



ABSTRACTS

260: Student's Identity Construction: A Case Study in Universiti Utara Malaysia

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Abstract

University learning is a process that shapes student's identity. Personal and environmental factors determine the maturity and identity of students throughout their stay at the university. This motivates academicians to study the identity formation process that students go through at Universiti Utara Malaysia (UUM). Located in Sintok, Kedah, UUM is far from the industrial development. This led to the efforts of this study to explore the formation of the students' identity. The coronavirus pandemic crisis and the various phases of movement control in Malaysia urge the need to look at the challenges that students are currently facing. This qualitative study has been conducted in an effort to delve into the formation of identity and challenges faced by the students during their stay at Universiti Utara Malaysia. The study using focus group discussion involved a total of 6 students. Several themes have been identified such as university learning experiences, online classroom challenges, and emotional control throughout learning, student integrity and finally student identity. The findings indicate that the theme obtained proves that the learning experience at the university has to some extent shaped the formation of the students' self-identity. This findings are in line with the Chickering identity formation theory that underlies the whole study which states that identity formation is a long term process.

Keywords: Learning challenges, student identity, Coronavirus pandemic, Identity formation, Universiti Utara Malaysia

215: Non-Profits in Malaysia: Perception of Accountability and Reporting Framework

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Abstract

Despite the surge in growth of non-profits in recent years, there is an absence of stringent reporting standards resulting in inconsistent reporting and an increase in mismanagement of funds. With the lack of an NPO specific reporting framework in Malaysia, this study aims to explore the perception of certain stakeholders on the non-profit sector's level of accountability and investigate whether there is a need for a national reporting framework, unique for the non-profit sector. The findings from this study identifies the unanimous agreement for the non-profit sector in Malaysia to develop a standardised non-profit reporting framework. Furthermore, accountability discharged by NPOs are positively received in terms of trust and transparency. The findings of this study contribute to addressing the theoretical and contextual gap of non-profit reporting in Malaysia.

Keywords: non-profit organisations, reporting framework, governance, accountability

238: Financial Reporting and Disclosure Requirements for State Islamic Religious Councils (SIRCs)

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Abstract

The aim of this study is to gain insight the financial reporting and disclosure requirements for State Islamic Religious Councils (SIRCs) to discharge their religious, economic and social responsibilities towards the various stakeholders. From the point of Shariah scholars, this study suggests that the SIRCs should provide additional disclosures in the notes to account which is the Statement of Shariah Compliant and the Statement of SIRCs Responsibility towards Baitulmal, Zakat and Waqf. In addition, the SIRCs should embed three qualitative principles in the process of preparing and presenting financial and non-financial accounting information in order to enhance the quality of financial statements. The principles are full disclosure, social accountability and usefulness in decision making. Hopefully, this study may help regulatory bodies such as Accountant General's Department of Malaysia and National Audit Department in formulating new requirements of Islamic accounting and reporting standards for SIRCs.

Keywords: Islamic financial reporting, disclosure requirement, State Islamic Religious Council

241: Audit Quality and Auditors' Obligation in Indonesia Post 2011 Accounting Regulatory Enhancement

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Abstract

This paper utilizes institutional theory to explore how Indonesian regulator's efforts in strengthening audit quality (AQ), influenced the auditor's obligation in the country in regulative aspect. The efforts which started in 2011 have been focusing on institutional developments and have become the cornerstone in the developments of the accounting profession. Data of this study comes from reviews of various legal documents in relation with changes in the new regulations. The analysis result shows that following the release of the new law, there have been significant changes in the approach and requirements with regards to auditing framework and profession. It also reveals that the new regulations aim to provide guidance rather than policing the profession, resulting less legal burden on the auditors. This has put a stop on the previous practice of self-regulation to one that is now highly supervised by regulators. From the institutional theory lens, this paper shows how the regulative pillar

is mobilized as the foundation to strengthen the accounting profession and AQ. This in turn, shapes value and norms of the normative and cultural-cognitive institutions in the profession. This study contributes to the combination of three pillars in examination of AQ, which are the often-studied regulative pillars in the institutional theory

Keywords: Audit quality, institutional theory, auditor's obligation, pillars of institution

234: The Social Media Influence on Society: Case Study of Electric Vehicles Among Malaysian Drivers

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Asiah Sarji

Abstract

An electric car is a type of vehicle powered by one or more electric motors which uses the energy stored in rechargeable batteries. It was created as new technology in this era where it is better for the environment as it uses clean renewable energy to move compared to conventional vehicles. Other than that, some Malaysians have started to show interest in eVs for their benefits to mother nature in the foreseeable future. They tend to express this through social media platform, giving their thoughts and opinions about the good cause. Therefore, researcher has decided to explore how the social media platform works in raising higher awareness and acceptance among Malaysians. The research objectives are to study their awareness of eVs, observe their level of acceptance of eVs and understand the factors affecting Malaysians' behaviour towards eVs in the country. This research was conducted by content analysis method on the social media platform Twitter which contains a number of people with interest in eVs. 20 different Twitter accounts were observed by researcher, with their tweets regarding their thoughts on electric vehicles and how they are good or bad for Malaysia. They tend to tweet about sightings of Tesla models in Malaysia and how eVs are so underrated. Through this research, it shows that Malaysians still have poor awareness of eVs as they do not see clearly the advantages eVs offer. From the result, the eV status in the country is probably going to remain as it is for much longer.

Keywords: electric vehicles, eVs, social media, Malaysian drivers, content analysis

236: Preliminary Study On Unveiling The Perception of i-Suri Programme for Malaysian Housewives Among Facebook Users

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Noormaizatul Akmar Ishak
Amani Ali Elmetwaly
Asiah Sarji

Abstract

This study wants to unveil the perception of the Facebook users in Malaysia on the intention of the Deputy Prime Minister of Malaysia to have 2% deduction from the husband's Employee Provident Fund (EPF) to be given to his housewife through i-Suri programme. It is an initiative developed by the government to deliver financial security for housewives when their husbands are dead. This is a descriptive study that use qualitative content analysis approach by using the keywords "kwsp 2 peratus" and hashtag "#2%kwsp" in the Facebook posting. The participants are the targeting Facebook users to explore what they think about i-Suri without any interfere from the researchers. All verbatim posts on the Facebook are interpreted into themes. The result of this preliminary study is clearly showing the different perceptions between men and women Facebook users about the issue discussions on i-Suri.

Keywords: EPF, public opinion, Facebook, i-Suri, content analysis, single mother

245: Connecting the Maqasid (Objective) of Shariah and Social Benefits through the Use of Drone by Takaful Operators

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Ahmad Farouk Zulkifli
Suzana Sulaiman
Geetha Subramaniam

Abstract

Takaful operators are part of the Islamic financial institutions that are expected to achieve the commercial and social objectives by their stakeholders particularly the takaful participants, also known as the policyholders. The advancement in technology marked with the Industrial Revolution (IR) 4.0 influences various aspects of the businesses including takaful sector. One of the potential adoption of technology by the takaful operators is through the use of drone in their operations specifically when assessing the damages or prior to that, when assessing the underwriting costs before finalizing the premium (contribution) that the policyholders need to pay. In the context of emerging economies like Malaysia, the use of drone is sporadic and the uniformity is not available when some industries such as military and agriculture are quite experienced with it; but for the takaful sector is almost none. This study is part of a bigger research project and one of the issues that the research project aims to explore is to connect the maqasid (objective) of Shariah and the social benefits that the policyholders will achieve through the use of drone by the takaful operators. Numerous key informants have been interviewed but specifically for this article, only findings from the three key informants that focused

on the issues of maqasid and social cost benefits are highlighted. The key informants are experts in the areas of Shariah, social cost benefits analysis (SCBA) and drone practitioner.

Keywords: Shariah, social cost benefits analysis, SCBA, drone, maqasid

216: Sejahtera, Ulu Al-albab and Competing Paradigms in Qualitative Research

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Dolhadi Zainudin
Yusof Ismail

Abstract

Sejahtera (peaceful) ulū al-albāb (people with wisdom) is the paradigm that integrates peaceful hearts and minds to attract al-falah (victory) and sustainability. This integration requires postgraduate students to integrate wahy (revelation) and ‘aql (reasoning) prior to research proposal defence. Majority of the students were prepared for quantitative research projects with dominant ‘aql (reasoning) attitude. The integration requirement has been understood by the students as customizing the quantitative research work with cosmetic of qualitative. The modification has resulted competing paradigms between positivism and constructionism. This study evaluates the presence of competing paradigms in qualitative research reports submitted by students in from 2017-2020. The study uses content analysis to evaluate the presence of competing paradigms in 66 papers. The study finds that the competing paradigms are due to the modification of quantitative research proposal into qualitative research.

Keywords: Qualitative research, competing paradigm,

226: The Role of Government Agency’s Employee in Managing Consumer Complaint

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Abstract

Government’s agencies play a vital role in order to provide efficient services for the public. This has garnered the fact that public expectations have to be delivered at the level best by the employees of the agencies. In a way to achieve excellent services and high satisfaction by the public, there are grievance handling mechanisms for the general public. Thus, consumer complaint management is a part of customer focus strategy in the public services provider. Employees in government agency have the responsibility towards managing consumer complaint accordingly. For that, this study has been conducted to understand the roles of employees in government agency on managing consumer complaints. This qualitative study has been based on case study approach in which the data were obtained through in-depth interviews with 10 informants. They are among the employees and Complaint Handler’s Officer working in government agencies located in Putrajaya. Data analysis was

conducted simultaneously with data collection using the NVIVO 12.0 Software in the process of coding. Thematic analysis and constant comparison strategy were used to analyse the data. This study reveals the performance of the agencies direct effect resulting on the non-compliance complaint within the timeframe; following the unstructured organizational planning and the government agency personnel competency

Keywords: government agency, role, employees, managing consumer complaint

228: A University Startup Framework for Intellectual Property Rights (IPR) Commercialisation: A Proposed Study

Noor Hidayah Shahidan
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Sazali Abdul Wahab

Abstract

The aim of this paper is to propose a study on how to increase the commercialisation success rate of Intellectual Property Rights (IPR) while sustaining technology development during Valley of Death by university startup in Malaysia. Even though the Malaysian government has put enormous efforts in accelerating commercialisation of IPR particularly those originated from the public universities, the commercialization success rate is only 8%. This study will use the combination of autoethnography and case study methodology to answer the research questions and confirm the proposed conceptual framework. This paper also discusses the critical success factors of university startups and presents a proposed conceptual framework for university startup ecosystem, which integrates strategies to sustain technology development during Valley of Death and to increase the commercialisation success rate of university startup.

Keywords: University startup, Intellectual Property Rights, R&D Commercialisation, Malaysia

250: Narcissism Narrative dimension: a semiotic explanation analysis of the annual report on the mining industry in Indonesia

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Ika Putri Elviana

Abstract

This study aims to examine the phenomenon of narcissism with a semiotic interpretationIndonesia's analysis of the mi in Indonesia. A qualitative process was used in the analysis. Semiotic analysis by Habermas Theory was used in data analysis. The primary data for PT Merdeka Copper Gold Tbk's annual report. From 2015 until 2016. The results indicate that the company used narrative text narcissism to reassure stakeholders with a strong impression, especially in CSR's annual report. This research will strengthen and improve communicative action management, gain credibility, and a positive stakeholder picture.

Keywords: Narcissism; Narrative Dimensions; Mining Industry; Annual Report; Semiotics

251: Translation of Management Control System in Solid Waste Management Network

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Norhayati Mohamad Alwi
Suhaiza Ismail

Abstract

Privatisation of solid waste management (SWM) in Malaysia occurred in year 2011. After privatisation, SWM is being managed by multiple agencies, from both the public and private sectors. Due to the involvement of many agencies with diverse interests, the management control system (MCS) is crucial to align these interests. Therefore, this study examines the the translation process of MCS in privatization of SWM in Malaysia. In particular, the study is designed to understand how the MCS is translated to create a stable SWM network. Drawing on the Actor Network Theory (ANT), the study discusses how the four moments of translation, which are problematization, interessement, enrolment and mobilisation, construct the stability of the solid waste management network.

Keywords: Management Control System, Privatisation, Public Sector, Solid Waste Management, Actor Network Theory

208: Data Integration Governance in Public Sector: identifying dimensions through preliminary study

Noor Hasliza Mohd Hassan
Kamsuriah Ahmad
Hasimi Salehuddin

Abstract

Towards digitalization era, data plays an important role especially in public sector. Providing reliable and irredundant data are among the requirement to be filled by the government. This objective could be achieved using an efficient data integration initiative in public sector. However, to ensure the success of data integration initiative in public sector, few considerations should be taken care of. One of them is to build a comprehensive data integration governance framework comprising dimensions and factors influencing it in public sector. This study aims to gather the public sector data integration experts' knowledge, in identifying the dimensions influenced the data integration initiative in public sector. One of the best methods to gain tacit knowledge is through interview. Hence, interview of experts will be conducted to explore the possible dimensions influencing data integration governance in public sector. Seven experts were identified, and interviews were conducted in semi-structured format, based on the input of content analysis done before hand. All the seven experts agreed on the three pre-determined dimensions which are; people, process and technology, with some additional recommendations. Determining the dimensions will help to further explore the factors involved and building a comprehensive data integration governance framework in public sector.

Keywords: data integration, data governance, preliminary study, interview, qualitative method

247: The Imagery of The Alleged Fraudster in Editorial Cartoons: A Barthesian Perspective

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Adua Ahmad
Norbert Tschakert
Awad Alhassan

Abstract

The objective of this article is to explore the social characterization of the alleged fraudster conveyed in visual imagery. The paper applies Roland Barthes's theory of the image (Barthes, 1977) to editorial cartoons on the alleged fraudster that depict a specific individual – Carlos Ghosn, the former non-Japanese CEO of the Nissan-Renault-Mitsubishi alliance, in Japan. Thus, this manuscript brings an international and cross-cultural perspective to the topic discussed. Two research questions are asked: "What social characterization of the alleged fraudster is conveyed in the portrayal of Carlos Ghosn in editorial cartoons?" and "How does Roland Barthes' theory of the image help illuminate this characterization?" The findings suggest that the social characterization of the alleged fraudster is accompanied by imagery of downfall, descension from heaven, Icarus wax wings' burning from proximity to the sun (alleged greed), losing control of the driving wheel, leaning back, and being rebuked by company management. Roland Barthes's theory of the image illuminates these characterizations by elaborating on the signifier-signified linguistic relationship, the denoted and connoted messages, the elements of a message, and the connotation procedures, among others.

Keywords: Carlos Ghosn, Cartoons, fraud investigation, Nissan-Renault-Mitsubishi alliance, Barthes, semiotics

255: What Drives and Impede Change Towards Sustainable Palm Oil?

Saidatul Nurul Hidayah Jannatun Naim Nor Ahmad
Azlan Amran
Siti Nabiha Abdul Khalid
Rusniza Abdul Rahman

Abstract

The study explores the institutional pressure and motivation that drives Malaysian palm oil company to embark on sustainability practices and uncover the impediments of substantive change in producing truly sustainable palm oil. Case study methodology was employed, gathering primary and secondary data through semi-structured interview with the company's personnel and external stakeholders, informal conversation and group discussion with company's workers, document analyses, and observations. Neo-institutional and legitimacy theory were used as the lens to explain the study findings. The result indicates both external pressures and internal issues has forced the company to engage with sustainability practice – mainly through certification. Unlike the independent stakeholder

pressure found in previous studies, a chain reaction of pressures was found from NGOs and competitors to the multinational buyers, whom in turn put pressure on the case company, jeopardising their financial bottom lines. The barrier to change towards sustainability was mainly caused by cost concern. The study findings shed light on the inner motive and barriers of change towards producing sustainable palm oil, understanding which is vital in driving more substantive changes in the palm oil industry towards sustainable development

Keywords: organisational change; drivers of change; impediments of change; neo-institutional theory; legitimacy theory; palm oil; sustainability practice

257: Developing a Digital Adaptation Model for Malaysian Manufacturing SMEs

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Yurita Yakimin Abdul Talib
Hafizah Abd Mutalib
Muhammad Rosni Amir Hussin

Abstract

Studies revealed that Malaysian Small and Medium Enterprises (SMEs) are progressing slow towards adoption of IR4.0 with low awareness on its value to operations. The main key concern is the lack of digital mindset among SMEs, which causes misconception and low understanding on how adoption of technologies could enhance firms' operation and benefit them in the long run. This study proposes a development of a digital adaptation model for SMEs from lenses of Information Systems and Change Management. Adaptation requires changes in the business's strategy, organization structure and processes or mindset. Therefore, it is suggested that formulation of the digital adaptation strategy and identification of crucial elements that move the change is best studied from the perspective of change management, particularly to instill changes towards the digital mindset among SMEs. Development of the proposed model is based on the digital transformation framework and the planned model of organizational change. Further, the study proposes an in-depth examination of the phenomenon through a qualitative approach to provide a holistic understanding SMEs' strategy in adapting with digital technology brought by the fourth industrial revolution (IR 4.0).

Keywords: Digital adaptation, industry revolution 4.0, change management, manufacturing SMEs

213: Fostering Factors of Malaysian Food and Beverage Franchisors' Expansion into International Market

Nurul Ashykin Abd Aziz
Mohd Hizam Hanafiah

Abstract

Franchising has become a well-known platform for business distribution and it also been a strategy for most franchisors to expand their business into international market over the last decade. Nowadays, most Malaysian franchisors have begun to expand their businesses to the international market, after witnessing saturation in the domestic market. Yet, little is currently known about the fostering factors that influencing the franchisor to expand internationally, therefore the objective of this study is to fill the gap through exploring the fostering factors that lead the Malaysian home-grown franchisor expansion into international market. For methodology approach, a series of four multiple case studies through protocol discussion with Malaysian home-grown franchisor was undertaken on food and beverages industry in order to explore the issue highlighted. From the findings, four codes emerge from the inductive inquiry are developed which are: (i) proven business system; (ii) franchisor's brand; (iii) government support agencies and (iv) access to capital resources in order to explain the fostering factors of Malaysian home-grown franchisor expansion. The adopted qualitative methodology provided rich information that will lead the future research In brief, this study has contributed new knowledge to the existing international franchising literature in relation with the expansion of Malaysian home-grown franchisor into international market and the findings will benefit the future studies.

Keywords: Franchising, Home-grown franchising, International franchising, franchising expansion, Malaysia

217: Multiculturalism and Identity Politics in Amir Muhammad's The Big Durian

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Iza Sharina Sallehuddin
Nurul Ezzati Aisya Mohd Zaki
Chun Chee Beh

Abstract

The Big Durian is a political documentary directed by Amir Muhammad in 2003. It was the first Malaysian film to be screened at the Sundance Film Festival. The documentary film was never screened at the local cinema because it was not submitted for the Malaysian Film Censorship Board's approval. The film is described as ground-breaking, as it questioned the mainstream representation of Malaysian history. The success of The Big Durian has led to several studies on Malaysian independent cinema and politics. The documentary film presented history in a way it gave 'voice' to many different perspectives. This study aims to reveal how the film raises important questions about identity politics and multiculturalism in Malaysia based on the cultural memory framework. Qualitative analysis is

appropriate to examine film in-depth and Visual Rhetoric (VR) inquiry is utilized in this study to unravel the connotative meanings of the documentary film.

Keywords: Identity politics, Multiculturalism, Cultural memory framework, Visual rhetoric

229: Verb Morphology In French Microsystem Verb Conjugation In Present Indicative

Mohd Nor Azan Bin Abdullah

Abstract

This paper presents a model of the systemic linguistic analysis that implies the relation between stems of the French verbs by adding -an ending elements. This paper aims to show the theory used for verb formation in describing the French verbal inflection system even though the linguistic systems have their own specificities. Language is a system whose related parts work together as a whole for a particular purpose. This paper's main function is to describe the related elements by isolating the stem of the verb present-indicative. It also analyzes its rules and shows how they work together with patterns in a simple way named a micro-system which describes the element related to verbs in their relations with person and number of its subject.

Keywords: Verb Morphology, French, Micro-system, Conjugation, Present-Indicative

233: Photovoice As a Method for Empowerment in Domestic Violence: a Reflexive Account

Zuriatunfadziah Sahdan

Abstract

Photographs give voice to many unspeakable and traumatic experiences of abused women. They capture the survivors' visceral experiences of fear of shadows, hearing voices, and being haunted by the perpetrators' in spaces of the home that have been used to confine them and their children, often for decades. Drawing on qualitative research with survivors in Malaysia, and working from a feminist postcolonial framework, this paper focuses on the ways in which photovoice is used as participatory method to convey the women's spatial experiences of living in abusive relationship and their feelings after they had escaped. This provided another way for the women to speak about domestic violence discourse, which is often difficult in the conservative social climate of Malaysia. Despite facing challenges in deployment of photovoice in the field, the method proved to be a powerful and effective that results in solid empirical data regarding domestic violence.

Keywords: Photovoice, Participatory Action Research (PAR), Domestic violence

235: Exploring the Stress Towards Self Adjustment Among International Students: A Qualitative Study

Abdul Rashid Abdul Aziz

Abstract

Throughout the years, the number of international students enrolling institutions of higher learning in Malaysia is increasing. However, it was found that studies related to the problems faced by them during the learning period in Malaysia are still lacking. Thus, this paper was conducted to explore the stress towards self-adjustment among international students who pursuing their higher education in Malaysia. It adopts a qualitative approach where semi-structured interviews was conducted in depth among 5 international postgraduates students in Malaysia. The data was then analysed using thematic analysis. Five themes and ten sub-themes emerged from the interviews, including academic stressor (teaching and learning approaches with English language, and experiences with student support services), financial stressor (scholarship endorsement/ fellowship and financial management), psychological stressor (loneliness and homesickness), language stressor (language and communication barrier and lack of confidence in verbal skills) and sociocultural stressor (cross-cultural friendships, food incompatibilities). These stressors will further determine the capability of international in their self-adjustment. Indeed, this study can be a new platform and source of reference, especially for higher educational institutions to ensure that the welfare of each international student is maintained and making Malaysian higher education institutions as one of the foremost institution in the world.

Keywords: Stress, self-adjustment, international student

246: An exploratory study on the challenges in preserving Mak Yong in the East Coast of Malaysia

Noor Zatul Iffah Hussin
Nor Alia Fahada Ab Rahman
Siti Falindah Padlee
Anne Buchman

Abstract

The decline of intangible cultural heritage in Malaysia, particularly Mak Yong, a traditional Malay performing art, has not been widely discussed and has spawned much speculation regarding the main cause of such decline. Hence, the main purpose of this study is to explore the challenges in preserving the Mak Yong cultural tradition in its original cultural space (the East Coast of Malaysia). This study applied the semi-structured interview method to gain insights from 14 informants who are either performers or closely involved with Mak Yong for several years. The interview data gathered are transcribed and analyzed using the thematic analysis. The finding for this study showed five causes for Mak Yong's deteriorate, with religion rank as the main factor, followed by, political ideology, lack of expertise and experience, modernisation, and finally, community. Among these, communities with Islamic beliefs tend to elect a political party that reflects their belief system. The strategies and actions of such political parties then hasten the decline of Mak Yong.

Keywords: Mak Yong, , religion, political ideology, community, globalization

214: Politeness Value in Local and Global English Textbooks

Nor Sanak Mohd Nabil
Paramjit Kaur

Abstract

The purpose of this study is to examine the value of politeness that is inculcated in local and global English textbooks. A qualitative textbook analysis is used to analyze data for this study. The samples in this study are two English textbooks used by Form 1 students in all public secondary schools in Malaysia. For sampling, two units are chosen from both textbooks; Form 1 English Textbook and Pulse 2 textbook. Utterances, phrases, and statements that denote or signify the selected values were analyzed and coded from the materials. From the results, it was found that the values of politeness were found to be portrayed in both textbooks. Positive politeness value was portrayed in both the local and global textbooks. The study concludes with implication to classroom practices where teachers are suggested to be aware of how politeness value is portrayed and explicitly used them in teaching and learning English and implication towards the development of English materials.

Keywords: Politeness, value, local textbook, global textbook, textbook analysis

218: Pesantren Tangguh (the Tough Islamic Boarding School) in the Midst of Covid-19 Pandemic Era: Dialectics on Symbolic Power of Bourdieu and Hadarah-Badawah of Ibn Khaldun

Rosidin -
Akhmad Kawakip
Handoko Ja'far
Masyithah Mardhatillah

Abstract

Pesantren Tangguh is a manifestation of pesantren's ability to adapt itself in facing Covid-19. This paper qualitatively examines university student Pesantren of Al-Hikam and Pesantren Sabilurrosyad, both located in Malang, as the official assigned Pesantren Tangguh. It dialogues theoretical perspectives of Bourdieu's symbolic power and Hadarah-Badawah of Ibn Khaldun to examine pesantren's four main capitals namely symbolic, social, economic, and cultural. There are five results of the study. First, pesantren's symbolic capital consisting of historical, educative, and figurative roles makes it assigned as the role model in coping with Covid-19 for Indonesian societies with Moslem as the majority. Second, pesantren's social capital namely relation network, social characteristic, and social-religious function make it considered able to bridge between government and people's interest in relation to Covid-19. Third, pesantren's economic capital through the values of independence, cooperation, and generosity make it adequate to fulfill the need for facilities and infrastructure in dealing with the Covid-19 pandemic. Fourth, pesantren's cultural capital in the form of religious insight, rational thinking, and science and technology mastery among its academic community make it ready to run a variety of government protocols in order to handle the Covid-19. Fifth, having those four types of capital, those

two pesantrens are successful in proportionally integrating the characteristic of hadarah and badawah. The characteristic of hadarah is clear from the progressive attitude in responding to Covid-19, while badawah is from the conservative attitude in relying strongly on religious teaching and pesantren living values.

Keywords: Pesantren Tangguh, Symbolic Power, Hadarah-Badawah, Capital, Covid-19

239: Tutoring Centre: Acceptance and Readiness of Online Learning Due to Pandemic COVID-19

Kumaresan Palanisamy
Nor Intan Saniah Sulaiman

Abstract

Purpose: This study is to examine the acceptance and readiness of tutoring centre to provide online platform and the challenges faced.

Methodology: An interview was conducted via online with the owner of tutoring centre and tutor. The researcher will record the information from the online interview by making hand-written notes. Additional sub-questions will also be used as needed. The interview script was analysed and listed with the main themes clustered with child nodes and later validated with literature review findings.

Findings: The result indicated the three main themes; Tutor Readiness, Tutoring Centre readiness and Student Accessibility. Even student accessibility to the online platform proved that 99.8% of the student have access to online platform even with lack of technology usage knowledge, tutor and tutoring readiness play a vital role in kept the momentum of learning online.

Limitations: The studies do have certain limitations and in this study was the data was collected based on single method which is via interview. Moreover, the interview was done via online platform which cause the accessibility for the information was limited. The data analysis was based on independent measures which only able to support by few literature review findings

Keywords: Tutoring Centre, Acceptance, Readiness, Pandemic Covid-19

240: How Do Children Experience Nature at Preschool? A Preliminary Study

Siti Noor Fauziah Abd Rahim
Mastura Badzis
Nik Suryani Nik Abdul Rahman

Abstract

The debate about children's decreasing experience of and contact with nature has increasingly captured researchers' interest over the past decade and has been going on for many years (Fägerstam, 2012). Exploration in natural worlds offers concrete and real learning experiences for young children. The "necessity of experience" as advocated by Edward Reed (1996) argues that primary or first-hand experiences opens people to boundless possibilities for learning, including creative new discoveries. Yet, children today have less opportunity to spend time in nature places than they did 20 or 30 years

ago (Hofferth & Curtin, 2006). More importantly, as far the early childhood education is concern, the exploratory studies of children's experiences with nature is scarcely investigated at preschool settings especially in Malaysia. Therefore, this study was carried out to explore the experience of children with nature at preschools in Malaysia and to examine preschool teachers understanding about nature-related activities for young children. A semi-structured interview question is the main instrument for data collection. The participant consisted of two preschool teachers from two private preschools. They were selected through convenience sampling. The data was analysed using thematic analysis procedures where it was read carefully to understand emerging themes. It was then coded, categorized, labelled manually and synthesized for patterns and reduced into themes for the narratives. The results identified three major categories of children's experience with nature at preschools, namely: observing and studying nature elements, using nature elements for nature art activity and nature recreation (playing in nature). The analysis revealed that preschool teachers did not organise nature-related activities very often although they find it very important. The findings discovered some current implementations, perceived benefits and barriers for nature-related activities implementation at preschools. This study recommends the nature-related activities as an effective way to stimulate children's senses, provide opportunity for experiential learning to them as well as to support their social skills. It also fulfilled an existing research gap by describing how children experience nature at preschool settings and preschool teachers' perspectives about it. Ultimately, the outcome of this study envisions a perspective on nature-related activities at preschool as a promising early years experiences to natural worlds by promoting first-hand learning opportunity to children.

Keywords: preschool children, nature-related activities, experiential learning, sensory learning, social skills

244: Exploring Teacher Talk at Islamic Secondary Schools : A Conceptual Study

Muhammad Rushydi Musa

Abstract

This study explores the teacher talk in Islamic Secondary Schools during the English language. This study follows a research paradigm associated with a naturalistic qualitative inquiry where the main focus is to understand the teacher talk's complexity. The instruments use in this study are audio recording and semi-structured interviews. There will be four sessions in form four classes for each school, and the total number of sessions is 20 sessions. The researcher will select ten teachers in this interview, two from each school, and the interview session after the audio recording sessions because the teachers can give their feedback based on the audio recording.

Keywords: Teacher Talk, Islamic Secondary Schools, English as a Second Language

249: Teachers' Perceptions on Student Leadership Traits and Potentials in Malaysian Secondary Schools

Nurul Mardhiah Mohd. Nashuha
Haryati Bakrin

Abstract

Student leadership is seen to be one of the crucial issues in educational leadership field due to its impact on students, especially for the secondary and tertiary level students. Traits of student leaders are being investigated as one of the factors contributing to the effectiveness of student leadership in school. Categorised as one type of school leadership, student leadership is considered very beneficial for personal development of self-confidence and self-esteem as well as very prudent for the nation. The main purpose of this study is to investigate teachers' perceptions on student leadership - its definition and benefits - and the shared traits possessed by student leaders. There were two theoretical frameworks used in this study. The first framework is by Northouse (2004) on Traits of a Good Leader, and the second is by Kozes and Posner (2012) on Five Practices of Exemplary Leadership. This qualitative study involved eight respondents who are secondary school teachers from various schools and age groups, using convenience sampling. Semi-structured interview was used in order to gain the teachers' perceptions. The data was analysed using descriptive thematic approach. The findings revealed that there are ten shared traits of student leaders which are closely related to Northouse's (2004) traits on good leaders and one concluded definition of student leadership also came out as a result.

Keywords: Student Leadership, Leader Traits, Teachers' Perceptions

253: Enhancing Students Achievement through Astin Theory of Involvement

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Noorhafiza Zakariya
Saidatul Nurul Hidayah Jannatun Naim Nor Ahmad

Abstract

This study explores whether an active student's involvement in and outside of the classroom could enhance the student's achievement. The Astin Theory of Involvement was utilized to shed light on the study findings. In-depth qualitative interview was used to collect the data for this study. Three students of UUM who are highly active has been interviewed to know they experience and positive/negative effects of their active involvement in university programmes. Overall, students reported positive experience after they got involved actively where they gain various soft skills, knows how to manage time effectively, and getting a better result in their academic endeavour. Practically, from the findings, this study conformed to the Astin Theory of Involvement, which the right inputs into the involvement would positively affect the students' development. Thus, the characteristics and the campus ecosystem especially Individuals that hold roles in dealing with students especially educators and advisors should understand the students' development process is not exhaustive to only classroom interactions but also include their out of class activities.

Keywords: Astin's Involvement theory; students achievement

259: Polytechnic Students' Perceptions Towards Learning Idioms Using Idiomania Mobile Application

Siti Faezah Ahmad Sazali
Kamarul Aina Mohamad

Abstract

The use of idioms is essential part of acquiring English language. The ability to comprehend and use them effectively can be considered as highly proficient in English. This study aims to identify users' perception towards using Idiomania application as well as to study the users' understanding towards using the Idiomania mobile application. This study used qualitative design by having semi-structured informal interview. There were five students of semester one from one polytechnic in Johor Bahru chosen as the sample. The analysis of this study indicated that this application shows successful implementation among the Polytechnic students and has high potential in becoming the latest teaching aid for English lecturer in polytechnic. It highlighted the main advantages of using this app in learning such as variety of activities, flexibility to learn and attractive design and layout. Nevertheless, some recommendations are suggested to improve weaknesses of this application.

Keywords: idioms, mobile application, flexibility

258: The Principle of Maqasid al-Syariah in Resolving Child's Custody Dispute

Asmidah Ahmad

Abstract

The United Nations Convention on the Rights of the Child (UNCRC) and the best interests principle codified in Article 3 in particular, are playing an increasingly significant role in decisions involving family justice. This article examines the extent to which the principle may provide an independent standard of protection to the child who is a subject matter to the custody dispute upon divorce. That protection facilitates a child in exercising his right under Article 12 of the UNCRC. The question on how the judge presides the dispute will be elaborated by looking into Malaysian legislations, relevant caselaws and maqasid al-syariah. The methodology is legal, doctrinal research focusing mainly on primary and secondary sources on child participation in the dispute. Results indicated that there are several reforms to be made in our legislation to cater custodial dispute either non-contested or high-conflict divorce involving parental alienation.

Keywords: child right to participate, parental alienation, family justice, maqasid al-syariah

262: Green Tax in Achieving Sustainable Nation: A Proposed Framework

Natrah Saad
Zaimah Zainol Ariffin

Abstract

Malaysian tax laws have incorporated a number of tax incentives to encourage industries to be more environmental friendly. While the incentives should be good at benefiting the non-polluters, indeed, they do not address the issue of environmental abuse caused by polluters. At this juncture, there is a need for a new environmental/green tax framework, which is more comprehensive to cope with this issue. Hence, interviews were conducted with relevant stakeholders in order to propose a new framework of green tax implementation in Malaysia. The framework blends both tax incentives and tax penalties under one administrative authority. The elements included are education, periodical review, technological innovation and stakeholders' interest which are expected to make the framework more effective and eventually preserve the environment. With this new framework, it is expected to benefit both industry and policy makers in the long run.

Keywords: green tax, penalty-based, incentive-based, framework, environment

209: T2DM Patients With Different Ethnic Backgrounds' Perspective On Adhering To The Lifestyle Changes

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Suriati Sidek
Nurulwahidah Saad
Nor Azwani Mohd Shukri

Abstract

The increasing number of diabetes is preventable by intensive lifestyle changes and proper self-management. It seems to be very difficult for diabetic patients to adopt lifestyle changes, for various reasons including low self-efficacy, no motivation, lack of support, limited knowledge, established habits, and poor time management. Current study intended to scrutinize the barriers, motivators, and practices in implementing lifestyle changes among the different ethnic group (Malay, Chinese and Indian) with type 2 diabetes mellitus (T2DM). Face to face in-depth individual audio-recorded interview was conducted with the selected type 2 diabetes patients. Interview session with a total of 30 participants was conducted in various places, which include in the clinic, at the workplace, and the park upon participant request. Adults, including males and females with confirmed type 2 diagnosis recruited purposively. Thematic analysis with the combination of the inductive and deductive approaches was used to create the categories and themes. Four main themes were discovered, which include the hurdle, self-care practice, preventative action, and empowering ability. The overall finding shows that apart from the different ethnics, most of the respondents experience more barriers rather than motivation to make lifestyle changes. However, the Chinese respondent attained a higher

motivation level to engage in lifestyle changes compared to Malay and Indian patients. The strong self-efficacy, motivation, the respondent to adhere to lifestyle changes even with no support. Thus, the healthcare provider needs to implement the patient-centred counselling to increase the adherence level to lifestyle changes recommendations.

Keywords: Lifestyle, barrier, motivation, type 2 diabetes mellitus, ethnic

225: Training of Eyecare Providers in Glaucoma Screening: A Qualitative Study

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Sharanjeet Kaur
Mohd Izzuddin Hairol
Mohd Harimi Abdul Rahman
Rona Asnida Nasaruddin

Abstract

Glaucoma is the second leading cause of blindness worldwide which can affect the quality of life. As glaucoma is asymptomatic, it is harder to detect than other eye diseases. Training eye care providers in glaucoma screening may help in detecting glaucoma effectively. The purpose of this study was to seek opinion on training in glaucoma screening and identify components in the training course. Semi-structured interviews with nineteen eye care professionals were conducted. The interviews were audio-taped, transcribed and analyzed using thematic analysis. The result showed that most of the participants felt that training was necessary to reduce false positive. There was broad support for both practical and theory sessions. Some of the participants proposed clinical attachment to glaucoma clinic. There were various opinions about the choice of training hours. Training module content should include knowledge about glaucoma, anatomy of the eye, diagnosis, management, instructions on operating equipment, visual acuity test, and history taking. Most of the participants agreed on a competency test after the training course. The study indicated a number of key components that can be used to develop a training course for glaucoma screening. Overall, eye care professionals showed support toward training in glaucoma screening.

Keywords: Glaucoma, glaucoma screening, training, eye care providers, training course

237: Behavioural Risk Factors of Non-communicable Diseases (NCDs) Determinant in the Context of an Orang Asli (Indigenous peoples): A Qualitative Study

Muslimah Ithnin

Abstract

The emergence of non-communicable diseases (NCDs) among the minority Indigenous peoples of Peninsular Malaysia, known as the Orang Asli community, is concerning. The high prevalence of NCDs is related to the lifestyle transition occurring in this community. The present qualitative study explores

the determinants factors of behavioural risk factors of NCDs among Orang Asli living in the fringe settlement category of Jelebu, Negeri Sembilan. Participants from an Orang Asli village were selected purposefully to take part in a semi-structured interview. The narratives data from 16 interviews were recorded, typed, and analysed according to four behavioural risk factors for NCDs include unhealthy diet, physical inactivity, tobacco use and harmful alcohol use that contribute to major NCDs. The interview continued until data saturation. Thematic analysis of the interview data revealed that good knowledge of individuals committed to a positive influence on healthy behaviour. Low awareness of the individual, environmental constraint, socioeconomic challenge and social characteristics are the negative determinants to behavioural risks of NCDs in Orang Asli. To successfully reduce the risks factor of NCDs among the vulnerable Orang Asli, it is essential to increase the awareness on a healthy lifestyle by looking into the individual elements, cultural-environmental backgrounds, and economic challenges.

Keywords: in-depth, Malaysia, non-communicable diseases, Orang Asli, qualitative

256: Developing a New Health Aid Dashboard System for Marginalised Muslim Community: A Case in Sabak Bernam, Selangor

Raudah Danila
Rafeah Mat Saat

Abstract

In Malaysia, Zakat Institution are entrusted to manage the collection and distribution of zakat funds effectively and efficiently. One of the numerous ways zakat funds benefit the marginalized Muslim community is turning it into health aid to the asnafs. Various health programs and medical assistance are already implemented, although it involves large portion of zakat funds, it has benefitted many asnafs in Malaysia. However, the performance of health aid delivery of Zakat Institution relies on adequate critical information that acts as indicator or proof of how effective, targeted, and sufficient the provided health aid is. Therefore, it is important to have a structured and robust delivery system to ensure the objective of the health aid is fulfilled and maximum satisfaction is achieved. This paper suggests a conceptual dashboard for health aid delivery as indicators to focus on the role that can be played by the community of Sabak Bernam, Selangor in ensuring the success of the health aid delivery by Lembaga Zakat Selangor. In developing the dashboard, five key community members are identified: village leader, the local mosque council, neighbors, health agencies and schools. The dashboard highlights the roles that can be played by each of the authorities in the health aid delivery system at the policy-making level and operational level of Zakat Institution.

Keywords: Zakat Institutions, Dashboard, Health Aid, Marginalized Muslim Community

243: Export Competitiveness of Malaysian Tropical Fruits in Japan Market

Suhana Safari
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Wan Mohd Reza Ikhwan Wan Hussin

Abstract

Japan is a net importer of agricultural products and totally dependent on the supply by foreign producers. The higher demand and higher purchasing power among Japanese have led to strong food imports, specifically fruits and vegetables. Simultaneously, it created a great opportunity for exporters to expand market share in Japan, includes Malaysia. Japan has become Malaysia's fourth largest trading partner in 2018 with trade value of RM 132.57 billion. The trade value of Malaysia-Japan agricultural sector itself was increased by 4.87% from RM 4.01 million in 2016 to RM 4.25 million in 2017. Based on this increment, it is predicted that the market share will increase significantly in future. Therefore, a case study approach was conducted to evaluate competitiveness for exporting tropical fruits, to identify others potential fruit that have demand, and to identify challenges, opportunities and strategies in exporting tropical Malaysian fruits to Japan. Both primary and secondary data resources were used in the study. Primary data were collected from industry interview (e.g. exporters, importers, procurement managers and retailers), while secondary data were retrieved from various legit sources (e.g. Trade Map, UNCOMTRADE). Mann-Kendall trend shows that pineapple, mangoesteen and jackfruit showed increasing trend in volume and value but not significant due to small market share (1%) compared to other competitors. Nevertheless, Revealed Comparative Advantage identified that competitiveness index has increased from 0.00 (2016) to 0.01 (2017). TOWS-Matrix analysis was carried out to determine the overall market structure. It is revealed that, there are enormous opportunities for Malaysia to export tropical fruits to Japan to meet their market demand. It is hoped that the information provided in this study will drive rapid and constant growth of Malaysian fruit export industry in the future.

Keywords: Malaysian tropical fruits, competitiveness, export performance, Malaysia export to Japan, revealed comparative advantage

222: Employee Early Perception Towards Diversity and Inclusion at Upstream Business, PETRONAS

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Zainal Abdul Kadir
Ahmad Farid Ahmad
Syafiq Hafizudin Shamsudin

Abstract

This study outlines the research method and findings of an assessment performed to evaluate the perception of employee on the organization's diversity and inclusion. Data collection was conducted with randomly selected 17 of the organization's employees through three interviews and two focus groups discussion. The study found this organization is diverse and value on the importance of diversity and inclusion to its performance. There are limited formal diversity and inclusion structures currently

in place. An integrated and comprehensive diversity and inclusion management strategy is critical to support organization business strategy and achievement of their mission. It is expected the organization to embrace the complexity of diversity and inclusion challenges in creating inclusive culture for the organization to increase retention, job satisfaction, engagement and performance.

Keywords: Diversity, Inclusion, organization performance, management

212: Mistreatment During Childbirth in West Bank, Palestine: The Views of Women and Healthcare Providers

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Tengku Alina Tengku Ismaila
Mohd Ismail Ibrahim
Farid Grayeb

Abstract

Mistreatment during childbirth is not a new phenomenon. Recently, it has expanded wide consideration, as it is a major violation of women's right. This study aimed to explore mistreatment of women during childbirth from the views of Palestinian women and healthcare providers in the West Bank, Palestine. A qualitative study was conducted from February 2019 to April 2019, involving in-depth interviews with six Palestinian women and five healthcare providers. They were selected through purposive sampling. Interview guide was developed to explore their experience with regards to the types of mistreatment that women faced during childbirth. The interviews ranged from 40 to 50 minutes, and were transcribed verbatim. Data collection was continued until thematic saturation was reached. Thematic analysis was used to interpret the interviews. Findings were structured according to a typology of mistreatment during childbirth including physical abuse, verbal abuse, failure to meet professional standard of care, poor rapport between women and providers and health systems conditions and constraints. Shortage of the health care providers with huge burden on their shoulders was mostly the contributors for mistreatment. Identifying these types of mistreatment and focusing on ways to prevent them are essential in ensuring quality and respectful care at childbirth facilities.

Keywords: Mistreatment during childbirth, childbirth, disrespect and abuse, obstetric violence

254: External Mechanism of Change in Stakeholder Engagement: Hypocrisy or reality?

Aaura Ahmad

Abstract

This study examines how Sime Darby Berhad (SDB); a company in palm oil industry do engagement with its external stakeholders when dominant stakeholders continuously give accumulated pressures which may affect its reputation. It is an in-depth case study where data is analysed from annual/sustainability reports, its official website and also other relevant secondary source documents from publicly available information such as reports, news media, websites, blogs, social media and

YouTube. Bourdieu's concept of field, habitus and capital are employed to examine the engagement made by SDB. This study looks into sustainability field of palm oil industry to see how SDB positions their capital in fulfilling its own interest through multiple views engagement with external stakeholders. It addresses the way SDB structure its position of valued capital and plan possible actions in accordance to own interest. SDB is found to compete for legitimacy in operating its activities and engages with its external stakeholders just to get their blessing and to secure its social contract. Thus, the existence of its stakeholder engagement with external stakeholders is seen as its strategies to legitimise its actions in behaving in its (un)sustainability activities. It seems that SDB designs these strategies by framing them through the deployment of specific resources, tactics and dispositions of its own interest in the field of sustainability.

Keywords: stakeholder engagement, sustainability, Bourdieu, habitus, field, capital, sustainable development

261: Understanding postgraduate student in Covid-19 times: Supervision perspectives

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Lu Ming Pey

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Sofi Mohd Fikri

Abstract

Supervision functions to assist students in accomplishing the right academic development and direction. However, in the times of Covid-19, student-supervisor relationship was undeniably put to test, with most of the interactions done via online platforms. While this situation forced to be adopted by most post-graduate students, limited of studies has been done to identify the extent of the adaptation of this new norm on student's supervision. We investigate the challenges and methods of adaptation taken by post-graduate students in going through the remote supervision process from March to October 2020 (when Movement Control Order was implemented). Using focus group discussion, this study looks at the student-supervisor relationship, expectation and challenges in supervision process. From the analysis we found that although most of the student-supervisor relationships were positive and supportive, students still found that the process of remote supervision using online and social media platforms were not much fulfilling as the conventional supervisions. There are internal problems such as time management and lack of research skills that can also hinder the efficiency of supervision and research productivity among students. This study helps to suggest the enhancement of remote supervisory strategy for future implementation.

Keywords: Supervision, Post-graduate, COVID-19, Dissertation, Challenges