

The highest daily engagement rate is only at the level of 13.30, while there are four institutions that have no monthly engagement level at all. Low engagement level shows that at current stage, the use of Facebook by Zakat institutions is still at the level of disseminating information in a one-way channel. In order to get more positive responses from the audience, zakat institutions needs to increase their number and quality of monthly posts and use Facebook extra features such as the Facebook Ads to engage more with their targeted audience. Figure 3 shows the number of likes, comments and shares in a month posts.

One of the advantages of using social media, particularly Facebook is that information can spread fast. The share function provided by Facebook is key in information co-creation and for any posts to go viral. Looking at the number of shares for Facebook postings in the institutions as shown in Figure 2, zakat institutions has a long way to go to ensure that the audience collaborate to share information provided by zakat institutions. It is suggested that zakat institutions learn state

of the art marketing method using Facebook to increase the number of likes and shares, as the increase of number of posting likes and shares can contribute to better public perceptions of zakat distribution transparency.



An analysis on the Facebook content shows that zakat institutions focused on disseminating information about zakat distributions. Almost 70 to 80% of the post in one month time is regarding zakat distribution activities. From 10 posts, 7 or 8 posting is about zakat distribution. This include pictures where zakat officers went to small villages and helping the needy in remote places. The Facebook administrator also actively answering public comments in each of the posts. The focus on promoting these activities is important in avoiding public scrutiny in term of zakat distributions.

CONCLUSION

As a conclusion, this study reveals the growing trend of Facebook use among Malaysian zakat institutions. Based on Mergel (2013) framework, it is suggested that at current state, although there is a good number of likes which translates to good transparency level among the institutions, more work needs to be done to engage more with the audiences and to make the audiences collaborate more to increase the level of transparency. However, the findings of this study is not generalisable to understand the whole social media level of use in the zakat institutions as it only focused on the use of Facebook. Even though Facebook is the largest social media applications used by Malaysian, future research can include other social media applications such as YouTube, Instagram and Twitter in the analysis to get a better picture of the level of use of social media. The analysis conducted in this study only done in a period of one month, and there is a possibility that postings interactions can vary across months. Hence, it is suggested that future research use longer timeframe to collect the data to give a better picture of the interaction level. Finally, the findings from this research give insights on the level of social media use among Malaysian zakat institutions. Social media managers can benefit from this research by applying techniques to improve the level of social media interactions.

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TRUST: AN ESSENTIAL KEY FOR WAQF CROWDFUNDING

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ABSTRACT

Purpose - Off all the recent growing philanthropy innovative advances, websites crowdfunding being one of the most-impressive ones. This success is due to an exciting, emerging, and attesting crowdfunding intermediary's that viable to attract waqf and charity donations. crowdfunding is a manner of fundraising that is done by asking a large crowd of people to contribute money to support a specific cause for instance an artistic project, a philanthropic project or a business venture. These contributions can vary in amount from a few dollars to hundreds of thousands, the funding is achieved by pooling all of these collections, big or small, together to achieve the larger goal for the fundraisers to be able to achieve or complete the aimed project. In general, research on crowdfunding investigated few areas such as identifying differences types of crowdfunding's, legal ramifications of crowdfunding, security laws, usage of crowdfunding as a price discrimination model, and view of crowdfunding as pre-ordering transaction from consumerism perspective. This paper intends to visualize on the potential of digital based crowdfunding as collaborative waqf funding platform. The study aims to uncover how can the relationship between Islamic crowdfunding participants is influenced by the trustworthiness and credibility of the organizers and platforms could contribute to a reliable environment of the virtual setting of transactions. The scope of this study is limited to Islamic based crowdfunding that carry waqf values and included organizers whose names are well-known.

Methodology - The case study is selected as the main research strategy for investigating the research questions. The main reason for selecting case studies because it provides some good insights into complex issues on a limited number of events or conditions and their relationship. There are critics on strategy of using case study for not being a source of generalizable knowledge due to usually a small number cases being used. However, this strategy also shown that case studies are useful not only when conducting an explorative study, but also provide valuable insights when conducting explanatory or descriptive research. Three case studies selected in this

paper are EthicCrowd.com in Islamic real estate services and waqf philanthropy, Wakaf Selangor Muamalat (WSM) in regulated financial waqf crowdfunding and WorldWaqf in waqf philanthropy. These cases were selected to represent a diverse set of crowdfunding operations that vary in terms of operations, governance and regulations and risk/return for the participants. As this paper seeks to explore the complex relationship inherent in crowdfunding activities it will mostly rely on the gathering of qualitative data. The data is collected through two ways. The first way is through observation which allows the researcher to, in an unobtrusive way, observe the behaviour of the operators and the platforms. This is possible as the crowdfunding activities takes place in an online public setting, which gives the best observations as the subjects are unaware of them being observed and therefore it doesn't influence their behaviour. Furthermore, as trust is a social construct that is communicated unconsciously, observations can be the best way to collect data on the reaction and behavior of the subjects. Another of source comes from seminars organized by the organizers and a question and answer (Q& A) sessions. These platforms had provided access to data that helped to guide the writing process towards answering the research question. However, as trust and credibility are communicated and presented unconsciously, most observational data from the net is used to analyze the waqf crowdfunding relationship. The second way is through semi structured interviews. Each interview conducted began with explanation of the method and description of the research interest. We had accordingly conducted appropriate protocols for the semi structured. The advantage to this research approach is the ability to collect in situ data, not just reflective data. However, the disadvantage is that bias is introduced through self-report and participant observation. During the analysis stages, we employed a selective coding and analysis. A comparative tabulated matrix based on thematic approach were used to portray the comparative elements through the projects or campaigns, donation collections as well as the flow of operating service models.

Findings - The findings have implications on the understanding of agency theory for service managers running philanthropic waqf based entities who are interested in launching and/or managing crowdfunding initiatives, and for distribution theory in terms of extending the donators' role from just giving away to seeing the impact through profiling reporting. The key findings of this paper are that crowdfunding can provide a viable alternative for waqf entities to attain funding for their projects by cooperating with reliable organizers especially the Islamic fintech companies who act as the trustees and agents. Trustworthiness and credibility are found as essential to signal to the online community who have little protection on the transactions. Only by providing this that the donation for waqf fund could be raised as projected and distributed accordingly. The study suggested that the best way of doing so is to develop a shared social identity where donors feel they become part of a larger group of waqf funding products.

Keywords: Crowdfunding, Islamic crowdfunding, Waqf crowdfunding, credibility, trustworthiness.

CONCLUSIONS

Crowdfunding via the internet platform could provide a pragmatic philanthropic waqf collaborative movement with great numbers of collective impact as great things. This paper contributes to

the body of knowledge by increasing the understanding on how trustworthiness and credibility of crowdfunding and its organizer could influence the perception of donors that the platforms is a safe place for cash waqf donation. In conclusion, trustworthiness and credibility are critically important in a situation where there are no formalized governance structures like in the case of crowdfunding more over if it is related to waqf; a religious philanthropic instrument.

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