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ePROCEEDING BOOK
2ND SINTOK INTERNATIONAL CONFERENCE
ON SOCIAL SCIENCE AND MANAGEMENT
(SICONSEM 2018)

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Nor Aziani Jamil

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ABSTRACT

A REQUIREMENT MODEL FOR REQUIREMENT CHANGE MANAGEMENT SYSTEM

¹Nor Laily Hashim & ²Najdawati Mohd Fadzil

¹*Human-Centered Computing Lab, School of Computing, Universiti Utara Malaysia*

²*Universiti Malaysia Perlis*

laily@uum.edu.my; najdawati@gmail.com

ABSTRACT

Currently, there are some deficiencies in existing requirement change management systems where they are either having inadequate features or functions that are too complex to be customized according to the needs of an organization. The existing studies in this domain do not focus on producing a requirement model. Therefore, the aim of this is to gather and analyze requirements to produce a requirement model of a requirement change management system. This study has been conducted at an ICT center in one of the public universities in Malaysia as a case study where the working process in managing and tracking the requirement changes between user and ICT center activities are gathered. This study was conducted in four phases: study design, data collection method, analysis/processing of data and evaluation procedure. The design of the requirement model is represented using Web Application Extensions - Unified Modeling Language (WAE-UML), where these diagrams have been evaluated by several experts in order to verify whether it has a complete design using standard notation and fulfills the expectation. The evaluation result shows that most experts were satisfied with the diagrams with the overall score was meet and exceed expectation. A prototype was produced from the requirement model and it has been validated using usability testing approach and most of the participants agree that the prototype is easy to use, easy to learn, and provide a useful function to its target users. The proposed requirement model can be used as a source of reference for the development of similar.

Keywords: Requirement change management, Web Application Extensions- Unified Modeling Language (WAE-UML), Expert review

**MALAYSIA-THAILAND CROSS BORDER TRADE AND POTENTIAL OF
CROSS BORDER SPECIAL ECONOMIC ZONE: A CASE STUDY OF RANTAU
PANJANG-SUNGAI KOLOK CROSS BORDER TOWN**

¹Abdul Rahim Anuar & ²Azhar Harun

¹School of International Studies, Universiti Utara Malaysia

²School of Government, Universiti Utara Malaysia

abd182@uum.edu.my; h.azhar@uum.edu.my

ABSTRACT

Towns along the Malaysia-Thailand border has always been associated with backwardness and low-income regions. This is mainly because policy development in the border regions is based more on defence and security over economic considerations. Economic structures and cross-border trade town of Sg. Kolok (Narathiwat, Southern Thailand) and Rantau Panjang (Kelantan, Malaysia) are examined with the objective to measure cross-border economic activity and the feasibility of establishing a Cross Border Special Economic Zone. Both towns are a shopping haven among local and foreign tourists and have the potential to become a leading cross-border tourism of Malaysia-Thailand border. The Malaysian government has also implemented the Eastern Corridor Economic Region to develop the East Coast region including Kelantan. While, the Thailand Government has carried out the Southern Border Provinces Special Zone to develop its Southern region, including Narathiwat. Security assurance in Southern Thailand and with both development plans implemented may intensify the economic activities in the town of Rantau Panjang and Sg. Kolok. This has a spill over effect in the border area and the potential of creating Cross Border Special Economic Zone at the border towns.

Keywords: Border trade, Cross border special economic zone, Rantau Panjang, Sg. Kolok

MALAYSIA-INDONESIA CROSS BORDER GOVERNANCE: IS THERE A TRADE-OFF BETWEEN SECURITY AND ECONOMIC DEVELOPMENT?

¹Abdul Rahim Anuar & ²Azhar Harun

¹School of International Studies, Universiti Utara Malaysia

²School of Government, Universiti Utara Malaysia

abd182@uum.edu.my; h.azhar@uum.edu.my

ABSTRACT

The National Security Council of Malaysia has declared the east coast of Sabah as Eastern Sabah Security Zone (ESSZONE) to inhibit security threats and increase security in the east coast of Sabah. This study takes Tawau (Sabah) and Sebatik Island as a case study. Sebatik Island is divided into two regions. The Northern region is owned by Malaysia and South is owned by Indonesia. This paper examines the impact of ESSZONE's security policy toward economic activities in Tawau and Sebatik island. The security policy implemented by the Eastern Sabah Security Command (ESSCOM) in Sabah's east coast has a negative impact on maritime economic activities in Tawau and Pulau Sebatik. Therefore, the government must re-evaluate security measures in Tawau and Pulau Sebatik waters, and the curfew regulations in particular, because the security threat is lower and more manageable than in Sandakan, Tawau, Kunak, Lahad Datu, Semporna, and Kinabatangan, which form the hot spot area. Furthermore, the government should consider appropriate measures to balance the objectives of security and economic interests, depending on the level of security threat zones.

Keywords: Economic development, Sebatik Island, Tawau, Trade-off, Security.

**HOME COUNTRY PUSH FACTORS AND RE-EXPATRIATION INTENTION AMONG
JORDANIAN SELF-INITIATED ACADEMIC EXPATRIATES: THE MEDIATION
EFFECT OF LIFE DISSATISFACTION**

¹Subramaniam Sri Ramalu, ²Gheath Mahmoud Abdel-Rahman

& ³Chandrakantan Subramaniam

^{1,2}Othman Yeop Abdullah Graduate School of Business, Universiti Utara Malaysia

³College of Business, Universiti Utara Malaysia

subra@uum.edu.my; ghaith1306@yahoo.com; chandra@uum.edu.my

ABSTRACT

The aim of this paper is to explore the dynamic nature of re-expatriation intention among 153 Jordanian academics who repatriated from Saudi Arabia after completing their international assignment. By relying on push-pull theory, this study attempts to explore the forces that drive individuals to re-expatriate. Using the Smart PLS software, the findings of this study indicate a significant and positive relationship between home county push factors (financial difficulties and re-entry hardships) and re-expatriation intention. This study also finds life dissatisfaction to mediate the relationship between home country push factors and re-expatriation intention. This empirical study adds to the existing expatriation literature on self-initiated academic expatriates and re-expatriation in the developing countries.

Keywords: Expatriation, Life dissatisfaction, Push factors, Re-Expatriation intention, Self -initiated academic expatriates.

MEASURING COURSE LEARNING OUTCOME FOR LARGE CLASS OF INTRODUCTORY STATISTICS COURSE

¹Nurakmal Ahmad Mustaffa, ²Malina Zulkifli

& ³Rusdi @ Indra Zuhdi Murat

^{1,2,3}*School of Quantitative Sciences, College of Arts & Sciences
Universiti Utara Malaysia*

nurakmal@uum.edu.my; malina@uum.edu.my; m.rushdi@uum.edu.my

ABSTRACT

Having a standard measurement for OBE-based assessment in the situation where the course is taught by many teachers in a large class size can be a burdensome task due to different views on assessment methods and measurements and diversity of students' ability to achieve each Course Learning Outcome (CLO). This paper describes a framework for providing quantitative measurement in assessing students' achievement for a course in this kind of situation. Students' achievement is measured by using the score of CLO. The study used a combination approach, which are average, threshold and performance vector methods to calculate the CLOs' score. After the process of assessing the CLOs is completed by using the methods, all CLOs' achievement is grouped and tabulated in a table as a Course Performance Report. This report can be an indicator to identify which course's CLO the students have succeed to achieve, and it also can be an indicator to assess the consistency of various assessment tools in measuring all CLOs. From the study, result showed that all CLOs of the course is success to achieve.

Keywords: Outcome Based Education (OBE), Course Learning Outcome (CLO), Assessment, Assessment Tools.

THE MEDIATION EFFECT OF PSYCHOLOGICAL WELL-BEING BETWEEN HOST COUNTRY PULL FACTORS AND RE-EXPATRIATION INTENTION AMONG SELF-INITIATED ACADEMIC EXPATRIATES

¹Subramaniam Sri Ramalu, ²Gheath Mahmoud Abdel-Rahman & ³Chandrakantan
Subramaniam

^{1,2} *Othman Yeop Abdullah Graduate School of Business &*

³ *College of Business, Universiti Utara Malaysia*

subra@uum.edu.my; ghaith1306@yahoo.com; chandra@uum.edu.my

ABSTRACT

This paper examines the motivational factors pulling self-initiated academic expatriates who repatriated from abroad to move abroad one more time. This paper also examines the mediation effect of psychological well-being on the relationship between host country pull factors and re-expatriation intention. The reasons driving individuals to move abroad for the first time differ on those reasons attracting them to re-expatriate. Push-pull theory was employed in this study to explain the relationship between the study variables and the intention to re-expatriate among Jordanian academics. A sample of 153 Jordanian academics was analysed by using smart PLS software approach. The findings indicate that family outcomes are positively affect the decision of Jordanian academics to re-expatriate, whereas no positive relationship found on the relationship between quality of life abroad (Saudi Arabia) and their intention to re-expatriate. The study finds that there are positive relationships between (family outcomes and quality of life) and psychological well-being. In addition, the findings indicate that there is a positive relationship between psychological well-being and re-expatriation intention. Further, the study reveals that psychological well-being mediate the relationship between both host countries pull factors and re-expatriation intention. This study concludes with a set of recommendations.

Keywords: Expatriation, Re-expatriation intention, Pull factors, Psychological well-being, Self-initiated academic expatriates.

USING LEARNING OBJECTS AS A TRIGGERS FOR PBL IN INDUSTRIAL TECHNOLOGY (CIVIL ENGINEERING) COURSE

¹Arihasnida Ariffin, ²Norhasyimah Hamzah, ³Siti Nur Kamariah Rubani,
⁴Normah Zakaria & ⁵Tamil Selvan Subramaniam

^{1,2} *Department of Professional Education, Universiti Tun Hussein Onn Malaysia*

^{3,4,5} *Department of Engineering Education, Universiti Tun Hussein Onn Malaysia*

hasnida@uthm.edu.my

ABSTRACT

The study offers a comprehensive and systematic analysis on perception the need of learning objects as a triggers for PBL method in Industrial Technology (Civil Engineering) course. Learning objects is defined as an element of a new type of computer based instruction grounded in the object-oriented paradigm of computer field. The research design is a case study which consists of quantitative method. Valid instruments through questionnaire have been applied to 32 lecturers in this study. The results data was divided according to learning object and computer-delivered application to use learning objects in engineering classroom. Using the SPSS 16.0, the frequency, mean and percentage from data was obtained. At the end of this study, the result shows that lecturer have positive perception in learning objects use as a triggers for PBL method in Industrial Technology (Civil Engineering) course. Video element (mean=4.05) got the highest mean score on perception the need of learning objects. The lecturers also gave different view on learning objects using on PBL. It is reasonable to conclude that learning objects is an effective and suitable triggers tool in PBL method suited with higher education environment.

Keywords: Learning objects, Problem Based Learning (PBL), Triggers.

**PROBLEM-BASED LEARNING: AN APPROACH IN THE PRACTICAL
WORK AMONG LECTURER FPTV, UTHM**

**Siti Nur Kamariah Rubani, Normah Zakaria, Norhasyimah Hamzah,
Arihasnida Ariffin & Tamil Selvan Subramaniam**

*Faculty of Technical and Vocational Education,
Universiti Tun Hussein Onn Malaysia*

*kamaria@uthm.edu.my; norma@uthm.edu.my; hasyimah@uthm.edu.my;
hasnida@uthm.edu.my; tselvan@uthm.edu.my*

ABSTRACT

Problem-based learning is an active learning where students need to solve real-world problems similar to their discipline. Therefore, PBL is often used in practical work as a way for students to develop their experience in the process of solving a problem, rather than seeking a correct solution. The aim of this study was to identify the understanding of PBL characteristics, issue in the current implementation of PBL and the challenges using PBL in practical work among the lecturers in FPTV, UTHM. This study uses a survey method. Questionnaires were distributed to a total of 33 respondents and were analyzed using percentage. The results indicated that lecturers only know that problem based learning is a student centered learning. But they are having lack of knowledge of the characteristics of problem-based learning. The lecturer is facing problems to implement practical work with problem-based learning such as how to identify slow learner in the group and to encourage the student do practical work in groups. Finally, the findings also found that there are lecturers facing challenges to assess students in the group.

Keywords: Problem-based learning, Student centered learning, Practical work, Issue in PBL and Challenges implementation PBL.

THE ACCEPTANCE OF PROBLEM BASED LEARNING (PBL) AMONG ACADEMIC STAFF

¹Norhasyimah Hamzah, ²Arihasnida Ariffin, ³Normah Zakaria,
⁴Siti Nur Kamariah Rubani , ⁵Tamil Selvan Subramaniam

^{1,2}*Department of Professional Education*

^{3,4,5}*Department of Engineering Education*

Universiti Tun Hussein Onn Malaysia

hasyimah@uthm.edu.my;hasnida@uthm.edu.my;

norma@uthm.edu.my;kamaria@uthm.edu.my;tselvan@uthm.edu.my

ABSTRACT

The learning method through problem-based learning (PBL) is a student-centered learning approach where the instructor acts as a facilitator throughout the teaching and learning process. This study aims to identify the level of acceptance among the academic staff in Universiti Tun Hussein Onn Malaysia of the method based on their level of knowledge, skills, and affective of PBL in teaching and learning. The number of the academic staff at the Faculty of Technical and Vocational Education (FPTV) was 75 people and 63 of population participated in the study (following the recommendation in the schedule of Krejcie and Morgan, 1970). The data were collected using a set of questionnaire and were analysed using the Statistical Package for Social Science (SPSSv 21). Results showed that the level of acceptance among the academic staff in knowledge about PBL is 3.83; skills in PBL is 3.53; and affective in PBL is 4.23. Overall, PBL is accepted by the academic staff either in terms of knowledge, skills, and affective for teaching and learning purposes. This is because the PBL can facilitate the teachers' effort in improving their skills in diversifying the T & L method and the enhancement of their self-directed learning skills, such as teamwork, problem solving, critical thinking, reflective thinking, and higher-order thinking skills.

Keywords: Problem based learning, Academic staff, Acceptance.

A REVIEW OF CAREER INTEREST INVENTORY NEED THROUGH TECHNICAL FIELDS DEVELOPMENT

¹Normah Zakaria, ²Nur Izeanty Hamidon, ³Norhasyimah Hamzah,

⁴Arihasnida Ariffin & ⁵Siti Nur Kamariah Rubani

^{1,2,3,4,5}*Faculty of Technical and Vocational Education,*

Universiti Tun Hussein Onn Malaysia

norma@uthm.edu.my

ABSTRACT

Students will be more prepared in planning their career development process by identifying own interests and potentials. Indirectly, the proper selection process of career will also be much easier. Therefore, students should be given early exposure with career inventories. However, students are less exposed in the options to identify their career interests. This causes their interest and potential to be utilized best. This paper therefore discusses the need for a career-specific inventory for students in the technical field. Among the benefits available to the inventory is that it seeks to improve the skills by selecting appropriate career, raising the awareness of the importance of soft skills, in order to reduce unemployment rate and to explore the interests and potentials of self-understanding.

Keywords: Career interest inventory, Career choice, Career development

BAT ALGORITHM OPTIMISATION TECHNIQUE FOR FEATURE SELECTION ON DIFFERENT DIMENSION OF DATASETS

Farzana Kabir Ahmad & 2Hussein Fouad Abbas Al Mazini

School of Computing, Universiti Utara Malaysia

farzana58@uum.edu.my; h.almazni22@gmail.com

ABSTRACT

The advanced of Information Technology has resulting in the generation of numerous datasets with different dimensions. However, dealing with multi-dimensional datasets which typically contain large number of attributes, p has cause problems to classification process. Classifying different dimensional numerical data is a difficult problem as dealing with various feature spaces, could cause the performance of supervised learning method to suffer from the curse of dimensionality. This condition eventually degrades both classification accuracy and efficiency. In a nutshell, not all attributes in the dataset can be used in the classification process since some features may lead to low performance of classifier. Feature selection (FS) is a good mechanism that minimises the dimensions of high-dimensional datasets and solve classification problems. This paper proposed Bat Algorithm (BA) for FS that were trained using a Support Vector Machine (SVM) classifier. The proposed algorithm was tested on six public datasets with different sizes and compared with other benchmark algorithms, such as Particle Swarm Optimisation (PSO) and Genetic Algorithm (GA). The experimental results indicated that the BA has outperformed the other two algorithms. In addition, the comparison details showed that binary BA is more competitive in terms of accuracy and the number of features when assessed on datasets with different sizes.

Keywords: Metaheuristic, Support vector machines, Particle swarm optimisation, Genetic algorithm, Classification.

HANDLING CHANGES FOR DATA WAREHOUSE SYSTEM - A SURVEY

Sharmila Mat Yusof

School of Computing, Universiti Utara Malaysia

ysharmila@uum.edu.my

ABSTRACT

A Data warehouse (DW) is a repository designed for querying and analyzing data. The main aim of a DW is to provide the most accurate and historically correct information to users to support the business analysis and decision-making. The input to DW is dependent on its business requirements and data sources. With the nature of dynamic business requirements and autonomous data sources, the requirement of the DW is inevitably changes over times. As the DW is very critical for organization's business analysis and strategic decision-making, the dissemination of the changes is crucial to the DW system in order to supply a precise and reliable information. Thus, the objective of this paper is to provide a survey of the existing proposed solutions and a comparative study of different approaches related to DW change management problem.

Keywords: Data Warehouse, View Materialization, Versioning, Evolution, Schema change.

**THE EFFECTIVENESS OF SERVICE QUALITY (SERVQUAL)
TOWARDS CUSTOMER SATISFACTION IN TELECOMMUNICATION
SERVICE CENTER IN PERLIS, MALAYSIA**

¹Hong Wai Wei, ²Mohd Khairulnizam Zahari, ³Sri Sarah Maznah Mohd Salleh,

⁴Siti Norwahida Shukeri & ⁵Aidanazima Abashah

*^{1,2,3,4,5}School of Business Innovation and Technopreneurship
Universiti Malaysia Perlis*

*nizamzahari@unimap.edu.my; srisarah@unimap.edu.my;
sitinorwahida@unimap.edu.my; aidanazima@unimap.edu.my*

ABSTRACT

The telecommunication setting in Malaysia is undeniably super-competitive, with the major industry players having to struggle with narrowing margins and a declining mobile subscriber base. Company's ability to provide satisfactory services (best service quality) to its users has been the most key successful factors for them to remain standing. In respond to it, this study intends to examine the impact of service quality towards customer satisfaction in telecommunication service centre in Perlis. The proxy for service quality (SERVQUAL) employed in this study are; (responsiveness, reliability, assurance, tangibles and empathy) and being tested on customer satisfaction. Through the regression analysis of 267 respondents, the study provides evidence that SERVQUAL (responsiveness; $p = 0.02$, reliability; $p = 0.02$, assurance, $p = 0.04$, tangibles; $p = 0.02$ and empathy; $p = 0.00$) is positively significant to customer satisfaction. The study provides useful insights to the telecommunication provider to maintain its service quality to ensure the company capable to continuously increase its subscriber's base to further improve business productivity.

Keywords: Service quality, Customer satisfaction, Telecommunication

**EVALUATION OF PRODUCTION PERFORMANCE AND COST
USING OPTIMUM-SEEKING SIMULATION: A CASE STUDY
AT AN AIRCRAFT PARTS MANUFACTURING INDUSTRY**

**Mohd Kamal Mohd Nawawi, Wan Laailatul Hanim Mat Desa &
Shanizan Herman Mohd Radzi**

School of Quantitative Science, Universiti Utara Malaysia

mdkamal@uum.edu.my; laailatul@uum.edu.my; shanizan@uum.edu.my

ABSTRACT

This paper discusses how discrete-event simulation is used to evaluate the production performance and cost of the manufacturing plant in Malaysia. The plant manufactures composite parts for commercial aircraft wing trailing edge. In this study, simulation technique is applied to model the existing system and then used to simulate the design and operational policies of the plant production process. The model covers the operations at Primary Manufacturing Area (PMA) and Secondary Manufacturing Area (SMA). Among the activities involved in the process are the operations of laminating of plies, curing, cutting, painting, and inspection of parts. The model is built in modular form and then later integrated. An optimum-seeking simulation tool to production planning problems then is applied to assist in searching for optimal solutions. The paper concludes with some material highlighting how easy the tool is to apply to this kind of problem and also presents some thoughts on how the tool might be enhanced to improve its value.

Keywords: Discrete-event simulation, Composite parts, Manufacturing, Optimum-seeking.

THE PERFORMANCE OF THERMODYNAMIC SUBJECT AMONG SCIENCE AND ENGINEERING STUDENTS

Mohd Hasril Amiruddin & Wan Mohd Hilmi Wan Adam

Faculty of Technical and Vocational Education

University of Tun Hussein Onn Malaysia

hasril@uthm.edu.my; wmhilmi19@gmail.com

ABSTRACT

The subject of Thermodynamics is an important subject for science and engineering students. Therefore, these literature studies are conducted to identify the achievement, problem solving, and appropriate learning methods in addressing the problem of Thermodynamics subject. This study involves comparison in terms of similarities and differences related to issues in the achievement of Thermodynamic subjects. The results showed that the level of student's achievement in the Thermodynamics subject was still low. This problem occurs because of the weakness of the students in understanding the lessons, which are caused by the problem of lecturers in using less accurate learning methods and coupled with their own circumstances that require a full understanding and explanation level. Therefore, previous researchers have suggested some appropriate and proven methods of learning to overcome the problem of thermodynamics. Hopefully this study will help researchers and lecturers in studying and using appropriate methods for teaching in improving student performance in Thermodynamic.

Keywords: Thermodynamics, Achievement of Thermodynamics, Active learning strategy.

THE PERSPECTIVE OF PRESCHOOL AND FIRST GRADE TEACHER ABOUT SCHOOL READINESS

¹Mohd Hasril Amiruddin, ²Reyan Healme Rohanai, ³Irwan Mahazir Ismai, ⁴Faizal Amin
Nur Yunus, ⁵Mohd Bekri Rahim, ⁶Haryanti Mohd Affandi, ⁷Ridzwan Che Rus & ⁸Sopia Md
Yassin

^{1,2,3,4,5}*Faculty of Technical and Vocational Education*

Universiti Tun Hussein Onn Malaysia

⁶*Faculty of Education, Universiti Kebangsaan Malaysia*

⁷*Faculty of Technical and Vocational,*

Universiti Pendidikan Sultan Idris, Malaysia

⁸*National Child Development Research Center,*

Universiti Pendidikan Sultan Idris, Malaysia

¹*hasril@uthm.edu.my*

ABSTRACT

One of the goals of preschool education is to prepare children to primary school. Children need to have school readiness to enable them to be able adapt teaching and learning in schools. In this study, the researcher focused on preschool and children first grade of primary school. Therefore, the children discussed in this study related children aged 3 to 7 years old. Teachers have an important role in controlling the activity of teaching and children's learning at school. The study used systematic review methods to identify the perspective of teachers about the school readiness of children in the preschool and first grade of primary school. This study found that the readiness of preschool and first grade of primary school to the school refers to the physical, cognitive and academic skills, social-emotional skills, smooth and rough motor development, communication and language skills, interests and spirit to follow a variety of new learning activities. In addition, the analysis of the study found some suggestions to improve school readiness given to policymakers, schools and teachers and parents.

Keywords: Preschool, First grade of primary school, Teacher and school readiness.

PRODUCT CREATIVITY: A NEW CRITICAL SUCCESS FACTOR TOWARDS CUSTOMER'S LONG TERM ENGAGEMENT

¹Aqilah Humairah Mohd Noordin, ²Siti Norwahida Shukeri,
³Sri Sarah Maznah Mohd Salleh & ⁴Mohd Khairulnizam Zahari
^{1,2,3,4}*School of Business Innovation and Technopreneurship,
Universiti Malaysia Perlis, Malaysia*

*aqilahnoordin96@gmail.com; sitinorwahida@unimap.edu.my;
srisarah@unimap.edu.my; mynizamzahari@unimap.edu.my*

ABSTRACT

In an innovation and breaking technology market setting today, product creativity has become a major role in contributing to the growth and survival of the firm. Following the build-up of technological innovation in today's business market, product creativity has become an easy task yet provide a very promising business return. Extending the scope of previous studies pertaining to brand royalty research, this study aims to examine a new critical success factor (proxied by product creativity) towards the brand loyalty (proxied by customer's long term engagement). The study focuses on newly established brand¹ in Malaysia and there were about 279 respondents participated in this study. Findings reveal that product creativity (CREATIVE); $p = 0.011$, price (PRICE); $p = 0.001$; quality (QLTY); $p = 0.003$ and brand icon (ICON); $p = 0.049$ significantly influence customer's long term engagement. The study provides useful insights particularly to newly start up firm, creativity in its product do increase the firm value by means of maintaining long term customer relationship.

Keywords: Product creativity, Long Term Engagement, Duck.

MODELLING CITY GREEN SPACE AND SUSTAINABLE URBAN DEVELOPMENT

Raman Mariyappan

*School of Government, College of Law, Government and
International Studies, Universiti Utara Malaysia*

raman@uum.edu.my

ABSTRACT

The modelling of city green space with consideration of sustainable urban development benefits (health) is indeed a necessity in Georgetown, Penang. Urban green space (sustainable urban development) promotes positive activities that will ensure fairness, effectiveness, divergence, less disparity, less discrimination, green elements that has effect on health, well-being, nice feelings, social safety, positive effects, restoration of stress, restoration of attention fatigue, a positive relationship between green space and physical and mental health and longevity among the city population. The objectives of the study are to analyse the current issues related to modelling city green space and sustainable urban development; to identify the importance of green space to be included in the urban development; and to formulate the benefits of green space to the urban public in Georgetown, Penang. This study adopted quantitative method, utilized survey technique to collect data using convenience sampling from 384 respondents living in Georgetown, Penang. Pearson correlations were used in analysing the data to answer all the objectives. In general, the findings showed that the score for health effect, in the sustainable urban development practices and modelling city green space in Georgetown, Penang recorded fairly well with an average value between 4.02 and 4.26. The results of Pearson correlation analysis show the benefits of the urban green space is also significant at level $p \leq 0.01$ and $r = 0.143$. This means that respondents' belief in the urban green space beneficial to the urban populous is good but the prevailing relationship is still weak or low (approximately 14.3%). Therefore, this study suggests that a comprehensive channel should be established, whether formally or informally to ensure the role of various parties can be increased more effectively in ensure modelling of city green space is more efficient at Georgetown, Penang.

Keywords: Modelling city green space, Sustainable urban development practices, Health.

ELECTRONIC ARBITRATION REPLACING TRADITIONAL ARBITRATION IN ALGERIA

¹Takyeddine Hathout, ²Rohana Abdul Rahman & ³Mohd Zakhiri bin Md. Nor

School of Law, Universiti Utara Malaysia

takyeddineh@gmail.com, hana@uum.edu.my, zakhiri@uum.edu.my

ABSTRACT

Abstract: In view of the increasing online commercial transaction, the number of online disputes may be arising settling online disputes through the court system may not be suitable. Neither the traditional arbitration as alternative dispute resolution. Another alternative method by way of electronic arbitration can be utilised to address online or electronic disputes. This paper examines the conditions required under an electronic arbitration agreement in general. The method of this paper use content analysis method as well as comparative method based on documentary data. The paper finds that a better understanding of the conditions of electronic arbitration agreement, is compulsory in order to face any legal obstacles and make it applicable in Algeria.

Keywords: Electronic Arbitration Agreement, Online dispute, Form and substantive conditions, Algerian law.

**OWNERSHIP STRUCTURE AND ENVIRONMENTAL DISCLOSURES
AMONG LISTED COMPANIES IN NIGERIA**

**Mike Terkuma Soomiyol, Mohammad Syahir Abdul Wahab
& Amir Samsudin**

*Tunku Puteri Intan Safinaz School of Accountancy
Universiti Utara Malaysia*

soomiyol@gmail.com; syahir@uum.edu.my; amir@uum.edu.my

ABSTRACT

The study attempts to address the relationship between ownership structure and environmental disclosure with particular emphasis on foreign, block holder and managerial ownership from a developing country perspective amidst the findings found in the literature. The quantitative approach was used on the data obtained from the annual reports. The ordinary least square regression technique was used to identify the causal effect of relationship among the variables. The model was based on the legitimacy theory. Environmental disclosure was measured using a total quality score. The results show a negative relationship between block holder ownership of shares and environmental disclosure while foreign ownership and managerial ownership were insignificant. There is therefore need for policy makers to provide for mandatory disclosure of environmental information by providing a frame work which the companies can follow. Also the excesses of block holders should be checked if their role in reducing environmental disclosures is to be thwarted.

Keywords: Environmental disclosure, Ownership structure, Legitimacy theory, Corporate social responsibility, Nigeria.

IMPLEMENTATION OF PROBLEM-BASED LEARNING IN SYSTEM ANALYSIS AND DESIGN COURSE: EXPERIENCE AND LESSON LEARNED

Siti Sakira Kamaruddin & Musyrifah Mahmud

School of Computing, Universiti Utara Malaysia

sakira@uum.edu.my, musyrifah@uum.edu.my

ABSTRACT

Teaching System Analysis and Design is challenging since it is a dynamic field with rapid advancement in systematic approach on how to develop information system effectively and efficiently. Thus, the tutors are faced with challenges in finding the best approach in teaching and learning System Analysis and Design courses. In this paper, we discuss the implementation details of Problem-Based Learning approach in teaching System Analysis and Design course and how it is best to be employed in improving students' understanding of the subject matters. This paper further describes the benefits and challenges faced during implementation. In conclusion, the paper discusses how Problem-based Learning impacted the System Analysis and Design teaching and learning and in addition, suggest for future work on gathering further evidences on the implication of Problem-Based Learning in System Analysis and Design course. The reported experiences and lesson learned can be used as a guideline to develop PBL implementation strategies for other Information Technology courses.

Keywords: Problem-based Learning, PBL implementation, PBL experience, PBL in Information Technology, System Analysis and Design.

GREEN ENTREPRENEURIAL PRACTICES AMONG SMEs IN MALAYSIA AND NIGERIA

¹Abdullahi Hassan Gorondutse, ²Siti Noratisah Mohd Nafi, ³Mohd Rashdab Salehuddin,

⁴Salimon Maruf Gbadebo & ⁵Yahaya Saleh Ibrahim

^{1,2,3,4}*School of Business Management,*

Universiti Utara Malaysia

⁵*Kaduna State University, Nigeria*

ahgdutse@gmail.com

ABSTRACT

Entrepreneurial activities had contributed tremendous benefits to the humankind. It does not only create jobs, but also changes people's lives. Despite the great contribution of entrepreneurship towards developing a nation's economy, these activities have its own drawbacks. Green Entrepreneurs are now making changes in their ways of doing business to address the society's new concerns on environmentalism and other ecological problems as they affect their enterprises. Green entrepreneurs are being called upon to take leading roles in the transition to green economies. World evidence indicates that people are increasingly becoming concerned about the environment and are gradually changing their behaviors accordingly. Since green entrepreneurial practices by SMEs in many countries were still in nascent stage it was recommended that relevant stakeholders should put in place measures meant to spur adoption and implementation by most entities including SMEs. Therefore, this research explores the scenario of green entrepreneurship and investigates key determinants towards promoting green entrepreneurship particularly among SMEs in Malaysia and Nigeria using a quantitative approach. The result of this research is expected to contribute significantly towards policy formulation among government agencies responsible for environmental protection as well as promoting green entrepreneurship in Malaysia and Nigeria. The output of this research is significantly essential to the business owners as well as to the decision makers.

Keywords: Green Enterprenurial, Skill, Motivation, Capital and SMEs

EXPLORE THE ENTREPRENEURSHIP EDUCATION NEEDS BASED ON THE INDIGENOUS PEOPLE IN SOUTH OF MALAYSIA

**Mohd Hasril Amiruddin, Norasmah Othman, Sri Sumarwati
& Reyan Healme Rohanai**

Faculty of Technical and Vocational Education, University Tun Hussein Onn Malaysia

hasril@uthm.edu.my;lin@ukm.edu.my;sri_fatoni78@yahoo.com

ABSTRACT

The role of entrepreneurship education for indigenous youth can be an important component in organizing economic strategies to promote career creation to entrepreneurship. The outcome of this study provides useful information in identifying suitable entrepreneurial elements to apply in entrepreneurship programs or education based on entrepreneurial traits required by indigenous youth in South Malaysia. This survey study used quantitative approaches. To collect data, a set of questionnaires was developed based on the purpose of the literature review and review. The research data were obtained from 365 indigenous youth consisting of nine sub-ethnic groups namely Kintak (n = 2), Bateq (n = 36), Kuala People (n = 57), Seletar People (n = 64), Jakun (n = 39), Semelai (n = 9), Findings (n = 144), Temiar (n = 11), and Jah Hut (n = 3). Respondents also comprised 5.9 percent of indigenous youth living in South Malaysia (N = 6092), from three states namely Negeri Sembilan (n = 103), Melaka (n = 33), and Johor (n = 229). The findings show that the needs of entrepreneurship education are based on the perspective of the indigenous youth in South Malaysia being studied at a high level (mean = 4.21, SD = 0.78).

Keywords: Entrepreneurship education, Indigenous youth.

EXPLORING THE EXPERIENCES OF SELF-CARE PRACTICES AMONG COUNSELLING PSYCHOLOGISTS IN PUTRAJAYA

**Mohd Khairul Anuar Rahimi, Norizatul Masturah Mohd Zaki
& Mohamad Salleh Abdul Ghani**

Faculty of Leadership and Management, Universiti Sains Islam Malaysia

norizatulmasturah94@gmail.com

ABSTRACT

This study explores the experiences of self-care practices among counselling psychologist in Putrajaya to gain awareness on the importance of self-care. Counselling psychologist should practice self-care activities in order to maintain and nurture their physical well-being, psychological wellness and emotional stability. Besides, they need to gain the alertness about any symptoms that could lead to negative effect of their health. This qualitative study was done by setting up an interview protocol with five selected respondents among counselling psychologist in Putrajaya. Data was analysed manually by thematically arranging and coding collected data. The result indicated four themes which explained about the self-care practices from two main research questions. The study provides a preliminary guideline on the importance of self-care among counselling psychologist that could hinder their professional and personal life.

Keywords: Self-care practices, Counselling psychology, Qualitative.

EXPLORING THE INFLUENCE OF GENDER ON BARRIERS IN PUBLIC PARTICIPATION FOR LAND USE PLANNING

Amirulikhsan Zolkafli

*School of Government, College of Law, Government and International Studies
Universiti Utara Malaysia*

amirulikhsan@uum.edu.my

ABSTRACT

Scholars have identified factor like lack of knowledge, lack of effort from the authorities, public's attitude, trust issues and exclusion from participation process as the common barriers to effective public participation. The purpose of this study was to examine from the gender context, its impact on the barriers to public participation. An integrated web-based Participatory mapping and text-based survey was administered in Perlis, Malaysia. The results indicate that gender does not influence barrier in public participation for land use planning. Only the results on exclusion from participation process indicate that male have positive impact compared to female respondents. These are important findings for developing countries with historically low levels of public participation and low public awareness and knowledge of planning.

Keywords: Participatory GIS, Gender, Land use planning, Public participation.

SME SURVIVAL: THE IMPACT OF FIRM RESOURCES TOWARDS INTERNATIONALIZATION STRATEGIES IN MALAYSIA

¹Noor Azura Azman, ²Osman Mohamad & ³Noor Hazlina Ahmad

¹Department of International Business, Universiti Utara Malaysia

²Graduate School of Management, Multimedia University

³School of Management, Universiti Sains Malaysia

n.azura@uum.edu.my; osman6298@gmail.com; hazlina@usm.my

ABSTRACT

This research examines the impact of firm resources towards internationalization strategies on small and medium enterprise (SME) survival in Malaysia. Our survey examination of 860 Malaysian SMEs reveals that firm resources are significant with internationalization strategies. In this research, purposive sampling was used in selecting 860 SMEs as the sample from the registered list of companies in the Federation of Manufacturing Companies (FMM) directory, which is the most comprehensive list of SMEs database. The Partial Least Square (PLS-SEM) was used as the statistical tool to measure the significance relationship between construct. The major findings were proven the significance of the relationship and clearly stated the importance of understanding the firm resources and internationalization strategy choices.

Keywords: Firm resources; Internationalization strategies; SMEs

PROBLEM-BASED LEARNING AS AN EFFECTIVE APPROACH IN ENHANCING COMMUNICATION SKILLS

¹Ifa Rizad Mustapa, Danilah Salleh & Hafizah Abd Mutalib

Tunku Puteri Intan Safinaz School of Accountancy

University Utara Malaysia

¹*ifarizad@uum.edu.my*

ABSTRACT

The current research examined how Problem-Based Learning (PBL) would help to cultivate communication skills among the accounting students in Tunku Puteri Intan Safinaz School of Accounting (TISSA) in Universiti Utara Malaysia. This study employed an action research methodology which went through the pre, during and post implementation stages. Each group of students was first distributed with a case. The students were given specific time to solve the case during the class. Observations and field notes were taken by the researchers on each group to understand the situation during the discussions. Outcomes from the discussions were shared with the whole class through working group presentations. The problem solvings were assessed using the Critical Thinking Problem Solving (CTPS) rubric and communication skill were assessed through Presentation Rubric provided by UUM. During the second phase, the same activities and cycle as in the first phase were conducted. The researchers approached the students directly during the group discussions and assist the groups based on the reflections, observations and field notes based on the first phase. All the data was analyzed and reported. Findings of the study showed that the use of PBL nurtured communication skills among the students. Despite of the limited time in completing the syllabus, PBL is a recommended technique to be used by educators to generate active classes with large number of students where communication skills are nurtured.

Keywords: Action research, Communication skills, Critical Thinking problem Solving (CTPS) rubric, Problem solving, Problem-Based Learning (PBL).

QUALITY OF COOPERATIVE ANNUAL FINANCIAL REPORTING IN MALAYSIA

Rusman Ghani & Ku Nor Izah Ku Ismail

Tunku Puteri Intan Safinaz School of Accountancy, Universiti Utara Malaysia, Malaysia.

rusman@uum.edu.my; norizah@uum.edu.my

ABSTRACT

This study aims to determine the level of cooperative annual financial reporting quality in Malaysia. The level of cooperative annual financial reporting quality is measured using unweighted index of mandatory and voluntary information disclosure. The data of the study were collected through cooperative annual reports. A total of one hundred twenty annual reports for the years 2010 and 2014 were observed. The results showed that the average level of cooperative annual financial reporting quality achieved is satisfactory at 87% which is a maximum score at 97% and a minimum score at 73% with standard deviation is 0.05. The contribution of this study is to develop mandatory and voluntary information disclosure level index for cooperatives in Malaysia. The index is important for measuring the reporting quality among them.

Keywords: Level of cooperative annual financial reporting quality, Mandatory and voluntary information disclosure index, Cooperative.

SUSTAINABLE CONVERGENCE CRITERIA: FEASIBILITY OF ASEAN MONETARY INTEGRATION

¹Noor Azryani Auzairy, Lim Chia Syin, Teddy Van Eijk & Alixieng Changchern
Faculty of Economics & Management, University Kebangsaan Malaysia

¹ *azryani@ukm.edu.my*

ABSTRACT

This paper is to examine the feasibility of a monetary integration among the ASEAN countries. The analysis on the feasibility of such integration is based on the required set of criteria for sustainable convergence mentioned in the European Monetary Institute's convergence assessment (2014), which was set in the Treaty of Maastricht (1992) for becoming a member of European Monetary Union. The feasibility of ASEAN monetary integration is analyzed by checking on the price stability, government budgetary position, exchange rate stability and long-term interest rate. Those four criteria will be also looked into their last-long and sustainable impact on monetary integration. Data used are inflation rate, percentage of government debt to GDP, national exchange rate per US Dollar, and ten-year government bond yield rate. Time series graphs, correlation, Granger causality, test of equality-mean and variance, Johansen cointegration, and variance decomposition (VAR) are applied in the analysis of 10 ASEAN countries data from 1997 to 2017. The findings would acknowledge us on the level of sustainable integration among the ASEAN countries, the feasibility of having ASEAN monetary integration, and how much more integration is needed. The results of this paper would be able to assist the authorities and the MNCs of the ASEAN countries and other Asian economies in considering the idea of having monetary and business integration in the region, and in making decision on the policies to be implemented in enhancing the integration level among the countries.

Keywords: ASEAN, Feasibility, Integration, Monetary, Sustainability.

IMPACT OF GOVERNMENTAL INTERVENTION ON GREEN ENTREPRENEURSHIP PROGRAMS IN KADUNA NIGERIA

¹Yahya Saleh Ibrahim, ²Abdullahi I. Musa, ³Awwal Farouk Abdussalam, ⁴Abdullahi Hassan Goron Dutse & ⁵Muhammad S. Mansur

¹Centre for Energy and Environmental Research,

Kaduna State University Kaduna

²Centre Energy and Environment, Kaduna State University Kaduna,

Faculty of Science, Kaduna State University, Kaduna-Nigeria

⁴Faculty of Business, Universiti Utara Malaysia

⁵Kaduna State Facility Management Agency, Kaduna State Nigeria

ysibrahim2005@gmail.com

ABSTRACT

The sustainability concept is prominent above all other considerations in the countries desire to come up with entrepreneurial schemes to cater for the teaming unemployed youth and women devastated by numerous societal unrests in Nigeria. The intervention of the government in a number of ways from financial intervention, technological/innovation, skilled acquisition and transfer as well salient issues like road construction, borehole provision, transport service provision for the products produce by the entrepreneurs and host of other salient supports has gone a long way in not only sustaining the schemes but in keeping the economy growing. This study has confirmed that the feeder road constructed as supporting intervention to the 540 recruited entrepreneurs have succeeded in improving transportation to the nearest market, reduce transport fare to and from the market and nearby urban areas, increase in the purchasing power of both the entrepreneur and the owners of smaller businesses in the community. The government and private owners of capital, skills, technology, interventions and collaborations in the area of green entrepreneurial schemes should expedite action in engaging our teaming youth in Nigeria due its ability to adapt to our local challenges. It has been established in this research that mere having access to market, capital, technology, innovations does not guarantee the success of the entrepreneurs, but neglected issues as depicted in this research ‘feeder road intervention’. The green economy became a UNEP agenda since the United Nations Conference on

Sustainable Development (Rio +20) held in June 2012; countries are encouraged to take advantage of the transition to the green economy which offers huge economic opportunities for entrepreneurship. The study uses inferential statistics (t-test) with significant results.

Keywords: Impacts, Entrepreneurship, Green economy, Feeder roads, Green entrepreneurship, Sustainability.

CHALLENGES IN THE EVALUATION OF CANDIDATES FOR THE APPOINTMENT OF JUDICIAL OFFICERS LEARNED IN CUSTOMARY LAW IN NIGERIA

¹Musa Adamu Aliyu, ²Nor Anita Abdullah
& ³Haslinda Mohd Anuar

*School of Law, College of Law, Government and International Studies
Universiti Utara Malaysia*

Msaliyu1977@gmail.com; noranita@uum.edu.my; haslinda@uum.edu.my

ABSTRACT

Judicial officers learned in customary are part of the officials involved in the administration of justice in Nigeria. The judges have a duty to determine appeals emanating from inferior courts. Constitution of Nigeria provides the criteria persons aspiring for the appellate judicial offices must have. The law established a body called National Judicial Council with the power to recommend suitable persons to the executive for the appointment. In specific selections, the legislature must confirm the appointments. It is part of the selection requirements in the constitution that the candidates for the offices are lawyers and lay persons. Both persons must have considerable knowledge and experience in the practice of the customary law. This paper intends to study the Constitution, and Guidelines issued by the National Judicial Council concerning the selection of the judges. It is a finding in the paper that the laws are insufficient in guiding the Council in the selection of the candidates who are to become the judges. For example, non-lawyers do not need a formal qualification. It is also a finding, lawyers aspiring for the post lack proper training in customary law. That affects their competence in discharging the duty. A doctrinal method has been used to achieve the aim of the paper. The paper recommends improving the legal education in Nigeria to take care of the defect in the legal training. Non-lawyer's candidates should have a formal certification before they can take part in the selection process.

Keywords: Appointment, Candidates, Challenges, Customary law, Judicial Officers.

A NEW STRATEGIC DIRECTION: HYBRID STRATEGY AND ORGANIZATIONAL LEARNING

¹Siti Nur Atikah Moktar, ²Narentheren Kaliappen
& ³Dzulhilmi Ahmad Fawzi

¹*Othman Yeop Abdullah, Graduate School of Business, Universiti Utara Malaysia,*

²*College of Law, Government & International Studies, Universiti Utara Malaysia*

³*College of Business, Universiti Utara Malaysia,*

s.n.atikah_moktar@oyagsb.uum.edu.my; narentheren@uum.edu.my; dzul@uum.edu.my

ABSTRACT

This paper focusses on impact of hybrid strategy on organizational learning in the context of Malaysian five star hotels. Data were gathered from five star rated hotel's top and middle level managers through seven Likert scale instrument. Data were analyzed using SmartPLS 3.2.6. The analysis of reliability and validity of the questionnaire was performed. A total sixty completed questionnaires were analyzed to test the hypothesis. The finding revealed that there is a positive relationship between hybrid strategy and organizational learning and the R^2 was 0.627. The paper then discusses the finding's implications on theory and practice.

Keywords: Hybrid strategy, Organizational learning, Malaysian five star hotels.

MOVING TOWARDS BLENDED LEARNING: THE READINESS OF LECTURERS IN UNIVERSITI UTARA MALAYSIA

¹Zakiyah Sharif, ²Zaimah Abdullah, ³Arifatul Husna Mohd Ariff & ⁴Fathiyyah Abu Bakar

^{1,2,3,4}*Tunku Puteri Intan Safinaz School of Accountancy, College of Business
Universiti Utara Malaysia*

zaez2205@uum.edu.my

ABSTRACT

Blended learning is an alternative pedagogical technique. Blended learning involves the mixture of the traditional classroom-based teaching and online learning. The online learning is conducted using the assistance of computer-mediated instruction. This technique has earned attention among academicians in higher learning institutions around the world. The Malaysia Ministry of Higher Education urged the higher learning institutions in Malaysia to start applying the technique in their teaching and learning sessions. The blended learning provides advantages such as allowing teaching and learning to take place at any convenience time and place. However, many preparations are needed such as computer skills, information technology knowledge and skills and others technology-based services that should be provided prior to the full application of the technique. This study was conducted with an aim to investigate the readiness of the lecturers towards the blended learning style of teaching and learning. This study was conducted in Universiti Utara Malaysia (UUM) and data was taken in 2016 using questionnaires. Findings show that, in overall, lecturers in UUM are personally ready towards blended learning. However, in terms of technology readiness among lecturers, this study found that lecturers in UUM have a concern on the easiness of using the technology and the data security and privacy. Finally, recommendations to increase the technology readiness among lecturers are made.

Keywords: Blended learning, Lecturers, Readiness.

BOARD DIVERSITY, INDUSTRY SPECIFICITY AND FIRM PERFORMANCE

Syjarul Imna Mohd Amin, Mohd Mohid Rahmat & Abdullah Khairi Mohd Asri

Faculty of Economics and Management,

Universiti Kebangsaan Malaysia

imna@ukm.edu.my; mohead@ukm.edu.my; abduallahkairiasri@gmail.com

ABSTRACT

Whereas previous literature largely explores the direct relationship between board diversity dimensions and firm performance, this paper examines moderator that explain how board diversity is related to firm performance in the case of Malaysian industries (2012-2016). The findings suggest that firm performance depends on a combined effect of board diversity dimensions. The impact of diversity on firm performance is different across industries, suggesting that Malaysia sectors is not homogenous and unique. Other significant factors include firm growth, size and leverage.

Keywords: Corporate governance, Board diversity, Sectoral Analysis, Malaysia.

AWARENESS AND UTILIZATION OF GOVERNMENT BUSINESS SUPPORT (GBSS): A SERVICES STUDY IN MALAYSIAN SMES

¹Jauriyah Shamsuddin; ²Mohd Sobri Minai & ³Ali Yusob Md Zain

School of Business Management, College of Business,

Universiti Utara Malaysia

¹jauriyah@uum.edu.my; ²msminai@uum.edu.my, and ³aliyusob@uum.edu.my

ABSTRACT

This study is to examine the level of awareness as the key factor in determining the utilization on Government Business Support Service (GBSS) among Malaysian SMEs. The quantitative research methodology using the survey approach involving 139 owner-managers of the SMEs has responded to the questionnaires. The survey was conducted in West Malaysia in 3 months period with a response rate of 17.3%. The findings show that general awareness has a significant relationship toward utilization of GBSS. This paper proves the importance of GBSS in developing and assisting local SMEs, in particular, to position the companies in facing the competitive business environment, particularly with regard to enhancing the competitive strategies and policy formulation.

Keywords: Awareness, GBSS, SMEs, Small firm performance.

**PERCEPTION AND UTILIZATION OF GOVERNMENT BUSINESS SUPPORT SERVICES
(GBSS) AMONG MALAYSIAN SMEs**

¹Jauriyah Shamsuddin; ²Mohd Sobri Minai & ³Ali Yusob Md Zain

*School of Business Management, College of Business,
Universiti Utara Malaysia*

¹jauriyah@uum.edu.my; ²msminai@uum.edu.my, and ³aliyusob@uum.edu.my

ABSTRACT

This paper highlights the relationship between perception of SMEs and utilization of government business support services (GBSS). Overall, the present study offers a beneficial insight into the importance of perception and utilization for SMEs development. Further, the results might help future research to study the effect of perception. This paper also highlights literature, findings of study and discussion that posted toward the end of this paper.

Keywords: GBSS, Perception, SMEs, Small Firm Performance.

DEVELOPMENT OF SPATIAL PRESENCE QUESTIONNAIRES FOR ASSESSING PRESENCE IN IMAGE-BASED VIRTUAL REALITY APPLICATION

¹Nadia Diyana Mohd Muhaiyuddin & ²Dayang Rohaya Awang
Rambli

¹ *School of Multimedia Technology and Communication*
Universiti Utara Malaysia

² *Department of Computer, Information, and System*
Universiti Teknologi PETRONAS

nadia.diyana@uum.edu.my; dayangrohaya.ar@utp.edu.my

ABSTRACT

Image-based Virtual Reality (IBVR) refers to photo-based images, stitched together to develop a realistic panoramic virtual environment and provide user's spatial presence experience. However, lack of research has been done for developing IBVR application that can elicit user's spatial presence experience. Due to the importance of spatial presence in Virtual Reality (VR) application, this research proposed a questionnaire for assessment of spatial presence in IBVR applications. Spatial presence is described as the feeling of being located in simulated virtual environments even with limited interaction function. Thus, this research proposed a spatial presence questionnaire for IBVR (SPQ_IBVR).

Keywords: Virtual Reality, Image-based Virtual Reality, Presence, Spatial presence, Presence measurement.

CORPORATE SOCIAL RESPONSIBLE INITIATIVES BY MALAYSIAN AND SINGAPORE COMPANIES

¹Fathilatul Zakimi Abdul Hamid & ²Zaleha Othman

*¹Tengku Puteri Intan Safinaz School of Accountancy
Universiti Utara Malaysia.*

*²Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia*

zakimi@uum.edu.my

ABSTRACT

This paper contributes to explore the changes of CSR practices between two countries due to changing in practices in the 21st Century. Thus, the main objective of this paper is to provide evidence on the significant of institutional involvement that assist businesses in organising their CSR initiatives. The sample of the study consist of top thirty sustainable index companies from both countries. Using the data from a third party CSR agency, the result found the importance of institutional directive in business initiatives. Parametric t-test shown the needs for assurance. It tends to reflect the credibility of the initiatives and future improvement by institutions and companies in both countries.

Keywords: Corporate Social Responsibility, Sustainable Index, Asia, Government Linked Companies, Assurance.

COMMUNICATION APPREHENSION AMONG ENGLISH LANGUAGE LEARNERS ON A CROSS CULTURAL COLLABORATIVE ASTRONOMY ONLINE LEARNING (C3AOL) PLATFORM.

¹Ayu Rita Mohamad, ²Marlia Puteh, ³Nurhasmiza Abu Hasan Sazalli,

⁴Nilam Nur Amir Sjarif & ⁵Othman Zainon

^{1,2,3,4,5}Language Academy, Faculty of Social Science and Humanities

Universiti Teknologi Malaysia

ayuritam@gmail.com

ABSTRACT

Communication Apprehension is a broad fear or feeling of uneasiness such as worry or fear, that can be mild or severe either real or anticipated communication with another person or persons. This study explores the verbal communication apprehension experienced towards cross cultural collaborative learning through astronomy online labs module. The astronomy online lab was designed based on the idea and simulation of real phenomena in the space using the web site or software for interactive learning. There are similar topics in Astronomy that can be taught together among the local and international students. Two live session and virtual communication activities have been carried out for fifteen third year Physics students of Universiti Kebangsaan Malaysia (UKM) and fourteen first year Physics students of University of Leicester. The case study attempts to identify English Language Learners' (ESL) feeling when speaking collaboratively with native speakers of English. Semi-structured interviews and students' written reflective journals via microblogging were used to explore the ESL learners' feedback on the effectiveness of the online learning platforms in sharing their different experience of communication apprehension with the native speakers. Data were gathered via interviews and written reflections via microblogging platform. Data were then analysed using grounded theory methods. Findings indicate that students expressed both positive and negative feelings regarding their oral communication with native speakers of English fear on an online platform. This study also presents the impact of those anxiety-provoking factors on second language learning performance, along with some recommendations and implications for further research.

Keywords: Communication apprehension, Cross cultural collaborative, Microblogging, Online learning, Online platform.

A REVIEW ON FACTORS FOR BIG DATA ADOPTION TOWARDS INDUSTRY 4.0

¹Sulfeeza Md Drus & ²Noor Hafizah Hassan

¹*Department of Computing, Faculty of Computer Science and Information Technology,
Universiti Tenaga Nasional Institute or University Affiliation and Country*

²*Advanced Informatics Department, RAZAK Faculty of Technology and Informatics, Universiti
Teknologi Malaysia, Kuala Lumpur*

noorhafizah.kl@utm.my; sulfeeza@uniten.edu.my

ABSTRACT

The amount of data being collected and stored is expanding rapidly in digital form in term of volume, variety, velocity and veracity and known as big data phenomenon. The use of Internet of Things (IoT) in energy industry in creating a new industrial paradigm creating a comprehensive data capture through smart energy and smart meter in embarking Industry 4.0. However, organization seems left behind to catch up with the big data adoption and the use of it. Therefore, it is important to identify the issues and hurdles surround in big data adoption in organization especially in energy industry. This study was conducted to investigate factor for big data adoption in energy in facing industry 4.0. A literature review was conducted in identifying the factors and issues surround and a conceptual model was proposed. The factors found from previous literature in big data adoption will be replicated and adopted in energy sector. Findings of this study focused on improving current implementation adoption for organization in understanding organizational perspectives underpinning of Technology Organisation Environment (TOE) framework.

Keywords: TOE, Energy, Big data adoption.

**ASSESSMENT OF RISK PERCEPTION AND PREVENTIVE BEHAVIOURS TOWARDS
HAND, FOOT AND MOUTH DISEASE (HFMD) AMONG CHILDREN'S
CAREGIVERS IN SEBERANG JAYA DISTRICT**

Siti Nurleena Abu Mansor^{1,2 a)}, Adam Baharum^{1 b)}, Zalila Ali^{1 c)} & Mahanim Omar^{2 d)}

¹ *School of Mathematical Sciences,*

Universiti Sains Malaysia

² *Faculty of Computer and Mathematical Sciences,*

Universiti Teknologi MARA, Malaysia

^{a)}*sitin140@ppinang.uitm.edu.my, ^{b)}adam@usm.my, ^{c)}zalila_ali@usm.my,*

^{d)}*mahanim@ppinang.uitm.edu.my*

ABSTRACT

Caregivers' risk perception and their role on preventive behaviours towards emerging infectious diseases are important to ensure their family wellbeing. Every year, hand, foot and mouth disease (HFMD) has become vital disease to preschool children as many preschools were closed due to the escalation of HFMD cases. The sanitation behaviours with certain perception level of caregivers play an essential role in controlling and preventing HFMD transmission. However, without proper knowledge and accurate information from reliable sources, their preventive action may not be sufficient to halt the spreading of the disease. Therefore, a cross-sectional study was conducted among caregivers of preschools children using online questionnaire to assess their risk perception, awareness (knowledge, health belief and preventive behaviours), and source of information. The findings showed 37.3% caregivers had experienced handling children with HFMD and from that total, 51.4% admit that the condition was not actually serious. However, 40.9% disclosed high risk perception (rate 8-10 from 10/10 score) towards HFMD, and 45.8% caregivers rate the risk perception as moderate (rate 5-7 from 10/10 score). They were occupied with good knowledge in HFMD transmission but less ability in identifying the symptoms. As expected, there was a correlation between both, knowledge-health belief ($r = 0.35$) and knowledge-preventive behaviours ($r = 0.42$) albeit the value was small. The results also showed there was a significant correlation between health belief and preventive behaviour ($r = 0.68$). Most caregivers claimed to receive information from the internet or related websites (54%), but they trustworthiness was on the news from television and newspaper (48.2%). This study are hoped to give insight on the

suitable intervention program and proper method in delivering HFMD information.

Keywords: HFMD, Preventive behaviour, Risk perception.

MODELING DETERMINANTS OF PURCHASING POWER PARITY IN MALAYSIA: EVIDENCE TIME SERIES ANALYSIS

¹Roziana Baharin & Nor Fazila Mazlan

School of Economic, Faculty of Economic & Management

Universiti Kebangsaan Malaysia

¹roziana.baharin@ukm.edu.my

ABSTRACT

In an international economics, purchasing power parity (PPP) involves as a fundamental model that provide a benchmark for exchange rate that has an attraction towards policymakers and arbitragers. PPP states that identical goods should have identical price in two separate markets, which means that the exchange rate would give the same purchasing power in every country. The deviation in PPP occurs because of differences in the inflation rates and cost of living, hence provides the impression to the overvaluation and undervaluation of currency in different countries, leading to potential for exchange rate fluctuations in the long-term. Most economists believe that the PPP is definitely a major factor in determining long-term exchange rate. It is therefore important for us to know the determinants of PPP deviations over the exchange rate. This study empirically models the determinants of PPP in Malaysia by regressing a time series values of PPP on four selected economic factors like effective exchange rate (REER), customer price index (CPI), gross domestic product (GDP) and money supply (M3) by using monthly time series data from 1990 to 2016. The main findings from the analysis of Johansen's co-integration tests indicate that there is existence of equilibrium relationship between PPP with all the selected variable thus a long-run relationship can be established.

Keywords: Purchasing power parity, Time series analysis, Regression analysis, VECM, Johansen co-integration test, Economic factors.

GENDER DIFFERENCES IN PERFORMANCE OF SELF-EFFICACY, CONFIDENCE AND LEADERSHIP AMONGST TAHFIZ SCIENCE SCHOOLS IN MALAYSIA

¹Abdul Rahim Anuar, ²Aminurraasyid Yatibhan & ³Farihal Osman

^{1,2}*School of International Studies, Universiti Utara Malaysia*

³*Islamic Business School Universiti Utara Malaysia*

¹*abd182@uum.edu.my; ²aminurraasyid@uum.edu.my; ³farihal@uum.edu.my*

ABSTRACT

At present, there are three streams of Tahfiz Science School (TSS) in Malaysia, namely TSS wholly owned by the federal government, private, and private-state. Therefore, each TSS provider will implement its own Islamic education model. The objective of the study was to assess the impact of TSS education on performance of self-efficacy, self-confidence, and leadership qualities between genders. The overall findings show that the achievement of female students is higher than male in terms of self-efficacy, confidence and leadership. However, in terms of school ownership type, female students achieve higher mean score in self-efficacy than male but lower scores than men in self-confident and leadership. In a fully-owned government school, the situation is different, the male students record a higher mean score for efficacy and self-confidence than women but record mean score leadership lower than women. While private-owned schools with state support, girls score higher self-efficacy and leadership meanings than men but lower in self-confident. Such differences in the quality of students are partly due to differences in quality of teachers, curriculum, financial resources, and facilities and infrastructure of the TSS. These differences also reflect that there is no uniform *tahfiz* science education (including curricula). Therefore, a uniform education policy of TSS is necessary to sustain the quality of *tahfiz* science students and provide Islamic technocrats for the labour force.

Keywords: Gender, Self-Efficacy, Tahfiz Science School, Islamic Education, Malaysia.

MALAYSIA'S CASE STUDY OF FOREST RESOURCES MANAGEMENT AND DEVELOPMENT

¹**Noranida Mokthsim**

*¹Department of Public Management, School of Government,
College of Law, Government and International Studies
Universiti Utara Malaysia*

noranida@uum.edu.my

ABSTRACT

Forest resources development is one of the terms in forest development planning and forest development resource. Similarly, it always involves the effects and impact toward the surroundings, especially regarding human life. This study shall define environmental forest resources development and the forest management in the Malaysian context for assisting the nation in achieving the target of maintaining sustainable development for the country. As a rapidly developing country, Malaysia needs resources, especially environmental resources. Development of environmental resources has led to rapid enhancements of its economy manifesting as the positive changes in the cultural landscape of the country. This paper will discuss the review of environmental management and environmental resources in Malaysia. Nevertheless, forest is one of the part of environmental component highlighted in this paper. Therefore, this paper reveals the important things of knowledge associated with forest and the forest management in Malaysia.

Keywords: Environmental management, Forest management, Environmental resources, Development and Malaysia.

THE PERCEIVED PUBLIC ACCOUNTABILITY AMONG MALAYSIAN PUBLIC ADMINISTRATORS: A VALIDITY TEST THROUGH CONFIRMATORY FACTOR ANALYSIS (CFA)

¹Aida Abdullah & ²Sabitha Marican

¹Fakulti Sains Pentadbiran dan Pengajian Polisi, Universiti Teknologi Mara, Malaysia

²Fakulti Ekonomi dan Pentadbiran, Universiti Malaya, Malaysia

aida547@ns.uitmedu.my; sabitha@um.edu.my

ABSTRACT

Accountability is strongly emphasised in the public sector, recognised as a list of list of duties implemented in meeting needs and wants of the people. In this study, public accountability examined as roles of public employees divided into internal and external accountability persists to provide the exact representation of the actual role of employees in the public sector. The dichotomy provides an unprofound sense of what responsibilities are, especially within the Malaysian public sector. As such, this study was conducted among public administrators and items analysed through confirmatory factor analysis, and a final of 13 item-measurement construct validated. The findings show that internal and external accountability recognised as routine roles, which is placed under different ministries and efforts to strengthen public administrators' skills in the implementation of these tasks, can avoid any form of misconduct that could impair their work performance. The theoretical and methodological issues in relation to public accountability constructs are discussed in light of this findings.

Keywords: Public accountability, External accountability, Internal accountability.

MEASURING THE LEVEL OF LEAN HEALTHCARE IMPLEMENTATION OF PRIVATE HOSPITALS TOWARDS ORGANIZATIONAL PERFORMANCE

¹Rohaizah Saad, ²Rosman Iteng, ³Mohd Norhasni Mohd Asaad & ⁴Azziyati Anuar

^{1,2,3}*School of Technology Management and Logistic,*

Universiti Utara Malaysia

⁴*School of Enterprenuership,*

Universiti Teknologi Mara

¹*rohaizah@uum.edu.my*

ABSTRACT

Private healthcare in Malaysia is one of the industries that contributes towards National GDP. However, increasing costs and waste has led to the issue of sustainability. Numerous studies have examined the impact of lean healthcare practices on organizational performance. However, there are limited research examining the level of lean healthcare practices among private hospitals. Hence, this study attempt to investigate the level of lean healthcare implementation that lead to operational performance. The sociotechnical aspects and operational aspects are the two variables adopted to measure the level of implementation of lean healthcare practices on operational performance. The questionnaire was developed based on previous literature comprised three aspects, namely operational (24 items), sociotechnical (8 items) and operational performance (10 items) aspects. Out of 184 private hospitals in Malaysia, 118 were randomly selected. 54 questionnaires were returned and all were used for analysis. Rasch ‘quality control’ was applied to ensure that the instrument was valid, reliable and able to measure what it is supposed to measure. It was found that sociotechnical aspect is difficult to implement as compared to operational aspect. Motivation factors dimensions contribute the highest mean value, this indicated that if organization able to improve this dimension its able to further improve their organizational performance.

Keywords: Operational aspects, Sociotechnical aspects, Lean healthcare, Rasch Measurement Model.

PREDICTORS OF HIGHER EDUCATION SUCCESS-AN EMPIRICAL STUDY IN MALAYSIA

Jayaraman, K. & Zarif Hossain

Taylor's Business School, Taylor's University, Malaysia,

jayaraman.krishnaswamy@taylors.edu.my; zarif213@gmail.com

ABSTRACT

In the 21st Century of Higher Education structure, students pursue learning through both virtual and face-face and can expect for different expectations from Higher Education Institutions. In the present article, a research model for higher education success has been proposed and tested in the management perspectives. This research model has five dimensions namely smart classroom, user-friendly technology, peers support, partnership, and governance as potential determinants for higher education success and Perceived Benefits play the role of the mediating variable. A structured questionnaire survey using the extensive literature review has been conducted in the four private universities of Malaysia with 411 final years and passed out students of undergraduate and postgraduate participated. Out of 411 survey respondents, 300 (73%) respondents were favorable to higher education success and rated 4 and above on a 5-point Likert scale, which implies that higher education strives towards career development of students. The significant findings of the study reveal that user-friendly technology has a positive relationship towards Higher Education Success. It implies that a higher education institution maintains user-friendly technology helps students to improve their performance and effectiveness in learning. Smart Class Room and Partnership are the other determinants which effect positively on Higher Education Success. The high infrastructure facilities combined with informal and formal activities to bolster knowledge sharing and private higher education institutions in Malaysia maintains an academic curriculum which is useful for Job market expectations. However, governance and peers support was not found to be significant in higher education success. The proposed research model is crucial for educationalists to design the course curriculum for higher education institutions. The significant results and scope discussed in the present study can be applied and customized to any higher education institution

in the globe for long-term sustainability to orient towards student's career development.

Keywords: Smart classroom, Partnership, User friendly technology, Governance, Peer support, Perceived benefits, Higher Education Success.

HUMAN ERROR REDUCTION PROGRAM THROUGH CANONICAL ACTION RESEARCH (CAR) IN WAFER FABRICATION MANUFACTURING FACILITY

¹Mohd Hazmuni Saidin, ²Norlena Hasnan

¹ School of Technology Management & Logistic, UUM

² UUMKL

Universiti Utara Malaysia

mohd_hazmuni@silterra.com; norlena@uum.edu.my

ABSTRACT

In wafer fabrication manufacturing facility, thousands of wafers are being processed daily. To manufacture the product, the wafers need to go through hundreds of steps according to the technologies required. The cycle time to complete a normal product ranges from few weeks to few months, depends on the complexity of the technologies. Due to the difficulty and the complexity of the product, Computer Integrated Manufacturing system (CIM), is widely used as a manufacturing platform. As such, all the processes, equipments and wafers are fully integrated. Nevertheless, not all processes could be processed automatically. In the situation of the half way processes wafer due to equipment or facility interruption, the wafer, need to be processed manually. Engineers or Technicians, will manually process the affected wafer according to the specification. The problem arises when; there is a human involvement that ends up with wafers misprocess. The potential revenue lost due to wafer misprocess is huge. Hence, this paper aims to discuss on issues related to human error in manufacturing, specifically in Wafer Fabrication Manufacturing Facility. The paper presents partial input for the Canonical Action Research (CAR) that presently being exercised in order to minimize human error by developing a Small Group Activities (SGA) in the manufacturing facility.

Keywords: Human Error, Wafer fabrication, Manufacturing facility.

DOES MINIMUM WAGES IMPACTS LABOR PRODUCTIVITY? AN EMPIRICAL STUDY ON SELECTED FIRMS IN INDUSTRIAL ZONES OF MALAYSIA

Vally Senasi

*School of Government, College of Law, Government and International Studies
UUM COLGIS, Universiti Utara Malaysia*

vally@uum.edu.my; vallysenasi@gmail.com

ABSTRACT

Wage and fringe benefits are the highest form of rewards for workers since they are the backbone to every organization. As such, the implementation of minimum wages in Malaysia aims to ensure the workers receive 'fair' wage and avoid them from being exploited. This study examines the minimum wage effects on low skill workers in selected electrical and electronics firms in Malaysia. Prominent effects of minimum wages could be detected through unemployment, poverty rate and workers' quality of life in developed and developing countries. However, minimum wage effects on labor productivity in Malaysian in particular are still least explored. Thus, minimum wage effects on labor's productivity have become important research topics. As such, this study discusses the effect of minimum wages on labor productivity of employees and their respected employers. Data was gathered from semi-structured survey questionnaire with employees and interviews with employers in electrical and electronics firms in Penang and Kulim industrial zones. Triangulation method was used to verify the findings quantitatively using exploratory data analysis (EDA) and qualitative results were analyzed manually. The findings suggest that there are strong association between the income received by the employees with their productivity level. The higher wage received by an employee, the higher the productivity level of the worker. The findings have forwarded some current views on the issue of minimum wage and hence, better wage policies should be facilitated in the future. Implementing strategic plans and negotiating with interested parties on wage issues will improve the effects on minimum wage for all workers.

Keywords: Labor productivity, Low skill, Malaysia, Minimum wage.

THE ROLE OF EMOTIONAL VALUE IN TOURISTS' INTENTION TO REVISIT GREEN RESORTS

Nor Rabiatul Adawiyah Nor Azam, Basri Rashid & Noor Azimin Zainol

School of Tourism, Hospitality and Event Management

University Utara Malaysia

rabiatulnorazam@gmail.com

ABSTRACT

A green resort does not only promote environmentally responsible attitudes, but also embodies essential socio-economic attributes that safeguard the interests of the community. Green management initiatives implemented in resorts range from energy saving, use of solar energy, maintaining a paperless environment through a no-print policy, saving water by using towels more than once before laundering, reuse of soap bottles, and waste management. This study investigated the emotions amongst tourists at Malaysia's green resorts, particularly the influence of their behavioural intentions upon revisit. This investigation incorporated an on-site survey with 450 visitors who stayed at the green resorts and consumed their products and services for at least two days. The study revealed that tourists' emotions essentially derived from their experiences in using the products and services. Their emotions, grouped into positive and negative, had an impact on their revisit intention. The study outcomes displayed that the main reason for tourists to have the intention to revisit green resort is related to positive emotional values. This study lists six attributes of emotional values (joy, happiness, excitement, calmness, surprise, and relax) that exerted positive influence on their revisit intention. Hence, this study provides numerous valuable implications for green resort management to acknowledge the significance of emotional values as an effective positioning strategy and to promote these resorts at the global scale.

Keywords: Emotional value, Revisit intention, Green Resorts, Malaysia context.

DECISION TO PAY DIVIDEND AND OWNERSHIP STRUCTURES IN NIGERIA

¹Adamu Idris Adamu, ²Rokia Ishak & ³Nor Laili Hassan

^{1a,2,3}*Tunku Puteri Intan Safinaz, School of Accountancy (TISSA-UUM), UUM*

^a*Department of Accounting, Faculty of Management Sciences, Fed.Uni. Dutsin-ma, Nigeria*

adamuidris48@gmail.com; rokiah@uum.edu.my; norlaili@uum.edu.my

ABSTRACT

Empirical evidence on how ownership structures influence decision to pay dividends remain unclear in the dividend policy literature. This paper is set to investigate the association between ownership structures and decision to pay dividends. The sample firms of this study consist of non-financial firms listed on the Nigerian Stock Exchange for the period 2011 to 2015 with 270 firm-year observations and logit regression models were used to examine the relationship. The study revealed strong evidence that institutional investors are positively related to decision to pay dividends. However, managerial shareholding is found to have an inverse effect on firm's probability to pay dividend. additional analysis was carried out on the dividend payers only, the results were also consistent with the hypothesis Although, the managerial investors were somehow weak when the sample was reduced to dividend payers. Cumulatively, the results are robust and show support to the agency theory and hence, implied that institutional investors in Nigeria have preference for dividend payers.

Keywords: Decision to pay dividends, Institutional and managerial ownerships.

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