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## PREFACE

### **Proceedings of the 2nd Langkawi International Conference on Multi-Disciplinary Research 2021**

It is my pleasure to welcome you to the 2nd Langkawi International Conference on Multi-Disciplinary Research 2021 (**LICM2021**). **LICM2021** aims to provide a platform for connecting academic scholars and industry practitioners world-wide to share the research findings from various disciplines and create a space for intellectual discussion, exploration and reflection of key issues that are shaping the world today. This is a great opportunity for delegates to expand knowledge, plan and implement innovative strategies, overcome barriers and move forward with the initiatives that benefit the community. There will be huge opportunities for networking, informed dialogues and collaborations.

Your participation in this conference and submission of research papers is greatly appreciated and on behalf of the Organizing Committee, I wish you all the safety and health and together we must strive to get over with the Covid-19 pandemic challenge as soon as possible. Our research works must endure despite these challenges to continue contributing to the body of knowledge from new research ideas, methods and problem resolutions.

Thank you.

**Dr. Safaie Mangir**  
**Conference Chairman**



## ABSTRACT

The objective of this conference is to provide a platform for scholars, intellectuals and professionals from various academic and industrial disciplines to share the research findings from various disciplines and create a space for intellectual discussion, exploration and reflection of key issues that are shaping the world today. The conference welcomes all authors from related fields of research to submit and/or present the research papers. All accepted papers will be published in the conference proceeding book with ISBN number. More importantly, the accepted papers will also be published in refereed journals indexed by Malaysia Citation Centre (MCC). Papers that have the merits for publication in high index journals will be selected for publication in SCOPUS-indexed journals.

The conference has attracted a number of participations and accepted research papers from various research disciplines for publication in proceeding book and journals. All submitted papers were reviewed by the review committee and the corresponding acceptance notifications were emailed to the authors upon acceptance approval by the review committee. Subsequently all accepted papers will be published in conference proceeding book which is targeted to complete by end of December 2021. All accepted papers correspondingly, will be published in March 2022 Issue of the refereed journals. The proceeding (with ISBN) will be provided in PDF format while the journal is online and the related online URL links will be provided via email upon successful journal publication of the papers.



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# ANALYSIS OF LEADERSHIP EMERGENCE AND EMPLOYEE CREATIVITY ON HOSPITALITY INDUSTRY USING SOCIAL NETWORK ANALYSIS

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**Abstract:** *The COVID-19 pandemic has had a significant economic impact, especially on hospitality companies that have experienced the biggest impact. The pandemic has also caused changes in consumer behaviour in fulfilling their needs of leisure and entertainment, plus regulations regarding the prohibition of gathering or holding outdoor activities have forced hospitality companies to adapt and think creatively to the changes that occur. To spur creativity, proper leadership skills are needed to manage the process of change that occurs from planning to evaluating company policies. A person is said to have the ability to lead not only when he is in a top hierarchical position, but someone also has a leadership spirit that is recognized by his co-workers. The purpose of this study is to analyse the relationship between leadership emergence and employee creativity in hospitality companies using social network analysis and Pearson correlation test and this research hopefully provides alternative recommendations for the hospitality industry to increase leadership emergence among employees and increase employee creativity to respond to business changes. The results show that the social network of hospitality industry formed leadership emergence and there is a relationship between leadership emergence and employee creativity in hospitality companies.*

**Keywords:** Leadership Emergence, Employee Creativity, Social Network Analysis, Hospitality Industry, Human Resources Management.

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## 1. Introduction

The COVID-19 pandemic has hit Indonesia for more than a year since the first case was announced in March 2020. The economic impact is quite influential for the sustainability of several business sectors, especially businesses engaged in the entertainment industry. The entertainment or leisure industry is a company engaged in the production of services or products that meet the leisure needs of its consumers. The leisure and entertainment industry are the part of the hospitality industry, namely a collection of businesses engaged in products related to service to guests (Barrows, Powers & Reynolds, 2012).

Hospitality according to the Oxford Learners Dictionary (2021) is an activity of receiving and entertaining activities for guests, visitors or foreigners by prioritizing the element of hospitality. Hospitality also comes from the word hospise which is a term for a shelter for adventurers in the Middle Ages. There are four segments or sub-industry that are part of the hospitality industry, namely culinary (food and beverages), travel and tourism (travel and tourism), accommodation (lodging) and recreation and entertainment (Hospitalitynet, 2017). Food and beverage or



commonly called f&b or culinary is a hospitality business category that is engaged in the provision of food and beverages (Barrows, Powers & Reynolds, 2012). The category of travel and tourism is a hospitality business related to travel or activities of a person traveling from one place to another with the aim of leisure or fun (Barrows, Powers & Reynolds, 2012).

Lodging is a category of hospitality business related to accommodation or a place to stay for a certain period of time (Barrows, Powers & Reynolds, 2012). Recreation and entertainment is a term that describes any activity aimed at entertainment or leisure (Barrows, Powers & Reynolds, 2012). Some businesses that fall into the recreation and entertainment category include amusement parks, cinemas, MICE, and entertainment content. Several entertainment businesses are under the auspices of the Creative Economy Agency of the Republic of Indonesia (Bekraf).

Based on data compiled by PWC in March 2021, the hospitality & leisure industry had a fairly large loss impact during the pandemic, reaching 86%, this figure also places this industry as the sector with the highest impact in Indonesia (Katadata, 2021). The impact of the pandemic that has occurred has changed consumer behavior in meeting the needs of leisure and hospitality (Ministry of Tourism & Creative Economy, 2021). These changes make the company also make several changes to be able to follow consumer needs while surviving. One of the elements needed by an organization or company to be able to survive and adapt to change is the element of creativity, because companies that have employees with high creativity are more adaptable because they are considered able to come up with new ideas to help companies maintain business stability (Permentier & Picq, 2016).

Previous research on leadership emergence explains that leadership emergence has a relationship with emotional intelligence (Emery, 2012), leader role identity (Kwok et al., 2018), team member personality (Hoch & Dulebohn, 2017) and state extraversion (Spark & Connor, 2018). 2021). For research on the influence of the relationship between leadership and creativity (Permentier & Picq, 2016), the better collaboration and group leadership that occurs in an organization, the more creative each member will be, so that the organization will be more ambidextrous or more agile in dealing with change. Based on this phenomenon, researchers will analyze the relationship of leadership emergence to employee creativity which will be carried out in entertainment companies that are part of the hospitality industry.

Leadership emergence is a social process of individuals in obtaining the role of leaders because of acceptance and recognition of groups through a process of social interaction that is carried out from time to time (Cote et al., 2010). Creativity is a process to develop new ways or methods of doing things to get better results (Amabile, 1988). We chose a company engaged in the entertainment and entertainment sector because this industry group is one of the most affected by the COVID-19 pandemic (PWC, 2021) as well as government regulations regarding the prohibition of outdoor activities and crowds' procurement. Activities that invite crowds make companies that have services such as entertainment content and events limit activities that have an impact on their business continuity.





## 2. Literature Review

### Leadership and Leadership Emergence

In defining leadership, there are 4 points in common regarding all definitions of leadership, namely leadership is a process between leaders and followers, leadership has social influence, leadership occurs at every layer in organizations and individuals and leadership is needed to achieve a goal (Kreiter & Kinicki, 2014). In general, leadership is a process that individuals go through when influencing or managing other groups of individuals to achieve the same goals (Dessler, 2017). In the leadership process there are a number of theories and models that explain the types of leadership styles in carrying out the functions of an organization. Several approaches are used in studying and understanding a leadership process in organizations including the trait approach, behavioral approach, contingency approach, transformational approach and emerging approach (Kinicki & Williams, 2009).

The trait approach explains that leadership is seen from how the nature of the leader treats its members. Individual traits as leaders in organizations that can be the main capital for leadership success based on this approach include having high motivation, having honesty and integrity, intellectuality, confidence and flexibility in leading the organization (Northouse, 2021). The behavioral approach describes leadership that is formed from the behavior and orientation of leaders in an organization. This approach divides leader behavior into task-oriented leaders and human-oriented leaders (Robbins, 2018). Task-oriented leaders prioritize the success of a team in completing work, human-oriented leaders prioritize interactions and teamwork within the organization with performance effectiveness outputs (Robbins, 2018). The contingency approach studies leadership seen from how a leader adapts in various situations and conditions. This approach starts from the statement that no leader is perfect or tends to one approach when faced with any conditions (Dessler, 2017).

The transformational approach explains leadership seen from the way the leader reacts to changes in the organization. This transformational approach is the opposite of the transactional approach which tends to be rigid and focuses on tasks, giving rewards and punishments and structurally running interactions (Northouse, 2021). Emerging approach which explains the dynamic process of individual leadership in an organization (Kinicki & Williams, 2009). The emerging approach explains that each individual has leadership and will be formed from the results of a formal formation (assigned leader) or leadership can be formed non-formally based on the response and assessment of colleagues (emergent leader).

Leadership is formed or leadership emergence is a social process of individuals in obtaining a leader role because of acceptance and recognition of the group through a process of social interaction that is carried out from time to time (Cote et al., 2010). Some experts argue that a person's motivation to emerge as a leader historically stems from the various benefits that are likely to be obtained when taking a leadership role such as getting more resources, opportunities for increasing social status, and so on (van Vugt & Ahuja, 2011).

In contrast to the concept of shared leadership, which describes a focus on the organizational level and as a construct of a group, leadership emergence describes leadership that focuses on the individual level. Leadership emergence describes an individual leadership phenomenon when an individual emerges as a team leader informally, without being given formal leadership



responsibilities (Hoch & Dulebohn, 2017). Leadership emergence is likely to create a leader who is more skilled than formal leaders in terms of understanding organizational needs and undergoing contextual demands (Zaccaro et al., 1991). One of the outputs of leadership formation is the formation of a dynamic interaction between individuals in an organization called a leadership network.

### **Leadership Network**

A leadership network or leadership network is a form of relationship in the form of collaboration between individuals to solve a problem (Hoppe & Reinelt, 2010). Borgatti & Foster (2003) divide the classification of leadership networks into four types, namely peer leadership networks, organizational leadership networks, field policy leadership networks and collective leadership networks. The leadership network formed in this study is included in the organizational leadership network, because the network is formed from employee interactions between divisions in an organization that coordinate with each other, and it is hoped that the interactions formed between members in the organization will trigger each other or influence the creativity of individual team members to help companies deal with change. and survive in an already more dynamic or changing business environment.

### **Creativity**

Creativity is explained as a person's ability to produce something that produces goods or services that have an element of renewal and are generally original (McLean, 2005). In addition, creativity can also be interpreted as a process to develop new ways or methods of doing things to get better results (Amabile, 1998). Robbins (2018) divides creativity into 3 components, namely expertise, creative thinking skills and intrinsic task motivation. Creativity is one of the skills needed in an organization, especially an industry that prioritizes creativity in its operational processes. Industries that use many elements of creativity in their work processes are included in the creative industry. The creative industry is an industry that provides products in the form of intellectual commodities or commodities resulting from human creativity, examples of intellectual commodity products such as game design or information media content in visual or audio form (Hotho & Champion, 2011).

In large-scale industries, there is a division that manages the innovation process within the company, namely the research and development (R&D) division. The R&D division of a company loses its value when the company does not value the creative performance of its employees. Flew (2002) argues that creativity is very important in many industries, especially service industries which have cultural elements in their business concepts. Several studies have examined the service industry with cultural elements including restaurants (Yeh, Chen & Huan, 2014), playgrounds (Yeh, Chen & Liu, 2012) and tourist attractions (Yeh, Huan & Hsiao, 2015).

### **2.1 Problem Statement**

The purpose of this research is to analyse the relationship between leadership emergence and employee creativity in hospitality companies using social network analysis and Pearson correlation test and this research hopefully provides alternative recommendations for the hospitality industry to increase leadership emergence among employees and increase employee creativity to respond to business changes.



### **3. Method**

#### **3.1 Materials**

Research analysis of leadership emergence and employee creativity in hospitality companies uses the census technique, which uses the entire population of a group or region in accordance with research criteria (Borgatti, Everett, & Johnson, 2018). Population is an arena consisting of subjects or objects that have certain characteristics and are determined by researchers as research objects (Sekaran, 2016). Hospitality companies that will be used as respondents to research on leadership emergence analysis on employee creativity consist of companies engaged in event management, event/wedding organizers, content creators, fine/casual dining restaurants and creative agencies

##### **3.1.1 Samples**

The estimated number of organizations or companies that will be targeted at least are six companies engaged in the hospitality sector, especially in the field of event management, event/wedding organizers, content creators, fine/casual dining restaurants and creative agencies. Estimated total population of employees in each hospitality company to be studied a minimum of 8 people and a maximum of 20 people per company as respondents. In research using the social network analysis method, the number of respondents was not determined with a minimum sample size because this method focuses on social networks that are within one organization so that it uses the census as a data collection method (Hanneman, 2005).

##### **3.1.2 Site**

Hospitality companies that will be used as respondents to research on leadership emergence analysis on employee creativity consist of companies engaged in event management, event/wedding organizers, content creators, fine/casual dining restaurants and creative agencies. The reason for choosing those companies are the companies engaged in the hospitality sector are part of the company that is most affected by the COVID-19 pandemic and their business activities have changed due to regulations regarding the prohibition on the procurement of crowding activities as well as experiencing a fairly large change in consumer behavior from the procurement of activities. outdoor and crowded events become virtual events or intimate events.

##### **3.1.3 Procedures**

The analysis of leadership emergence and employee creativity at hospitality company uses a quantitative research approach. The quantitative approach is an approach in research that uses numerical elements in collecting, processing, and analysing data (Sekaran, 2020). Based on its objectives, this research is a conclusive research design. Conclusive research design is a type of research design that is carried out through a series of formal and structured procedures. Conclusive research design is divided into descriptive research studies and causal research studies. Shared leadership network analysis research on the creativity of company x employees is a type of causal research study because this research is conducted to identify cause-and-effect relationships of a problem (Sekaran, 2020). The variables used in this study are leadership emergence and employee creativity.

The formation of leadership emergence in sociogram networks can be seen from organizational networks that are not centralized based on network density values (Borgatti, 2018). When the network density value exceeds the minimum limit specified in the concept of social network



analysis, the organizational network is considered to form leadership emergence or there are actors outside the structural or formal leaders who are recognized as having influence in the organization (Cote et al., 2010). Thus, leadership emergence or the dynamics of the leadership network that is formed is predicted to trigger and increase the creativity of coworkers (Permentier & Picq, 2016). Based on the formation of this concept, the first hypothesis formulated in the research analysis of leadership emergence and creativity of employees of hospitality companies is:

**H1:** Leadership network in hospitality companies is decentralized.

Previous research on leadership emergence explained that the quality of leadership is evenly related to emotional intelligence (Cote et al., 2010). In addition, research on leadership and creativity in teams explains that good leadership qualities in teams can increase motivation and self-confidence, two important elements for increasing creativity in teams (Guy & Picq, 2016). In other words, the better leadership emergence in a team, the creativity of employees will increase. Based on the results of this study, the second hypothesis formulated in this study is:

**H2:** There is a relationship between leadership emergence and employee creativity of hospitality company.

The leadership emergence variable uses the research instrument used by Emery (2012) of 1 item which represent of colleagues as leaders who can help raise or increase work creativity. The assessment in this instrument will use open-ended questions accompanied by multiple choices, namely respondents will choose actors based on the initials that represent the names of their colleagues into statement items that are in accordance with the conditions and circumstances experienced by the respondents. To measure the employee creativity variable, the researcher used a research instrument regarding the work environment, company regulations and employee creativity developed by Yeh & Huan (2017) with 6 items. Then, the researcher also added some geographic information for the respondent's profile such as initials, gender, position and length of time with hospitality companies.

The rating scale in the questionnaire uses a 6-point Likert scale. Scale 1 is the lowest scale and 6 is the highest scale. The use of an even scale is done to reduce the bias of respondents' tendencies to answer a neutral score or a middle score. The leadership emergence analysis research questionnaire on the creativity of entertainment company employees was compiled using several similar research questionnaires that had been made by previous researchers and made into a new questionnaire. Estimated total population of employees in each hospitality company to be studied a minimum of 8 people and a maximum of 20 people per company as respondents. In research using the social network analysis method, the number of respondents was not determined with a minimum sample size because this method focuses on social networks that are within one organization so that it uses the census as a data collection method (Hanneman, 2005).

### 3.2 Measurement

The analytical method that will be used in this research is the leadership network analysis of hospitality companies using the social network analysis (SNA) method. Social network analysis is an analytical method to determine the relationship and structure of a network (network) which is represented by nodes and lines (Wasserman & Faust, 1994). Nodes in SNA can represent actors, people, events, ideas or a business process. In this study, SNA will be used to identify relationships

between nodes in terms of collaboration capabilities and information sharing capabilities in a team (Hoppe & Reinelt, 2010). Several stages of the research analysis test carried out in this study include the density test on the sociogram network, the centrality test, and the correlation test to analyze whether or not there is a relationship between leadership emergence and employee creativity.

The value that will be used to test the correlation between leadership emergence and creativity is the indegree centrality value for the leadership emergence variable from the UCINET data processing results and the average value from the SPSS data processing for the employee creativity variable. If the value of  $r > 0.3$  and the significance value of  $p < 0.05$ , a hypothesis is declared accepted.

### 3.3 Data Analysis

Density is a comprehensive picture of the network that better describes the network structure and network characteristics (Wasserman & Faust, 1994). When a network exceeds the density matrix value of 0.5 or 50% of the total maximum relationships formed, the network of the organization can be said to be not centralized or has dynamic interactions between members (Borgatti, 2018). Centrality test is conducted to determine the level of centralization or the strength of individual influence in an organization or group. In testing the level of leadership and the interrelationships within the organization, social network analysis measures three types of centrality tests, namely Degree Centrality, Closeness Centrality, and Betweenness Centrality (Wasserman & Faust, 1994).

Besides that, this research also uses Pearson correlation technique for correlation test. Pearson correlation determine whether there is a relationship between 2 variables, namely the independent variable and the dependent variable on an interval scale or parametric ratio which in SPSS is called a scale. Assumptions in Pearson correlation, data must be normally distributed. Correlation can produce positive (+) and negative (-) numbers. If the correlation number is positive, it means that the relationship is unidirectional, which means that if the independent variable is large, the dependent variable will be greater. If it produces a negative number, it means that the relationship is not unidirectional, which means that if the value of the independent variable is large, the dependent variable will be smaller (Cooper, 2018).

#### 3.3.1 Validity and Reliability

Research on the analysis of leadership emergence and employee creativity on hospitality companies was conducted using a survey method. The survey was technically carried out by distributing research questionnaires to respondents. The process of making a questionnaire is done by typing it into a google form. Then, the process of distributing the questionnaires is carried out online through one of the intermediaries from the company. Then the progress of filling will be followed up further within a few days until all respondents in the organization fill out the questionnaire.

<b>Table 1: Validity and Reliability Test Result</b>		
<b>Variable</b>	<b>Validity</b>	<b>Reliability</b>
Employee Creativity (EC)	0.833	0.846

Through the data of 73 respondents, the researcher will test the ability of the questionnaire statements in measuring the desired concept appropriately (Sekaran, 2020). The indicator used to



analyze the validity of the measuring instrument on the employee creativity variable uses the Kaiser Meyer Olkin Measure of Sampling Adequacy (KMO) value and the factor loading value. The Kaiser Meyer Olkin Measure of Sampling Adequacy (KMO Sampling Adequacy) value of the employee creativity variable (EC) met the validity test analysis requirements, namely reaching a score of 0.833 or having a score more than 0.5 for each variable items.

Reliability tests are used to test the consistency of the instruments used when data collection is repeated (Malhotra, 2019). The results of the reliability test of 73 research respondents who were processed using SPSS showed that the employee creativity variable (EC) met the reliability test requirements because it reached the minimum value of Cronbach's alpha required as reliable data is 0.846 or more than 0.6 minimum required.

#### 4. Results and Discussion

The research model of social network analysis is described in the form of a sociogram. Sociogram is a graph analysis model to determine the visualization of the relationship and structure of a network which represented by nodes and lines (Wasserman & Faust, 1994). Nodes in SNA can represent people, events, ideas, or a business process.

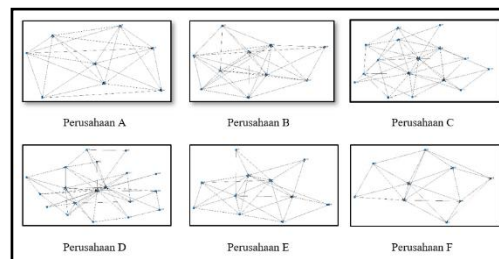


Figure 1: Sociogram of Company A to F

When viewed from the sociogram model in Figure above, there are no actors who are isolated or out too far from the network. This means that each actor has an even relationship and has a reciprocal relationship between actors. Actor A1 and Actor A2 have quite a lot of relationships, both unidirectional relationships and reciprocal relationships and are spread evenly to other actors. In shared leadership analysis research on employee creativity, SNA will be used to identify the relationship between nodes in terms of collaboration ability and information sharing ability in teams (Hoppe & Reinelt, 2010).

Density test is an analysis of the overall picture of the network (network) which further explains the density of the network structure and network characteristics (Wasserman & Faust, 1994). The indicators that will be analyzed in the density test include the average matrix density value which explains the percentage of the number of relationships formed compared to the maximum number of relationships formed in a relationship.

Table 2: Density Test Results

Respondents	Avg. Density Matrix	N of Ties
Company A	0.679	38
Company B	0.578	52
Company C	0.217	52
Company D	0.164	56
Company E	0.373	41
Company F	0.389	28

From the results of data processing listed in table 2 above, the average matrix density value in Company A is the company with the highest density value of 0.679 which indicates that there is a relational relationship in the network of company x which has a percentage of 67% of the maximum possible relationship that occurs. Then, Company B has a density matrix value of 0.578 or has a relational relationship within the organization of 57.8% of the maximum probability of the relationship formed. Based on the results of the density matrix, Company A and Company B meet the requirements for the formation of leadership emergence, which density matrix value above the minimum limit of 0.5 or more than 50% of the relational relationship of the maximum relationship formed (Borgatti et al., 2018).

Then, Company D is the company with the lowest density value of 0.164 or 16.4% relationship from the maximum possible relationship that occurs. In addition to Company D, Companies C, E and F also have an average density matrix value below 50%, respectively, 21.7% for Company C, 37.3% for Company E and 38.9% for Company E. If it is concluded of the six companies studied, Company C, D, E and F, have a density matrix value below the minimum decentralized network criteria of 0.5 or 50% so that the first hypothesis of the sociogram network research of hospitality companies in this study is rejected.

**Table 3: Centrality Test Results**

Respondents	Actors	Actors with High Indegree	Actors with High Closeness	Actors with High Betweenness
Company A	8	5	6	1
Company B	10	5	5	3
Company C	16	3	4	4
Company D	19	3	12	3
Company E	11	4	6	3
Company F	9	2	4	2

Based on the results of centrality data processing in table above, the value of degree centrality that describes leadership is seen from the indegree score, namely the number of relationships received by one actor from another actor and outdegree, namely the number of relationships given by one actor to another actor (Borgatti, 2018). The most actors with high indegree centrality value are company A with 5 actors and the lowest actors with high indegree centrality value is company F with 2 actors.

Closeness in centrality is described as individuals who have the shortest network relationships or individuals who have the fastest relational path in disseminating information to other individuals (Wasserman & Faust, 1994). The higher the value of proximity or closeness between nodes shows the ease of nodes to spread information faster in a network. In the data processing results in table above, company D has the most actors with high closeness centrality. Company C and Company D are the lowest with 4 actors. That indicates company A to F both have good closeness centrality.

The betweenness centrality value characterizes actors who have the best level of group network communication skills, making it possible to control the flow of information or act as information control (Wasserman & Faust, 1994). Actor who has a high betweenness centrality indicates that the actor could facilitate or could mediate interactions between other connected actors in organization. If seen from the table of data processing results above, company C have 4 actors with high betweenness centrality which means actors in company C are an actor who has a role as

an intermediary for interactions between individuals or the best inner network in the sociogram network.

**Table 4: Pearson Correlation Test Results**

	LE	EC
LE	Pearson Correlation	1
	Sig (2-tailed)	.317**
	N	73
EC	Pearson Correlation	.317**
	Sig (2-tailed)	1
	N	73

Based on correlation test result on Table 4, correlations between leadership emergence and employee creativity have significant related. The Pearson's  $r$  value is 0.317 and  $p$  value is 0.006 or  $<0.01$  significant level. From those results, the second hypothesis "There is a relationship between leadership emergence and the creativity of hospitality company employees" accepted.

## 5. Conclusion

Based on the results of the analysis of data processing that has been carried out using the UCINET and SPSS applications in the discussion chapter, the researchers get conclusions that can be used to answer the hypotheses that have been formulated previously. The conclusion of the study is a summary obtained from the results of the hypothesis which then answers the formulation of the problem discussed in this study.

The leadership network in hospitality companies in this study still tends to be centralized. Of the six companies, the four companies studied still have leadership networks that are narrowed to certain actors so that the process of leadership emergence is not formed. Several factors such as the tendency of respondents to choose actors who have the highest structural position and the presence of one or more actors who are not considered as influential figures in triggering and increasing creativity, thus creating a one-way relationship.

The formation of leadership or leadership emergence has a relationship with the creativity of hospitality company employees. The stronger the leadership formation of an actor in a hospitality company, the actor will influence colleagues in terms of triggering and increasing their creative abilities in designing and conveying an idea within the organization.

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# CONSENSUS POLITICS AND ITS RELEVANCE TO UNITY IN MALAYSIA: AN ISLAMIC PERSPECTIVE

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**Abstract:** *The diversity of the Malaysian society calls for the need of a solid framework of unity that is sustainable and long lasting. However, amidst the diversity of culture, religions, ethnicity and race, there is also the challenge of proliferation of political parties that hinders the agenda of unity in the country. Politicians have the tendency to leverage on matters that would expedite their political interests, either individually or collectively. The danger to this game of politics is when there are those who use or rather abuse ethnic, religious and cultural differences as the trump card for sectarian political gains. This paper argues that for unity to work in Malaysia, consensus politics is a suitable approach to ensure unity, harmonious relations and peaceful coexistence. The concept of consensus in politics highlighted here does not deny the existence of various political parties among the Malaysians in general. Consensus politics in this manner is understood as a form of mutual agreement which signifies solidarity of opinions among political parties and their respective leaders on particular issue(s) for the sake of the welfare of the citizens in general and also the sovereignty of the state. This is aligned with the higher objectives of the sharia (Islamic law) or maqasid shariah in which the aims of politics must also be able to protect the religion, mind, life, progeny and wealth.*

**Keywords:** Political Consensus, Unity, Malaysia, Diversity, Maqasid Shariah, Leadership.

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## 1. Introduction

Malaysian political landscape is shaped by various factors that influenced the political manoeuvrings in the country. Most significantly is the impact of Western colonization and the racial diversity that have contributed to the development of the local political scenario. The numerous political parties that existed in Malaysia today are effects of various polemics that have taken place since the pre-independence years of Malaysia until recent unfolded events. This has caused Malaysia to become not just diversified in terms of its racial components but also in its political aspects.

Politics is the stronghold of the Malay Muslims where most political workings and activities of Muslims centre upon two dominant political parties of United Malay National Organization (UMNO) and Malaysian Islamic Party (PAS). For Malay Muslims the establishment of UMNO in May 1946 has made it as the centre of political power. UMNO's political struggle which is synonym with the rise of nationalism among the Malays was seen as relevant to the national struggle at that point of time. The opposition against Malayan Union proposed by British in April 1946 has consolidated the majority Malays to mobilize them politically with UMNO being the vanguard of Malay political power. The establishment of PAS in November 1951 signaled a



slightly different path to the political direction among the Muslims in *Tanah Melayu* during that period. PAS members are the religious scholars, *imams* and conservative nationalists from within and outside of UMNO (Noor, 2004). PAS provided an alternative to the Malay community by advocating the Islamic approach in politics and aiming at establishing a state where Islam becomes the foundation in ruling the country.

The Chinese political activism has largely been within the three political parties namely the Malaysian Chinese Association (MCA), the Democratic Action Party (DAP) and the Malaysian People Movement Party or GERAKAN. Lee (2010) argues that the Chinese's involvement and reactions in Malaysia significantly depend on the discourse of Malays dominance. Since Independence, majority of the Indian Community's political involvement has been through the Malaysian Indian Congress (MIC). Only recently, we see more Indian community based political parties in Malaysia such as the Indian Progressive Front (IPF), the People Progressive Party (PPP), the Malaysia Indian Unity Party (MIUP) and Malaysian Makkal Sakti Party gaining support from some sections of the Indian community (Annathury, Othman & Farhana, 2018).

It is a common belief that politics in Malaysia has always been raced based. However, the *Reformasi* Movement of 1998 initiated by the then sacked Deputy Prime Minister of Malaysia, Anwar Ibrahim saw the rise of the multiracial party of People's Justice Party (*Parti Keadilan Rakyat*) with the aim to bring reform to the pattern of political activism in the country.

Since 1957, the Government has been led by a coalition of parties of Barisan Nasional or National Front (BN) headed by the dominant Malay political party, UMNO. BN's partners in this coalition include the two main Chinese and Indian political parties; namely, MCA and MIC, Gerakan, PBB, SUPP, MYPP, LDP, PBRs, UPKO, PBS, SPDP and PRS. Opposition parties have been able to form state governments on some occasions such as in the state of Kelantan (since 1990) and Terengganu (1999-2004). In the 2008 General Elections, the Pakatan Rakyat or the People's Coalition of Parti Keadilan Rakyat (People's Justice Party) (PKR), Democratic Action Party (DAP) and Parti Islam Se-Malaysia (Islamic Party of Malaysia) (PAS) wrestled 5 states (Kedah, Perak, Pulau Pinang, Selangor and Kelantan) from the dominant BN coalition. However, the 2018 General Elections saw the end of the BN and its coalition when it loss political control at the federal level and also majority of the states to the newly minted alliance of Alliance of Hope or *Pakatan Harapan* (comprising of DAP, BERSATU, PKR and AMANAH) led by the former Prime Minister, Tun Dr Mahathir Mohammad and also supported by WARISAN Party of Sabah. But the political turmoil in Malaysia that took place later on 18 February 2020 with the 'Sheraton Move' saw the resignation of Tun Dr Mahathir as the Prime Minister, his BERSATU party leaving the Pakatan harapan coalition and forged a new alliance with Barisan Nasional's and PAS Members of Parliaments to take control of the Federal Government supported by the Sarawak Parties Alliance (GPS).

## 2. National Unity amidst the Proliferation of Political Parties

Malaysia is a multi-religious and multicultural state where the major ethnic groups are the Malays, Chinese, and Indian. The Malays are the early settlers of the country, whereas majority of the Chinese and Indian communities are descendants of immigrant workers who were brought in by the British to Malaysia (then known as Malaya) during the colonial period. The social demographics in the East Malaysian states of Sarawak and Sabah are more dynamic; where almost 82 ethnic groups coexist and Iban, Kadazan, Bajau, Murut and Melanau are among major



indigenous ethnic groups (Enizahura, 2020). Currently, the country's population stands at an estimation of 32.3 million people ([www.dosm.gov.my](http://www.dosm.gov.my)). According to the initial findings of the National Census exercise conducted for 2020, 57.3% of the Malaysia's population are Malays, 22.1% are Chinese, 12.4% are other categories of the *Bumiputera*, 6.6% are the Indian community and 0.8% are other racial categories. However, this unique social setting is actually not something new as it has existed way before colonial era where trade brought religious and other ethnic groups to the shores of this country. A.B Shamsul (2011) uses the term stable tension to explain the social condition of the relationship among the Malaysian plural society. He explains unity in Malaysia is still a 'work in progress' and that there must be a change from the condition of stable tension to cohesion in diversity.

One of the main problems with unity today is when its narratives are determined through the political lens. Politicians have the tendency to leverage on matters that would expedite their political interests, either individually or collectively. The danger to this game of politics is when there are those who use or rather abuse ethnic, religious and cultural differences as the trump card for sectarian political gains. The danger to this game is too obvious for all to see when short-thinking and emotions are not guided by wisdom, patience and spirit of goodwill. The effect will be disastrous to the survival of this nation and also to the credibility of any government.

Politicians from all political divides must use common terms associated with unity to ensure the objectives of unity and peaceful coexistence are achieved. Terms like tolerance, harmony, goodwill and diversity must be mutually understood and carry the same meaning for them to be greatly appreciated. Politicians must also realize that not all matters that involve differences in ethnicity and religion are actually aimed at demeaning the other. Statements and speeches of political leaders are signals to their followers on the actions that they must take. Responsible leaders will seek to minimise chaos and elements that can destroy the stability of the society but instead will use their positions to foster better relationship and promote ties of friendship among their followers and other members in the society. Political leaders in the country should be aware that their ability to unite the society is integrant in achieving the goals of a successful nation. A true leader will use his position of leadership to further enhance his or her moral character and bring goodness to the society.

It is important to be objective when dealing with issues that can cause conflict and chaos in the country. Problems that arise which might be associated with the pluralistic character of the society require solutions that stem from the spirit of consensus. Harmonious relations among people of different ethnic groups, religions and cultures should not be at the behest of politicians. Political rivalries among political groups must not put national unity at stake or allow unity to be made a political leverage.

### 3. Consensus Politics

The idea of consensus politics discussed in this paper is a form of mutual agreement which signifies solidarity of opinions among political parties and their respective leaders on particular issue(s) for the sake of the welfare of the citizens in general and also the sovereignty of the state. To form such a political consensus is actually a challenge especially if it involves apparent ideological differences among the parties involved. Heffernan (2001) explains how theory of consensus politics works:



“A theory of consensus politics should embrace notions of stability, continuity and, most particularly, a concept of change. It can offer an insight into governing across election cycles and the alternation of parties in office. It can demonstrate how policy development is a product of `agreement on procedures and broad policy goals with contained disagreements about methods and means' and, in the transition from one consensus to another, provoke an appreciation of shifts in political opinion across time. It may also promote an understanding of both policy and political change as an alteration in governing political agendas informed by dominant political ideas.”

Consensus politics should be viewed as a political framework derived from an analytically informed policy paradigm, rather than an agreement or a settlement. The freedom of ruling elites is limited by such a consensus, which encourages them to follow a pre-determined policy agenda that defines the 'mainstream' where 'the possible is the art of politics' (Heffernan, 2002). Consensus politics is thus best understood as a limited space in which politics is conducted and political players disagree, as well as a paradigmatic framework from which political outcomes emerge, rather than as a freely accepted agreement.

The idea of political consensus was a mainstream political agenda in Britain especially during the post war period from 1945 until it was halted by Margaret Thatcher in 1979. Throughout the years prior to 1979, many public and government policies were formulated based on the mutual acceptance and agreement of the various political parties in the Britain led by the Labour Party. It was not a sign of the lack in competition among political parties nor was it an indicator of the inability of the general public to differentiate the various political parties during the elections. Consensus Politics in Great Britain actually signify a form of a consultative style of government and set of strictures within which definite party policies could be identified.

The concept of consensus in politics highlighted here does not deny the existence of various political parties among the Malaysians in general but what is argued here is the importance of achieving a form of consensus in matters and efforts that would benefit the people and their welfare as a whole, and in the case of this paper, the efforts on national unity.

#### **4. Consensus Politics through the Maqasid Shariah Framework**

The higher intents of the Shariah or *Maqasid al-shariah* are principles, answers and wisdoms behind rulings and laws in Islam. The fundamental rule to be observed is that the intention and purpose (*maqasid*) behind a ruling must be directed towards the fulfillment of something good (*maslahah*) and the avoidance of something harmful (*mafsadah*). This includes solving current issues in aspects of economics, social and politics where *maqasid al-shariah* should be the guiding principle because it aptly facilitates the needs of human being. As national unity is the vital ingredient to achieve the needed development goals, economic and social goals, the right approach to adopt is the political will of political leaders from all sides to set aside differences and agree on what is important for the society as a whole.

Al-Syatibi classifies the fulfillment of good or purposes into three levels: necessities, needs and luxuries. Necessities indicate that it is of fundamental requirement for it to be fulfilled because without it, human lives have no purpose or are considered valueless. The second level of purpose



is needs referring to purposes that ease one's life but are less essential for human beings. The third level is luxuries which serve to beautify human lives.

Different from the secular understanding on the western notion of politics where it should remain separate from the religion, in Islam, politics remains within the realms of the religion. This reflects the exact feature of the religion as a way of life that encompasses all areas of human interactions including his/her interaction with Allah the Almighty and his/her interaction with fellow human beings. In Islamic worldview, the framework of *maqasid al-shariah* should be the best guidance for political leaders to make decisions and formulate policies with the aim to protect the welfare of the people. Muslim scholars have largely agreed that the broad objectives or the higher intents of shariah, are to promote the overall welfare of mankind and prevention of harm and evil. Allah the Almighty says in the holy Quran:

*[And they are] those who, if We give them authority in the land, establish prayer and give zakah and enjoin what is right and forbid what is wrong. And to Allah belongs the outcome of [all] matters. (Al-Haj, verse 41)*

Thus, politics in Islam must also meet the objectives or the intentions of the shariah which includes the preservation of the religion, life, mind, offspring and property. In analyzing the correlation between Islam and politics, Allal Al-Fassi (cited in Auda, 2010) explains that:

*The general higher objective of Islamic Law is to populate and civilize the earth and preserve the order of peaceful coexistence therein; to ensure the earth ongoing well-being and usefulness through the piety of those who have been placed there as God's vicegerents; to ensure that people conduct themselves justly, with moral probity and with integrity in thought and action, and that they reform that which needs reform on earth, tap its resources, and plan for the good of all.*

For example, preservation of the religion is not just limited to upholding the laws and rules of the religion; it must also include preserving the faith and positive image of the religion. It is the responsibility of the Muslim leaders to ensure that Islam is protected from being ridiculed and remain being respected. Muslim political leaders especially, need to translate the purpose of the Shariah which is all about wisdom, justice, mercy and goodness in the policies, actions and decision-making process. Consensus in politics for the Muslim leaders must not be translated solely in the involvement of Muslims in one political party. Agreement on what is truth and fulfilment of good for the people must be the important reasons behind such an endeavor.

Preservation of the mind is not just restricted to prohibition of consuming intoxicants that are harmful to the mind and also body; it must include the cultivation of positive knowledge seeking culture that will benefit the nation in a long run. The government's effort and programmes aiming at lessening the 'brain drain' phenomenon among professionals and intellectuals, for example, is a commendable effort that can be seen as a positive approach to realize the country's development vision and mission. It is also the responsibility of the government and the political leaders to mould the minds of the people through a dynamic and sustainable education system. The education system must be able to produce not just individuals who will fill in the demands of the labour market, but who are also creative and innovative with high level of moral integrity, accepts the diversity in society, uphold the value of tolerance and respect. This is where consensus or





agreement among political leaders either in the ruling government and the opposition, should sit down and agree on the kinds of measures needed to address this issue. In addition, preservation of the mind by enculturating positive interactions and promoting mutual understanding among people of different races, cultures and religions would help to promote harmonious relations within the society. Agreement on such approach to promote unity among the various political parties is vital in ensuring the objectives of national unity can be achieved.

This is in line with Jasser Auda's systems approach in discussing *maqasid al-shariah*, where he includes in this framework not just the preservation of religion, mind, life, offspring and wealth but also the promotion of the five main elements as well. The principle of *maqasid* should be the ultimate guidance for Muslim leaders which includes in making political decisions and utilizing the power entrusted to them by the people through democratic process. It is the responsibility of the government to ensure that the people receive the benefits from its actions and decisions.

All in all, it can be said the success of any form of political leadership especially, depends on the ability of the leaders to govern well. For Muslim leaders, this aspect of good governance need to be guided by the framework of *Tawhid* on Oneness of God and the roles of human beings as His vicegerents. This is further supplemented by the principles of *maqasid shariah* with the aim that the whole political process works upon the premise of maximizing the good or benefits and preventing or minimizing harm for the people. The problems of governance that arise in most nations today are the repercussions of poor management of public resources and failure in policy implementation by leaders who lack commitment, integrity and the relevant knowledge. If politics is all about power, then those entrusted with the power need to have a clear understanding on how the power should be utilized, for whose benefits and what is hoped from them. Most importantly, political leaders must realize that sometime adversarial politics would only bring more harm to the society. Therefore, in the context of a multicultural and multireligious society in Malaysia, consensus politics is the best approach in determining the policies on unity and peaceful coexistence.

## 5. Conclusion

All in all, national unity for Malaysia which is characterized by diversity of culture, race and religions are vital to its development in all areas vis-à-vis economic, social and politics. Islam acknowledge diversity that exist among mankind as a great sign of God's creation. Allah the Almighty says in Quran:

*"O mankind! We created you from a single (pair) of a male and a female, and made you into nations and tribes, that you may know each other (not that you may despise each other). Verily the most honoured of you in the sight of God is (he who is) the most righteous of you. And God has full knowledge and is well acquainted with all things." (Al-Hujurat, verse 13).*

The differences that exist in the society must therefore be managed well. Those entrusted with power must shoulder the responsibility to ensure unity and peaceful coexistence are protected for the betterment of the society. Islam also does not segregate politics from the religion. Politics from the Islamic perspective remains in the realms of the religion. This reflects the exact feature of the religion as a way of life that encompasses all areas of human interactions including his/her interaction with Allah the Almighty and his/her interaction with fellow human beings. Islam



underlines that the principles of morality are to be observed at all costs and all aspects of life, regardless of its mundane nature. Due to this, Islam lays down a permanent necessity for political actors to utilize their political power based on wisdom, justice and truth. Political leaders of the country must realize that they have the legitimate power entrusted by the people to lead the nation towards the right path and future. For these leaders, the positions that they have today must be considered as great responsibilities that need to be shouldered with integrity, enthusiasm and dignity. They must learn to become agents of change and learn to accept the reality that the country and its populace evolved rapidly with the challenges put forward by the world today. With this understanding as the starting premise of understanding among politicians, only then consensus politics can really work not just on the issues related to national unity but also in other important aspects as well.

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# **COST PLANNING STANDARDS DEVELOPMENT FOR ARCHITECTURE, EXTERIOR, AND MISCELLANEOUS WORKS ON STADIUM AREA TO IMPROVE COST ACCURACY**

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**Abstract:** *There are many buildings that have higher complexity than others, one of them is stadium. Hence, buildings with higher complexity need a better contract method as well, because conventional method will no longer effective and efficient to maintain the sophistication of the project. The one better particular method is Integrated Design and Build contract, which is a contract where the contractor is fully responsible for the planning process to the implementation of building construction, so that if a failure occurs, the contractor is the one who bears all responsibilities. Why do we need to apply this method? Simply because the conventional method is full of dispute, for example, The Montreal Olympic Stadium budget was over-budget up to US\$270 Million due to some problems on the design development process. Other example is 2018 Asian Games XVIII project, the initial cost for the project was IDR 7.4 Trillion, then dispute on cost mismatch happened, the project cost was catapulted to IDR 12.7 Trillion. Because it happened on other stadium projects, we aim to develop the cost planning standards for architecture, exterior, and miscellaneous works on stadium area by integrated contracts based on PUPR Ministerial Decree No.22 Year 2018 to improve cost accuracy. By any means, this research expected output is making a new Cost Planning Standards for stadium project to improve the accuracy of the project cost, and to decrease the risk of cost-swelling which can cause financial loss.*

**Keywords:** Cost Planning Standards, Integrated Design Contract, State Building, Stadium.

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## **1. Introduction**

The Integrated Design and Build contract method is the entirety of work that has a direct relation between the implementation of building construction or the implementation of creating other physical forms, where the work planning is integrated with the implementation of construction (PUPR Ministerial Decree No.22 Year 2018).

State buildings are buildings that are provisioned for official purposes and their property rights become state assets, built with the funds from Anggaran Pendapatan dan Belanja Negara (APBN), Anggaran Pendapatan dan Belanja Daerah (APBD), or from sources of funds which are legal in the eyes of the law. State buildings can be classified into 3 groups which are simple buildings (buildings with simple technology and specifications), non-simple buildings (buildings with non-simple technology and specifications), and the last one is special buildings (state buildings with special requirements, in which the planning and implementation are considered as special solution



or technology), some examples of special buildings are the state palace, state guest house, train station, stadium, or sports hall (PUPR Ministerial Decree No.22 Year 2018).

Stadium (Sports Hall) is a building that is generally used to organize sporting events, in which there is a field or stage surrounded by standing or sitting areas for spectators (Wikipedia.id), and it will be the object of research in this study. Because the stadium is a special building for a state building that is, in Indonesia, being highlighted in terms of its construction, this can happen because Indonesia will be the one in charge of PON XX Papua and U-23 FIFA World Cup 2022 so there will be a lot of work related to the stadium. In the work scope, the stadium is divided into the Main Building, Field of Play, and Stadium Area.

The implementation of the stadium construction is very complex and requires completion supported with special technology, so that there is a high risk of causing danger to the community surrounding the vicinity. Conventional methods are not the answer for projects that have high complexity such as stadiums, so an alternative is needed to reduce the pressure on management and technical skills, and the Integrated Design and Build contract method may be a technically appropriate alternative (Seng, et al 2006; CA Umar, AAAF, et al 2020; Tarigan, AM, et al 2018; Adamu, I., et al 2017).

The problems that occur in this stadium project could be caused by the unavailability of standard that determines the cost planning and output measurement for the work using the Integrated Design and Build contract method. A standard will significantly help maintain the consistency of management and operation, and in the process of preparing the standard, PUPR Ministerial Decree No.22 Year 2018 will be used as a guideline to improve the accuracy of work cost planning.

## **2. Literature Review**

### **2.1 State Building**

The definition of State Building according to Permen PUPR No. 22 Tahun 2018 is one of the state assets that has strategic value as a place for the state administration process to take place, which has been regulated and managed to be functional, reliable, effective, and organized in an orderly manner. There are 3 stages of Construction of State Buildings, which consist of the preparation stage, the technical planning stage, and the construction implementation stage PUPR Ministerial Decree No.22/PRT/M/2018 Article 3 concerning Technical Guidelines for the Construction of State Buildings). These stages should be carried out in accordance with the technical guidelines for the construction of state buildings in PUPR Ministerial Decree No.22 Year 2018:

1. The implementation of the construction of state buildings includes the construction maintenance phase.
2. The implementation of construction is the implementation stage of constructing buildings, whether it is a new construction, partial or total renovation, expansion of existing buildings, continuation of maintenance (rehabilitation, renovation, restoration) carried by using construction service provider according to the requirement.
3. The implementation of construction is carried out based on the contract documents that have been signed by both parties.

## 2.2 Design and Build

The definition of Construction Work with the Integrated Design and Build contract according to PUPR Ministerial Decree No.1 Year 2020 is all the work related to the construction of a building or the creation of other physical forms, where the work planning is integrated with the implementation of construction. Which can also mean that projects with this type of contract can be carried out by more than one construction service provider. According to that particular law, the construction work contract of the Integrated Design and Build, subsequently referred as the Contract, is a written agreement between Contracting Officer (PPK) and the selected service provider.

The contract of Integrated Design and Build is a method where the contractor is fully responsible for the planning process to the implementation of building construction, so that if a failure occurs, the contractor is the one who bears all responsibilities. When a client uses the Integrated Design and Build contract method, the client must be fully aware of their financial commitments in the early stages of the project.

## 2.3 Variables and Research Indicators

### 2.3.1 Standard Cost

Standard cost is used for standard physical construction works such as architectural, structural, utility works which include plumbing work, lighting, installation, and finishing. The overhead cost of carrying out construction work, insurance, work safety, inflation, and taxes in accordance with the provisions of law and regulations are also included in the standard cost. The followings are indicators for the standard cost used in this study, there are 5 indicators as described in table 2.1 below.

**Table 2.1: Indicators and Variables of Standard Cost**

No	Variable	Indicator	Reference
1	Standard Cost	Work component	Jauzy A. (2012); BPSDM PUPR (2016); Kementerian PUPR (2017)
		Extensive standard	Jauzy A. (2012); BPSDM PUPR (2016); Kementerian PUPR (2017); Permen PU (2018)
		Number of floors	Jauzy A. (2012); BPSDM PUPR (2016); Kementerian PUPR (2017)
		The highest unit price for state buildings	Jauzy A. (2012); BPSDM PUPR (2016); Kementerian PUPR (2017)
		Construction cost index	Hikmah J. dan Idris (2019)

### 2.3.2 Non-Standard Cost

Non-standard cost is the cost incurred for the implementation of non-standard construction such as: permits other than Construction Permission (IMB) and the installation of other utilities, land preparation, improvement of architectural and structural work, building special equipments for mechanical and electrical building works, and specifically for environmentally friendly buildings (President Decree No.73 Year 2011). The followings are indicators for non-standard cost variables used in this research, there are 4 indicators as described in table 2.2 below.



**Table 2.2: Indicators and Variables of Non-Standard Cost**

No	Variable	Indicator	Reference
1	Non-Standard Cost	Volume details	Jauzy A. (2012); BPSDM PUPR (2016)
		Buildings and environment	Kementerian PUPR (2017)
		Significant function	Kementerian PUPR (2017); Permen PU (2018)
		Other works	Kementerian PUPR (2017)

## 2.4 Cost Accuracy

The factors that affect the accuracy of cost according to (Muhammad T. Hatamleh, 2017) are as follows:

- a. Factors that are related to consultants, contractors, design parameters, and information, including:
  - Team experience projects about the type of construction
  - The completeness of cost information
  - Experience in determining the price of construction projects
  - Clear and detailed drawings and specifications
  - Availability of database offer on similar projects (historical data)
  - Accuracy and reliability of cost information
  - The estimation method used
  - Perception of the importance of estimation
  - Contractor proposition strategy
  - Sharing risks between the parties involved
  - The level of involvement from the project manager
  - Information quality and requirements flow
  - Quality of assumptions used to prepare for the estimation
  - Time allowed to prepare for the cost estimation
  - Padding estimation
- b. Factors related to the characteristics of the project, including:
  - Complexity of the project
  - Client's financial capability
  - The impact of site hindrances to the project schedule (access, storage, services)
  - Clear definition of scope
- c. Factors related to market conditions (external market), including:
  - The level of competition regarding to the availability of materials
  - The level of workmanship (productivity and performance)
  - Market conditions/economic climate
  - Labor cost and availability of labor
  - Equipment (cost/availability/performance)

The followings are indicators for the variable of cost accuracy used in this study, there are 5 indicators as described in table 2.3 below.

**Table 2.3 Indicators and Variables of Cost Accuracy**

No	Variable	Indicator	Reference
1	Cost Accuracy	Quality of scope	Alfredo F. (2005); Mamik R. (2007); Pradana & Miftahul (2019); Hatamhel, M.T., et.al (2018)
		Quality of information	Alfredo F. (2005); Mamik R. (2007); Hatamhel, M.T., et.al (2018); Ghallab, A.H.O., and Hosain, M.D.S., (2020)
		Level of work uncertainty	Alfredo F. (2005); Mamik R. (2007); Hatamhel, M.T., et.al (2018)
		Performance estimator	Alfredo F. (2005); Mamik R. (2007); Hatamhel, M.T., et.al (2018)
		Procedure estimation	Alfredo F. (2005); Mamik R. (2007)

## 2.4 The Relation of Standards Planning and PUPR Ministerial Decree No.22 Year 2018 to Improve Cost Accuracy

Based on the journal from (Muhammad T. Hatamleh, 2017) which examines the factors that affect the accuracy of project costs and added with an understanding of the rules and regulations related to the Integrated Design and Build contract of the State Building in PUPR Ministerial Decree No.22 Year 2018. Then the synthesis of research or the relation between variables is obtained as explained in table 2.4 below.

**Table 2.4 Research Synthesis – Relation Between Variables**

No	Relation Between Variables	Reference
1	Standard Cost → Non-Standard Cost	Permen PU No. 22 (2018); Perpres No. 73 (2011)
2	Standard Cost → Cost Accuracy	Muhammad T. H (2017); Alfredo F. (2005); Mamik R. (2007); Pradana & Miftahul (2019)
3	Non-Standard Cost → Cost Accuracy	Muhammad T. H (2017); Alfredo F. (2005); Mamik R. (2007)

As seen from table 2.4, the development of standards planning for architectural work, building exterior facilities and Miscellaneous Work on the stadium are works was designed on an Integrated Design and Build contract of the state building based on PUPR Ministerial Decree No.22 Year 2018 as an effort to improve cost accuracy.

## 2.5 Problem Statement

At this time, the identification of problems found from several integrated design and build projects that have been implemented by the Ministry of PUPR are:

1. There is no standard for standard/non-standard cost for architectural work, building exterior facilities, and miscellaneous work in the stadium area.
2. There is no standard regarding to the technical specification for each stadium classification in architectural work, building exterior facilities, and miscellaneous work in the stadium area.

3. There is no standard percentage for the scope of each architectural work, building exterior facilities, and miscellaneous work in the stadium area.
4. There is no standard cost per m<sup>2</sup> for architectural work, building exterior facilities, and miscellaneous work in the stadium area.
5. There is no standard cost per seat for architectural work, building exterior facilities, and miscellaneous work in the stadium area.

### 3. Method

Research method is a systematic, structured, and planned scientific activity that has a specific goal, both practical and theoretical, to create a solution or conclusion from an existing problem. In a research, a clear, systematic, and organized planning or research stage is needed so that the research proceeds smoothly with the goal in accordance with the research objectives based on the problem statement to achieve the objectives of the study. Chapter 3 describes the research methodology consisting of research strategies, research processes consisting of research variables, research instruments, the process of data collection, and the methods of data analysis. After all these processes are carried out, then the standard development will be carried out to plan the cost of architectural work, building exterior facilities, and miscellaneous work for the Main Stadium Building on the Integrated Design and Build contract regarding to the State Building based on PUPR Ministerial Decree No.22 Year 2018 to improve cost accuracy. This research begins by identifying the background of the problem that causes this research to be carried out, then the next stop is to formulate the problem statement in the research question with the aim of achieving the goal of this research.

#### 3.1 Materials

To achieve the objectives of this research, research strategies are needed so that the research becomes easier, structured, neat, efficient, and effective. The definition of research strategy itself is one way to collect data consisting of object, subject, variable, and the problem that is being studied so that the data is will be directed at the goals to be achieved (Sukmadinata, 2005). The grouping of research strategies that have been presented above can be explained in table 3.1 below.

**Table 3.1: Measurement Strategy**

Strategy	Form of Research Questions	Control of Events	Focus on Contemporary Events
Experiment	How, why	Yes	Yes
Survey	Who, what, where, how many, how big	No	Yes
Archive Analysis	Who, what, where, how many, how big	No	Yes / No
Historical	How, why	No	No
Case Study	How, why	No	Yes

How is the relation between cost accuracy and cost planning standards based on PUPR Ministerial Decree No.22 Year 2018 on the scope of architectural work, building exterior facilities, and miscellaneous work in the stadium area? With this, we will answer the questions using archive analysis, questionnaires, and Structural Equation Model (SEM).

### 3.2 Research Process

There are several stages in this research, all of which are combined from several elements from the data obtained from Research Question (RQ) and from the legal understanding of PUPR Ministerial Decree No.22 Year 2018. The initial stage in this research is to identify the background of the problem that causes this research to be carried out, then the next stage is to formulate the problem statement in the Research Question (RQ) so that the objectives of this research can be achieved. Next, an analysis of previous literature is carried out which will be used as a support for the literature study that has been mentioned in Chapter 2. In the conduction of research, there must be a conceptual model in order to develop the system that will be produced, also to determine the research methodology used as a tool to find the final result of the research.

### 3.3 Research Variables

The point of research variables is everything that is determined by the researcher to be studied and used to obtain information about it, then get a conclusion (Sugiyono, Metode Penelitian Kuantitatif, Kualitatif, dan R&D, 2009). The followings are the research variables from this study:

**Table 3.1 Research Variables**

No	Problem Statement	Independent Variable (X)	Dependent Variable (Y)
1	Development of Cost Planning Standards for Architectural Work, Building Exterior Facilities, and Miscellaneous Work in Stadium Area based on PUPR Ministerial Decree No.22 Year 2018 to improve cost accuracy	<ul style="list-style-type: none"> <li>• Technical Specification Standard</li> <li>• Cost Percentage per Scope of Work</li> <li>• Standard / Non-standard Fee per Scope of Work</li> <li>• Cost per m2</li> <li>• Cost per seat</li> <li>• PUPR Ministerial Decree No.22 Year 2018</li> </ul>	Improve cost accuracy

### 3.4 Procedures

The procedure used as research strategies that have been determined for this research is archive analysis, surveys in the form of questionnaires, and validation from experts. The questionnaire will be used as a research instrument in this study. Data collection for the Research Question (RQ) is divided into several stages. Before conducting a pilot survey for the first questionnaire, an analysis of the archive from previous literature studies was carried out as materials in order to create the questionnaires. The first stage of data collection was carried out to find out what elements of standard and non-standard costs could have an influence cost accuracy in the cost planning for integrated design and build contract in the scope of architectural work, building exterior facilities, and miscellaneous work in the stadium area by validating the contents onstructs through interviews and discussions with experts.

### 3.5 Data Analysis

After all the data has been collected, the next step is to do data analysis. Data analysis is conducted to determine whether or not the independent variables could affect the dependent variables. The results obtained from the data analysis will be compared with the temporary associative causal research hypothesis. According to (Santoso, 2000) statistical science is useful for making decisions on certain problems. In addition, statistics can also be interpreted as activities carried out to collect data, summarize/present the data, analyze the data with certain methods, and interpret the result of the analysis.

### 3.6 Validity and Reliability

#### 3.6.1 Validity Test Using SPSS

Instruments in a study can be declared valid based on the results of validity and reliability tests. The validity test is carried out to measure the accuracy of the contents from the instrument used in a research. In this research, the product moment/pearson correlation validity test will be used and the test will be carried out with SPSS. According to Firdaus (2009), the Pearson Correlation Product Validity test produces a coefficient correlation that serves to measure the strength of the linear relation between two variables (Wulandari, 2021). The value that can be used to measure the correlation is the Pearson correlation value “R”, where according to Sudhana (2005), an instrument can be declared valid if the R value is greater than the significance of R value obtained in the R distribution table (Wulandari, 2021). The sample used in this study amounted to 61 people so that the R table that has been obtained, which will be used as the limit criteria to assess the relation is 0.252.

The table for the result of Pearson Correlation listed in table 3.3 shows that the Pearson Correlation value in each indicator has a greater value than R table = 0.252. It can be concluded that all the indicators in this research are valid and can be used at the next stage of analysis.

**Table 3.3: Result of The Pearson Correlation Analysis**

Correlations		Total	Description
X1.1	Pearson Correlation	0.852**	Valid
	Sig. (2-tailed)	0.000	
X1.2	Pearson Correlation	0.887**	Valid
	Sig. (2-tailed)	0.000	
X1.3	Pearson Correlation	0.857**	Valid
	Sig. (2-tailed)	0.000	
X1.4	Pearson Correlation	0.810**	Valid
	Sig. (2-tailed)	0.000	
X1.5	Pearson Correlation	0.795**	Valid
	Sig. (2-tailed)	0.000	
X1.6	Pearson Correlation	0.787**	Valid
	Sig. (2-tailed)	0.000	
X2.1	Pearson Correlation	0.877**	Valid
	Sig. (2-tailed)	0.000	
X2.2	Pearson Correlation	0.842**	Valid
	Sig. (2-tailed)	0.000	
X2.3	Pearson Correlation	0.911**	Valid



	Sig. (2-tailed)	0.000	
X2.4	Pearson Correlation	0.898**	Valid
	Sig. (2-tailed)	0.000	
X3.1	Pearson Correlation	0.854**	Valid
	Sig. (2-tailed)	0.000	
X3.2	Pearson Correlation	0.893**	Valid
	Sig. (2-tailed)	0.000	
X3.3	Pearson Correlation	0.640**	Valid
	Sig. (2-tailed)	0.000	
X3.4	Pearson Correlation	0.843**	Valid
	Sig. (2-tailed)	0.000	
Y1.1	Pearson Correlation	0.857**	Valid
	Sig. (2-tailed)	0.000	
Y1.2	Pearson Correlation	0.831**	Valid
	Sig. (2-tailed)	0.000	
Y1.3	Pearson Correlation	0.910**	Valid
	Sig. (2-tailed)	0.000	
Y1.4	Pearson Correlation	0.884**	Valid
	Sig. (2-tailed)	0.000	
Y1.5	Pearson Correlation	0.856**	Valid
	Sig. (2-tailed)	0.000	

### 3.6.2 Reliability Test (Cronbach's Alpha) Using SPSS

The reliability test according to Singarimbun (1989) was conducted to determine the consistency of the reliability of the measurement tool by using the consistency and stability of the answers or data. In this research, a reliability test will be carried out using the Cronbach's Alpha method with SPSS. The provisions for reliability result is as follows (Wulandari, 2021):

- Value of Cronbach's Alpha  $> 0,6 \rightarrow$  Reliable
- Value of Cronbach's Alpha  $< 0,6 \rightarrow$  Not reliable

The result of the reliability test is as follows:

**Table 3.4: Results of Reliability Test**

Reliability Statistics	
Cronbach's Alpha	N of Items
0.840	19

Source: Author's Data, 2021

The result of the reliability test shows that the 19 indicators used in this study have a Cronbach Alpha's value of  $0.840 > 0.6$ , which means the indicators in this research are reliable. The next stage is to know the reliability of each indicator which can be seen from the Cronbach's Alpha if Item Deleted value, it can be seen that the 19 indicators used in this study have a Cronbach Alpha's value  $> 0.6$  which means it is reliable.

### 3.6.3 Data Adequacy Test Using SPSS

In this study, the data adequacy test will be carried out using the KMO & Bartlett's Test using the SPSS program in order to determine whether the data used are sufficient and able to represent the population. The result of the calculation of KMO & Bartlett's Test obtained is as follows:

**Table 3.5 Calculation Result of KMO dan Bartlett's Test**

<b>KMO and Bartlett's Test</b>			
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.			0.868
Bartlett's Test of Sphericity	Approx. Chi-Square		905.340
	df		171
	Sig.		0.000

**Source: Author's Data, 2021**

The result of the KMO & Bartlett's Test obtained a KMO value of  $0.868 > 0.5$  so it can be concluded that the research sample obtained is sufficient to be used. The value of Bartlett's Test of Sphericity has a significance value of  $0.000 < 0.05$  which indicates that there is a significant correlation between research variables so that it can be continued to the next stage of analysis.

## 4. Result and Discussion

All the existing indicators (indicators after deletion) have a significant effect on the latent variable because each has a T-statistic value greater than 1.96 or a P-Value  $< 0.05$ . Furthermore, the following is a table of path coefficient result from bootstrapping to see the significance of the relation between variables.

**Table 4.1: Path Coefficient Table, Result of Bootstrapping**

	<b>Original Sample (O)</b>	<b>T Statistics ( O/STDEV )</b>	<b>P Values</b>	<b>Description</b>
Non-standard Cost -> Cost Accuracy	-0.222	3.184	<b>0.002</b>	Significant Impact
Standard Cost -> Cost Accuracy	0.407	2.907	<b>0.004</b>	Significant Impact
Other Cost -> Cost Accuracy	0.459	2.589	<b>0.010</b>	Significant Impact

**Source: Author's Data, 2021**

The result of Path Coefficient in table 4.1 shows that X1. Standard Cost, X2. Non-Standard Cost, and X3. Other Cost have a T-Statistic value of  $> 1.96$  or a P-Value of  $< 0.05$ . So it can be concluded that X1, Standard Cost, X2. Non-Standard Cost, and X3. Other Cost have a significant effect on Y. Cost Accuracy.

#### 4.1 R Square

R Square is the coefficient determination value that explains how far the dependent variable can be explained by the independent variable. R Square has a value that ranges from 0-1. The value of R Square is getting closer to 1 (one), then the ability of a variable to explain about other variables will be better.

**Table 4.2: R Square Table, Result of Bootstrapping**

	<b>R Square</b>	<b>R Square Adjusted</b>
Y - Akurasi Biaya	0.739	0.725

**Source: Author's Data, 2021**

Based on the R Square result in table 4.2, the R Square value of the cost accuracy level is 0.739 which indicates that the cost accuracy level can be explained by standard cost, non-standard cost, and other cost of 73.9% which are included in the moderate category (Joe F Hair et al., 2011). While the remaining 26.1% is explained by the other variables besides the 3 variables in this study.

#### 4.2 Fit Model

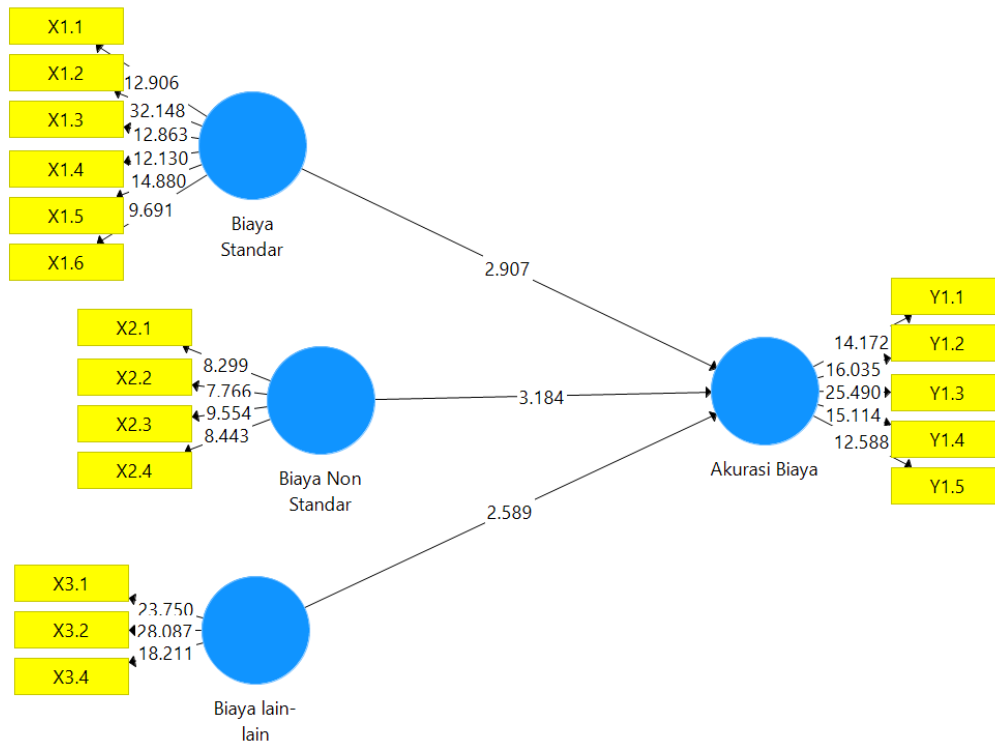
The result of Fit Model can be seen in table 4.3 below:

**Table 4.3: Result of Fit Model**

	<b>Saturated Model</b>	<b>Estimated Model</b>
SRMR	0.082	0.082
d_ULS	1.155	1.155
d_G	0.739	0.739
Chi-Square	232.165	232.165
NFI	0.763	0.763

**Source: Author's Data, 2021**

Table 4.3 shows that the model generated in this study is able to represent the actual situation of 76.3%. The following is the relation model of Inner Model using the Smart-PLS software as follows Table 4.3.



Picture 4.1: Structural Equation Modelling Overview on Inner Model  
Source: Author's Data, 2021

## 5. Conclusion

The mathematical model obtained from this research is  $y = 0.407x_1 - 0.222x_2 + 0.459x_3$  so that the cost accuracy will improve if the standard and other costs are increased, while non-standard cost must be reduced. This is also evident from the P-Value which shows that all the indicators are significant to cost accuracy.

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## DIGITAL MARKETING STRATEGIES TO IMPROVE BUSINESS PERFORMANCE OF MALAYSIA SMES

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**Abstract:** *Changes in patron behavior require firms to reconsider their advertising and marketing techniques in the digital domain. Currently, a massive part of the associated studies is targeted extra on how the SMEs control their advertising and marketing strategies. Are they advertising and marketing strategies nonetheless observe the traditional vintage way? Or they already moved on and pass together with the current generation? To redress this shortcoming, this examination adopts the perspective of the firm to facilitate a knowledge of virtual advertising and marketing and social media utilization as well as its blessings and inhibitors. Based on a survey of SMEs, this newsletter shows that they face internal and outside pressures to adopt a digital presence in social media systems. In this paper, we hypothesize 4 virtual marketing techniques (social media, site engine optimization, content material marketing, and electronic mail advertising) as determinants of competitive advantage for SMEs' enterprise overall performance. Based on a pattern of 129 Malaysian SMEs and the use of partial least squares (PLS) structural equation modelling, the outcomes found out that 3 of the cited techniques cause aggressive gain. The aim of this newsletter is supposed to perceive the element of digital marketing for commercial enterprise overall performance of SME and to investigate the most effective element in virtual advertising and marketing utilized by SME. Particularly, there is an insufficiency of empirical verification of the usage of e-marketing by means of SMEs (Humaira, Hamid, & Asghar, 2017). SMEs also need to introduce their products to overseas market; however, they regularly lack resources, skills, and marketplace strength because they enjoyed the usage of the conventional multinational agencies to introduce their products into foreign markets and that they regularly rely upon out of doors resources for each new entrants and further development in their innovation behaviour. Result suggests that Malaysian SME use and practice the digital marketing techniques to improve the business overall performance. They moved in conjunction with the contemporary era and left the traditional and vintage methods. By the usage of virtual advertising techniques, they can improve their commercial enterprise overall performance. Conclusions are drawn; the limitations and instructions for similarly investigations of the construct are provided.*

**Keywords:** Small and Medium Enterprises (SME), Digital Marketing Strategies, Business Performance, E-Marketing.

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## 1. Introduction

Entrepreneurial activities are increasingly more regarded as crucial to agencies, however in these days' complicated worldwide economy, entrepreneurship has come to be even more essential closer to obtaining a sustainable competitive advantage. Due to globalization, small and medium-sized agencies (SMEs) face increasing strain from opposition from across the world. When compounded with the changing sophistication of customers worldwide it becomes obvious that SMEs face growing issues in maintaining and improving enterprise overall performance in time, unless they can actively manage these pressures. SMEs are encouraged to enforce an entrepreneurial mindset to understand the threats and possibilities within the surroundings of the organization that allows you to make sure that the firm will continue to exist within the future. SMEs are coping with increasing pressure competition from around the arena because of globalization.

It has become clearer that SMEs face rising up problems in maintaining and enhancing their commercial enterprise performance through the years, until they are capable of actively manipulate those compressions while combined with the changing sophistication of customers around the sector. To make certain that the company will continue to exist within the future SMEs are encouraged to accept an entrepreneurial mindset to apprehend the threats and possibilities inside the firm's environment (Kraus, J.P, Hughes, & Hosman, 2011). The study of developed and developing countries on mixed findings had shown the literature at the impact of market orientation on organization performance. Studies conducted inside the United States have shown advantageous outcomes of marketplace orientation on performance whilst numerous market orientations are said within the UK and other developing international locations studies (Mahmoud, 2011). Business performance has been in most cases associated with marketplace orientation. But it has showing that companies may also have a whole lot of SO and that the multi-faceted nature of most markets today calls for techniques constructed on SO as opposed to market orientation more likely on many SOs (Strategic Orientation). Focusing on one SO at the price of others can sincerely result in worse performance (Laukkanen, Nagy, & Pasanen, 2013).

## 2. Literature Review

### An Overview of Business Performance

Small and Medium Enterprises (SMEs) play vital roles and the backbone for the financial boom in Malaysia. The contribution of SMEs to the Gross Domestic Product (GDP) of the Malaysian financial system in 2005 improved with the aid of 29 consistent with cent to 32.7 according to cent in 2012. However, in comparison to SME contributions in advanced and every other excessive earnings nation, this figure is smaller in which the contribution their SMEs to GDP exceed 40 per cent. There are issues highlighted in SME Annual Report 2015/2016, approximately an inconsistent of SME business overall performance. This survey has been carried out every year by way of SME Corporation Malaysia given that 2009 for monitoring and evaluating SME business performance and prospects in Malaysia. There are many factors that impact SMEs firm performances in Malaysia. However, a report released through SME Corporation Malaysia indicates that the essential component affecting the performance of Malaysian SMEs is the extent of technology use. Among these troubles, low ranges of agree with within the virtual surroundings also impact the industry not to use digital era. Therefore, given the high significance of SMEs there may be a want to undertake research efforts in topics that will assist improve the performance of SME corporations in Malaysia (Nur Yuhainis Ab Wahab, 2020).



According to (MP, 2016), National Development Strategy is to popularity on productivity and innovation that permits you to be important pillars of the 11MP; through which Malaysia aspires to emerge as an innovation-driven financial machine. Therefore, efforts to sell innovation can be undertaken at corporation and societal tiers, particularly of Bumiputera. It is because the Malaysian Government in particularly, worried about Bumiputera and Bumiputera technique “son of the soil”. According to information of the population via EPU, the general population of Malaysia is 30,751, 602; with 68.6 steady with cent of Bumiputera, 23.4 consistent with cent of Chinese, 7 in keeping with cent of India, and 1 in keeping with cent of others. Based on that information, Bumiputera holds the general public population (MP, 2016). However, Bumiputera SMEs’ ownership and market sharing are however pretty decrease than exclusive races. From the authorities’ mindset, the equation of SME distribution among races is unbalanced and worrisome. The function of Bumiputera SMEs in embarking on modern services and products may be very pertinent. The important position of Bumiputera SMEs inside the improvement of a country cannot be underestimated; in truth, the exclusion of SMEs Bumiputera will jeopardize Malaysia’s aspiration towards becoming an innovation-led monetary gadget (Haniruzila Hanifah, 2019).

Performance refers to a non-stop and bendy technique related to managers, partners, and character who run the enterprise which displays the quit end result of business activities and strategic management techniques whilst identifies performance as paintings success and the quit end result. Business overall performance could be very critical in a firm due to the fact strong overall performance will produce benefit from resource management, wealth creation and task possibilities. Business performance can decide how well a firm manages its internal sources and adapts to its external surroundings thru advanced increase and productivity. Business performance also enables determine the route of a enterprise fulfillment or failure. A firm's performance may be measured with the aid of an expansion of techniques and is used to have a look at techniques primarily based on their resources and talents. In this context, enterprise performance is associated with absolutely the overall performance of a commercial enterprise entity that depends now not handiest at the internal effectiveness of the corporation in executing the selected strategy, but additionally on its personal industry traits and approach alternatives. Measurements for commercial enterprise performance are subjective and these comparisons are based totally on the firm's expectations of the objects as counseled with the aid (Nur Yuhainis Ab Wahab, 2020).

According to Smith and Reece, “Business performance is described as the operational ability to meet the dreams of the organization's major shareholders, and it should be assessed to evaluate degree of business enterprise's accomplishment”. There are diverse strategies to degree commercial enterprise performance of establishments on account that overall performance is multidimensional that associated with the subject of interest. Business overall performance dimensions on these studies are the market performance, dealer overall performance, process overall performance, people overall performance, and patron relationship overall performance. SMEs want to understand the idea of marketplace orientation that may provide performance benefits to the SMEs. There is a massive courting among marketplace orientation and business performance directly and/or indirectly (Udriyah, 2019).

SMEs are facing increasing pressure competition from around the world because of the globalization. It became clearer that SMEs face rising up difficulties in maintaining and improving their business performance over time, unless they are able to actively manage these compressions when combined with the changing sophistication of customers around the world. To ensure that the firm will continue to exist in the future SMEs are encouraged to accept an entrepreneurial



attitude to recognize the threats and opportunities within the firm's environment (Kraus, J.P, Hughes, & Hosman, 2011). The study of developed and developing countries on mixed findings had shown the literature on the impact of market orientation on company performance. Studies conducted in the United States have shown positive effects of market orientation on performance while various market orientations are reported in the UK and other developing countries research (Mahmoud, 2011). Business performance has been primarily associated with market orientation. But it has showing that companies may have a lot of SO and that the multi-faceted nature of most markets today requires strategies built on SO rather than market orientation more likely on many SOs (Strategic Orientation). Focusing on one SO at the expense of others can actually lead to worse performance (Laukkanen, Nagy, & Pasanen, 2013).

### **Definition of Each Variables**

#### **Email Marketing**

E-business refers to the use of interactive digital technology and information technology to run a firm's business. It is a term commonly used synonymously with e-commerce and e-marketing. The concept of email marketing is based on the fact that internet users are growing fast past 20 years ago. Not just the people, Internet connectivity also increased daily and the number of hours they spend online and online activities such as information gathering, socializing, education and entertainment, shopping is also growing. The ability of the internet to reach more people giving businesses a chance to grow dramatically and at a faster pace (Humaira, Hamid , & Asghar, 2017). Email marketing is being in increasingly recognize Facebook as a cost-effective marketing tool. Email marketing as one of the most effective online marketing tools because it has high response rate expected. Email marketing has expended in yearly rate of 10%; 70% of all retailers use email marketing (V.Pavlov, Melville, & K.Plice, 2007). Email marketing to be worth 5 million US dollars by 2004. In 2000, MacArthur estimates that 61% of all US and medium-sized companies use e-mail marketing irregularly after Jupiter predicts that spending on digital marketing began this way as Russian coupons, e-mails reappear from Internet advertising featuring media banners and ads appear interstitial. Email marketing gives twice as much return on investment (ROI) other forms of online marketing: \$ 57.25 per dollar spent vs. \$ 22.52 (Direct Marketing Association). In return, low production costs drive greater production, pushing into industry by legitimate and not legitimate marketers, thus increasing the number of email orders sent email marketing uses the same thing technology in particular as a logical extension of traditional market practices to create, communicate and convey value to customers.

E-advertising is the process of designing and executing the pricing of products and services, advertising, distribution, and concept in an automatic networking surroundings inclusive of the arena huge internet, the internet, email, and wi-fi media to fulfill the patron demands and facilitate the exchanges (Adwan, 2019). Types of e-advertising and marketing include content advertising, e mail advertising and marketing, running a blog, affiliate marketing, video marketing, and article advertising and marketing. Customer alternatives are the likes, dislikes, dispositions, motivations, and expectancies that have an impact on the choice of a customer of whether or not they can buy a product or carrier. Consumer preferences can vary from product to product, and the ingredients, additives, or region of manufacture of every product can affect the desire. There are clients who like regionally manufactured merchandise, and there are folks that like overseas merchandise. This paper will use quantitative analysis to decide the factors that affect the purchaser preference for neighborhood brands over foreign manufacturers within the technology of a growing states (Adwan, 2019)





## **Content Marketing**

Concept of digital content marketing or product marketing where the entity and product delivery are digital; such digital content is an increasingly important part of the commercial landscape. Content marketing also recognized the content that far something from what that been suggested such as the composition, refrain or any other form of created interconnected statistics. For example, it can be a substance of a book, magazine or a document. This 'content' can be applied for the Internet, and can be applied to the information open in the website of affiliations, online journal or electronic life channels. Content marketing also has course of movement of shapes and structures. This all matters considered as s filler and can be experience.

Nowadays, content marketing is used as a tool to make favourable function through basis smart buyer correspondence and usage of brighten up and interesting substance to pull goals. But now content marketing no longer a quick method to make a vocation or promote a product.

## **Site Engine Optimization**

The paintings that promote the research for a better outcome rating of the search engines is known as Site engine optimization (SEO). The seek engine to be the only device has been recognized to be the significance of quit-consumer access. In another manner, customers spend most in their time on websites they prefer and that they study precise text or they see pictures. Search engine optimization is immediately correlate with web page click on ratio and click frequency as increasingly more web sites are competing in terms of ratings. Search engines is the most essential device which play an essential function for a internet site to reach customers in phrases of getting a better rank because the motive of the quest engine is to serve "humans," the most important feature is to understand digital conduct and habits. Google is one of the main figures within the location, we analyze Panda and Penguin updates to recognize the basic elements that affect SEO inclusive of internet site consultation duration, internet site commencing speed, bounce fee, and value in experiments. In other phrases, by means of making use of the experimental surroundings we can display how those factors have to be used on the web and how those factors positively impact the webpage.

## **Social Media**

Social media concepts allow individuals to post as well to reach more people and influence them more. Speed of use social media applications (SMA) such as LINE, WeChat, Facebook and Whatsapp by companies are increasing rapidly over time. These applications can be used to create a homepage for announcements to share text, pictures, videos, to send messages and to set up groups for communication with customers and partners. The company is now using these applications to communicate with their customers and suppliers, to build relationships and trust as well identified their potential partners. They also use SMA promote their brands and support the creation of brand communities. For example, a company sign up their business accounts in the application to promote their brands and share information with customers through their social media sites. A research shows that 92% of marketers agree with the importance SMA for their business meanwhile from other studies, only 6% of surveyed buyers claim that SMAs affect their B2B buying process and 10% of them believe that SMA helps establish the company's credibility (Wang, Pauleen, & Zhang, 2016). We focused on the important motivational question: why do people contribute to social media? A study distinguishes two types of utilities that social media contributors obtain: intrinsic, direct utility content posting utilities and picture-related utilities that come from other people's perceptions. These types can be distinguished apart because the former





depends on posting behaviour whereas the latter only relates to the number of followers a person has on the social network.

The loss of scholarly studies on the subject of search engine marketing is in all likelihood because of a few not unusual misconceptions. First, SEO is regularly understood as a marketing ploy used to trick readers into touring an internet page, and thus sure search engine marketing practices are taken into consideration via some to be unethical. Additionally, because SEO—before everything glance—appears to require no extra ability than adding a key-word to at least one's weblog post a couple of times to boost its ranking, business communication researchers have perhaps determined that SEO isn't well worth exploring in their scholarly research. Writers also regularly bemoan the prevalence of search engine optimization because they sense that adapting their writing for search engines like google and yahoo makes their writing drier, less difficult, or unimaginative. However, those misconceptions do now not competently characterize the complex and highly rhetorical nature of search engine marketing paintings.

There are certain SEO practices that might be unethical, which might be often deemed black hat strategies. Black hat methods involve writers or coders going against recommendations set by way of search engines like google and yahoo and manipulating them to acquire higher rankings. These techniques can encompass practices such as keyword stuffing, which refers to adding many inappropriate key phrases to 1's website online just to reinforce scores for the one's key phrases and hiding text and links at the back of pics. However, search engines like google and yahoo sincerely penalize a website for attractive with black hat techniques by means of either deindexing the internet site or moving it down in scores, so these techniques, while falling underneath the general umbrella of search engine optimization, are not the forms of approaches skilled search engine marketing writers should use. For people who feel that search engine marketing calls for making one's writing dry and uncreative, this is also no longer always the case.

SEO does require careful use of relevant keywords and phrases, which often necessitates that authors do not forget to use the language their target market uses to search inside a seek engine, however, there is still room for character. And for people who might view search engine marketing as clean and not well worth scholarly inquiry, this again misrepresents the talent search engine optimization calls for. When completed well, search engine optimization involves careful audience analysis, attention to accessibility, professional articulation of anchor text (the characters or phrases that form the clickable textual content that sends customers to an outside site), deep knowledge of content material, key-word studies talents, and greater (Sheffield, 2020).

## **Latest Study for Each Variables**

### **Email Marketing**

Ironically, email advertising perhaps it's miles very very own worst enemy. The Internet extensively lowers conversation fees. Email advertising and advertising and marketing affords instances the move back on investment (ROI) relative to different sorts of on-line advertising and marketing: \$57.25 for every dollar spent as opposed to \$22.52 (Direct Marketing Association). In turn, low production prices spur extra production, inducing entry to the industry by means of legitimate and no longer-so-legitimate entrepreneurs, which similarly increases the extent of electronic mail messages despatched. As an end result, customers are awash in a sea of ads and records, a few advantages, and a few now not. Knowledge humans sift through loads of such emails in keeping with week, a couple of-half of which may be unsolicited mail, major to statistics overload — a scenario while more data isn't higher. The backside line is that beneficial electronic



mail marketing messages are lost inside the background noise with bad effects for short term ROI and lengthy-time period industry health. The advertising and advertising enterprise recognizes the spiraling scenario of electronic mail overload and its deleterious impact on ROI. Email advertising and marketing and advertising infrastructure is a complicated adaptive machine, which necessitates an exam of the device as an entire in desire to remoted additives. This article analyses e-mail advertising using machine dynamics, which is a technique that embodies the logic of feedbacks and employs computational fashions to simulate dynamic conduct.

Past studies on email advertising and unsolicited mail falls into extensive instructions. The first includes studies that attention especially on decreasing unsolicited mail from an extensive kind of perspective. The 2d consists of research from the marketing literature that have a take a look at determinants of reaction costs for email advertising campaigns. Most studies of email marketing and advertising and marketing and spam reduce the problem to at the least one or core additives, observe the one's components, and make guidelines based on that evaluation. A commonplace topic is the development of extra green algorithms for distinguishing normal email from unsolicited mail. Filtering strategies are one of the maximum famous topics of the 2 fundamental meetings on spam: The Conference on Email and Anti-Spam (CEAS) and the MIT Spam Conference. To enhance filtering, e-mail vendors maintain lists of computer systems from which they do not acquire any electronic mail: the so-referred to as black-hollow lists. Another approach is to decorate filters by keeping lists of the right senders — electronic mail from any computer that isn't on the list is probably rejected on the premise that the email is direct mail.

Another lively region of studies examines the regulatory surroundings and the impact of law on e-mail advertising and marketing and unsolicited mail. Here the questioning is that legal guidelines can constrain the manufacturing of email marketing and so can do away with awful email marketing. But the CAN-SPAM Act of 2003 inside the U.S. Has not been effective in preventing the flood of unsolicited mail (despite the fact that the number of new jail cases may additionally doubtlessly deliver a sign to many less-than-legitimate operators). Beyond filtering and criminal mechanisms, extraordinary approaches encompass lowering electronic mail overload with the resource of assisting recipients with information processing, especially, pre-sorting arriving email. Similarly, some other thought includes progressive use of a filter as a part of a dynamic pricing mechanism, wherein the rate is decided proportionally to the cleanout rating assigned to the message via a filter. Increasing the fee of sending email may additionally modify the economics of junk mail in the direction of more suitable popular performance. In unique, email service carriers may also impose an opposite Turing take a look at (to check that the sender is human) and require that laptop structures of spammers remedy difficult computations in an effort to grow the cost of sending direct mail.

Researchers also rent welfare economics to look at the distribution of surplus between sender and receiver based totally on whether a message has price to a given receiver. One analysis makes use of a recreation theoretic approach to examine the two-agent non-cooperative recreation among sender and receiver, finding a unique Nash equilibrium and allowing prediction of the most excellent point within the exchange-off among Type I and Type II filter mistakes. Another look at demonstrates the capacity of structures wondering by growing an exploratory model of e mail verbal exchange and suggesting that this could be a completely fruitful approach.



Several advertising and marketing studies research address predicting reaction rates, which include catalog mailing. Recent research seemed, especially at email conversation. For instance, a version of online clicking behavior tries to expect and improve reaction prices for electronic mail communications. In this have a take a look at, the focal point is on gaining knowledge of the way to apply person selections to custom-layout advertising emails, along with components of content material inclusion and presentation layout. The model debts for the heterogeneity in choices and the life of some unobservable variables. Ansari and Mela discover that customization could be very applicable, however not without difficulty plausible. Yes, Mail and DoubleClick, for instance, are two organizations specializing in electronic mail customization for business customers. Overall, marketing and advertising studies tend to awareness of manipulating specific, quick-term behaviors with the purpose of improving pass back on investment. In sum, contemporary research is effective at enhancing filters, despite the fact that their deployment does no longer seem to stem the glide of junk mail. Prior studies additionally allow to inform regulatory mechanisms, offer upward push to proposals for brand spanking new strategies of junk mail mitigation, and demonstrates the viability and value of structures wondering carried out to the spam trouble. To complement and expand gift research, this newsletter fashions electronic mail marketing and advertising and marketing as a socio-monetary device and examines how the device behaves and responds to 2 unique regulations.

E-marketing refers back to the utilization of electronic media to perform marketing desires and goals (Muhammad Khalid Anser, 2020). E-marketing, i.E., ICT-enabled advertising sports, which include records sharing, customer service, client relationship management, advertising research, and strategic planning bring about improved financial and operational overall performance of corporations.

## **Social Media**

Social media publicity grows to be measured by the manner of asking how regularly respondents inside the direction of the beyond week had been uncovered to news and facts approximately COVID-19 on social media, including Whatapps, Twitter, and Instagram. Response alternatives were “never”, “now and again”, “from time to time”, “regularly” and “very often”. Because of much less percentage of “never”, so we recorded social media publicity into “lots much less” (“by no means” and “every now and then”), “every now and then” and “frequently” (“frequently” and “very often”) (Junling Gao, 2020).

The concept of Social Media (SM) has been on the pinnacle of the schedule for lots of enterprise executives. Decision-makers, in addition to specialists, try to perceive processes in which corporations can make profitable use of applications which include Wikipedia, YouTube, Facebook, Twitter, and plenty of others. Traditionally, consumers used the Internet to clearly deplete content material cloth: they take a look at it, they watched it, and they used it to shop for products and services. This represents the social media phenomenon, which can now significantly affect a company's recognition, income, or even survival. Yet, many executives eschew or forget about this shape of media because they do not understand what it's miles, the various forms it may take, and a way to have interaction with it and hoe to research. Today social media structures inclusive of Twitter and Facebook permit the arrival of virtual patron environments (VCEs) wherein online groups of interest shape around particular groups, brands, or merchandise.



Social media use thru entrepreneurs requires pass-vicinity evaluation inside the regions of statistics structures and entrepreneurship to explore its use for enterprise control. Therefore, we used first-rate enterprise/ manipulate databases to source literature; Business Source Complete (EBSCO) and Scopus, replicating the approach utilized by SMEs. These databases offer a focus on commercial enterprise management, however also index a range of journals. Conference papers, e-book chapters, theses, and evaluations were excluded as refereed mag articles constitute country-of-the-art work research output with high effect. This method is regular with previous assessment papers on social media that have moreover limited scope to mag articles.

## **Content Marketing**

Turning on-line content into based facts is essential for content marketers, as structuring the content material supports users' statistics consumption and sharing functions, and consequently, from a business angle for company performance. For entrepreneurs and selection-makers, in particular in corporations dealing with on-line content material (e.g., social media managers, editors, content material producers), a higher order expertise of content material performance is critical for aggressive fulfillment, given the growing demand among customers for customized services. Yet, making experience of online content performance to derive business cost can be a frightening assignment, because the nature of data worried is complex in terms of quantity and dynamics, it's far fragmented throughout many channels, and it may be associated with many distinct metrics (Joni Salminen, 2019).

Marketers also generate content material to advertise their products. A few researches have examined how MGC can have an effect on product income. For instance, Dellarocas (2006) had evolved an analytical version to have a observe the monetary impact of corporations, disguised as clients, posting nameless messages to net-primarily based opinion boards. The end result of the writer's evaluation is that strategic manipulation can either lower or increase the cost of the facts of online forums to purchasers relative to the case in which no manipulation takes location. Although corporations' activities are considered in those researches, they'll be in particular performed anonymously for the purpose of creating UGC that praises their products or by means of supplying incentives to consumers to achieve this. The effect of entrepreneurs right away generated content fabric, as opposed to anonymous messages, on sales has not however been broadly examined (Ruibi Geng, 2019).

Kumar (2013) examined how firms can employ social media and the impact of online advertising and marketing efforts on firms' go back on funding. Kumar (2016) studied the effect of firm-generated content material in social media on three key client metrics: spending, go-shopping for and client profitability. The consequences suggest that company-generated content has a wonderful effect on customers' behaviour, and the impact is extra for more skilled, tech-savvy and social media-susceptible customers (Ruibi Geng, 2019).

The past looks at illustrated how CM is carried out in B2B environments and discusses some traits of commonplace CM activities. Since they focus on B2B professional carrier companies on this examine, hereafter they use the time period carrier provider to indicate a B2B company that gives expert offerings and implements CM. They additionally practice to B2B firms in sectors apart from expert offerings. In addition, they use the term money owed to suggest firms that are the provider provider's current or capability clients and account personnel to indicate people employed by using the accounts. The content material is generally furnished free of charge by using the carrier company, who invitations account personnel to have interaction with the content. Typically, such



content isn't always around the carrier issuer's offerings (i.e., neither product-primarily based messages nor call-to-movement messages) however designed via the service provider to help account personnel and consequently to construct relationships with them. For instance, the provider provider can proportion industry information in conjunction with facts to assist account employees perceive opportunities and demanding situations of their own industries (Wei-Lin Wanga, 2017)

In truth, both B2B advertising practitioners and researchers emphasize that CM calls for a commercial enterprise lifestyle change from “selling” to “supporting”. In unique, B2B practitioners kingdom that “top notch content material provides price through supporting the target audience to do something higher, or by using fixing a specific hassle or pain they've in their expert life. Offering content to clients can as a consequence be notion of as a client engagement initiative, an opportunity for the client to interact with the carrier issuer via the content material. Customer engagement<sup>3</sup> may be defined as “the depth of an individual's participation in and reference to an enterprise's services and/or organizational activities, which either the purchaser or the company initiate (Wei-Lin Wanga, 2017)

(Linda D. Hollebeek, 2018) revisited the conceptualization of digital content advertising and summarized four characteristics that set it apart from marketing. First, content marketing displays a company's or an emblem's authentic promise to create fee to (prospect) customers through providing relevant or loose content. Second, it aims at building lengthy-term relationships with consumers, as opposed to without delay asking them to make immediately purchases. Third, content advertising relies on clients' proactivity to are looking for profitable brand content, as opposed to manufacturers' shoving or pushing content to consumers. Last, in comparison to “paid” advertising, virtual content advertising “earns” their target audience by means of offering things that are rewarding or valuable. Prior literature on virtual content advertising often examined the way it influenced client engagement, consumer mastering, brand constructing, or logo attitudes. Notably, extant literature indicates that content advertising and marketing beneficially contributes to brand constructing thru imparting values to purchasers. However, little is known about what specific values that consumers accumulate from branded content. It also remains unclear regarding the underlying mechanism that explains the link between consumers' fee perceptions and logo loyalty. In different phrases, how do the perceived values translate to customer attachment to brands? (Chen Lou, 2020)

### **Site Engine Optimization**

There is research that showed that all diving corporations, particularly Adventure Scuba Diving, Atlantis Dune, and Bali Diving have used on-net web page SEO and off-net web page optimization techniques. Off the internet, web page optimization techniques are shown via the quantity of one manner links or the dissemination of internet site information thru social media, blogs, and on-line boards. Bali Diving has round 52 again-hyperlinks, Atlantis Dune 107 inbound links, and Adventure Scuba Diving has the smallest huge kind of back-hyperlinks, as many as 7 one way hyperlinks every month. Furthermore, the on-page seek engine advertising and marketing method is validated through the advent of internet site elements that wholesome the keywords of diving employer merchandise, mainly the key phrases 'diving in Bali' and 'dive in Bali' (Iola Astried Karisma, 2019).





Search engine optimization (search engine marketing) is a difficult and rapid of strategies used by net websites with a purpose to be better indexed with the aid of search engines like google and yahoo like google and yahoo. Search engine advertising and marketing techniques can improve one's web page content material, thereby making it greater appealing to human visitors further to engines like google, by making adjustments inside the internet site on-line pages at the same time as specializing in deciding on topics and key terms. The final intention is for the website on-line to be better ranked thru one or numerous centered search engines like google and therefore acting higher of their effects lists for designated requests. We discovered that the purpose of SEM is to sell the income via growing the unique key-word exposure. The seek engine is a type of software program which collects information or records approximately web sites. The accrued statistics or information permits an internet net web page to appear in top-end result lists of search engines like google via manner of using a few crucial optimization policies, collectively with developing a few high-quality key phrases publicity or net web page design<sup>10</sup>. The key phrases at the middle positions are commonly the most profitable due to their better click-through or conversion charges (AH Roslina, 2019).

It is an essential to growth the web sites' ranking in search engine and to improve the visibility of the net agencies, as customers not often click on links beyond the primary seek consequences page. Besides, it is critical to optimize the website for conversion to generate more transaction and buy. As a end result, search engine marketing has become a new Information Systems topic that each students and practitioners are interested by Because of the significance of exact search engine ranking, some organizations have adopted black-hat search engine marketing techniques which include one-way links trading. These strategies may additionally bring quick-time period advantages but may additionally violate the quest engine pointers and can hurt the quest engine rating of the internet site in long time (Richard Lui, 2018)

Search engine optimization is likewise one of the main and most influential sports inside the field of online marketing, that's why there can be a wealth of statistics and gear designed to teach and aid the community of experts in this hobby. The mission of a search engine optimization professional is to place a web website in search engines like google and yahoo whose sorting algorithms he ignores. Therefore, he faces issues which include immoderate uncertainty about the success of the consequences, the excessive charge of scaling his artwork, and gradual and high priced studying due to the constant changes of are seeking for engine algorithms. Search engine optimization is hastily evolving. Search engines are continuously converting their algorithms, and new media and technologies are being introduced to the Web on an ordinary basis. Goals of a seek engine advertising software focused on an information-primarily based gadget are a) Intelligently assist the approach of positioning in search engines like google, making the region understanding to be relying on a tool, as opposed to on oldsters; b) Provide a listing of movements to implement in case you need to characteristic a key-phrase for a specific internet website. C) Identify the difficulty of positioning a specific key-word. D) Infer the position to get thru the key-word in the seek engine after using the proposed optimizations. E) Estimate the natural traffic that could generate the keyword at the same time as the net page is positioned. F) Dynamically adapt to adjustments in the are trying to find engine algorithms. G) Rank by using relevance the elements affecting positioning (Héctor Oscar Nigro, 2012).

### 3. Methodology

#### Research Design

The research uses descriptive quantitative method, by conducting a survey directly into the field using questionnaires. Questionnaires were distributed to SMEs and made to measure most powerful element in digital marketing strategy used by SMEs. All variables were measured in order to answer research questions, namely to identify the element of digital marketing for business performance of SME and what is the most powerful element in digital marketing strategy used by SME. The data obtained were then described descriptively, presented in the form of tables, and tested for its validity and reliability so that it is feasible to be used as research data (Iola Astried Karisma, 2019). In trendy, “research layout is a blueprint or plan for the gathering, dimension, and evaluation of facts”. This research uses a deductive technique with positivism studies paradigm, which is based at the principle and demonstrated through preceding researcher to make certain the reality of the research. These studies use the survey technique with the questionnaire method.

#### Data Collection

This takes a look at used survey approach via questionnaire disbursed to respondents for statistics collection. This technique is the fine way to get facts about non-public, community or organization and belief, also appropriate if concerned big populace and samples choice representing applicable populations may be carried out randomly. Unit of analysis for this have a look at are SMEs companies in Kuantan, Pahang registered beneath SME Corporation Malaysia. However, each of the SMEs company is represented by the top control of a firm. Top management is the choice maker worried with the continuity and growth in their business. An overall of questionnaires have been allotted to respondents, one hundred thirty efficaciously back and most effective 129 have been used for in addition evaluation. The facts changed into processed using the SmartPLS model three.

An established survey layout changed into used to accumulate statistics from target respondents who have been owners and/or managers of SMEs in Kuantan Pahang. The motive for selecting human beings with senior stage obligations was primarily based on the conventional perception that their values and philosophies have an effect on the strategic options and picks of their firms, which makes them key informants who have to manage overall activities relating to innovation and they have been familiar with the general performances in their corporations. The statistics had been collected from September to October 2020. The records had been collected using an internet questionnaire in which gadgets have been measured on a 5-point Likert scale. The questionnaire changed into advanced thru the reference of preceding research and has been examined for validity and reliability.

#### Measurements

Variables	No of Item	Cronbach's Alpha
Content Marketing	6	0.921
Email Marketing	6	0.916
Site Engine Optimization	6	0.963
Social Media	5	0.871

Based on the questionnaire followed the table suggests that the Cronbach's Alpha for the content marketing same as email marketing which is 0.92. While the Cronbach's Alpha for site engine optimization is 0.96 and it was bigger than social media with .87. Overall rankings displayed that the Cronbach's Alpha exceeding zero.7. Hence, it can be assumed that internal consistency for this questionnaire is taken into consideration to be appropriate.

Data were analyzed using Structural Equation Modelling (SEM) with Partial Least Square (PLS) method. SEM-PLS can be used in the research that goals to predictive orientation. Partial Least Square (PLS) is used for causal predictive analysis in excessive complexity and coffee principle help. PLS moreover can be used to observe the theoretical version because the reality literature elucidated that the PLS technique is extra capable of dealing with smooth and complex fashions. Additionally, PLS-SEM is extra huge in its estimation to installation assemble validities than covariance-based totally scanning electron microscopy (CB-SEM). There is a want to run measurements and a structural version. The software program software that used is SmartPLS 3.

#### 4. Results

##### Response Rate

For the response charge, a changed model of the overall design technique become followed. All potential respondents received an email and Whatsapp which contained the link to the questionnaire that made via the use of Google Form. The survey changed into conducted via the use of the approach of e mail and dispensed through Whatsapp. Three weeks after the primary delivery of 150 questionnaire respondents and a complete of a 130 questionnaire had been back, resulting in a reaction charge of 86.67 percent (130/129). A total of one questionnaire were discarded because of incomplete information, resulting in an powerful response charge of 86 percentage (129/a 150). Statistical evaluation of these responding earlier than ( $n \frac{1}{4} 150$ ) and after ( $n \frac{1}{4} 50$ ) the three-week length yielded no good sized differences inside the suggest values of examine measures (the digital advertising techniques), ruling out non-response bias. As this have a look at collected statistics from a unmarried respondent in every responding firm, a take a look at for not unusual approach bias become carried out.

##### Data Distribution

The results of this analysis showed that the load factor showed support for convergent validity for all 29 items. All loads are greater than 0.4 with a range of 0.59 to 0.87. Composite reliability (CR) values range from 0.93 to 0.97 greater than the recommended value of 0.70. These results also show that AVE ranges from 0.66 to 0.72, which exceeds the expected value. Therefore, the results show that this indicator qualifies for convergence validity.

**Table 1: Convergent Validity**

Construct	Item Code	Outer Loading	(Ave)	CR	Cronbach's Alpha
BP	BP1	0.863	0.716	0.938	0.920
	BP2	0.872			
	BP3	0.816			
	BP4	0.844			
	BP5	0.813			
	BP6	0.865			
CM	CM1	0.859	0.721	0.939	0.921

	CM2	0.900			
	CM3	0.886			
	CM4	0.890			
	CM5	0.702			
	CM6	0.840			
EM	EM1	0.888	0.707	0.935	0.916
	EM2	0.855			
	EM3	0.888			
	EM4	0.811			
	EM5	0.748			
	EM6	0.847			
SEO	SEO1	0.902	0.844	0.970	0.963
	SEO2	0.920			
	SEO3	0.928			
	SEO4	0.933			
	SEO5	0.927			
	SEO6	0.901			
SM	SM1	0.871	0.669	0.909	0.871
	SM2	0.871			
	SM3	0.885			
	SM4	0.833			
	SM5	0.593			

**Table 2: Summary Hypothesis**

Hypothesis	Path	Standard Beta	Standard Deviation	t-statistic	P-values	Bias	5.00%	95.00%	decision
	CM ->					-			
H1	EM	0.247	0.123	2.012	0.022	0.03	0.066	0.471	Supported
	EM ->								
H2	BP	0.670	0.062	10.767	0.000	0.02	0.558	0.762	Supported
	SEO -					-			
H3	> EM	0.475	0.124	3.836	0.000	0.03	0.276	0.670	Supported
	SM ->								Not
H4	EM	0.080	0.114	0.701	0.242	0.07	-0.112	0.274	Supported

There are four hypotheses proposed in the structural equation model and tested using PLS software. The modeling results are shown in Table 4.5.4 below. The table shows the path coefficient ( $\beta$ ) and its level of importance in the structural model.

## Demographic and Respondent Profile

The respondents are the owners or workers of SMEs. The profile of respondents consists of type of business, position in SME, no of workers, business sector, income, gender, age, race, education level and working status as shown Table 3 and Table 4.

**Table 3: Demographic of SMEs**

Demographic		Frequency	Percentage
Type of Business	Partnership (Rakan Kongsi)	11	8.46%
	Private Limited company (Syarikat Sendirian Berhad)	4	3.08%
	Sole ownership (Pemilikan tunggal)	115	88.46%
Position at Working Place	Cashier	49	37.69%
	Owner	67	51.54%
	Partner	5	3.85%
	Seller	7	5.38%
	Waiter	2	1.54%
No of Workers	1	4	3.08%
	2 to 7	117	90.00%
	8 to 19	9	6.92%
Business Sector	Beverages	1	0.77%
	F&B	10	7.69%
	food	88	67.69%
	health care	30	23.08%
	Manufacturing	1	0.77%
Income	< RM1000	61	46.92%
	<10k	30	23.08%
	>RM4001	1	0.77%
	10k - 20k	9	6.92%
	RM1001-RM2500	21	16.15%
	RM2501-Rm4000	8	6.15%



**Table 4: Demographic of Respondents**

Demographic		Frequency	Percentage
Gender	Female	97	74.62%
	Male	33	25.38%
Age	> 50 years	7	5.38%
	18-24 years	86	66.15%
	25-34 years	22	16.92%
	35-49 years	15	11.54%
Race	Chinese	12	9.23%
	Indian	6	4.62%
	Malay	112	86.15%
Education Level	Bachelor	21	16.15%
	Diploma	19	14.62%
	High School	66	50.77%
	High School Graduate	22	16.92%
	PhD	1	0.77%
Working Status	Fulltime	30	23.08%
	Part time	59	45.38%
	Self-employment	41	31.54%

From Table 3 and 4, the respondents' ratio on the gender is separated into two groups. Female respondents had the highest percentage which is 74.62% whereas male respondents only 25.38%. The age that shows the highest percentage of the respondent was 18 years until 24 years range with 66.15% (86 respondents) followed by 25 years until 34 years range with 16.92% (22 respondents) and 35 years until 49 years range with 11.54% (15 respondents). Other than that, information that can be get from respondent is the income of SMEs shows the highest percentage of respondent in income is below RM1000 with 46.15% (60 respondents) followed by RM10000 with 23.08% (30 respondents) and the range between RM1001 until RM2500 with 16.15% (21 respondents). There is total of 8.61% (19 respondents). This percentage consist of income that above RM4001, income range between RM10,000 and RM20,000, below RM5000 and range between RM2501 and RM4000. Lastly, the researcher can get data from number of workers. The highest percentage of respondent from this category is range from 2 until 7 workers with 90.00% (117 respondents) followed by the range of 8 to 19 workers with 6.92%.

The results of the analysis also found 50.77 percent of the participants were classified as a high school, 14.62 percent of the respondents were diploma level and only 0.77 percent were PhD holders. 16.92 percent of participants were at high school graduate level and 16.15 percent of participants were at bachelor level.

## Theoretical Framework

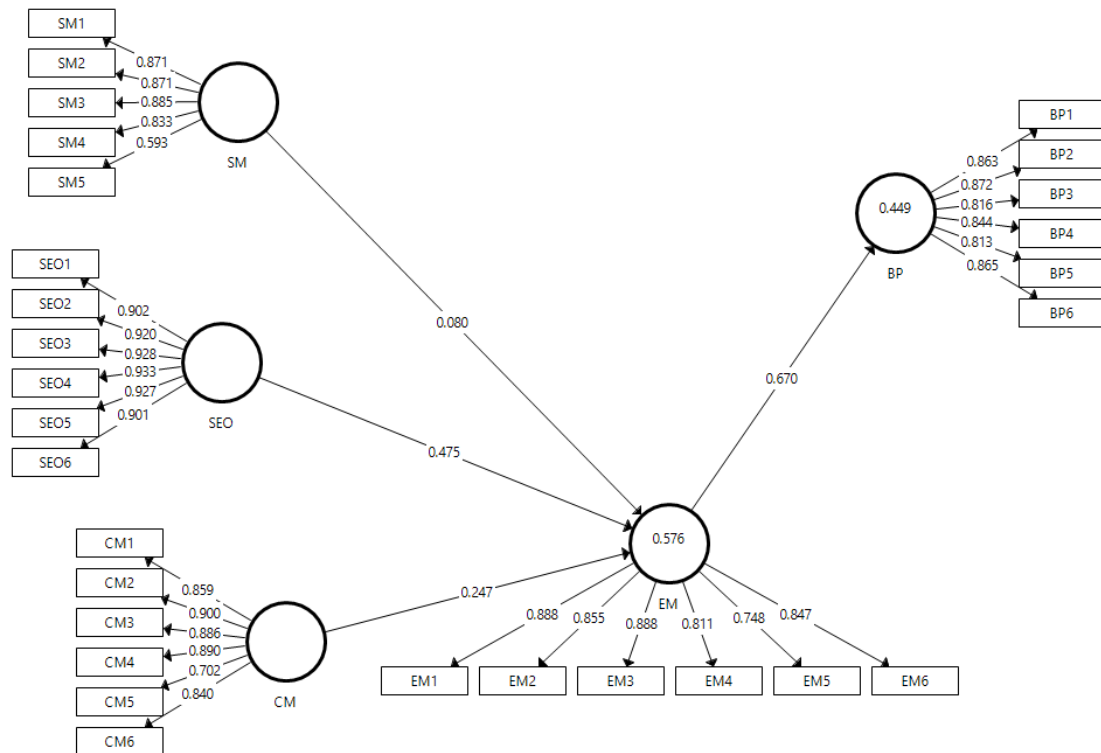


Figure 1: PLS-Path Model

There are four key criteria for assessing the structural version in PLSSEM. These include assessments of: (1) significance of the path coefficients, (2) coefficient dedication ( $R^2$ ), (three) the impact length ( $f^2$ ), and ultimately (four) predictive relevance ( $Q^2$ ). This unique take a look at has posed four hypotheses which include the only direct and 3 indirect analyses.

All indicator variables have an outer loading charge greater than .7. It approaches all indicators are valid. It can be concluded that the gather has the right convergent validity. The other evaluation of the measurement version is visible within the results of reliability and assemble validity. The reliability of a collection may be visible from the charge of Composite Reliability and Cronbach's Alpha.

### Convergent Validity

Evaluation of the size version may be seen from the results of convergent validity. Convergent validity is visible from the cost of the outer loading. The rate of the outer loading of the indicator that is more than zero.7 is valid. The fee of the outer loading of this examination can be visible in Figure 2. Convergent validity refers to a situation wherein items of all variables efficaciously reflect their associated factors. Three matters should be calculated in identifying convergent validity—commonplace variance extracted (AVE), composite reliability (CR), and aspect loadings. Factor loadings of each object ought to be more than .50, and all of the items that have issue loadings lesser than .50 need to be removed.

**Table 5: Convergent Validity**

Construct	Item Code	Outer Loading	(Ave)	CR	Cronbach's Alpha
BP	BP1	0.863	0.716	0.938	0.920
	BP2	0.872			
	BP3	0.816			
	BP4	0.844			
	BP5	0.813			
	BP6	0.865			
CM	CM1	0.859	0.721	0.939	0.921
	CM2	0.900			
	CM3	0.886			
	CM4	0.890			
	CM5	0.702			
	CM6	0.840			
EM	EM1	0.888	0.707	0.935	0.916
	EM2	0.855			
	EM3	0.888			
	EM4	0.811			
	EM5	0.748			
	EM6	0.847			
SEO	SEO1	0.902	0.844	0.970	0.963
	SEO2	0.920			
	SEO3	0.928			
	SEO4	0.933			
	SEO5	0.927			
	SEO6	0.901			
SM	SM1	0.871	0.669	0.909	0.871
	SM2	0.871			
	SM3	0.885			
	SM4	0.833			
	SM5	0.593			

Meanwhile, a researcher located that the values of AVE, CR, and issue loadings have to be greater than .50, .80, and .50, respectively. Cronbach's alpha needs to be better than .6. But the rate of Cronbach's Alpha is greater than zero.6 nonetheless tolerated for exploratory examination. Hence, Table 2 fulfills the necessities as referred to above. All constructs (exogenous and endogenous) are reliable. This is because of the fact all constructs have Composite Reliability values which may be more than .7.

### Discriminant Validity

The next evaluation of construct validity is evaluating discriminant validity turned into computed by performing techniques: first, the square roots of the constructs' AVE had been taken and later this rectangular root turned into compared with the correlations of other constructs of a theoretical

framework; second, the AVE changed into in comparison with the squared correlations. In this look at, the primary technique become followed to determine to discriminate validity.

**Table 6: Discriminant Validity: Heterotrait-Monotrait Ratio**

	BP	CM	EM	SEO	SM
BP					
CM	0.843				
EM	0.719	0.752			
SEO	0.748	0.863	0.779		
SM	0.809	0.938	0.733	0.858	

In this study, the threshold value used was 0.85. This is because the method of assessing the validity of discrimination by HTMT is based on the value of HTMT exceeding 0.85, so there is a problem with the discrimination of discrimination. The second way to verify the validity of assets using HTMT is based on the use of statistical tests for HTMT conclusions when the confidence interval of the HTMT value for the structural strip contains values if 1, this indicates a lack of discriminatory validity. First by using PLS 3 smart software, it is running and the results are obtained in Table 4.

**Table 7: Discriminant Validity: Fornell & Larcker Criterion**

	BP	CM	EM	SEO	SM
BP	<b>0.846</b>				
CM	0.775	<b>0.849</b>			
EM	0.670	0.700	<b>0.841</b>		
SEO	0.707	0.814	0.738	<b>0.919</b>	
SM	0.730	0.848	0.663	0.789	<b>0.818</b>

The Fornell-Larcker Criterion shows that the diagonal cost that is formidable, is the square root of AVE, whilst unique values are the correlations among the respective latent gather. The discriminant validity is completed while a diagonal price (in bold) is better than the values in its row and column. Referring to Table 4, it could be concluded that discriminant validity for all constructs is accomplished.

## Hypothesis Testing

The Structural Model and Hypotheses Testing After computing the dimension version, the subsequent stage is to calculate the formerly superior hypotheses via using going for walks a PLS set of rules and bootstrapping approach in SmartPLS three. In the structural model assessment, the route coefficient and t-fee were considered. The minimum level of t-cost 1.96 became considered. Relationship having a t-cost same to or above 1.96 have been considered as supported, but the hypotheses courting having a t-fee below 1.96 became taken into consideration as now not supported. Beta cost turns out to be taken into consideration to have a look at the course of the connection.

**Table 8: Summary of Hypotheses Testing**

Hypothesis	Path	Standard Beta	Standard Deviation	t-statistic	P-values	Bias	5.00%	95.00%	decision
H1	CM -> EM	0.247	0.123	2.012	0.022	0.03	0.066	0.471	Supported
H2	EM -> BP	0.670	0.062	10.767	0.000	0.02	0.558	0.762	Supported
H3	SEO -> EM	0.475	0.124	3.836	0.000	0.03	0.276	0.670	Supported
H4	SM -> EM	0.080	0.114	0.701	0.242	0.07	-0.112	0.274	Not Supported

Note:  $p < 0.05$

As we can observe from the results of Table 6, content marketing (CM) and site engine optimization (SEO) have positive impacts on email marketing (EM). Email marketing (EM) have positive impact on business performance (BP). However, social media (SM) has negative impact on email marketing (EM).

H1: Content marketing is significantly related to email marketing.  
(Content Marketing → Email Marketing)

The findings indicate that content marketing is a significant factor in influencing email marketing ( $\beta = 0.24$ ,  $t = 2.01$ ,  $p = 0.02$  is significant) and H1 is supported.

H2: Email marketing is significantly related to business performance  
(Email Marketing → Business Performance)

The findings indicate that email marketing is a significant factor in influencing business performance ( $\beta = 0.67$ ,  $t = 10.76$ ,  $p = 0.000$  was significant) and H2 is supported.

H3: Site engine optimization is significantly related to email marketing.  
(Site Engine Optimization → Email Marketing)

However, these findings indicate that site engine optimization was not a significant factor in influencing email marketing ( $\beta = 0.47$ ,  $t = 3.83$ ,  $p = 0.000$  was not significant) and hypothesis H3 was not supported.

H4: Social media is significantly related to email marketing.  
(Social Media → Email Marketing)



The findings indicate that the social media was a significant factor in influencing email marketing ( $\beta = -0.08$ ,  $t = 0.701$ ,  $p = 0.24$  was significant) and H4 is supported.

## 5. Discussion

The objectives of this study were to identify the element of digital marketing strategy for business performance of SMEs and to investigate the most powerful element in digital marketing used by SMEs in Kuantan Pahang. The findings elucidate that the digital marketing strategy has a significant impact on business performance of SMEs. The findings elucidate that digital marketing strategy has a significant impact on the business performance of SMEs. The results are matched with the content marketing significantly enhanced business performance. Additionally, these results are also supported by previous studies as the email marketing helps with the business performance of SMEs that are applied and used the digital marketing strategy for their business. Moreover, the digital marketing strategy has a significant impact on business performance supports H2. This study is significant because it highlights the impact of the digital marketing strategy on business performance. This result is consistent with the literature. It has been revealed by various studies that email marketing (EM) is a significant element of the SME business performance.

Meanwhile, content marketing (CM) and site engine optimization have a significant impact on email marketing (EM) and support H1 and H3. Literature reveals that these strategies is important in measuring business performance. However, site engine optimization (SEO) was not a significant impact on email marketing (EM) and not support H3.

## 6. Conclusion and Implications

This study reveals four main digital marketing strategy used by SMEs in Kuantan, Pahang namely content marketing, social media, site engine optimization and email marketing. These four strategies used by SMEs to increase their business performance. One of the most element used by SMEs in to increase business performance is content marketing. Based on the hypothesis content marketing, email marketing and social media have a significant positive effect on business performance. But site engine optimization has a significant negative impact on business performance. Based on the explanations above, the digital marketing strategy has proven to influence the business performance of SMEs in Kuantan Pahang. The explanations above also have found the most powerful element in digital marketing which is email marketing.

SMEs with the quantity of funding aren't always massive, bendy, and very appropriate for developing the private economy. These companies play the best and effective way to mobilize assets from the people for financial improvement. Particularly for Malaysia, the improvement of the current SMEs does now not absolutely meet the necessities of socio-financial development, SMEs frequently carry out with the goal of introverting, interior a small area. The competitiveness remains susceptible. The effects of the study have shown that digital advertising including content advertising and marketing, social media, email marketing, and location engine optimization have performed the function which will boom the enterprise's overall performance of SMEs. Through the research effects, the authors expect that the worried departments and groups will quickly enforce action applications to develop SMEs, contributing to the u. S. A.'s socio-economic improvement. Using the least squares (PLS) method in the convergent and discriminant validity model, the have a look at envisioned and recognized the element of virtual advertising approach

for business performance of SMEs and inspect the most effective element in digital advertising and marketing used by SMEs.

This takes a look at contributes to the virtual advertising world by means of providing data from a rising market and checking out whether or not the findings of preceding studies are applicable in that rising marketplace. This examination has numerous implications. First, it presents interpretations of the finding that SMEs have different outlooks on virtual advertising and suggests that those strategies are statistically widespread on the subject of business overall performance in the context of SMEs in Kuantan, Pahang. Second, the findings display more insights into the Kuantan SMEs' used the digital advertising and display that attention given to this kind of marketing can make certain that SMEs obtain better business performance.

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## ENHANCING STUDENTS HIGHER ORDER THINKING SKILLS (HOTS) THROUGH ESL TEACHERS WRITING INSTRUCTION

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**Abstract:** *i-THINK*, a program adopted by the Ministry of Education which originates from The Thinking School International, United Kingdom. The *i-THINK* program has been introduced to teachers all over Malaysia to develop thinking skills as well as strategy and pedagogical tool for teachers to teach their students to be critical thinkers. The program has introduced 8 thinking maps that can be used not only by students in their learning, but by all parties involved in education. Despite of its promising benefits offered to; few studies reveal that majority of the students still have challenges to master the writing skills. In lieu of the above, this study is conducted to firstly explore ESL teachers' experiences on teaching writing using Thinking Maps and discovers ESL teachers' writing instruction in enhancing students' higher order thinking skill (HOTS). It also accesses whether the teaching of thinking skills is effectively implemented in writing lessons. The integration of Thinking Maps in the teaching-learning processes as the promotion of HOTS shall then highlight. This study employs a qualitative method in which library research has been conducted to obtain reliable data. A range of priory works namely, articles journals, International and National Policies, online database, newspapers and magazines have been reviewed and systematically analysed using content analysis approach. This study further recommends that few strategies should be implemented to enhance HOTS through the application of Thinking Maps in writing instruction.

**Keywords:** Thinking Maps, pedagogical tool, HOTS.

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### 1. Introduction

English language is one of the most spoken languages in the world (Akinwamide, 2012). In Malaysia, English is taught as a second language in primary and secondary schools. Ministry of Education has paid much attention towards the low of English language skills among students. The students are having problems in mastering English language particularly in writing skills. Nunan (1999) asserts that most students face big challenges in producing coherent in writing. This illustrates the reality among students in writing classrooms today. The ESL teachers and other stakeholders are also affected by this situation. Thus, the problems that the students face in writing cannot be neglected which will eventually impact the overall education system and the national education philosophy.

The ESL teachers believe that teaching writing is more difficult than teaching other language skills such as speaking, listening and reading (Singh, et al., 2020; Akinwamide, 2012). Despite this issue, other scholars claim that teachers' practices and instruction affect students' writing skills (Yunus



et al., 2020; Sahin, Bullock & Stables, 2002). Studies have revealed that for the development of students' writing skills, teachers need to provide clear instructions in the writing classroom (David, 1991; Hu, 2003). ESL teachers are to ensure that students are increasingly expected to use the knowledge and skills obtained during schooling, and more importantly, they can be critical thinkers. For this purpose, teachers must possess writing skills to guide and motivate students for performing writing tasks. They also need to apply suitable strategies in order to enhance students' higher order thinking skills (HOTS) during teaching writing.

Many strategies have been introduced to foster HOTS among teachers in teaching writing. The Ministry of Education has put an effort to enhance higher order thinking among Malaysian students by introducing 'i-THINK' program as a breakthrough project to be incorporated into the Malaysian school system (The Star Online, 2015). 'i-THINK' program was introduced by the Malaysian Government and Agent of Innovation Malaysia (AIM) to produce Malaysia's next generation of innovative and critical thinkers of the future. The program was initially created by Hyerle and Yeager (2007) to enhance and encourage thinking skills among students and to develop critical thinking outside familiar academic contexts.

## 2. Objectives

The main aim of this paper is to analyze the functions of Thinking Maps as a pedagogical tool to enhance higher order thinking skills (HOTS) among students in writing classroom. This review is important because it reflects on how the approach is conceptualized in writing instructions. It also accesses whether the teaching of thinking skills is effectively implemented in the writing classroom. Based on this rationale, this paper attempts to achieve the following objectives:

- To explore ESL teachers' experiences on teaching writing using Thinking Maps
- To evaluate the role of Thinking Maps as a pedagogical tool to enhance HOTS
- To suggest strategies that should be implemented by ESL teachers to develop students' HOTS in writing classrooms.

## 3. Literature Review

Majority of ESL teachers are well exposed to the use of Bloom's Taxonomy. The innovative forms of thinking in Bloom's Taxonomy have been implemented in Malaysian education today. Most teachers are guided through three main domains of educational activities in Bloom's Taxonomy:

- Cognitive: intellectual skills (Knowledge)
- Affective: growth in feelings or emotional areas (Attitude or Self) and
- Psychomotor: physical skills (Skills).

To enhance students' HOTS, ESL teachers need to encourage them to think and cultivate their own thinking by inculcating HOTS through comparing and contrasting, problem solving and using graphic organizers. Each level of Bloom's Taxonomy consists of six actions or verbs that are used to indicate the levels of thinking. To date, the Common European Framework of Reference (CEFR) also refers to the taxonomy to differentiate levels of students' abilities during learning process in the classroom.





Recent evidence has suggested that enhancing students' HOTS has become a vital objective in education (Ganapathy et al., 2014; Rezaei et al., 2011; Mazer et al., 2008). This is further supported by Zohar (2013) and emphasizes that students' HOTS can be improved when teachers create innovative learning activities that boost students' thinking to the next level. Teachers are concerned that it is pertinent to teach students HOTS in schools (Yee et al., 2013). However, ESL teachers are not prepared to teach HOTS specifically for writing skill, as compared to other subject areas (Rajendran, 2013).

Students have found writing and speaking skills, to be more difficult than listening and reading (Berman & Cheng, 2010). Furthermore, according to Nesamalar, Saratha and Teh, (2001) it has been reported that students lack proficiency in writing, as compared to other skills. Students are taught to practice their thinking and organise information in the writing classroom. Writing critically requires HOTS as students go beyond their understanding of content knowledge and apply critical thinking. Students need to master the knowledge of a topic before they can move to the next levels of thinking which are analysis, evaluation and synthesis as stated in upper levels in Bloom's Taxonomy.

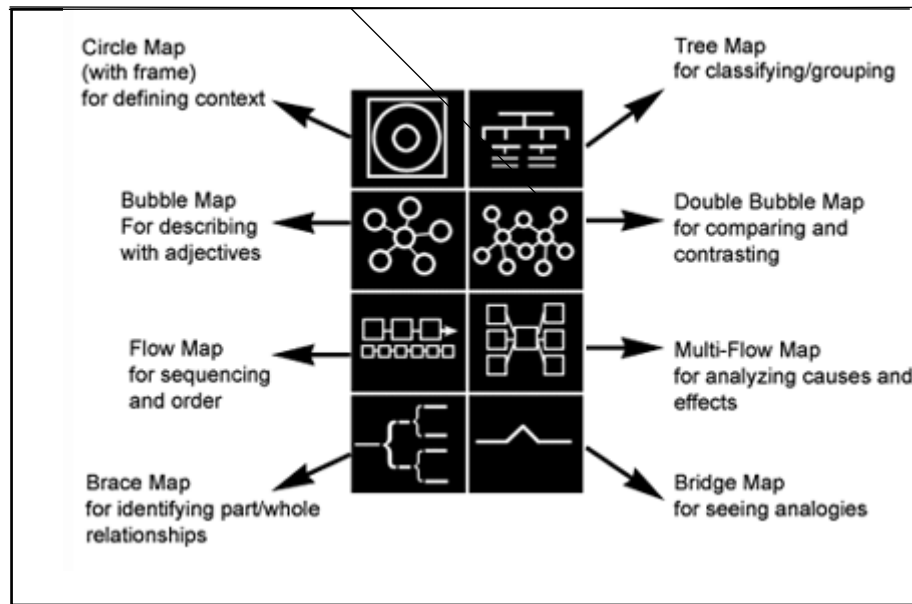
ESL teachers' role is to motivate learning, so the students can learn independently (Jarvis, 2005), and through this process, students are able to enhance their HOTS. It is necessary for teachers when teaching writing, to create a comfortable and engaging instructional environment to gain multiple advantages of provoking more ideas in the writing process and giving the writing tools and practices a meaning (Englert & Dunsmore, 2015). Furthermore, it is essential for teachers to employ various teaching strategies to initiate students' participation and increase interaction with others as supported in many studies (Bupu & Subiyantoro, 2018; Nachiappan et al., 2018).

### **Thinking Maps as a Pedagogical Tool to Enhance HOTS**

To date, many graphic organizers have been introduced mainly to organise information and to represent ideas. Thinking Maps are one of the tools used to organise ideas systematically. Thinking Maps are visual representations that allows students to modify their background knowledge by understanding the connections between current knowledge and new information (Sam & Rajan, 2013). The creator of Thinking Maps, David Hyerle, concluded that Thinking Maps are also known as a common visual language for thinking. The maps can be used across disciplines and each map has its own thinking processes. They are:

- Circle Map
- Double-bubble Map
- Brace Map
- Multi Flow Map
- Bubble Map
- Tree Map
- Flow Map
- Bridge Map Figure

Thinking maps are relevant to be used to promote HOTS (Hassan et al., 2016) and strategic thinking to help students to see which thinking skills are appropriate to be used to solve problems (Zahiri et al., 2015). They can be easily applied and understood across English curriculum. According to Hyerle (2007), the process of thinking and reasoning becomes a culture when the teachers and students practice the thinking skills and reasoning during teaching and learning.



**Figure 1: Thinking Maps and its Thinking Processes**

A study by Singh et al., (2020) affirms that the use of different types of graphic organisers such as Thinking Maps help to enhance students' HOTS. When students are given a task in groups to present their mind maps, they become more excited to participate in the discussion. Similarly, Zaini, Mokhtar and Nawawi (2010) state that graphic organisers enhance students' understanding, which in turn increase students' motivation to learn. Another study by Murbiyan, (2015) shows that the use of Thinking Maps can improve the students' writing skills and the students are able to write a draft of writing as required. Moreover, they are also able to write in more detail and well-organized writing. They also manage to use the appropriate vocabulary, the correct grammar and spelling, punctuation and capitalization in their writing. Besides, the students' attitude towards teaching and learning process has also improved because Thinking Maps enhance the students' motivation in writing. Literature has indicated that students participate more actively in their writing tasks and improve their logical flow of ideas when using Thinking Maps (Jaelani, 2017).

### 3.1 Problem Statement

Review of previous studies demonstrates that most of English writing lessons do not highlight on HOTS. A study by Singh et al., (2020) indicates that ESL teachers merely focus on lower order thinking skills which are recalling and memorizing. In addition, Sivapakkiam et al., (2016) reveals that teachers' knowledge on HOTS is still at a medium level. Likewise, recent studies have shown that ESL teachers are still having problems to incorporate HOTS in teaching writing due to the lack of knowledge on HOTS (Singh et al., 2020). Thus, they are not prepared enough in teaching HOTS in their lessons (Rajendran, 2008).

On top of that, the other scholars share the same view stressing on teachers lack knowledge to integrate HOTS in their lessons and do not allow thinking time during lessons after asking questions to their students (Siti, 2016; Li, 2016). Additionally, Ganapathy and Li, (2017) stress that teachers also lack training and exposure of HOTS, which lead them to be reluctant to integrate HOTS in their writing instruction. Besides, Siti (2016) asserts that teachers are unable to incorporate HOTS into teaching and learning which lead to unresolved issue in Malaysian



classrooms. Therefore, it is important to highlight that ELS teachers are still having difficulty in understanding the knowledge of HOTS and still lack of knowledge to adopt any appropriate instructional strategies to teach writing. However, ESL teachers must implement various strategies for teaching writing skills. This is due to the difficulties of L2 writing in Malaysian classrooms where the weak students struggle to write in a second language (Ong et al., 2020).

Previous studies have revealed that for the development of students' writing skills, teachers need to provide clear writing instructions for students in writing classroom (David, 1991; Hu, 2003). For this purpose, teachers need to be skilled in writing. One of the ways for teachers to improve their writing skills is that they can choose and utilize variety of strategies of English language (Kong, 2005).

#### **4. Methodology**

An extensive review of existing literature was used as a technique to explore the problem and to suggest solutions to achieve the above objectives. The review of literature is a technique of evaluation of already existing research work on the issue under investigation (Fraenkal, Wallen & Hyun, 1993). The main aim of review is to provide, evaluate, analyze and synthesize the knowledge and ideas shared by other studies on the problem under study. For this study too, the researchers used review of literature from articles journals, International and National Policies, online database, newspapers and magazines as a technique to address the research objectives of the paper. Review approach as a research tool has been widely used by researchers and writers in social science research (Gay, Mills & Airasian, 2009). The review of literature was also systematically analysed using content analysis approach.

#### **5. Discussion and Conclusion**

The paper reviewed some of the existing practices, thoughts and concepts about HOTS and ESL teachers' practices in teaching writing. For a long time, a lot of exposition on the importance of HOTS in teaching and learning process, especially in English language has been acknowledged. It is important to educate students on how to think and guide them in cultivating their thinking skills. Some of the ways used to encourage HOTS are through inferring, reasoning, comparing and contrasting, problem-solving skills and using graphic organisers when teaching writing. The objective of instilling HOTS in writing classroom is to produce students who are knowledgeable, critical and creative thinkers and able to compete at the international level.

This exposition paper therefore adds to the literature, relating several strategies that teachers can adopt in teaching the students to enhance HOTS when teaching writing. Thinking Maps as a pedagogical tool can be used by ESL teachers to enhance HOTS is one of the strategies suggested in this paper. The ESL teachers can plan systematically for their writing lesson by integrating brainstorming activities using 8 Thinking Maps to assist students to expand their ideas for the writing task. Then, the desired results ESL teachers seek with regards the development of HOTS, would be gradually achieved, and students who can creatively develop their understanding and show their enthusiasm for writing would begin to emerge gradually. Thus, ESL teachers play an important role to enhance HOTS among students. On the other hand, students must improve their skills mainly in higher order thinking as it will benefit them to be creative and critical decision makers in the future.



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# FERMENTED FOOD PACKAGING PROCESS: A CASE STUDY OF KHORIFF BY BONDA

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**Abstract:** *Packaging is to protect the product from damage that may occur during transportation, handling, and storage. It protects the product from moisture, light, heat, and other external factors. In addition, packaging methods also play an important role in describing the quality of the products produced. Product packaging process includes how the product is packaged and the characteristics of the materials used. This study is targeted on product packaging of fermented food (pekasam) by an enterprise named Khoriff by Bonda. The first purpose is to observe the current pekasam packaging process. Second, to investigate the challenges faced in pekasam packaging process. This study uses qualitative method in which data collection was conducted through interviews and observation. The results from the employees of the enterprise show that the process of pekasam packaging uses manual methods and the challenges of packaging the pekasam are the size of the raw materials, and the adoption of new technologies. With the proper use of automation, Khoriff by Bonda might be able to significantly increase the product productivity and profitability.*

**Keywords:** product packaging, packaging process, pekasam, fermented food.

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## 1. Introduction

Pekasam or fermented food, is a product produced by Bumiputera who are well-known in the community in Malaysia. Before, pekasam is produced from the fermentation process that uses freshwater fish (Huda, 2016). Currently it has expanded, not only made for freshwater fish but meat, chicken, squid eggs, and beef lungs could also be found in the market. Generally, the process and ingredients for making pekasam do not use large capital where the process of fermenting the fish or meat is mixed with salt, sour slices, and fried rice. Pekasam is famous in the northern states of the Peninsula, the East Coast, and several other states especially those that are near to the beachfront. The reason why pekasam was created is that in the old days there was no electricity and no refrigerator. Therefore, one of the ways to store fish to be consumable for a long time is by means of fermentation.

Come modernisation, the small and medium enterprise has innovated pekasam from various raw materials such as squid eggs, fish, chicken, meat and beef lungs. In addition, flavours are also diversified from original salty flavor to spicy, black pepper, and tom yam flavours.

For this study, the enterprise chosen is Khoriff by Bonda which is an enterprise that produces traditional pekasam in Raub, Pahang. Raub is a rural area, and because of that, Khoriff by Bonda requires various suppliers from other states to innovate. The current pekasam packaging process is to be observed. Then, the challenges faced in pekasam packaging process is investigated.



## 2. Literature Review

Small and medium enterprises (SMEs) are important assets in the economy because they have managers and employees who can attract the attention of scientists and policymakers (Safar, Sopko, & Poklemba, 2018). SMEs are businesses regularly found in Malaysia to maintain income, assets, or several employees under a particular organisation. In Malaysia, SMEs play an important role in generating the economy. This makes the enterprise able to grow its business. Even though the scale of the enterprise is small in size, it can help to shape innovation of young entrepreneurs in expanding their business to the next level.

Khoriff by Bonda is an enterprise that produces traditional food-based products. The food products produced are varieties of pekasam, i.e. freshwater fish, meat, chicken, squid eggs, and beef lungs. Pekasam product is categorised as traditional food in Malaysia. Since its establishment in 2016, the founder of Khoriff by Bonda innovates the idea through the mixture of taste. The idea to produce this pekasam is to reduce the unpleasant taste of the original pekasam to attract customers from young generation. Therefore, the pekasam production goes through the innovation of diversified types of materials and flavours. Along the process, the pekasam goes through packaging process and use of technology.

The main step in the production of traditional meat products to make sure their quality and safety is the choice of the raw meat and its maturation (Karabasil et al., 2018). Food processing and packaging is a platform for innovative packaging engineers to improve existing packaging feature products, and to achieve cost reduction and performance improvement in the packaging process (Georgakoudis et al., 2018). The use of vacuum packaging, in non-gas and heat resistant materials, has many advantages and even low risk of post-pasteurization contamination, ease of handling, growth barrier of aerobic damage organisms, and inhibition or slowing of action. destructive oxidative reactions in food during storage due to the oxygen barrier (Ying & Anuar, 2019).

## 3. Methodology

This study uses qualitative method in which data collection is conducted through interviews and observation. The first purpose is to observe the current pekasam packaging process. During observation, photos are captured along the process. Video recording is not allowed by the manager. The terms are noted in a notebook.

For the second purpose, interviews are conducted to investigate the challenges faced in the pekasam packaging process. The manager and the employees are the participants in the interviews.

## 4. Results and Discussion

From the observation, the process of pekasam packaging performed by Khoriff by Bonda uses manual operation from the beginning until the end. Every step is man-handled.

The seven steps in the packaging process are:

1. Prepare equipment and raw materials on the table.
2. Put the raw material and rice in the same container.
3. Mix the ingredients evenly.
4. Insert the ingredients into plastics and weigh according to the prescribed quantity.
5. Flatten the raw material.
6. Seal.
7. Insert the sealed package in the zip lock packaging.

Here are some photos captured during the observation.

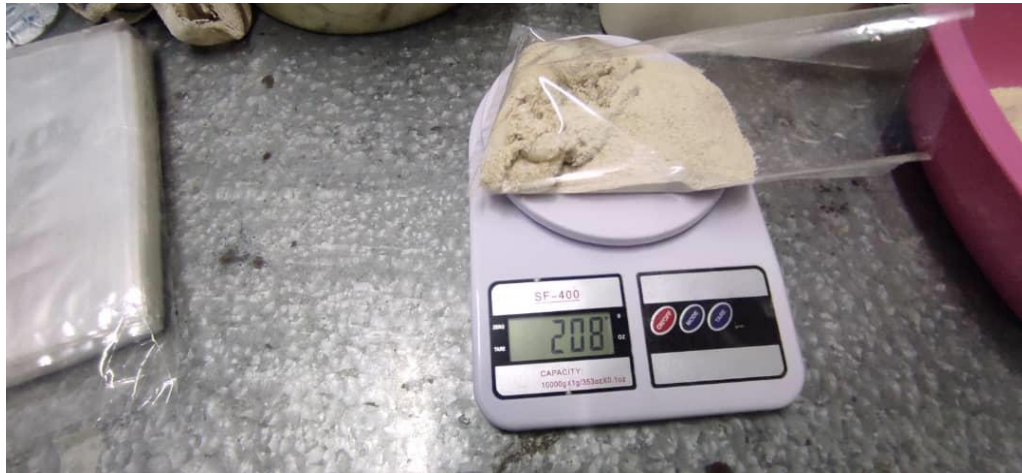


**Figure 1: Preparation for Packaging**

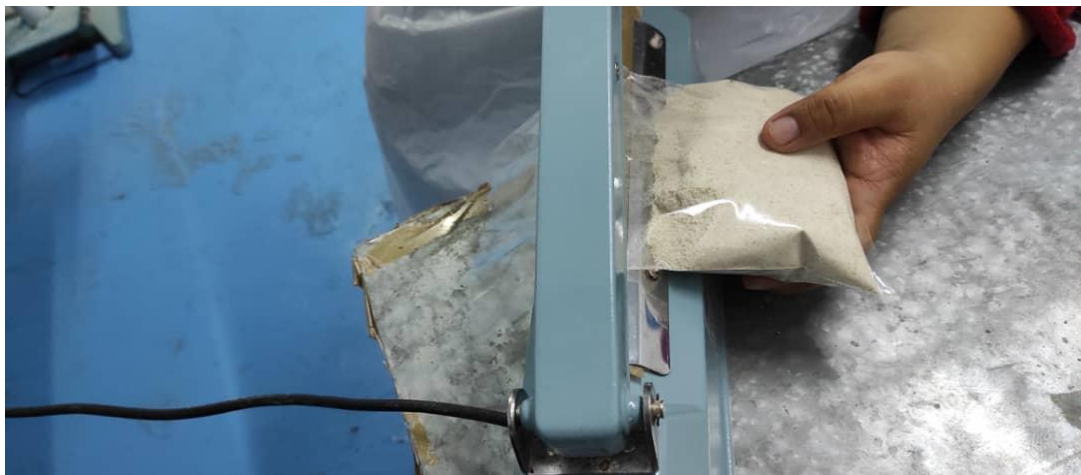


**Figure 2: Employee Performing the Packaging Process**





**Figure 3: Weighing**



**Figure 4: Sealing**



**Figure 5: Finished Product Packaging**

From the interview, the challenges in the pekasam product packaging were queried. The employees stated that the size of the raw materials to be packed does not come in a standard size, which is ready for packaging. The materials they received usually are larger than needed, carrying the excess weight for a packet and do not fit the plastic seal. The materials cutting depends on the



employee who handles the cutting. When this problem is faced, there is double handling where the packaging employee would need to do the another cutting process. This issue delays the processing time.

The interviewees also came up with the need of new technology adoption. An automatic sealer could be better than the manual sealer for sealing purposes. The manual sealer machine temperature is set at 168 degrees but in time, it drops, and the employee has to wait for some time to continue the sealing process. Although the materials are fermented, vacuum packaging machine is preferred to maintain the food quality that is free from germs, dust, air, bacteria, and yeast for a longer than usual duration.

## 5. Conclusion

Improvements in the packaging process from time to time is strongly encouraged to provide good and long-lasting product. With the proper use of automation, Khoriff by Bonda might be able to significantly increase the pekasam production speed and product yield. Automated system could also improve the consistency of packaging and reduce the error rate introduced during the packaging process. It could improve the quality of the pekasam and speed up the packing lines, which would lead to an increase in productivity and profitability.

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# FUNDAMENTAL ASSUMPTIONS IN NARRATIVE ANALYSIS: MAPPING IN MOBILE ELECTRONIC HEALTH RECORDS FIELD

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**Abstract:** *The main purpose of this study is to understand the increasing prominence of information governance in health records management. The paper reviews thirty-six (36) papers published from 2012 to the present to understand the relationship between records management and Information Governance (IG) which is often overlooked by the records' management community. The findings revealed that Electronic Medical Records (EMR) is vulnerable to being misused and IG policies would be able to ensure that the implemented system is used ethically and complies with the legal requirements.*

**Keywords:** Narrative, Information governance, Medical Records, Mobile Health, Personal Health Record, Health Information Technology, Records Trustworthiness.

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## 1. Introduction

Ensuring patients' records availability and convenience is crucial for any healthcare administrative office. Although the records can come in the forms of paper or electronic documents, the latter is preferred over its former counterpart due to its convenience and accessibility (Dunn, 2018). Paper-based records have been part of the documentation process for years, and despite its usefulness in information storage, it hampers the healthcare providers' attempt to provide up-to-date services to their patients, particularly when patients are referred from different medical institutions. Adopting electronic -based patient records could resolve difficulties in obtaining or retrieving previous medical records (Ozair et al., 2015). However, electronic medical records (EMR) are not without their own rules as data digitalization requires implementing information governance (IG) policies to secure the handling of patients' data. As there is insufficient information on IG in healthcare documentation management, this paper aims to review previous literature on IG to understand its role and relevance when healthcare providers adopt electronic -based records for administrative purposes.

## Information Governance in Electronic Medical Records Management

According to (Dong et al., 2016), Information Governance (IG) is the process of making decisions and exerting influence on data and information -related matters. IG is key in managing the information's creation, storage, usage, and archived cycle. (Sloan, 2014) posited that IG also determines who should be given access to the information, when and how. Unlike data governance which focuses only on data accuracy and security, IG strategically calls for "executive ownership", where organizational roles are significant in ensuring the implementation's success. IG is about the authority over the information and is responsible for its reliability, precision, security, and authorized individuals' compliance when accessing information to allow the organization to meet their objectives.

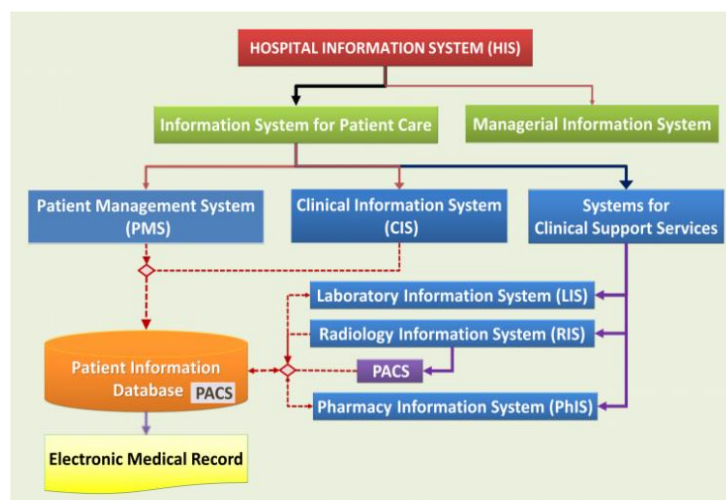


Figure 1: Electronic Medical Records (EMR) and Related Concepts

In the context of public health, implementing IG is crucial, especially when the healthcare providers opt to use Electronic Medical records (EMR) to ease diagnosis and prescription of suitable treatments (Bowman, 2015). Adopting EMR helps improve the healthcare system's efficacy and can replace conventional paper-based records (see Fig.1). EMR allows health practitioners to access their patients' previous medical records. Patients would have the freedom to consult different specialists without requesting their medical history from clinics prior to visiting. As EMR stores and manages patients' medical data, therefore, safeguarding patients' confidentiality should be prioritized and requires secure storage to prevent unauthorized access. Moreover, organizational access is limited, particularly when medical personnel view medical records from different healthcare facilities. IG's role is significant when allowing different facilities to access patients' records, and the organizations must be well coordinated to ensure the information's safety and confidentiality. For cases like this, (Li et al., 2021; Tith et al., 2020; Stamatellis et al., 2020; Usman et al., 2020) suggested the use of blockchain advancements such as Hyperledger to protect EMR's structure and provide security for the stored clinical records. Hyperledger secures and insures patients' delicate information stored in EMR as it legitimizes the use of authorization blockchain stages. Using Hyperledger also gives patients control over their records to view the latest updates of their clinical history.



Hyperledger is one of the many frameworks developed to decentralize EMR, and with a special focus on IG, this paper will delve into the different measures taken to create accessible, reliable, and secure platforms for patients' medical history without compromising their privacy.

## **Literature Review**

For review purposes, papers discussing EMR, and IG were selected to help identify issues related to the system's implementation in clinical workplaces, frameworks' adaptation and techniques used to document the contents. These papers were also included as they highlighted issues influencing how the patients' medical information was documented.

One paper by (Wang et al., 2016) investigated electronic health records (EHR) sociological perspectives and their impact on healthcare. Furthermore, this analysis also focuses on a computing device, which has been stated to be representing more outputs than the patient (Lomas, 2010). There were ten administrative and private insurance reports found, and eight were used. These reports mentioned the overall EMR system use rate and gave an outline of the example. Issues highlighted in the reviewed papers were inconveniences in using the new programming' clear features, intrusive change in the work cycle, financial constraints, and confusing authoritative access. There was clashing research on EHRs effects on changes, yet some agreed on different issues (Wang et al., 2016). The review uncovered issues with the utilization of formats and macros as although the software was positively highlighted as it allowed larger access to improve documentation procedures, the drawbacks were related to poor use of the systems available.

The Medicare Comprehensive Error Rate Testing audit discovered numerous normal mistakes being brought through from the put-down account to the EMR passage. Even though the notes are clearer than the put-down account, the bring-through blunders incorporate fragmented advancement notes with inadequate detail, absence of date or mark, and documentation of various systems or care plans requests. The Medicare chiropractic surveys uncovered inadequate documentation to demonstrate that care did not support care. Thorough documentation is fundamental for outsider payers to assess the clinical need for care. It is additionally fundamental for the nature of care.

With the healthcare industry constantly developing quality care for patients, EMR is viewed as a modern convenience that provides clinicians with relevant details, such as their patients' medical history, demographic information, and all the necessary aspects in digital format. When EMR is properly implemented within the lines of IG's policies, patients will receive quality care from all the healthcare providers as they can get full access to the patient history. Therefore, they can deliver the best treatment based on available data. In this paper, the observation was related to uniMEDS' data.

## **Literature Analysis**

To enhance the healthcare system's security and efficacy, particularly systems used to store patients' sensitive information, it is imperative to implement a control mechanism to ensure that the information provided is completed and updated by the medical practitioner after diagnosing patients (Ehrenstein et al., 2019). Poorly filled forms would affect the system's effectiveness, especially when doctors fail to add their names in the medical records, complicating healthcare staff's effort to track the personnel in charge of patients' treatment. (Kruse et al., 2017) stated

that utilizing a proper control mechanism and close monitoring system to keep track of uniMEDS' data update will also help prevent unauthorized modification to the existing information, preserving the stored information's integrity and authenticity. (Aguirre et al., 2019) also posited that the success of any EMR adoption is heavily dependent on healthcare professionals responsible for implementing the system in their respective organizations.

Electronic health records (EHR) are seen as a system that resolves inadequate clinical issues by cost-effectively manages and protects sensitive patients' details. Any EMR documentation should meet other issues are incorporating security, improving repayment processes, and addressing general medical problems (Graves, 2015). Researchers (Lim et al., 2015; Jawhari et al., 2016) defined the mobile EMR and identified its implications on medical science. Despite the concept's emergence since 1972, its significance in healthcare came into prominence only in recent years. (Kneck, 2019) defined EMR as information on any individuals that can be created, managed, and consulted by authorized clinicians within the healthcare organization. As EMR represents the digitalization of medical records, governments are actively promoting standards related to the system's implementation to improve the delivery of health care systems and proper management of patients and their health. Nevertheless, the EMR system is not without its flaws and (Salleh et al., 2021) believed that evaluating the system's efficacy is paramount to determine its use and predict whether the implementation has a significant impact on the clinicians. An example of such an issue was implementation challenges in Kenyan healthcare. According to (Muinga et al, 2018), the investigation discovered that the implementation was halted after being affected by socio-technical and administration problems. Based on the research's findings, the Kenyan EMR system was modified to accommodate the needs of six different districts.

This study observed the EMR-related phenomena and obtained information from actual situations instead of concluding the events based on hypotheses or opinions. Although EMR is a prominent system in areas of electronic wellbeing (e-wellbeing), (Ajami et al., 2013; Lim et al., 2015; Jawhari et al., 2016) stated that financial-related reasons could hinder that EMR framework's implementation. The framework's execution is constrained by costs, the technical know-how of the people handling the system, and users' negative attitude towards adopting a paperless system.

Among these boundaries, inadequate senior administration backing EHR creation and appropriation was the main factor. In a different study, the full help of ranking directors has been accounted for as the main factor in expediting EMRs' execution (Bowman, 2013). Among the hierarchical issues, the multifaceted nature of exercises with the utilization of EMRs was of least significance since respondents expected that EMRs would encourage authoritative assignments. The previous studies have mentioned that EMRs to be a work process facilitator, not an obstruction. Accordingly, most medical care personals appear to know about the advantages of utilizing EMRs in medical care services. To increase the acceptance level, a group of specialists were set up to evaluate common hindrances, create techniques to eliminate the boundaries and explain EMRs targets and advantages to directors, clients, and medical services suppliers.

In terms of ethics, (Ozair et al., 2015; Sulmasy et al., 2017; Lee, 2017) believed that the implementation is also affected by ethical and legal challenges where organizations planning to adopt the system are concerned with personal computer frameworks and information classification. (Usman et al., 2020; McBride et al., 2018) expressed similar concerns as there is a need to ensure that usability challenges would not cause ethical issues and that introducing ethical

decision-making models would assist clinicians when providing care for the patients. The frameworks are necessary as they would help prevent unauthorized and inaccurate data from being keyed into the electronic databases (Ehrenstein et al., 2019). With the number of issues related to EMR being implemented effectively by healthcare organizations, information governance (IG) plays a critical role in ensuring that the system is accountable, transparent, reliable, secure, adheres to legal and ethical rules of patient -doctor confidentiality, accessible, retains and disposes of necessary information (Iannarelli et al., 2015; Guetat et al., 2015). (Guetat et al., 2015) stated that by intensifying information and security protocols to protect data, IG helps in maximizing operations' efficacy without overlooking data's legalities.

### Constructing Typologies

The paper comprises two primary building typologies. One of them extensively includes hypothesis-based theories, and precise units are contrasted. A more inductive methodology, preliminary, and mistakes are likewise conceivable.

### Content Viewpoint

The carried-out examinations have considered the topology of the electronic wellbeing record from the substance perspective as follows. Data provided by the Ministry of Economic Affairs and Communications in 2014 considered the engineering of the common electronic wellbeing records from different measurements, including the substance and data worldview. (Menárguez-Tortosa et al., 2011) when investigating electronic wellbeing record engineering, implied the double open EMR focused on originals and wording. (Duftschmid et al., 2010) presented the ISO/EN 13606 standard for electronic wellbeing record engineering, which has made the records semantically interoperable. The standard focuses on the model's significance that characterize the electronic wellbeing record's structure and semantic substance.

### Structure Viewpoint

The accompanying examinations viewed electronic wellbeing record design from an auxiliary perspective (Samuel et al., 2019), except that for semantic interoperability, the design's definition and consistent execution are compulsory and that engineering is the parts' structure and exhibitions that establish a framework. The information structure incorporates four progressive levels from the most minimal to the most significant level, namely i) information components, ii) information gatherings, iii) area and iv) individual clinical documentation (see Table 1).

**Table 1: Summary of Structure Viewpoint**

<b>Information structure Four Progressive Levels</b>	<b>Components</b>
	information components
	information gatherings
	area
	individual clinical documentation

In this topology, the clinical data information prompts a system for information structure and connections among the clinical data, much compared with the E1384 ASTM standard and arranging clinical reports through the HL7CDA theory. Pertaining to design, (Gamal et al., 2020) consider the meanings of clinical ideas in the electronic wellbeing record original structure and design as being founded on ISO 13606. In this double model, the information's substance and





structure are associated with the phrasing frameworks. They agreed that electronic dental record engineering norms have not covered the necessary substance and need adjustment or extension of the current design in the data component's structure, configuration, and connections.

For electronic wellbeing records, answers are tried to decide how, by whom, and in which structure the information ought to be gathered, to whom they ought to be available and how the entrance of others should be restricted. To set up the electronic wellbeing record, data building the record substance should be distinguished and characterized with their structure indicated and normalized. Information protection and security should be considered significant issues. Articles of the electronic wellbeing record incorporate the number of its constituents i.e., i) the electronic record's point of convergence; ii) semantic interoperability and iii) understanding the implications of information requires sharing information models reliant on shared information components and the substance. A decent paper on wellbeing record relies upon its substance and archives; a decent electronic record also relies upon its information content. Sixteen per cent (16%) of the audited templates have thought about substance as one of the records' compositional elements (McLeod et al., 2011).

Information structure shows the information's arrangement, connections, and substance. Indeed, structure as a segment of the electronic wellbeing record design shows setup and connections inside the electronic wellbeing record. Not just productive assortment of information relies upon understanding the ideas of information structure and its pertinent norm. Accordingly, the substance of any clinical record requires a standard structure and development from paper records to modernized records and requires successful assurance of its structure (Oliver et al., 2014) regarding the patient's clinical record's design stress information structure. Around twenty per cent (20%) of the inspected examinations highlight record structure as an indistinguishable part of its design.

### **The Perspective Analysis**

As per the findings obtained from the previous literature (Aguirre et al., 2019; Ajami et al., 2013; Jawhari et al., 2016), mobile electronic health records hold great potency in aiding patients' treatment efficiently over time. However, numerous attempts to get clinicians to utilize electronic wellbeing records are being hampered regularly due to challenges with information passage (Evans, 2016). Innovation should enhance and improve clinical thought, not power extra loads on the viably over-trouble clinical staff. The clinical "ease of use" of electronic records frameworks is especially significant with the ongoing arrangement of specialist co-ops to execute the public Integrated Care Record Service for National Health Services as ease-of-use influences understanding consideration (Yunus et al., 2017).

### **The Narrative in Clinical Reasoning Viewpoint**

Customarily, a patient's documentation system was viewed as gathering perceptions, testing analytic theories, and arriving at treatment choices by methods (Tian et al., 2019). The clinician attempts to change the patient's account into an understandable explanation and provides ample information to help another medical personnel. In this cycle, a few parts of the history are accentuated, while others are overlooked. How a patient record is documented could change the clinician's idea of the patient's ailment. A clinical record is a device that does not 'speak to the work' but takes care and changes the structures. The record structures the correspondence between

medical care faculty shapes clinical dynamic, and relations between staff and patients. A more prominent accentuation on patients' accounts ought to be gainful "Patients who are completely ready to share their viewpoint frequently accomplish better results" (Saffady, 2020). Primary care's (PC) information is coded and organized, but clinicians tend to relate the provided details based on the patient's current health and test results. They would also interpret the history based on controlled vocabulary rather than composing a synopsis of the patients' health reports. Another issue linked to the codes used in the digital report is when the system only recognizes clinical language. (Sloan, 2014) explained that the PC-based record framework designers must assure buyers that the software is user-friendly and are coded accurately to ensure information's accuracy. A well- programmed PC record could significantly affect clinical choices.

### **Conclusion and Suggestion**

From the review, it can be said that information technology offers numerous expected advantages to medical care. EMR encourages cost-effective admittance to complete, exact wellbeing information with which suppliers can settle on better choices about patient consideration. Clinical administration associations need to receive a more forceful methodology to improve the information systems' security to all the bound to guarantee the electronic information's accuracy. However, more investigation is needed to understand existing violations of assurance and security in the healthcare industry. Clinical administration's affiliations have been deferred to grasp strong security practices, due for the most part to a nonappearance of strong organization and progressive inspirations; no huge break of security has happened that has catalysed such undertakings. Inside individual affiliations, electronic information is vulnerable against authorized personnel misusing their advantages and performing unauthorized modification, for instance, reading patients' confidential records and giving illegal access to those outside the healthcare organization. In this matter, information governance policies protect the framework's accountability and follow the legal requirement.

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## GAMIFICATION AND COLLABORATIVE LEARNING AMONG ENGLISH SECOND LANGUAGE CULINARY LEARNERS

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**Abstract:** *Collaboration learning in the classroom is becoming increasingly common in educational institutions, especially in the culinary arts field of study. In English as a Second Language (ESL), this may be a problem where students' inadequate language skills are usually attributed to affecting causes and a restricted exposure to and use of the target language. So, the emergence of collaboration learning existed due to less of interesting in traditional approach of classroom learning among the students these days. Furthermore, the gamification enables students to take part in challenging activities such as missions and accomplish the desired objective within a short time. In addition, in the event of failure, games allow the user to repeat a certain mission. The recurring cause of failure lets students (users) analyse and fix previous errors. It shows that the games could promote positive attitude in learning and encouraged them acquire the knowledge and language by facing the difficulty at the temporary experience before success at the end of the event. The paper review Collaborative learning is the work of a community of people, learning by collective effort, taking into account what is learnt when pursuing a common goal. Collaborative learning activities take place effectively in both face-to-face and online courses. A foundation is required to better understand the importance of collaborative learning, based on its advantages and challenges. The chapter examined the related literature for the study of interactive learning through gamification learning. Research has been conducted in the context that students participating in collective groups have learned. The goal of collaborative learning was to offer students a true understanding of the basic rules and responsibilities that could be applied to the development of a study in a real context.*

**Keywords:** collaborative learning, gamification, culinary arts.

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## 1. Introduction

The game mechanics and interface methods for non-game scenarios are known as gamification. Advances in ICT have enhanced games through real time feedback and instant communication, particularly in the English context. Gamification may provide benefits to English learners in terms of proficiency level and derived motivation to be involved in learning tasks, thereby increasing participation and reducing crowd anxiety. This can be a problem in (ESL) schools, where impaired speech skills are frequently caused by affective factors and poor exposure to the target language and its use. The power of video games to inspire innovative thought and productivity may contribute to new approaches to real-world problems.

With the rapid technology in education, gamification is becoming a mainstream tools of learning process in most institutions. It can be argued that this mode is still infancy stage for most educators and practitioners. Most studies on collaborative learning through gamification highlighted the motivation is one of the important elements to ensure to boost up the academic success and reducing the anxiety in front of crowds (Abramovich, Schunn, & Higashi, 2013; Buckley & Doyle, 2014).

## 2. Literature Review

The chapter examined the related literature for the study of interactive learning through mobile gamification learning. Research has been conducted in the context that students participating in collective groups have learned. The goal of collaborative learning was to offer students a true understanding of the basic rules and responsibilities that could be applied to the development of a study in a real context.

Earlier literature has shown that the student's academic output is influenced both by cognitive factors and by affecting motivation factors (Pintrich and De Groot, 1990; Tous and Amoro's, 2007). The motivation of the student is regarded in this sense as an important part of training. This significance is due to the considerable impact motivation has on learning, both in the process and in the results. Motivation is not easy to tackle in the academic sector since it is addressed in many different ways by many factors, guidelines and models. This research is focused on the dual approach provided by the distinction between inherent and external motivation (Ryan & Deci, 2000). The intrinsic motivation comes from people and causes people to behave as themselves because of the work itself and is fascinating and appreciated by people, and it is not a way of achieving other goals, but the end sought. The extrinsic motivation, on the other hand, is that which comes out of the world and leads people to an action that rewards or enables them to attain other goals (Deci & Ryan, 1985; Eccles & Wigfield, 2002).

In view of the duality which comprises the motivation principle, different effects are expected on the learning process and its results depending on the motivational orientation of the student (Tapia, 1998). Intrinsic motivation increases EYSENCK's personal sense of competence and self-determination (1985). Lepper (1988) is ready to make more effort for students with intrinsically motivational guidance in the course of their learning activities and to use in-depth and efficient learning methods for handling more complex materials. Reeve (2002) concludes that students who are motivated by nature are more effective in academia than students who are motivated by foreigners. Some researchers have shown that in learning methods there are two variables called deep and surface learning (Baeten, Kyndt, Struyven, & Dochy, 2010). Surface learning is linked



to a limited interest in learning activities or the storing and replication of seemingly appropriate elements. Deep learning, however, is linked to efforts to understand a subject, whether it is of true interest or whether it can have a meaning for its educational outlook (Kember, 1997).

In summary, it seems to be agreed that inherent motivation produces greater benefits than external motivations in the academic field, since it provides more effort and dedication to research. Nonetheless, students very often face courses that are not exciting or attractive, but important to their education. The only tactic in these instances that the faculty has to encourage its students to conduct themselves in favour of their learning process is to provide incentives or establish systems for punitive treatment. In this context, it provides a further attraction for the discipline focused on game engineering, in addition to permitting faculty members to set up recompense schemes. The introduction of gaming characteristics will make learning a source of fun and thus generate inherent motivation (Malone & Lepper, 1987; McGonigal, 2011).

## 2.1 Problem Statement

Gamification could help English learners gain motivation and reduce anxiety in front of crowds, according to studies of Kolej Yayasan Pelajaran Johor (KYPJ) Culinary Learners. Advances in ICT have enhanced games through real time feedback and instant communication, particularly in the English context. Gamification may provide benefits for English learners in terms of proficiency level and derived motivation to be involved in learning tasks. This chapter explores the value of gamification as a social learning method and how it has risen in popularity among young people. The researcher's main goal was to look at ESL issues and see whether collaborative learning by gamification could have an effect on English learners or vice versa.

Thus, given that each website, such as Facebook, Instagram, WhatsApp, YouTube, Twitter, and Tumblr, has its own set of priorities, functionality, and users, this chapter examines the importance of gamification as a technique of social learning and the surge in popularity among young people. All of these platforms were developed and continue to be developed with the goal of advancing education and learning, particularly in the English language. This can be a problem in ESL classrooms, where reduced speech abilities are typically the result of emotive factors and insufficient exposure to the target language and its use. Unfortunately, as a result of the school climate, students' anxiety levels rise during their college careers (e.g Darby, Longmire-Avital. Chenault & Haglund, 2013; Pan & Gauvain, 2012). The researcher's primary objective was to examine ESL challenges and determine whether collaborative learning through gamification may benefit English language learners or vice versa.

Most U.S. primary schools offer foreign language research a day or less per week. Gamification could be implemented in a school's foreign language education program in a cost-effective manner. This highlights that through the use of gamification, interactive learning can increase ESL learners' motivation and reduce anxiety in front of a group. Inherent motivation refers to an inherent interest in behaviour. Gamified events contain a number of play elements and a sophisticated design of every play element is required for a successful gamified operation. For example, badges as the commonest aspect of gambling may not promote learning for students.



### 3. Collaborative Learning Theory

The effect of gamification on teaching and learning is minimal in modern literature. The authors found that the gamification approach has a positive impact on student success, motivation and knowledge transformation. Advances in ICT have enhanced games through real time feedback and instant communication, particularly in English context. This chapter explores the value of gamification as a social learning method and how it has risen in popularity among young people. The researcher's main goal was to look at whether collaborative learning by gamification could have an effect on English learners or vice versa.

To foster a climate conducive to collaborative learning, well-designed collaborative learning projects are critical. To ensure a good collaborative experience, it is critical to have diverse groups, controlled communication, grades or assessments, individual responsibility, and individual differences (Curtis & Lawson, 2001; Goodsell et al., 1992; Hathorn & Ingram, 2002). Heterogeneous groups of the appropriate size are required to ensure different debates, innovative issue solving, and maximum contribution. Additionally, communication must be streamlined to ensure that feedback and communication continue to advance the targeted learning objectives. Additionally, it is critical to award both an individual and a group degree, because if the collaborative experience is not credited, students will break down the work and eventually reassemble the pieces, ignoring the group's problem-solving technique. Another critical component of cooperation is individual accountability for ensuring that each participant is heard, which is critical for group performance and helpful as a facilitator. Finally, individual characteristics must be taken into account, as individuals frequently refuse to comply.

A sophisticated design of every play element is required for a successful gamified operation. We agree that the challenges emerging in order to create a more mature understanding of the character and processes of gamification need to be tackled.

#### 3.1 Social Cultural Theory

Vygotsky stated Sociocultural Theory (SCT) considers how learners are affected by their peers and how their ability to obtain knowledge impacts social scenarios. Theory suggests that the growth of the human cognitive and mental function stems from social experiences. SCT principles can also cover the acquisition of second language (SLA). Coughlan and Duff (1994) show that tasks are at least "blueprints" for behaviour and not constants. The individual speakers' orientation as human agents determine how tasks should be operationalized.

##### 3.1.1 Learning Difficulties on Second Language Acquisition

Taiwanese researchers examined the probable connection between Language Anxiety (LA) and learning difficulties among 1,187 technological and vocational educational system (TVES) students from 10 universities. The findings show that those who suffered at the lowest level are the most faced with the difficulties of LA in L2 learning. Learning difficulties are not only from the circumstance of learning process but also from the learners themselves. The research discussed about three variables where the English language history mainly touched on the learners where difficult to understand and received low grades lead to high level of Learning Difficulties (LA).



### 3.1.2 Motivation Theory

This decade saw Vygotsky's sociocultural theory (SCT) being incorporated into L2 motivation literature (e.g., Tae-Young Kim, 2005, 2007; Kimura, 2003; Ushioda, 2003, 2007). Similar to Dörnyei (2001, 2005), the SCT approach views motivation as a dynamic process driven by student-to-student interactions. SCT's viewpoint Reasons, goals, and access to (i.e., subjectively perceived environments conducive to L2 learning). Case studies are commonly used in L2 motivation research since SCT focuses on the mediation process between people and their potential in context. To describe the essence of L2 learning, Duff (2007) and van Lier (2005) use systemic microgenesis to explain case studies in literature. Motivation in L2 learning increases, guides, and maintains efficiency (Boo, Dörnyei & Ryan, 2015). Sandberg et al. (2011) found it encouraged students to use their phones to learn English at home, even if it isn't necessary.

### 3.1.3 Gardner's Motivation Theory

Sociological theory can also be used to examine the relationship between L2 motivation and social settings. Indeed, acquiring a second language is a process of identity creation and transformation that has an effect on language acquisition. Additionally, they propose three broad hypotheses for future research based on the three dimensions of integrative motivation, one of which asserts that learners who exhibit a higher level of integrative motivation develop strong interpersonal relationships, good physical health, and positive psychological characteristics such as hope, optimism, happiness, and life satisfaction. The relationship between L2 motivation and social circumstances can also be reinterpreted through the lens of sociological theory. After all, learning a second language is a journey of identity creation and transformation, which has an effect on language learning.

### 3.1.4 Social Cognitive Theory

In collaborative learning, studying the nature of those communicative exchanges and their consequences on group collaborative processes is therefore of great interest, as it helps to better apprehend the course of collaboration learning, online learning, psychology, sociology, and computer science. In collaborative learning, studying the nature of communicative exchanges and their consequences on group collaborative processes is of great interest. According to the speech act theory (Austin, 1975) these exchanges are dedicated to doing something (e.g., providing information, clarifying ideas, asking for help, encouraging others) and producing perlocutionary effects, i.e., effects on others' feelings, thoughts, and actions. The affective states of tension and relaxation have been explicitly linked to specific socio-cognitive behaviours such as questioning, compromising, or requesting justifications or clarifications in group learning, as mentioned by Andriessen et al. (2011). Educators and researchers have worked for the past decade to help engineering students develop social interaction skills in collaborative learning environments.

### 3.1.5 Anxiety in Second Language

There is one article investigates on the Language Anxiety (LA) among the Form 4 students in two selected schools. There are some effects among the students on L2 learning since the anxiety could lead to fearness, nervousness and any imbalance emotion. For Malaysian learners, they are using the School Based Oral English Test to develop their speaking skills but the problem of Malaysian learners could not reach the par will be the cause of LA. High-tech savvy students should not be treated like; give them embarrass or fear them with the language but we should close and

appreciate them by giving some opportunities because it will guide to a successful learner. The schools should reduce the learners' LA and increase the achievement of the students. The students should have a space to communicate and texting in English in order to build up the confidence level.

### 3.2 Gamification in Education and Second Language Learning

Most students today are digital indigenous people, studying and processing knowledge differently (Prensky, 2001). Gamification is building support for professors and the time of adoption is around two to three years, according to the NMCHorizon Report (2014). For a few years now, the subject of L2 learning and SLA gamification was studied, debated and implemented. The aim of gamification is to offer students an enhanced and effective learning experience. Gamification enables L2 students to enhance their language education experience as well as to learn how to resolve tasks or challenges posed by their class, unit or subject.

Gamification also enables students to chat, as they would in a social game. An additional argument is that when people experience social presence, they are more likely to display natural emotions such as pleasure, empathy and wrath. Introducing Educational Gamification into the L2 learning method allows the teacher to prepare teaching using a gamified shared vision, as well as an improvement in the amount of time spent on learning activities and the degree of difficulty, in this case fluency against the language approach. Learners become more involved and inspired as a result of this. When a professor recognizes a pupil in public by granting him a golden star, this is an analogue of a reward system. According to Glover, Campbell, Latig, Norris, Toner, and Tse, it can never serve as a substitute for a test exemption through the use of badges or some other reward-gamified way to inspire students in more competitive activities.

### 3.3 Game Elements

Each Gamification component naturally improves L2 teaching and learning. A formal strategy is used in most games now known to the public. Every game feature meta-centered activity, rewards, and growth (Dickey, 2005). According to Smith-Robbins (2011), all games include meta-centered activities, where players are guided to a specific goal by beating obstacles and other situations. Moreover, each game has a different way of rewarding the player. Principals, honours or awards, and achievements are the key categories. Leaders are classified on the basis of their game success. The same idea is used in athletics, and it usually includes a leaderboard, which can be a powerful motivator. Prizes/awards encourage players to commit and participate more. Progression is a critical component of sports, according to Dickey (2005) It provides the player with a high degree of commitment and encouragement.

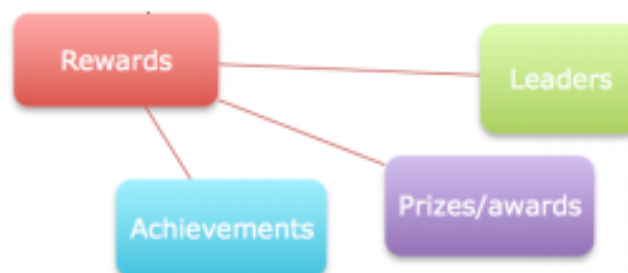


Figure 3.1 Principal Categories of Game Elements





### **3.4 Motivational Implications between Gamification and Second Language Learning**

Motivation between L2 or SLA and gamification is a common denominator. Shcunk, Pintrich and Meece report: Motivation is the psychological mechanism that initiate and sustain goal-oriented behaviours. Brown (1994) presents a number of personal variables which make a positive contribution to effective L2. The following motivations are: instrumental, integrative and assimilative. The following motivations are: instrumental, integrative and assimilative.

### **4. Discussion**

The research approach is a data collection and analysis technique. Research approaches are mainly classified into approaches that are quantitative and qualitative. Qualitative research depends on contexts, meanings, and concepts, according to Creswell, (2008), and involves more exploration of journal entry, observations or semi-structured interviews, while quantitative research is defined by Guest et al. (2012) as any study that relies on measurements and includes data that do not specify ordinal values, and numerical data analysis. The research design comprises the methods and procedures that guide researchers from start to finish in conducting their studies. Yin (2009) defined research design as "the logical sequence that connects the empirical data to a study's initial research questions and, ultimately, to its conclusions" . Finally, the Research Questions leads to the expected finding for future research and the researcher would be improvise the study gradually from time to time.

### **5. Limitations**

One issue we faced during our literature search was the absence of a comprehensive explanation for the concepts of gamification and collaborative learning, as well as the specific sort of game chosen by prior researchers. Although the word "generic terms" is used differently throughout the articles, several of the aims are comparable enough to allow for comparisons of cooperation learning. There is just a limited amount of material from the literature that can be compared. The investigations used a variety of questionnaires, with some researchers generating their own and others use previously developed ones. As a result, statistical comparisons of the results of the research are impossible. The results may also have been influenced by the varying conditions in the various countries.



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# HISTORICAL URBAN LANDSCAPE, NATIONAL IDENTITY AND EDUTAINMENT IN BUJANG VALLEY ARCHAEOTOURISM SITE

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**Abstract:** *Malaysia is rich in heritage, primarily archaeological sites, historical buildings, monuments, artifacts, tangible, and intangible traditional and cultural heritage elements. Archaeotourism is one of the heritage tourism activities which is growing rapidly and attracts many visitors to the Malaysian tourism industry nowadays. In alluring visitors to the destination, an archaeological site must offer an extraordinary experiential and continually develop meaningful as an enticement to increase the numbers of visitors. Heritage urban landscape in archaeotourism can promote and instil national identity and pride in the country's heritage among the local community and visitors from abroad. The paper uses the early kingdom of Malay Peninsula, Bujang Valley archaeology site, which is rich with the uniqueness of temples, Buddhist-Hindu statues, and discovery of the remains archaeological artifact such as ceramics, beads, stone tools, and pillar based. Bujang Valley located in Kuala Muda, Kedah state, northern side of Malaysia, as a potential case study to highlight digitizing its resources in heritage urban landscape including its temple monuments - as an example of multicultural national content in heritage management and edutainment. The urban form and setting of the early town were studied based on a literature review to identify the physical and historical attributes of each cultural and heritage element in Bujang Valley comprises the origin of the town, natural physical landform, architectural influences, and significance in historical values. A storyboard and heritage trail are developed based on the layering of its historical and multicultural elements. This study emphasizes that by determining the historical significance of heritage towns, its elements can be used for digital heritage conservation and preservation for ruined archaeological sites by allowing the past to be virtualised in real-world as an edutainment approach to embrace education and enjoyment for the intellectual, emotional, and aesthetical reasons for developing national identity and promoting heritage sites in the Malaysian tourism industry.*

**Keywords:** archaeological site, heritage tourism, national identity, digital heritage.

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## 1. Introduction

Bujang Valley which was known as Kedah Tua, was the earliest Kingdom in Peninsular Malaysia and existed between 4<sup>th</sup> century to 14<sup>th</sup> century AD (Adnan Jusoh & Yunus Sauman @ Sabin, 2017). Bujang Valley is precious with historic sites and monuments and has uniqueness in heritage urban landscape based on archaeological findings in historical elements and artifacts. Bujang Valley



was developed as a trader's centre because of their geographical and natural physical landform at coastal and hilly sites. River networks function as transportation systems and connection within the settlement and to transport goods from the hilly area to the port at shore area. Heritage urban landscape and settlements civilization in Bujang Valley influenced by Hindu-Buddhist cosmology according to the discovery of statues by researcher in the archeological sites. Archaeologist and researcher believed that during Srivijaya kingdom at Bujang Valley, Jerai Mount played an important role as a sacred mountain which became guided and orientation to the worship of the Hindu-Buddhist religion community

The use of Bujang Valley as a research case study is to link urban heritage landscape and national identity in *storytelling and heritage trail* for digital edutainment approach in Malaysian heritage tourism. Therefore, can attract and inculcate the values of earliest Southeast Asian civilizations in Peninsular Malaysia among the younger generation through the latest virtual digital technology implementation. This study is significant with the National Tourism Policy 2020-2030 which recommends the uses of Industrial Revolution 4.0 (IR 4.0) as a marketing strategy to improve management quality and provide valuable experience for visitors during historical tourism journey (Ministry of Tourism, 2020). This research paper can contribute to embrace smart tourism by embarking on a comprehensive digitalisation tourism in Malaysia tourism industry and appropriately implemented in pandemic situations nowadays.

## 2. Literature Review

### Heritage Urban Landscape

Heritage urban landscape is management, conservation, and protection historical-cultural value through sustainable approach in the historic urban areas (Ginzarly et al., 2019; Kırmızı & Karaman, 2021). United Nations Educational, Scientific and Cultural Organization (UNESCO) has implemented the heritage urban landscape approach in 2011 to preserve, sustain and increase the quality of intangible and tangible historical assets in the existing physical urban context for historical urban management (UNESCO, 2011). Ginzarly et al., (2018) has explained that the integration of management policy and conservation practices in an urban heritage-built environment are the main tools for heritage urban landscape management. Freitas et al., (2020), Gravagnuolo & Girard, (2017), UNESCO, (2011) had defined historic urban landscape as a layering of cultural heritage and historical natural values in historic urban areas such as urban context, natural physical landform setting, and the concept of the historic administrative center, intangible and tangible cultural heritage with the sense of place formed by local people.

Tangible cultural heritage is an element that can see and touch physically (Bak et al., 2019), such as cultural heritage (*built heritage like historical buildings and monuments; human creativity products, for example, craft, artistic creations, and artifacts which have cultural significance in the local community*) and natural elements (*reserved forest*) (UNESCO, 2011). While the nonphysical cultural elements are called intangible cultural heritage; according to UNESCO, (2020) intangible is the elements that express and represent the atmosphere and sense of place of an urban area such as oral traditions, performing arts, social practices, rituals, festive events, knowledge, and practices in nature and universe or traditional crafts knowledge and skills.

Heritage urban landscape in Southeast Asia mostly formed because of the existence of natural geographical elements such as mountain, coastal, and riverbanks for a landmark, as a sacred place



for religious activity, networking, and transportation systems. Adnan Jusoh et al., (2017) and Zuraidah Hassan & Zuliskandar Ramli, (2018) has explained that coast sites that were on the strategic trade routes with hilly physical landform as a landmark for traders heading to the region play an important role in the existence of the early kingdoms in the Southeast Asian Malay peninsula and the formation of royal town in Malay land. The existence of Malay heritage urban landscape has demonstrated in tangible and intangible cultural heritage and portray Malay symbolism such as the value of thinking, belief, architecture elements are being cultural bases of Malay cosmology (Hussain et al., 2020).

### **Urban Morphology**

Urban morphology is to understand and interpret the evolution process of urban physical form, it is scientific research that can be conducted through a quantitative and qualitative study (Boeing, 2021; Goh et al., 2016; Syahidah Amni Mohamed et al., 2018). However, Goh et al., (2016) stated that for historic cities, quantitative data analysis is much easier to be applied. Urban morphology study also can contribute to identifying the social structures changing in the historical urban landscape (Lan & Longley, 2021). Heritage urban landscape mapping is to identify the cultural values and to understand the heritage places attributes and diversity for further heritage planning and management in increasing user understanding about the heritage multicultural elements (Ginzarly, Roders, et al., 2018). Therefore, determining the significance of heritage resources with the entire cultural heritage environment including tangible and intangible multicultural elements in urban morphology analysis can contribute to the heritage preservation, conservation, rehabilitation, restoration, and management movement.

### **Digital Heritage Tourism**

According to National Tourism Policy 2020-2030, digital heritage tourism is one of the transformation strategies to embrace smart tourism through the digitalisation of tourism exploration (Ministry of Tourism, 2020). Therefore, digital heritage tourism is a new approach in the tourism industry that transforms multicultural historic elements and attributes into a game-like expedition to engage visitors with the historical site. In addition, the ruins' heritage elements can be rebuilt into a virtual environment as a window to the past and to create a sense of presence for visitors to experience the virtual vicinity of the historical urban landscape. Heritage layering and urban morphology mapping play a crucial role in linking the heritage urban landscape, national identity, and user edutainment in virtual digital heritage tourism to engage the user with historical information and enjoyment during digital exploration. Storytelling is important in virtual digital technology to interact users with the digital interface, give an educational experience, and increase user engagement with the historical tourism journey (Bozzelli et al., 2019). Storyboard in digital heritage tourism must be parallel with the user's age, gender, and computer-related experience to enhance the user enjoyment level (Dawson et al., 2020). Digital heritage tourism can be a new medium to preserve and manage the cultural heritage for future generations especially for ruins historical elements (Fusté-Forné, 2020).

### **The Significant of National Identity and Bujang Valley**

The existence of Lembah Bujang shows the development of the Malay Archipelago civilization in southeast Asian, peninsular Malaysia. An understanding of the Malay Archipelago civilization is significant in instilling the national identity among the young generation. Park (2009) and Zantides (2016) state that national identity is a sense of belonging to certain place. While the resurgence of

national identity of the places can be nurtured through heritage tourism activity (Yeneroglu Kutbay et al., 2016). According to Butler et al., (2014) and Zhang et al., (2020), heritage tourism is one of platform to instil the spirit of national identity among young generation. National identity in heritage tourism is to resurrect sense of belonging and memorable values of the heritage place among visitors by sharing of valuable memory elements such as “familiarity,” “comfort,” and “intimacy” with the heritage elements such as history, memory, place, built environment, heritage urban landscape, artifacts object and people.

## **2.1 Problem Statement**

Preservation of ruins cultural heritage by linking the national identity, heritage urban landscape, and edutainment in digital heritage tourism activity.

## **3. Method**

Aim to linking the historical multicultural element in Bujang Valley by mapping the heritage urban landscape layering for digital storytelling innovation in mixed reality digital technology. This is a preliminary study to define and analyse several kinds of literature reviews to assist the objective of the research. The study of urban morphology is used a qualitative method to analyse the multicultural element and characteristics of the Bujang Valley civilization.

### **3.1 Data Analysis**

#### **Bujang Valley the earliest Kingdom in Peninsular Malaysia**

Bujang Valley is located at Mukim Merbok between 100o 20' East and 100o 30' East longitude and 5o 32' North latitude at the coast of the southern part of Kedah, Malaysia with 144 square miles or 400 square kilometers land area (Hassan & Sirat, 2006; Nur Umaira et al., 2019; Zuraidah Hassan & Zuliskandar Ramli, 2018). The responsible body to manage the excavation, relocation, and rehabilitation of Bujang Valley heritage elements is the Department of National Heritage Malaysia, some archaeological research work is also done by Global Archaeological Research, Universiti Sains Malaysia (Nur Umaira et al., 2019).

Bujang Valley was the earliest kingdom in Peninsular Malaysia, was known as Kedah Tua, and has existed between the fourth century until 14th century AD. Recorded from foreign sources, Bujang Valley also known as Kataha (Indian), Katahanagara (Sanskrit), Kidaram or Kadaram (Tamil), and Kalah or Kalah-bar (Arabic) (Zuraidah Hassan & Zuliskandar Ramli, 2018). It was believed that Kedah was exist before the Malay Sultanate in Malacca. Bujang Valley developed as a great kingdom because of its strategic location in the south of Jerai Mount in fertile lowland with a broad and deep river estuary in Sungai Merbok as the main river access and networking system for the settlements.

Based on Zuraidah Hassan & Zuliskandar Ramli, (2018) in their study paper, Bujang Valley existed during the proto-historic period around the early century period until the 15th century AD, where communities show belief and religion in Hindu-Buddhist and with the development of complex civilization, as evidenced through the discovery of remains monumental buildings such as temple for religious building and global traders economy activities in Southeast Asian Peninsular Malaysia. Bujang Valley is a proto-historic site where is in a transition from the prehistoric period to the historic period, proven through the discovery of archaeological elements



and artifacts such as temple objects, statues, reliquaries, and inscriptions compared to written sources. The lost civilization of the Hindu-Buddhist Kingdom of Srivijaya from the 4th century was identified through the government development and community skill in Pallava and Sanskrit writings systems and scripts from India (Hassan & Sirat, 2006; Zuraidah Hassan & Zuliskandar Ramli, 2018)

### **Bujang Valley as Traders Centre in Southeast Asia, Peninsular Malaysia**

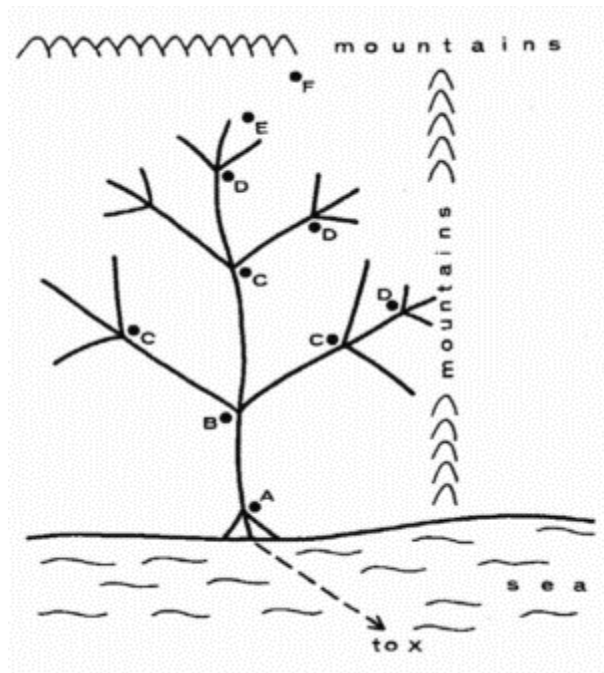
In the beginning, Bujang Valley was a port because of its strategic location on the route from both Arab and Indian countries in the west and China in the east, with the advantage of Jerai Mountain as a landmark to navigate traders to the port, then Bujang Valley developed into government center that focused on the trader's activities (Adnan Jusoh et al., 2017; Zuraidah Hassan & Zuliskandar Ramli, 2018). Bujang Valley was also a stopover place for ships that depends on monsoon wind for their voyage, therefore leading to goods exchanged happening during this period.

Bujang Valley become a focal point of both eastern and western foreign traders because of its prosperity. According to Zuraidah Hassan & Zuliskandar Ramli, (2018), around the 7th century, a Chinese traveler name I-Ching had stopped at Chieh Cha which was thought to be the Bujang Valley on their trip from China to India. The significant impact of Bujang Valley as a port city based on the variety of artifacts that was found in archaeology site in 1956 by the Archaeological Society of the University Malaya based in Singapore such as pottery and ceramics from China, glass shard from the western part of Asia, beads from India, and most of the ceramic was in form of fragments. Iklil Izzati et al., (2011) stated that the supported evidenced to prove Bujang Valley as a port city were found near river sites such as in Pengkalan Bujang, Kampung Sireh, Kampung Sungai Mas, and Simpor Tambang.

### **River at Bujang Valley**

River systems are vital in the Bujang Valley civilization. Iklil Izzati et al., (2011) stated in their study that Allen (1991) has revealed 86 from 87 sites in Bujang Valley can be linked with the river and the sea. Even though Sungai Batu Complex did not function as a trading site, the river systems in Sungai Batu Complex also could be perceived with the same role because of its location that strategic as a feeder point before the goods being taken for trading activities located on the banks of ancient's river that connect to the Sungai Merbuk estuary.





**Figure 1: The river flow from the Jerai Mount at Bujang Valley by Bronson's Model.**  
Sources: Iklil Izzati et al., (2011)

Based on Iklil Izzati et al., (2011) research paper, the proposed river concept in Bronson Model (1977) shows 'A' is a major main center of the river at Sungai Merbuk estuary located towards the Straits Of Malacca then followed by 'B' and 'C' river. 'B' and 'C' are in secondary and primary river junctions and function as second and third feeder points. 'D', 'E', and 'F' are located at the upstream level and 'F' may be at the top of Jerai Mount. 'X' is in the sea center at the Straits of Malacca which is consume the product from the 'A' center. The river flows from the Jerai Mounts towards Sungai Muda and Sungai Merbuk until the port area is located along with the coastal site at the Straits of Malacca.

### **Mount Jerai as a Trademark for Bujang Valley**

Mount Jerai is the higher peak in Kedah state, located at the border of Kuala Muda and Yan, Kedah, with 1300m height and 3992-meter height above the sea level (Nur Umaira et al., 2019; Zuraidah Hassan & Zuliskandar Ramli, 2018). Jerai Mount is known as a landmark to guide traders and sailors for trading activities from all over the region because can be seen from the shore and as a lighthouse to guide the ship at night. Jerai Mount plays a crucial role in the existence of Bujang Valley port city and the development of the ancient government of the Srivijaya Kingdom from four-century until fourteen century AD. For the Hindu-Buddhist community, Jerai Mount considers a sacred place.

### **Bujang Valley as Sacred Places**

Based on the discovery of temple remains, statues, and inscriptions around Bujang Valley archaeological sites, it was proof that Bujang Valley has been visited by Hindu-Buddhist preacher (Zuraidah Hassan & Zuliskandar Ramli, 2018). Jerai Mount play an important role in the Hindu-Buddhist community believed that Jerai Mount was a sacred place and it to be their supreme god residence at that time. For Hindu-Buddhist religious, Jerai Mount was a worship place (Attar) for



Hindu against Navagrahas (nine planets). Jerai Mount become a reference in build Hindu-Buddhist temples which the entire temple in Bujang Valley was in south area of Jerai Mount, the researcher believed that there was a temple on the top of Jerai Mount (site 9) based on archaeological findings such as stone, bricks, and granites bracelets (Zuraidah Hassan & Zuliskandar Ramli, 2018).

### **Archaeological Findings in Bujang Valley**

According to Adnan Jusoh et al., (2018), the remains archaeology sites at Bujang Valley are Ulu Sungai Merbok (on the top of Jerai Mount), Tupah, the left and tributaries of Sungai Bujang (Especially at Pengkalan Bujang), Sungai Batu Estate, the river side of Sungai Semeling, and Kampung Sungai Mas. Bujang Valley is rich with remains temples, Hindu-Buddhist religious statues, and remains of archaeological artifacts such as ceramics, beads, stone tools, and pillars based which are now exhibited in Bujang Valley Sungai Batu Museum Complex.

Archaeologists and researchers had investigated fourteen monumental sites and nine of its had been reconstructed which the size of the structure varies from 15sqf (4.5msq) to over 40feet (12 meters) along each wall, the main and largest monuments have been reconstructed at Bukit Batu Pahat, next to the Archaeological Museum and based on the finding of Shiva shrine, the monument dating around the eleventh century (Chapman, 2013). The reconstruction of the monument structure can be a window to the past for visitors to experience that historic vicinity. Nur Umaira et al., (2019) stated that there are only four monuments within the museum area which are in site 8, site 16, site 21, and site 50.

Sungai Batu Archaeological Complex reveals the most complete architecture evidence in the region which clearly at this point be able to close the gaps related to the architectural structures in the historic urban landscape of the early port city in Southeast Asia world settlement (Halim, 2021). Based on excavation led by Mokhtar Saidin from Universiti Sains Malaysia, the Sungai Batu Complex has covered 4 square kilometers and has served as a root of settlement civilization in the oldest kingdom in Southeast Asia since fifth century until seventeen century AD (Fook, 2015).

#### **3.3.1 Validity and Reliability**

This research is to identify the multicultural elements of Bujang valley civilization and to link the national identity and heritage urban landscape in the edutainment of Bujang Valley. The data collection using literature review from past studies. This study contributes as a preservation of ruins cultural heritage by linking the national identity, heritage urban landscape, and edutainment in digital heritage tourism activity.

### **4. Conclusion**

Bujang Valley has the potential to be developed into digital heritage tourism sites. The ruins' heritage elements can be virtualised into digital virtual technology by creating a sense of the past, therefore can instil the spirit of national identity of this heritage urban landscape the Malay Archipelago and engage the digital edutainment among the visitors especially for young generations.



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# IMPROVING POLYTECHNIC ESL STUDENT'S SPEAKING SKILL IN PRODUCT PITCHING VIA "I-STITCH&PITCH"

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**Abstract:** *Speaking skill is considered one of the most challenging skills to be acquired by students. As such, educators have carried out a variety of speaking activities in the ESL classrooms to help the students acquire this skill effectively. In the polytechnic context, students are exposed to communication courses to prepare them to enter the industry. However, students are still facing problems speaking English fluently due to their negative perception, nervousness and maximum use of online platforms in doing their personal activities without learning English. Thus, an innovation dubbed "I-stitch & pitch" was created to assist students in honing their speaking abilities while pitching a product through the use of Instagram. This innovation was developed based on the ADDIE model and was conducted in three sessions that involved 31 Digital Technology semester one students of a polytechnic in Malaysia. A Google Form questionnaire regarding the perceptions of students towards the use of "I- stitch & pitch" in improving their speaking skill was distributed to all the participants and analysed descriptively. Several students' presentations were selected at random to analyse their improvement in product pitching. Findings revealed that "I-Stitch&Pitch" has improved students' speaking skills and enabled them to speak more confidently. It is hoped that "I-Stitch&Pitch" can be utilised as one of the speaking activities that could be carried out in the classroom by making suitable adaptations in order to help the students speak English more effectively.*

**Keywords:** speaking skill, Instagram, product pitching, ESL classroom, polytechnic.

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## 1. Introduction

Malaysia has made the study of the English language a requirement for all students, at all levels. As a result, the English language is an efficient medium of communication. Currently, there is a greater emphasis on enhancing Malaysians' mastery of the English language, and the country's educational structure takes this matter severely (Jassem, 1993). In this nation, English has a rock-solid foundation in this country (Jaseem, 1993), therefore English is essential in the ESL classrooms.

In the learning of the English language, students should acquire the four skills, which are, listening, reading, speaking and writing. Speaking skills, according to Kayi (2009), is a critical component of second language acquisition. In today's ESL classrooms, speaking is a challenge to students as they are terrified of making errors and have limited in vocabulary.





In the polytechnic context, it is necessary for students to constantly improve and gain additional talents in a variety of areas of life, such as the capacity to communicate, which is still a challenge from time to time. Furthermore, the English language is a worldwide language that is extensively utilised in many nations and has begun to be taught as a fundamental lesson in the area of competence at polytechnic institutions. With this, the researchers came up with the “I-Stitch&Pitch” to help students improve their vocabulary mastery which would in turn help them enhance their overall speaking abilities. This study is paramount in order to access the use of “I-stitch & pitch” in improving polytechnic students’ speaking skills in product pitching. It will answer the following research questions:

1. Does “I-stitch & pitch” improve polytechnic ESL student’s speaking skills in product pitching?
2. What are the perceptions of polytechnic ESL students towards the use of “I-stitch & pitch” in improving their speaking skills in product pitching?

## **2. Literature Review**

### **English Speaking Skills**

The English language is often recognised as the language which is widely spoken and listened to by the people around the world. Due to its worldwide presence, mastering all linguistic skills has always been the emphasis in education. In Malaysia, this global language is known as the second language and Malaysians are required to learn it for at least eleven years in their elementary and secondary education (Ansari, 2015). Students in schools must learn to listen, speak, read and write in English with the hope that they would excel in using English and not being excluded by the world (Rajendran & Yunus, 2021). Thus, educators and practitioners tend to put more attention in teaching and learning English by trying multiple pedagogical methods and conducting a variety of classroom tasks in order to build up student’s good English proficiency. It is to ascertain the learners not only proficient in our national language, Bahasa Malaysia, but also English, the global language, as aligned with the second shift of the transforming system that is highlighted in Malaysia Education Blueprint 2013-2025.

Among the four linguistic skills, speaking skill is one of the most popular topics that people put the spotlight on. It is regarded as the most fundamental, yet the most challenging skill to be acquired, especially for the ESL and EFL learners (Hilma et al, 2020; Richards, 2008; Bailey & Savage, 1994). However, mastering good English-speaking skills is vital, especially after a student's graduation as it increases a student’s chance of being hired by companies. This is further supported by Durga (2018) who reviewed that English language as a key in the job street which assures the students could be promoted successfully in any work field. Unemployment may occur as if the students are not capable of communicating in the target language (Rao, 2019). Hence, the command of English not only helps students succeed academically, it also prepares them for the challenges while searching for jobs. This could be seen and reflected in the polytechnics context whereby the graduates are expected to have the capacity to grasp technology, be innovative and are able to communicate effectively with others. They are expected to be proficient in the English language and converse fluently.



### **ESL Classroom in Polytechnic**

In the polytechnic context, all students who enrolled in diploma programmes are obligated to enrol in Communicative English courses. Three Communicative English courses are needed for engineering students, which include Communicative English I, Communicative English 2 and Communicative English 3, respectively. These three courses expose students to communication skills, presentation skills, communication at the workplace and job-hunting skills. As for students who are taking the Digital Technology courses, they are only required to enrol in one English course, namely English for Digital Technology. This course focuses on communication and presentation skills and the assessments require students to present their work in front of the class. All these English courses are to guarantee that polytechnic graduates are capable of communicating effectively in a variety of situations and with individuals at their future employment (Zainuddin & Kamin, 2020). Thus, the students would be fluent and confident speakers at their workplace.

Nevertheless, it was observed that polytechnics students had difficulties in acquiring English language skills. Deshmukh (2015) pointed out that the majority of polytechnic students lack proficiency in written and spoken English even after graduating. This might occur as a consequence of a negative perception of the language as well as the anxiety of using the language in public situations (Hashim & Isa, 2012). Some of the students faced problems in speaking, reading and comprehending basic commands given in English due to the optimum exploitation of internet and media in doing their personal tasks instead of studying English materials (Moses et. al, 2018). Actions need to be taken by the teachers to make sure student's learning could take place effectively. Thus, in order to develop good English language abilities, more effort or innovative learning methods have to be invested into ESL classrooms in order for pupils to develop English language abilities.

### **EngTech - IG (Instagram)**

The use of technology has been integrated into the teaching and learning contexts. ESL teachers and students are looking to mobile technology for new ways to teach and learn the language, since it is viewed as the next frontier in language learning and study. (Harwati, Yunus & Embi, 2019). Incorporating technology such as social media into the English language teaching and learning process has become a trend for educators and practitioners to deliver their lessons or carry out their classroom practices. It is certainly beneficial and relevant since students are confident and skilled in using it on a daily basis. (Razak, Emary, Ibrahim & Yunus, 2019). Platforms such as Facebook, WhatsApp and Telegram are often adopted and applied in the classroom in order to deliver the learning content or interact with one another among teachers and students. It provides learners with convenience because information and knowledge are just only a click away.

Instagram has long been regarded as one of the most popular social networking sites. Launched in 2010, it debuted as a medium for photographs sharing and eventually developed tremendously by adding incremental innovations like video, messaging in private and story sharing (Ellison, 2017). These additional features connect users with one another by communicating in multiple ways, privately or formally (Carpenter et.al, 2020). For instance, Instagram messaging is personal as the user sends the message to the person he or she wants to communicate with, while Instagram photo-post allows the user to deliver a message to their followers or public in formal. It makes the bonding of people more interactive and interesting, which perhaps makes it lately surpassed Facebook and becomes one of the most welcoming applications among the teens in the U.S.



(Anderson & Jiang, 2018). With its popularity gained and effectiveness, Instagram indeed leaves a great impact in our daily life.

Seeing the positivity and possibilities found in the use of Instagram, educators and practitioners have associated it in their lessons and practices. Instagram has been utilized in the classroom as a powerful instructional tool which transforms learning into an uncommon, engaging and impactful process (Kirst, 2016). The inclusion of Instagram in language learning would most probably provide an enjoyable learning environment for students as a variety of classroom activities like grammar practices and speaking tasks could be conducted. As mentioned by Handayani (2016), language activities such as telling stories, role playing, grammar tasks through pictures, reading and communicating through videos could be practiced in Instagram. With the numerous activities undertaken, students may be more enjoyable and interested in language learning and thus it becomes a good start for them to improve their language skills.

Bringing Instagram into classroom practices has turned the learning process into a unique one. It was discovered that Instagram has served as a catalyst that stirred up student's interaction and interest in English language learning. Most students felt motivated and actively participated in classroom tasks given which concurrently developed their language skills. (Purnama, 2018; Azlan, et.al, 2019). It fostered student's interaction in group projects by taking and editing of photos and videos, suggesting captions and providing feedback which could build up student's spatial and linguistic awareness (Mansor & Rahim, 2017; Phillips, 2013). Hence, with the great impacts left which past studies highlighted, Instagram is perceived as the social media platform that applied in this study in order to implement the innovation, "I-stitch & pitch". The researchers believe that the participants could make use of Instagram medium to perform the task distributed.

## **2.1 Problem Statement**

It is intended that the English for Digital Technology course would enhance students' communication abilities, allowing them to get better employment once they graduate. One of the assessments encourages students to pitch their own product in the hopes of developing suitable vocabulary and confidence, as this might be a useful ability later in their career. Unfortunately, the researchers discovered that the students did not do well in their speaking assessments, with the results being unsatisfactory. Students struggle to pitch their products owing to a lack of vocabulary, which lowers their confidence.

## **3. Method**

### **3.1 Samples**

This study was conducted in a polytechnic located in East Malaysia. A total of 31 students who are taking the English for Digital Technology course participated in this study.

### **3.2 Procedures**

This study uses the ADDIE model that intends to discover the use of I-Stitch & Pitch in improving students' speaking skills in pitching a product. The ADDIE model is an instructional design guide that has been extensively utilised in the instructional field (Aldoobie, 2015). In the educational sector, this ADDIE model is applied in building effective learning materials to ensure meaningful and learner-centred learning takes place in the classroom (McGriff, 2000). Therefore, this approach was employed for this research in order to get a thorough comprehension of the subject



matter. It enables researchers to get a more comprehensive grasp of the subject, as the ADDIE model is broken down into five distinct stages: analysis, design, development, implementation, and evaluation.

### **3.2.1 Analysis**

Analysing is the first step which is highlighted in the ADDIE Model. It serves as the underlying pillar of all other phases and determines what should be learnt by the students (Muruganantham, 2015). Sample tasks such as analyzing student's assessments or take-home tasks could be one of the ways to identify their problems that they faced in the classroom. In this phase, the researchers have done an observation on the students' learning needs. Their assessments done in the classroom were analysed and it is found that the students do not converse fluently as they lack the vocabulary needed to pitch products. Additionally, pupils lack confidence in their presentation as a consequence of their inability to communicate effectively and their lack of familiarity with appropriate language.

### **3.2.2 Design**

Designing is the following stage of ADDIE Model. It's a step where putting the information into practise after considering how to design instruction that could facilitate student's learning and interaction with the materials you produce and give (Aldoobie, 2015). Measurable objectives, teaching plans, and selected resources were comprised in this designing step. Thus, after ascertaining the student's learning needs, the researchers designed an activity that aligns with the syllabus whereby it focuses on the description of products that are related to the students' field, Digital Technology. The learning objectives, instructions to the users and students, illustrations of digital products, appropriate vocabulary and descriptions were listed as the "skeleton" of the module.

### **3.2.3 Development**

The development part comes after the analyzing and designing phases. It focuses on the development of instruction, including material that will be utilised in the lesson, and any supporting documentation (McGriff, 2000). Content such as instructions, storyboard and exercises were created and written in the material designed. In this study, the researchers have developed an activity that fits the requirement in pitching a product. The activity's process and resources are aligned with the curriculum for the English for Digital Technology course. Content includes learning objectives, instructions and products that are relevant to the course, such as gadgets and other technology-related objects and the suitable vocabulary were provided for product pitching activity. Additionally, a description of each product is included to assist students in developing a more effective presentation.

### **3.2.4 Implementation**

After developing the materials used, it comes to the phase of putting the plan in actual, which is implementation. It assists students to grasp the topic, support their understanding and assure them switch the learning knowledge into their learning goals (McGriff, 2000). Teacher training, learner's preparation and organised learning surroundings are the key players in executing the designed and developed plan efficiently (Aldoobie, 2015). Here, the researchers carried out the implementation of the activity on the students for 7 weeks. The researchers used Instagram as a



platform to carry out the intended activity. The students were to follow an Instagram page and to be alerted of any posts from the said page. The researcher will then upload pictures, the vocabulary needed and descriptions of products on the Instagram page. The students will then have to proceed by recording a video of themselves pitching the product that was posted and send their videos to the researcher. The researcher will then upload the videos on the Instagram page and the students are instructed to give constructive comments to their peers.

### **3.2.5 Evaluation**

Evaluation is the last stage of the ADDIE Model. The efficacy and efficiency of the instruction that is implemented are assessed throughout this phase (McGriff, 2000). It is critical to evaluate each phase to verify that the objectives and learning requirements of the students were fulfilled after the use of materials designed (Aldoobie, 2015). Hence, to measure the student's engagement within the module, the researchers created and distributed a questionnaire via Google Form. Students were asked to rate the learning activity using likert scale, whether it facilitated their learning progress or otherwise. Their feedback was then tabulated and classified into "positive" and "negative" feedback. Concurrently, several student's performances were selected randomly and reviewed by the researchers in order to look at their improvement. A rubric was utilized in the evaluation of student's performances and the marks were then arranged in the table form.

### **3.3 Research Instrument**

A questionnaire was distributed to the participants after the activity to gain their feedback towards the use of "I-stitch & pitch" in product pitching. The questionnaire was produced in Google Form and consisted of 8 items. According to a five-point likert scale, the student's level of agreement with the questionnaire's questions was categorised as either (1) Strongly Agree, (2) Agree, (3) Neutral, (4) Disagree, or (5) Strongly Disagree. The data gained from the students' responses was tabulated into two categories, "Positive Feedback" and "Negative Feedback".

Several students' presentations were selected at random to analyse the improvement of their speaking skill in product pitching. A rubric which was adapted from the rubric of an assignment in the English in Digital Technology course, was used to assess their performance in the presentation. There were five criteria listed in the rubric given, which were "Product Knowledge" in terms of the features and characteristics of the product, "Lexical Resource" in the use of vocabulary, "Organisation of ideas", "Voice delivery" and "Creativity". A 4-point scale was used to provide the scores obtained in the assessment conducted. The scores obtained from each assessment made were compared and tabulated in order to determine the student's improvement.

### **3.4 Validity and Reliability**

The questionnaire employed in this study was subjected to a validity test in order to ensure its reliability. The researchers employed the SPSS Version 26 software to analyse the validity of the questionnaire used in this study. The Critical Values of the Pearson Correlation Coefficient table served as a guide for the researchers in analysing the data. The degree of freedom (DF) was calculated using the  $N-2$  equation, and the researchers then compared the obtained value to the critical value to confirm that the items in the questionnaire are viable. The 95% confidence interval (0.05) is often used by researchers to assess the validity of questionnaire items. Following the Pearson Correlation Coefficient table, the researchers have discovered a value for the correlation



coefficient of 0.355046. All of the items on the questionnaire have a score greater than the critical value (0.355046). Therefore, the questionnaire items are plausible.

The reliability of the items in the questionnaire and a developed rubric were checked via peer review. Two colleagues were asked to access the items in the questionnaire and the rubric. One colleague is a seasoned lecturer who sometimes does her own research, specifically quantitative research, while the other is a senior lecturer who has been lecturing in polytechnics for over twelve years. Both agreed with the usage of the items in the questionnaire, which was developed to tailor the context of the study. In addition, they stated that the descriptions in the rubric are consistent with the study's objectives.

#### 4. Results and Discussion

The instruments were administered using a five-point Likert scale questionnaire. By and large, the respondents rated the things as being more acceptable as their scale scores declined. The Likert scale has five components: The following are the options available: 1) Strongly Agree; 2) Agree; 3) Neutral; 4) Disagree; and 5) Strongly Disagree; respectively. Positive and negative responses indicating the students' perception were pooled for data analysis and interpretation. Positive feedback scales are used for the first, second and third likert scales, while negative feedback scales are used for the fourth and fifth likert scales. Table 1 summarises the information gathered from the questionnaire on each of the aspects of polytechnic students' perception that were covered in the questionnaire.

**Table 1: Students' Perceptions on Using "I-Stitch&Pitch"**

	<b>Positive Feedback</b>	<b>Negative Feedback</b>
This learning method is interesting.	80.6	19.4
This learning method is interactive.	87.1	12.9
This learning method makes me more confident in speaking English.	83.9	16.1
This learning method helps me to improve my speaking skill.	80.6	19.4
This learning method helps me to learn more about product-pitching.	77.4	22.6
This learning method helps me to gain more vocabulary in speaking.	73.3	26.7
This learning method helps me to elaborate more product descriptions.	80.6	19.4
This learning method helps me to learn more from my peer's feedback.	70.0	30.0

The students' perception on "I-Stitch&Pitch" is an important part, particularly in improving it to suit the students' needs and interest. Most of the perceptions made by the students are leaning towards a more positive note. What struck out was that 87.1 of students found it to be interactive. This could be based on the use of Instagram as a medium to conduct this activity. As a fun and engaging way to study, Instagram has been described as an intriguing technique to encourage students to express themselves verbally. Additionally, since this generation is technologically adept, utilising Instagram is considered as a fun and engaging way to learn (Jalaludin, Abas & Yunus, 2019; Ibrahim, Aziz, Zakaria & Yunus; Jalaludin, Zakaria & Yunus, 2019; Jalaludin,

Zakaria& Yunus, 2019). Although it is found to be interactive, 30% of the students responded negatively in the last item whereby they learn from their peer's feedback. A reason could be because they are shy or anxious while presenting their pitches. It is commonly known that many students are apprehensive about the circumstances in which their performance in speaking English would be judged by others and they are most likely terrified of being humiliated in front of their peers particularly if they are deemed inadequate (Hashim & Isa, 2012). This might affect their confidence, however 83.9% did agree that "I-Stitch&Pitch" did in fact increase their confidence level.

This provides a response to the second research question, which is to determine whether or not the students who participated in "I-Stitch&Pitch" improve their speaking abilities. The students' results are reflected in Table 2.

**Table 2: Student's Result After Before and After Using "I-Stitch&Pitch"**

	Assessment 1	Assessment 2	Assessment 3
Student A	12	14	18
Student B	13	15	17
Student C	9	11	16
Student D	14	15	20
Student E	15	17	20

This study reveals that "I-Stitch&Pitch" does improve students speaking skills in product pitching. The similarity in the results of the students is the improvement of the students ability to pitch products. This achievement, in other words, prove that "I-Stitch&Pitch" in a way, works. The increase in students' scores were certainly caused by the "I-Stitch&Pitch" module through the use of Instagram. It was discovered by the researchers in this study that students had a favourable impression on "I-Stitch&Pitch". The student's perception to "I-Stitch&Pitch" is feasible to implement to support product pitching assessments. Similar to a module, the "I-Stitch&Pitch" is shown to be somewhat beneficial in that it might improve students' performance shown to be somewhat beneficial in that it might improve students' performance (Fernandes et al, 2016).

## 5. Conclusion

It has always been a challenge for ESL learners to acquire good English speaking skills. It is anticipated that the "I-stitch & pitch" initiative would give additional opportunity for polytechnic ESL students to speak with appropriate vocabulary and descriptions while pitching products to potential customers. The compliments and constructive feedback received from their peers assisted the polytechnic students in improving their content delivery and increasing their confidence during their speaking presentation. Although this "I-stitch & pitch" programme is open to all students, it is restricted to polytechnic students, namely those who enrolled in the English for Digital Technology course, and only digital products were available for them to pitch. In order to carry out this practice in an ESL classroom, it is advised that appropriate adaptations be made depending on the students' level of competence and that additional items be prepared for students to choose from. Hence, it is hoped that "I-Stitch& Pitch" will contribute to the discourse of a wide range of instructional classroom material that could be applied accordingly.



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## INVESTIGATION AND DEVELOPMENT OF RAINTREE FURNITURE FROM THE WASTE OF URBAN TREE

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**Abstract:** *The understanding of the benefit that has been provided by urban trees is important to justify the investment and improve stewardship. It has mostly been studied in environmental regulation and property values. However, a smaller number of researchers have taken into consideration on business perspective whereas the urban trees can be transformed as lumber and other solid-sawn wood product. Hence, this study aimed to investigate and develop furniture made from the waste of urban trees. The Raintree or Samanea saman is selected as a case study due to its greatest and fashionable urban tree species. The results recommended beautiful and uniqueness of Raintree wood properties. Besides that, the outcome also suggested as comprehensive management of urban trees resource attempt to increase the lumber value, while considering also other constraints on species selection, including biodiversity and suitability for urban environments.*

**Keywords:** Sustainability and wealth, green waste, nature and eco-material, and furniture design.

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### 1. Introduction

Trees play a significant role in the urban environment and have many important meanings for urban residents. Trees are an essential element of urban green infrastructure, delivering a wide range of services to sustain life, promote well-being, and support economic benefits. The tree is described as biological, cultural, or aesthetic that significance due to its age, size, or condition (Abd Kadir & Othman, 2011; Seamans, 2013; Hasan, Othman & Ismail, 2018). Urban trees can be found in a variety of urban settings, including streets and parks. A street tree is a tree in an urban or sub-urban that can be defined as a tree next to roads or a large road in the urban environment while the tree in the parks is a tree planted in parks, gardens, or other open spaces. Urban trees have their highest value when alive. According to Hasan, Othman & Ismail (2018), trees have been introduced within cities since early cavillation for functional and aesthetic purposes. The trees that grow include a variety of species with different shapes, forms, colours, sizes, and wood properties (Alli et al., 2021).

Trees can change the urban environment based on their scale, nature, shape, physical characteristics, and colour. For example, the tree size is an important variable, with a general preference for tall, spreading, globular, or canopy-wide trees, and some of them reflect the local culture. Their variables also such as age and maturity, as well as benefit, are closely related to the value. Owing to aesthetics, flowering tree species are often considered when selecting and planting urban trees in the city. Most of them have contributed to more clutter and higher maintenance costs. Generally, the urban trees are being cut down faster and high costs for maintenance. The





trees are mainly removed or destroyed due to site development or construction, as well as health and safety concerns. Meanwhile, it also needs regular maintenance to enhance its aesthetics and wellbeing, and remove dangerous, dead, or dying branches and whole trees. For example, a pruning operation to remove diseased trees, a road sign raised to see, a tree thinned out to provide more filtered light, or a tree potentially removed because it was unhealthful or unwanted.

Most of the end life of urban trees is either mulched or landfilled. Urban trees waste is generally transported to the landfill in separate trucks from household garbage and can be expensive, as well as a waste of energy resources since it could be used by a variety of industries (Khudyakova, Danilova & Khasanov, 2017). A study by Hishammuddin (2021), the volume of urban tree waste collected is around 300-500 tons per year in Klang Valley and can reach up due to environment disaster. Earlier research has shown that waste from these trees is typically regarded as a costly waste problem. It is due to the space of the landfills being limited and mulch has relatively little economic value (Alli et al., 2021). The waste of urban trees can be described collectively as the logs, brush, and chips generated using arboriculture practices on an urban or community tree grown on residential or municipal lands (Tree Care Industry Association, Inc. 2013).

Nowadays, as part of a commitment to sustainable urban trees, there is now a movement to utilise the entire tree for the value-added products. Some tree parts are better suited to being turned into wood chips or firewood. Furthermore, tree trunks can be saved and transformed into lumber. According to Tinua & LaMana (2013), the wood of the urban trees has market value and can be milled for end uses. However, the bolewood of urban trees is still mostly an under-utilised resource. Fewer studies also mentioned the potential for marketable lumber derived from the waste of urban trees. Hence, this study is significant to utilise the waste of urban trees that can be turned into furniture material as well as can save our planet and provide an economic return. In addition, it also can promote a new alternative furniture material that acknowledged the beauty and unique appearance and reduce the amount of green waste that goes to landfill.

## 2. Research Background

Trees in urban areas have an aesthetic function, however, they also require regular maintenance, constant pruning, and removal of tree death that was resulted in waste contributing such as leaves and twigs (Bertolini et., al, 2013). Trees are usually removed from the urban environment for one of the many reasons that: (1) overgrowing and presenting a decreasing hazard; (2) being in the direction of a planted project and being too large to move, (3) healthy, wind, rain, or lighting trees, and (4) growing old and/or ill and showing a decrepit hazard. Urban tree residues were generated through arboriculture and landscape maintenance practices implemented by homeowners, landscape maintenance companies, and the tree care industry. The most crucial aspect of tree removal by the local authority in Malaysia is safety (see Figure 1). According to Murad (2000), 32.7 percent of mature urban trees in Kuala Lumpur are hazardous, and most of them have various defects. Though Sreetheran, Adnan & Khairil Azuar (2011) discovered that 95.5 percent of street trees in Kuala Lumpur were considered moderately hazardous, and many of the defects were from dead twigs/small branches that had not been pruned. The potential for anything to cause harm is defined as a hazard, while the likelihood of that harm occurring in some situations is defined as a danger. Figure 1 shows the tree removal by the local authority due to unsafe condition.



**Figure 1: Tree Removal by Local Authority**  
(Source by Author)

## 2.1 Waste of Urban Trees

Waste wood from our cities now constitutes 10 to 20 percent of the volume of materials going into landfills. Most the urban waste trees were dumped in landfills or burned, especially the large branches and trunks. Among these reasons, lack of information on the utilisation potential and available technology seems most prominent. Generally, an abundance of urban trees waste is sent to a site or used for low-value items like mulch, firewood, or wood (Little et al. 2011; Brashaw et al. 2012; Hishammuddin, 2021). Due to the rise in urban wood waste, federal, state, and local governments have begun developing new strategies for wood recovery from this waste (Bratkovich 2001; Brashaw et al. 2012). A study by Bertolini et al., (2013), shows that the waste generated from urban trees can reach significant value for an economic benefit such as shown in Table 1.

**Table 1: The Benefit of Urban Trees**  
(Source by Bertolini, 2013)

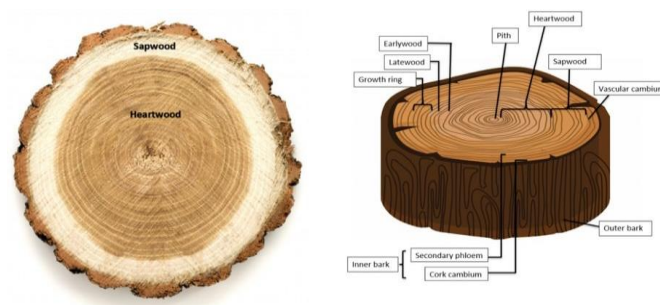
No	Description
i.	Many urban trees on the tremendous amount of forestland are found in urban development and used as landscape trees.
ii.	Many ornamental species of urban trees contain beautiful and decorative wood, and this wood is useable by artisans, craftsmen, and other woodworking enthusiasts.
iii.	Trees that have reached their useful lifespan may have value if they are logged before dying. Logging mature trees also give younger species space to thrive and mature.
iv.	Urban trees are often cut down especially removing trees that die, become too large, or present an unacceptable level of risk for an urban setting.
v.	Disposal of urban trees can be costly and difficult. Cities incur substantial disposal costs when they are forced to remove hundreds of trees from street rights-of-way and public land each year.

According to Bratkovich & Sherrill (2011), the concerns about climate change have prompted some to consider using urban wood from trees for value-added wood products (e.g., cabinets, furniture, and lumber) rather than allowing carbon emissions from the use of wood as a fuel source, and diverted to other uses, like the furniture or high-end wood products market (Bertolini et al., 2013). Firewood and mulch chips are two other common uses for urban tree waste. Big branches

and trunks were usually converted to firewood or lumber, while brush and chips were used for mulch and composite (Nowak, Greenfield & Ash, 2019).

## 2.2 Utilisation Wood of Urban Tree Waste

Wood is a naturally occurring material derived from trees. Wood is also one of the most eco-friendly products. Wood is a natural commodity that has a variety of characteristics and properties. Wood is a biological and fibrous rigid material of plant origin. The wood exhibits great variability in its properties such as cellular structure, anisotropic, and non-homogeneous. The wood is broadly classified as hardwood and softwood. Also, the xylem of a wood tree trunk can be divided into two categories known as heartwood and sapwood (see Figure 2). Heartwood usually looks different than sapwood, where the heartwood is much darker than sapwood. Heartwood is the inner zone of the xylem, it is physiologically inactive regarding water conduction (Pinto, Pereira & Usenius, 2002). Sapwood is the younger wood of the tree trunk, and it is functioning as active living cells, transporting water and minerals from roots to the cambium and leaves, and as reserve materials.



**Figure 2: Wood Structure**  
(Source by Author)

Wood from urban trees has long been an underutilised resource (Donnelly & Doria, 2014). The urban trees wood usually is not marketable to sawmills and veneer manufacturers because of the small volumes available at any one location. A previous study identified that the waste of urban trees such as the trunk and large branches are the best candidates for lumber production (Alli et al., 2021). However, only a few Malaysian wood processing facilities are currently using large branches and bolewood waste from urban trees for furniture material. Many of these operations are urban sawmills that produce solid wood for furniture and other products.

Wood is the raw material derived from the felling of coniferous and deciduous trees, which is then processed into a variety of products. A large variety of tree species can be used to make solid wood. The tree species, on the other hand, are selected based on their size and shape. The main criteria also refer to the physical characteristics of the wood, such as its strength and resistance to decay, as well as its aesthetic qualities. A typical urban tree capable of producing heavy lumber yields 30 feet of lumber, while a large park tree yields 150 feet (bf). According to the Tree Care Industry Association, Inc (2013), the wood waste of urban trees should be used at the highest possible value based on its consistency, quantity, and marketability. Not all urban tree waste can be used to make wood. The most notable item produced from saw logs is lumber. Lumber is created using a sawmill process to cut into standards shapes for use in creating a variety of wood products.



The wood of urban trees as logs can be classified into three quality levels, each with its own set of applications:

- a) Higher Quality - veneer, furniture, cabinetry, flooring, and art/ novelty items.
- b) Medium Quality – lumber, pallets, packaging crates, and firewood.
- a) Lower Quality – mulch, compost, biomass, and pellets.

### 3. Materials and Methods

Raintree or *Samanea saman* is selected as a case study. The tree selected based on their shape and scale. In addition, the key criterion also applies to the wood's physical properties, such as its strength or resistance to rot, as well as its aesthetic qualities. Raintree or *Samanea saman* acknowledged is the most popular and fashionable species that have been planted along the street or road in an urban environment in Malaysia. The raintree, *Samanea saman*, is native to South America. It arrived in Singapore in 1876 and quickly spread throughout Peninsular Malaysia (Sreetheran, Adnan & Khairil Azuar, 2011). Since the early 1900s, this species has been introduced for urban planting. During the colonial era, *Samanea saman*, also known as rain trees, were commonly planted as avenue trees to provide much-needed shade for pedestrians and cyclists (Ng, 1985). To this day, it is still commonly planted in a variety of urban areas, especially along the roadside in Malaysia.



Figure 3: Raintree or *Samanea saman*  
(Source by Author)



Figure 4: *Samanea saman* or Raintree Log  
(Source by Author)

Raintree or *Samanea saman* is a rapidly growing and rare plant (Figure 3). It is a large tree or a shady. Raintrees are easily identified by their umbrella-shaped canopy and can typically grow to heights of 15-25 meters (50-80 feet) with crown diameters of 30 meters (100 feet) (Staples & Elevitch, 2006). It can grow to a height of 20-30 meters in the wild, with a breast diameter (DBH) of 80-100 cm (Elias et al., 2017). In urban areas, however, with a DBH of 150cm, only 15-20 meters of height can be attained (Luna, 1996). Figure 4 show the matured tree of Raintree or *Samanea saman* is removal due to unsafe condition.



Figure 5: *Samanea Saman* or Raintree Wood Slab  
(Source by Author)

The properties of wood influence how wood is utilized for different purposes. Physical and mechanical properties, according to Mullins & McKnight (1981), are critical considerations to consider when determining appropriate end uses. The raintree is a medium-strength timber with a decent texture and a dark colour (see Figure 5). Raintree wood is very common and can be used in a wide range of applications. The wood is ideal to produce solid wood furniture.

## 4. Results and Discussion

### 4.1 Furniture Design and Development

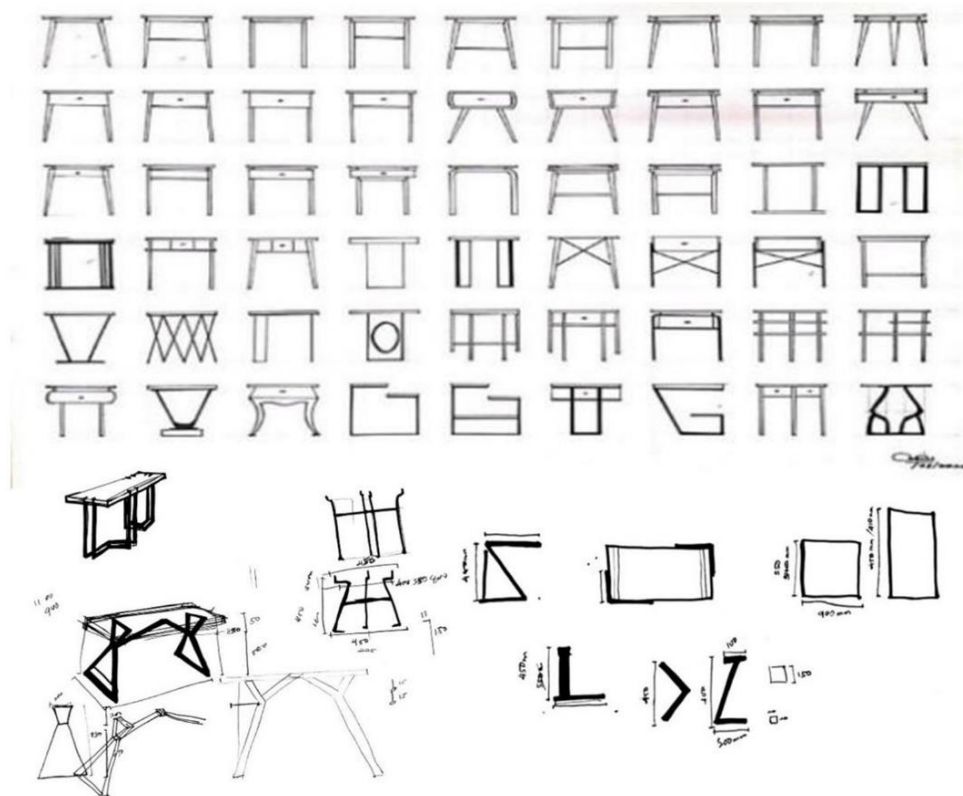
A wide range of urban tree species can be used to make solid wood. The utilisation of wood for various purposes is depended on the properties of wood. Making a prototype of some kind is one of the easiest ways to get an original idea in the design process. The prototype is used to investigate the finer points of function and aesthetics, as well as to highlight any flaws in the current design. Prototypes enable product designers to bring their ideas to life, test the viability of current designs, and potentially gather consumer input on the samples that have been made. Prototypes are often used during the final product testing process to quantify consumer behaviour, identify potential solutions to problems, or determine whether solutions have been implemented. These test results can then be used to redefine one or more problems discovered during the initial project process, as well as to gain a more comprehensive understanding of the issues that customers face when engaging with goods in the specified environment.

### 4.2 Design Process

If the final design is selected, the process proceeds to change the design to enhance the overall features of the furniture design. The architecture of this furniture emphasizes the beauty of rain tree wood slabs with a touch of modern furniture design. The creation of the occasional furniture prototype that resulted in the Coffee Table Howlie and Console Table Venkie is described in detail below.



- i) Coffee table and console table design development through the sketch in Figure 6.



**Figure 6: Coffee Table and Console Table**  
(Source by Author)

- ii) Computer rendering for the coffee table and console table (see figure 7 and Figure 8 below).



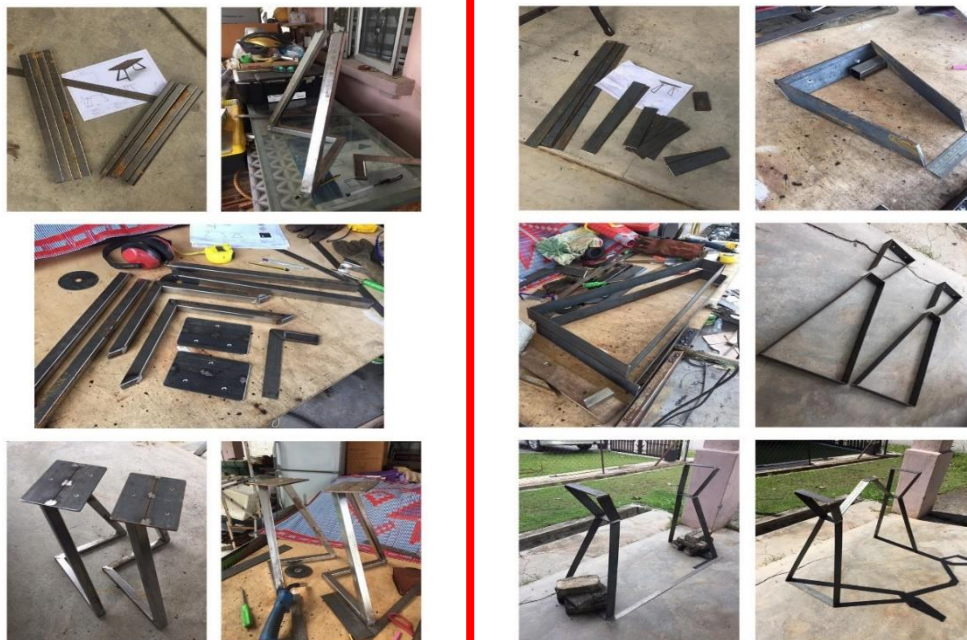
**Figure 7: Coffee Table Howlie**  
(Source by Author)



**Figure 8: Console Table Venkie**  
(Source by Author)

### 4.3 Production Process

*Samanea Saman* or Raintree wood slab was used to make the Coffee Table Howlie and Console Table Venkie. This material was chosen because of a research review that included an examination of new alternative furniture materials made from urban tree waste. The Howlie leg of the Coffee Table is made of hollow metal with a diameter of 25mm x 25mm. The legs of the console table Venkie are made of 5 mm metal plate material. These legs were placed together with the raintree wood slab using the JCBC and the M6 nut for the stud merge. The metal leg finishing process uses flat black finishing, and the raintree wooden slabs are finished with natural finishing to highlight the beauty of the wooden slabs. Figure 9 shows the step process of making the Coffee Table Howlie and Console Table Venkie furniture.



**Figure 9: Coffee Table Howlie and Console Table Venkie Making**  
(Source by Author)

#### 4.4 Final Prototype

*Samanea saman* or Raintree wood is a hardwood category. The wood is beautiful with golden to dark brown colour and sometimes with darker streaks. The raintree sapwood is usually thin, and its colour varied from yellow to white. Meanwhile, the grain texture is usually straight but also sometimes interlocked and extremely robust. The wood also ranges from moderately durable to very durable.



**Figure 10: Final Prototype of Raintree or Samanea Saman Furniture**  
(Source by Author)

Figure 10 shows an example of *Samanea saman* or raintree furniture. The raintree wood is one of the most versatile products for furniture making. The minimum thickness of the wood slab for making the large furniture is 3 inches and if it is less than that, the wood will be banned. The furniture is designed with a combination of metal material and a raintree slabs that can present a modern design.

#### 5. Conclusion

Trees in urban areas have both advantages and disadvantages. Trees are an important part of our communities, but they take resources, such as time and money, to plant, maintain, and conserve them. Many of the costs of maintaining and protecting urban trees, on the other hand, are well established. Multiple organisms are expanding at different rates. Some species of tree can grow in very different ways depending on the conditions in which they are grown. Mechanical properties and wood used during normal tree growth are affected by visual characteristics such as knots and spiral grain. Density, colour, fibre direction, and wood pore are all indicators of wood characteristics. Urban tree waste has the potential to be a valuable resource to produce a wide range of materials and goods.



To remind its purpose and protection, a tree planted in an urban environment requires regular maintenance. Every year, several trees are cut down due to health concerns, safety concerns, and site development. Most of the trees that had been cut were dumped. This study recommended that through utilisation of urban trees waste as lumber not only can reduce the amount of green waste that goes to landfills but also as an alternative for furniture material. The finding is most significant to acknowledge the beauty and unique appearance of furniture made from the waste of urban trees. Moreover, it also increases the economic value by transforming them into high-value wood products.

## 6. Acknowledgement

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## ISLAM AND SECULARISM: COMPATIBLE OR INCOMPATIBLE

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**Abstract:** *When we search for religion that preaches peace and submission to the will of God, undoubtedly, that will be the religion of Islam, which is also a religion of comprehensive way of life. It deals with all human aspects from cradle to death. It does not separate the world of transitory from the world of permanent (hereafter), nor disintegrating belief system and human routine activities. As a matter of fact, Islam always concerns about integration of soul and body, combination of material and immaterial life and consideration of finite existence and infinite world. Conversely, secularism in other hand is an ideology that advocates complete division and separation of this world and the world to come; it invites people to disintegrate religion and politics. Worst still, it indirectly eliminates metaphysical realities from human daily activities, on raison d'être, that metaphysical world or religious affairs can create obstacles and barriers to human development and progress. As such, the physical world and its fascination should be the first priority and main target of rational being. Based on this fact, this conference paper will apply comparative study to examine Islam and secularism; it will further explore the view of some contemporary Muslim scholars concerning the subject. Lastly, the paper will evaluate the ideology of secularism whether is compatible or incompatible with the teaching of Islam and that will be followed by brief conclusion and some suggestions.*

**Keywords:** Secularism, Islam, compatibility, incompatibility, Muslim Scholars.

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### 1. Brief Introduction

Secularism is an ideology that rejects religion, or the belief that religion should not be part of the affairs of the state or part of public education. The principle of separation of church and state, and the idea of keeping religion out of the public school system is examples of secularism. Down the centuries, secularism often associated with the age of enlightenment in Europe which was also coincided with la renaissance and which played a major role in Western society. The principles, but not necessarily practices of separation of church and state in the United States and Laïcité in France draw heavily on secularism. For instance, Laïcité is a French secularity, which is the absence of religious involvement in government affairs, especially the prohibition of religious influence in the determination of state policies and its routine activities. Hence, the policy decision pertaining to topics like abortion, contraception, sex education and etc, must purely be secularized. Based on this fact, this article aims to investigate secularism as an ideology that tends to separate the worldly affairs from metaphysical world. Yet, in order to achieve the objectives of this paper, we will apply analytical and comparative methods, by analyzing the meaning of secularism, its



kinds and characteristics, then, comparing secularism with the Islamic worldview. Lastly, comprehensive concluding remarks of secularism will be provided.

## 2. Definition

There's no doubt that definition is the fundamental aspect in studying ideologies. Because, through definitions this ideology (secularism) can be well understood by academicians and researchers. So, what is secularism?

According to American Heritage Dictionary of the English Language (2000: Houghton Mifflin), secularism is defined as religious skepticism or indifference or the view that religious considerations should be excluded from civil affairs or from public education. Meanwhile, Jacob Holyoake (1871) stated that "Secularism is an ethical system founded on the principle of natural morality and independent from any revealed religions or supernaturalism, but derived solely from human intellects and experiences". In another book *A Confession of belief* (1896); he defined secularism as a form of opinion which only concerns on questions and issues that only can be experienced and sensed by the humans' senses themselves. That means secularism is a system that fully adhered to ethics and morality and does not have any relations with any religion or metaphysical world, but emerges from human logical rezoning based on what the human sensed and experienced.

However, Jacob's definition needs some analysis, on the ground that if secularism is fully adhered to ethics and morality, the ideology should not oppose any religion nor object any revelation, because religion and revelation are the sources of ethics and moralities. as such, there's no ethics without religion and no morality without revelation of God.

As a matter of fact, Secularism can be classified under agnosticism. Because both ideologies only believe in existence based on five senses only, and other metaphysical aspects or *ghaibiyat* (such as God angels, paradise, hell etc.) are all considered as deviated, because metaphysical matters can not be sensed by human senses. In short secularism is dealing with worldly affairs and excludes religious affairs or any invisible world from daily life.

This is in line with the view of H.M Rasjidi, (1997) who argued that secularism is an ethical system together with philosophy that tries to interpret and give meanings to the humans' life without believes in God scriptures and the life of hereafter. From his definition we can conclude that secularism is non-religious worldview, it is also an atheistic ideology that only concerns with physical world.

Meanwhile, Harvey Cox (1985) defines Secularism as: "The liberation of Man from religious and metaphysical tutelage (guidance), the turning of his attention away from other worlds and towards this one," that is the worldly one.

This means, Cox has no belief in another world other than this physical world and natural phenomenon. This will raise another question and query of who is the originator of this physical world? Or who is the sole creator of this transitory existence? Surely, the answer to this question and query is God the only Originator of this physical world and the sole Creator of everything from nothing. So, if God is metaphysical, it does not mean He does not exist.



In brief, the English word secular derives from the Latin word saeculum which is referred to a generation or an age. "Secular" came to mean "belonging to this age, or worldly aspect of life. In general terms, secularism involves an affirmation of immanent, this-worldly realities, along with a denial or exclusion of transcendent and other-worldly realities. It is a worldview and life style oriented to the profane rather than the sacred, the natural rather than the supernatural. Secularism is a nonreligious approach to individual and social life.

### 3. Types of Secularism

Based on above definitions, secularism may be classified into two categories which are hard and soft. In addition, there are two types of secularism namely; radical and moderate. It is crucial to note that moderate secularism may be seen as soft, liberal or passive secularism. While radical secularism may be related to hard, extremist or assertive secularism. A person who practices moderate secularism can tolerate other religious people, multiculturalism and liberalism. These people also have neutral views on all religions as well as coexisting peacefully. Indeed, there are few famous names that can be categorized under this type such as John Locke, Adam Smith, and Thomas Jefferson, and Gandhi. On the other hand, hard secularists have different perspectives on religions. They view religions as an illusion and hurdle in facilitating modernization and seeking knowledge. These kinds of secularists call for complete elimination of religion from the routine affairs.

Meanwhile, there are three main components and characteristics of secularism which are (1) disenchantment of nature (2) de-sacralization of politics (3) 'de- consecration of values'.

#### 3.1 Disenchantment of Nature

According to Al- Attas (1996), disenchantment of nature means freeing of nature from its religious overtones. Nature is not a divine entity. This is also in line with ideology of naturalism.

According to Oxford English Dictionary (2016), naturalism is defined as a philosophy which believes that all living things and events in the universe are natural and exist by itself. In other words, nobody causes the existence of nature. Naturalism actually derives from the word nature, which means self-sufficient or self-explanatory. Self-sufficiency can be defined as the ability to stand on one's own without the assistance of others, and self-explanatory implies that there is no need for explanation and there is nothing else to consider or ponder. From the definition itself, we can say that naturalism is non-religious and not a good worldview. This is because the term "self-sufficient" can only be assigned to God not others, as He is the only one who can stand on His own.

Likewise, adopting scientific method, this ideology claims that anything detectable by senses it exists, whereas, things that cannot be detected by senses or any phenomenon that can not be proven scientifically do not exist. Consequently, this ideology negates the existence of God and other metaphysics.



Furthermore, naturalism adopts an atheistic theory where it neglected the existence of God. Nature exists and emerges by itself. (2011)<sup>1</sup>There is no creator of nature. Naturalists denied not only Allah but all the existence of supernatural beings and metaphysics. Naturalism is parallel to scientism and secularism; in the sense that it promotes denial to things that cannot be seen, heard or touched by humans such as angels, Jannah and Hellfire. When the thing is in physical form, they will believe it, but beyond that, they will neglect it. At the same time, the secularists that adapt this ideology, do not respect the nature either, they tend to destroy it, eliminate the nature as they believe they can easily conquer and control the nature.

This provides an absolute condition for the development of natural science, and highly developed the culture of observation, experiment, experience, hypothesis and scientific methods. Hence; secularism believes that no real scientific breakthrough is possible until man can face the natural world unafraid. It means, secularism holds that nature does not have any relationship or connection with God. Therefore, people can freely use or do anything to nature according to their desires and needs.

Based on this fact, there's no doubt that this component (disenchantment of nature) is totally against universal ethics and it also opposes the Islamic worldview. According to the Islamic worldview, nature is one of creation of Allah for the service of mankind and for his betterment. As such, this nature deserves a strong care and deep respect by human being. This is known as *Taskhir* (subservience) in Quranic worldview. *Taskhir* originated from the Arabic word "*sakhkhara*,"<sup>2</sup> which means putting something into service, pressuring something to be of service to something else, and to make something subservient and obedient. In the dictionary of *Mukhtar al-Sihah*, "*sakhkharahu taskhiran*" is explained as "*kallafahu 'amalan bi la ujah*," that means "to charge someone else with duty without remuneration and compensation". In the Qur'an, *Taskhir* refers to the easily observable fact that existence, in both its cosmic and biospheric aspects, has been constrained by Allah to provide service and profit to mankind. Allah compelling the heavens and the earth to serve mankind so that they can consciously acknowledge His many blessings upon them, and therefore grateful to Him as has stated in Surah Al- Jathiyah "*He has also subjected to you whatever is in the heavens and anything is on earth and all by His grace. There are signs in this for the people who reflect*". Qur'an, 45:13

In modern cosmological terms, the *taskhir* refers to the high degree of fine-tuning of the universe's design parameters to sustain life on earth, and eventually, conscious and intelligent human life. In other words, the *taskhir* is *Sunahtullah* (*God's customary law in the universe*) in any form, and without it, the universe will be over. Therefore, Man is well-equipped to interact with the universe in a way that actualizes the duties of being *Khalifah* (vicegerence) on earth and he is responsible for creating harmony and taking into consideration the overall benefit of the ecosystem today and in the future.

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<sup>1</sup> Reece, J. B., Urry, L. A., Cain, M. L., Wasserman, S. A., Minorsky, P. V., and Jackson, R. B. (2011). Figure 1.18. Natural selection. In *Campbell biology* (10th ed., p. 14). San Francisco, CA: Pearson.

<sup>2</sup> Qamus Al- Muhit (1986) Daarul Fikr, Beirut

### 3.2 De-Sacralization of Politics

The second characteristic of secularism is no one rules by divine right. This is what Attas called De-sacralization of politics (Attas:1996). This means that secularism is calling for the denial of political power based on religious law. It means any state should avoid a theocratic system, because significant political and social change is almost impossible in societies in which the ruling regime is directly legitimated by religious symbols. Element shows that every culture and system including religion and worldview will always change. Therefore, they believe the future is open for changes and humans are free to make a change and become part of the evolutionary process. Nowadays, we can see the shape of this ideology in the political field, knowledge and also in terms of religious understanding.

According to the secular nation, the modern country is when there is a separation of religion and state affairs. Thus, political secularization is a process where the structure in politics or government will undergo radical changes and result in the separation of religion and state. Besides, western thinkers are trying to increase the distance between knowledge and religion, and they resist anything that is related to spiritual nature. This attitude in turn calls for the separation of knowledge or science from religion and stand that the ideal way for the basis of knowledge is based on the human mind that relies on senses that humans possess. Other than that, starting from the time where the power of religion (Christian) had faded, people claim that religion is the reason for the lack of development in science or knowledge. Due to that, the separation between human activities and religion becomes significant. The battle between the church and science in 17<sup>th</sup> century was such an example.

### 3.3 De- Consecration of Values

De- consecration of values means the disappearance of securely grounded values. It also indicates that there is no longer the direct expression of the Divine Will. (Attas:1996)

Indeed, de-consecration (relativization) of values implies making any and every value system temporary or impermanent and relative, including faith and world views that have ultimate and definite importance for one's existence. Man's future in this sense is open to change and evolution. In other words, man is free which the clear manifestation of the divine will is no longer present to make the transformation and immerse himself in the so- called evolutionary process, For example, nowadays, some Western marriage institution, don't allow the same gender to be married, whereas, some countries that have been practiced and allowed the same gender to be married; simply because value is being de-consecration which changes from time to time.

Similarly, the consecration of values also means human freedom to change his attitude, behavior and personality without making any reference to revelation or considering the importance of religion and ethical values. As such, de- consecration of values is leading to total destruction of human value; because human being without ethical values and religion is like a body without soul.





## Islam and Secularism

Conversely, in Islamic worldview, there's no way to separate the state from religion, because religion is part of Muslim life and the holy Qur'an the seal of revelation is the holy scripture of Islam that deals with human affairs from cradle to death, and it includes political affairs in its some chapters. As such Islam is a comprehensive way of life. Therefore, In Islamic worldview, Islam totally rejects the ideology of secularism or anything related to it. There's no success in finding the similarity point between Islam and secularism even though scholars have struggled for it. Al-Quran has asserted that Islam is the way of life and it is perfect for human, this is true because we can see that there is no dependence on evolutionary theory in Islam and no room for continuous conflict between religion and the state. In fact, history has proven that Christianity initially opposed secularization; however, they lost throughout the fight against secularization and its forts.

## 4. Concluding Remarks

As have been discussed earlier, secularism involves an affirmation of immanent, this-worldly realities, along with a denial or exclusion of transcendent and other-worldly realities. It is a worldview and life style oriented to the profane rather than the sacred, the natural rather than the supernatural, it is in fact a nonreligious approach to individual and social life. Furthermore, as far as separation of religions and daily affairs is concerned, secularism and secularists in no way can fit for Muslim life; this is because in Islam, spiritual affairs cannot be separated from worldly affairs.

Next, it is undeniable fact that secularism attempts to bring the downfall of the religious institution so that can lead the secularists to attain happiness and success in worldly life only.

Meanwhile, Secularism can give negative impact on some aspects of man's life, including social, cultural, educational, political, and moral aspects.

Firstly, the effect of secularism on social and cultural aspects can be seen from the role of mass media such as television and social media which become the central attention in this contemporary living, and these media are controlled by those who are not sensitive to religion, they introduced various values such as Western fashions and life-styles, immoral values which are completely wrong to the teachings of Islam and Christianity. With the mindset of separating religion from worldly life, secularism gives a negative impact on the morality of humans and turns them to the state of ignorance. For instance, programs shown on television contain a lot of violence and unethical entertainments which clearly affect the minds of youngsters to ignore spiritual aspects of life. This will also promote the idea to engage in immoral activities, such as adultery, homosexuality and others. Undeniably, immoral acts keep growing day by day under the influence of secularism since it excludes God's guidance almost completely in the daily chores.

Cultural aspects also can be affected. Some quarters that have been acclimatized with secularism in certain culture will feel that their cultural value is old fashioned and outdated. Consequently, they are more prone to forget their own values, norms, and culture in order to attain the standard of the so-called 'modern community'.

Then, educationally, education is one of the most crucial foundations in society. From an Islamic perspective, seeking knowledge is an act of 'ibadah (worship) and it is an obligation for all the



Muslims. It should be done for the sake of obtaining blessings from Allah and used for a better life in this world as well as in the hereafter. In Islam, knowledge has been classified into two categories, which are acquired knowledge and revealed knowledge. Acquired knowledge focuses on all natural and social sciences, whereas, revealed knowledge includes divine injunctions, knowledge about belief and others. However, education in the secular system only focuses on acquired knowledge. It only concentrates on this world. As a result, people no longer concern themselves with what is the purpose of our existence, who is God and the list goes on. As such, secularism produces professionals who lack religious foundation. Thus, the impact of secularism on educational systems is very obvious, serious and dangerous. It eliminates God almost completely from education except for strictly private concern.

In political aspects, secularism separates religion from state. This ideology promotes the idea that religion should not be integrated into public affairs of a society. It gives detrimental effects in political aspects as laws based on scripture from Allah is replaced by civil law.

This in turn reduces the ties between a government and a state religion. Consequently, all the decisions making will be solely based on secular reasons. They also promote some secular slogans to deceive the society. For example, *'religion is for God and the state is for the people'*, *'no religion in politics and no politics in religion'*, *'personal freedom'*, and many others to portray particularly the rigidity of Islam. As a result, a part of society will view Islam as a religion that needs to be practiced in a ritual worship only and deny it as way of life.

Secularism also advocates that religion should have no control over human behavior. As a result of the removal of divine guidance, people will always be in a state of hesitation and an unstable system of morality. According to the Islamic point of view, man has limitations and weaknesses, especially in terms of knowledge and experience. Hence, he needs the code of conduct which is provided by Allah Who knows the best for all mankind.

## 5. Suggestions and Recommendations

1. As far as secularism is concerned, it is obvious that it tends to separate between worldly affairs and life to come, divides spiritual life and material life. As such, it is unethical worldview.
2. Based on above fact, secularism and its components is anti-religions worldview. It sees religion and metaphysics as big hindrance to human progress and development.
3. Secularism and its worldview is no way compatible with the teaching of Islam, because in Islam there is no separation between politics and religion, no separation between economy and religion. In fact, the transitory life and permanent life can be integrated. Likewise, in Islamic worldview, the ethical values and daily activities should be derived from religion and holy Qur'an.
4. The separation of mosque and politics, the segregation of revelation and daily activities, or the denial of metaphysical reality will undoubtedly lead to human destruction.



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# ISSUES AND TRENDS OF TRUSTED MOBILE ELECTRONIC MEDICAL RECORDS MANAGEMENT FOR HEALTHCARE INDUSTRY: A REVIEW

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**Abstract:** *The entire report depicts the different aspects of electronic medical records issues, which provide a brief idea about the trust issues related to different elements. It also includes the growing importance of electronic medical records, which helps advance essential queries about the significance of records administration in modern-day medical organizations. This study is mainly designed to understand the issues of electronic medical record management concern are about the security and privacy-related to patients' information that can cause relatively poor electronic medical records adaption through different healthcare platform systems. Protecting a huge number of healthcare data is a sensitive challenge from different locations, and these issues can hinder the entire system and provide clutches for further application. In recent years, expenditure on healthcare organizations has been increasing rapidly, and practical information technology implementation will improve the quality of electronic medical records management. However, this implementation provides issues that are as significant as crucial to be discussed. It is important to note that this paper reflects a high-level review of some of the new discussions that have taken place in an extensive diversity in contexts of the electronic medical records along with its issues.*

**Keywords:** Medical Records, mobile health, personal health record, health information technology, Records trustworthiness.

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## 1. Introduction

The electronic medical record management system is a synchronized collection of data information related to healthcare through an electronic system. It is a process of getting, keeping, and retrieving information related to healthcare to give better patient healthcare service through healthcare providers. It is a multidimensional field that links healthcare and information technology for providing better patient care quality, assuring the safety and security of the patients' information (Celesti et al., 2018). There are many difficulties in delivering healthcare services due to the increasing cost, expectations of patients from the service provider. Electronic medical errors can raise issues that are as important to cure, but it has become challenging to prevent them. In developing good ERMs, factors like data type, data source, data record, data format, and others are considered needed. Consumers are scared of misuse of the details of their health information through authorized personnel. Intentional misuse, malware, accidental damage accrues data loss

of organizational data information. The increasing digitalization of medical records makes data breaching frequency, presenting insufficient data security that affects many patients' healthcare systems. Some physicians with minimal training make more difficulties in handling the electronic medical record management system, becoming significant issues. The entire report provides different aspects of the challenge: governance, competency and skills, Mobile Health Record Management or MHRM, sustainability, and technology (Conley & Pocs, 2018; De Oliveira et al., 2019).

## **2. Issues of Trusted Mobile Electronic Medical Records Management in Healthcare**

### **2.1 Governance**

Governance mainly helps to identify the issues of trusted mobile electronic medical records management in healthcare. It mainly directed and controlled the entities which are associated with the health care management processes. It mainly deals with structure and procedures for decision-making, accountability, control, and the behavior at the top of the main object.

#### **2.1.1 Health Legal and Regulatory Infrastructure**

The regulatory and legal infrastructure of ERMS refers to its understanding, availability, and proper implementation (Archer Software, 2020; S. Bhuyan et al., 2017). Every county needs to execute a legislative structure, which will help in healthcare guidelines with managing and archiving healthcare records. The EMRs must be handled as confidential and private. The issue of EMRs centres upon the security of the information; otherwise, it could be legal. Involved members of EMRs can observe an apparent lack of security standards. There are specific legal and regulatory issues with EMRs which cannot be denied (S. Bhuyan et al., 2017). First, issues on medical malpractice. ERMM provides long-term gained remarkable opportunities as well as gives thorns to physicians on the first side. The issues of increasing errors at the schism implementation or between the times of the transition from a confidential system to an unknown one. EMRs affect litigation by increasing data availability and documentation, proving, or defending a malpractice claim. The second, likelihood of healthcare errors. There is a blind trust that EMR software can significantly decrease medical errors, which is just a dependence on spelling check will leave a blunder with spelling mistakes in an email. Too much reliance on EMR can make small mistakes that can rapidly move to a medical error. The Over-dependency of physicians on EMR function can make errors, leaving a considerable error trail that cannot be corrected (Cao et al., 2020).

Third, Fraud claims susceptibility. EMR includes frauds, which is a big issue that refers to improper billing. One of the EMRs' fraud vulnerabilities was presented in the first plan for work, where the agency named EMRs for target review. It also figured plans to review Medicaid and Medicare EMR incentive amounts to prevent improper payments to the providers (Deussom et al., 2019). Fourth, Breaches, unauthorized, and theft accessibility of protected medical information. On public social media was disclosed that more than 500 individuals were affected by data breaches. Since 2009 September, 380 incidents have been reported. In 2010, 5.4 Million were affected compared to 2.4 Million patients in 2009 by medical data breaches. A theft was the major and common reason for breaching, which affected more than 500 patients in 2010.





### **2.1.2 Organizational Health Information Responsibility and Accountability**

The responsibility of organizational health information must be assigned, defined, and communicated all over the organization and determines who will be responsible for necessary action. The health information responsibilities centre upon the record managers' responsibilities with few powers of most special issues related to recording management, such as the retention period of records and the records disposing process due to deficient management policies, organizational framework, and management legislation. There were some policies in which a facility for records or information management committee was established, consisting of political members with no record management capability. The officials should have a various departmental mission that supports the overall organizational goal. The organization often fails to assure that the professionals are appointed or assigned discharging their duties without problems or difficulties related to competencies and skills (Engel et al., 2016). The issues of responsibility and accountabilities of organizational healthcare information include the distributive justice issue of organizational accountability when organizational professionals fail to protect ethical obligations.

They are unable to develop strategies for quality improvement and cost-control, along with clinicians' ethical obligations, organizational leaders often face disagreement in decision making, and the healthcare organizations fail to take the organization's responsibilities and accountabilities, which creates a major challenge in healthcare management (Gamble, 2020).

## **2.2 Skills and Competencies**

Skills and competencies mainly reflect the healthcare professional specific learned abilities that help to represent the positive sides of the topic that reflects the knowledge and behaviors of the healthcare professionals that lead them to be successful.

### **2.2.1 Healthcare Professional**

As per the view of (Lee et al., 2017), skill and competency are taken a vital part in record management. The record managers of healthcare professionals need to adopt all the skills to understand any issues correlated with record management. The basic skills which the professionals must have to update with are the technology of information, the procedure of information, management of data and information, and many others. Therefore, identified that IT is one of the best solutions in record management of healthcare. The poor record keeping tends to hamper the quality of care that the patients receive as well as it also generates difficulties for the medical professionals in the context of defining their practices. The most common issue which is faced for poor record-keeping is the inaccuracy and the absence of clarification. Even the poor record-keeping in between nurses tends to disrupt the communication system among healthcare professionals.

### **2.2.2 Allied Health Professions**

From the view of (MANCHANDA, 2020), various risks arise if the healthcare record is inappropriately segregated. There is a chance of hacking the records as the electronic records software provides a tempting goal to the hackers. Even as per HIPAA, the healthcare firm is required to safeguard patients' information from computer criminals as they can be bent on breaking into the application or to the system. Even the organization can face lawsuits for this from the patient party. Even the data bottleneck occurs for the poorly designed interface of records. The



electronic health record is mainly constructed to streamline the workflow of the professionals. Therefore, the interface of the HER system needs to be well built; otherwise, it becomes clunky as well as difficult to operate the system. Therefore, the staff must provide more time than usual to enter the nominal data or retrieve the exact record. The complicated HER software makes the things unintuitive to use, and the difficult menu system and commands make the procedure tricky for the workers. The system should be designed in such a way that a few mice click, and keystrokes can finish the entire record of a patient (MANCHANDA, 2020). Therefore, the HER software system needs to be installed by trusted experts to avoid such consequences. In addition, improper training regarding the shift from paper records to electronic health records because many issues have been arising for the non-trained employees to complete their work in an electronic system. The staff is required to undergo a comprehensive training facility at the beginning. By this, the issues can be identified, which is faced by them, and it can be concluded. Other than these individuals, poor typing skills tend to slow down the HER system. Many errors are identified for poor penmanship, and it leads to illegible prescriptions. The professionals with poor typing ability make the record system slow, and it influences putting the new patient's information in the electronic record. The speech recognition inefficiency of the professionals in the HER system makes the procedure more difficult (Rosario, 2020). The unawareness in using an electronic health record system situates a big issue in the healthcare system.

### 2.2.3 Patients

From the view of (Rouse, 2017), the current situation of the health world defines that language conflicting clinical encounters the quality of patient health care and the health care system in a severe manner. The participants involved in the allied health professionals are students, residents, physicians who are attending the patients, nurses, and professionals who are involved in General Internal Medicine Wards in Australian health care places. The allied health professionals recognized chief users of explainer services as per the medical doctors. Even sometimes, it is acknowledged that family members are also involved just to avoid the misunderstanding in conversation, and it is identified as a vexed solution. This study will also reflect that there is a possibility of low information regarding healthcare for those patients who have less fluency in English proficiency. Additionally, they must face a large volume of information regarding their prospective health care when the interpreter is available, and they also get a short period for this (Kadimo et al., 2018). A systematic and constructive change is required for implementing the interpreters with more efficiency so that more interactions with patients are not mandatory, and limited English proficiency is considered passable.

### 2.3 Mobile Health Records Management (MHRM) Principles

MHRM is an essential and equally relevant aspect. Health Information Management Operations is one of the most critical factors that impact the Life Cycle records for expanding the healthcare system. Health information functional requirements are another factor that helps to increase advances in the information technology (IT) departments. Health Information Metadata Requirements are equally vital as it supports the entire healthcare departments with conduction. Most of the evidence found supports the health information management (HIM) operations (Kotz et al., 2016).



### **2.3.1 Health Information Management Operations**

In the case of the life cycle, Information Lifecycle Management noticed to take part in conducting actions and keeping the records of the subject's health. An evidence-based case study was conducted on the centralized health information management (HIM) department in a health care delivery system. In the case study, not only are the interviews of the selected focus groups taken, but the dashboards are also de-identified to survey more of the impacts and effects of reporting on the respected organization. Most of the evidence found supports the health information management (HIM) operations, which are concerned with its improvement in coding and clinical documentation. Though the organization has a strong and improvement zone, the national benchmarks are still missing. It is advisable for the people concerned in the organization to form national and regional benchmarks to adequately help the engaged professionals manage the process of functions more effectively and smoothly (Kuo, 2018).

### **2.3.2 Health Information Functional Requirements**

Different techs and gadgets are now used in the industry to simplify and ease the people's jobs concerned with it. Health Information Software is a widespread use for the health information system. It has some very potential uses, but the users that have been offered did not agree upon it and rejected its use. HIS system has some requirements which must be complied with to avoid failure in the system. The technical elements of the information system like architecture, communication services, and the responding time to a signal have played a primary and significant role in the system's failure. This was second by the technical factors and created more obstacles in effectively implementing the information system. The technical requirements for these elements need to be satisfied or fulfilled to secure and establish smooth and uninterrupted communication between different systems. The study of requirements in the health information software is conducted into two parts; 1) technical designing requirements for the HIS; 2) forming an evaluation based on those given requirements (Lavoie, 2014).

### **2.3.3 Health Information Metadata Requirements**

Metadata has an expensive and significant use in the conduction of health care. The metadata provides data that include the exact time and date of creation, the information about the creator of it, different means of the invention, and finally, its purposes and importance. It also contains information about the location of the network where the creation is described. Metadata can easily be created and controlled through a metadata repository that lists and secures the concerned metadata from other respective documents and information systems. It works as an electronic record system where all the details and up-to-date patients' records have been registered. Now, if any detail is urgently required, it can be easily retrieved, responding to the queries against the patient's name. In this way, the patient's data containing the factors of its diseases or problems and details of the medication can also be tracked and will quickly help to take proper and determined care of the patient. However, a security breach can cause immense danger and damage (Sangkla and Seresangtakul, 2017). It can easily expose the details of the health and procedures of medications and treatment of a patient to anybody who can invade the system.



## **2.4 Sustainability**

Sustainability is one of the significant parts that includes several approaches to sustain medical records. Records appraisal practice is one of the most effective sustainability approaches based on the records inventory information. Health care retention is another approach that requires to be taken care of. Cloud storage management has become very popular in the past years as a sustainability approach.

### **2.4.1 Health Information Management Retention**

Records retention refers to keeping health records for a stipulated time as per the mediums of storage records until it reaches the disposal period to secure legal, continuity of business value, and fiscal records to be preserved. Lack of information volume and file space are the issues that make labour-intensive process maintenance for healthcare records retrieval. Different health information retention has different tenure for its retention period. The organizations often fail to maintain the retention period, which has become a practical issue EMRs. Eternally keeping retention protects against credential negligence, which claims to be defined hard. This is the responsibility of the organization to maintain those policies. The organizations are reluctant and negligent in practicing those policies appropriately. The retention of medical records is not protected appropriately, and it will result in a spoliation in which an appellant charged as the proofs were destroyed where the physician had the retention duty. The organization fails to manage care contracts and scrutinizes when the general policy of retention meets contract requirements.

### **2.4.2 Cloud Storage Management**

In healthcare, cloud storage management has become very popular as a general stigma for data hosting in the past years. Using a cloud-based electronic medical record system provides some issues, including 1) fewer opportunities for customizability. Once the cloud-based electric medical record systems included SaaS solutions, it has become difficult to customize them. Users switch to more advanced services when customization is required; 2) Dependence on cloud provider. Organization decision of using cloud-based EMRs refers to the dependency of the entire system efficiency depends on the cloud efficiency. Data protection, system's quick restart, and backups become the cloud provider's responsibility when a failure happens; 3) The accessibility and control of the provider over all the healthcare data. It is very diplomatic that the provider even has access to and controls all the healthcare data. Electronic medical records are enormous in the black market, which shows practical reputational risk factors at the stake of a healthcare data leak. This is why EHR and cloud vendors are chosen carefully in the employees' accessibility to all the medical records. The organizations must be more tactful in choosing the vendor as it provides a dependency on them, which can be an issue at any time (Scott et al., 2021). Open Archival Information System (OAIS) reference model has been adopted as the standard of ISO. OAIS is a long-term reference model for digital assets preservation (Sittig, Belmont, & Singh, 2018).

### **2.4.3 Preservation Digital Record**

The issues of digital preservation of records include funding, privacy and security level, technological obsolescence, and skill training. Digitalized technological record preservation issues are compounded by continuous information technology adaption, making records more complex and diverse. It creates an impact on both individual records as well as archival funds and makes an organized dispute. The issue is becoming or disappearing inaccessible for media storage

deterioration. The ever-changing nature of data formats and the quick obsolescence of hardware and software make more issues in preserving digital records. The implementation of new software and hardware has replaced the methods and products used to store, retrieve, and record digital information for 2 or 3 years of the cycle. With the continuous up-gradation of applications, storage technology, access obsolescence, and the operating system will transcend any durable software and hardware assortment. Information technology has a huge ignorance of problem issues for long-term preservation, which makes obstacles in preserving digital records (Vengadapurvaja et al., 2017).

## **2.5 Technological**

Technological approaches are equally important as it helps to include several approaches to deal with the issues of the healthcare industry. At first, it indicated that Mobile Healthcare Management systems included transform the healthcare service to the whole world and provide a paradigm change in healthcare delivery processes. BYOD is another technical aspect that helps to uplift the work process of the healthcare industry. The mobile healthcare system has serious security and privacy concerns, for example, inappropriate storing mechanisms and data collection insufficiency. HIPPA is another notable aspect that also creates different issues in the mobile health information system.

### **2.5.1 Management of Mobile Healthcare Systems**

Mobile Healthcare Management systems can transform the healthcare service to the whole world and provide a paradigm change in healthcare delivery processes. It means that technological development and innovations improve operational and clinical processes providing efficient and effective healthcare service. These issues open with significant problems, including unavailability, lack of education. There are few challenges that the service providers and the developers of mobile apps in healthcare records face from external and internal aspects.

1. The information and records security of the patient is a crucial part of the mobile healthcare system. More than 50% of organizations faced a minimum of one cyber-attack.
2. Integration and implementation complexity remain an issue even though a huge number of populations use smartphones. Applications of mobile healthcare, which are hard to implement and integrate and difficult to use, conquer the efficiency purpose (Grant et al., 2019).
3. The engagement of patients and healthcare providers is the throb of the service of healthcare. The purpose of mobile healthcare service implementation fails when the application fails to enhance the individual medical experience through essential data and information.
4. Doctors and patients turn up healthcare solutions from mobile applications that are composite and not easy to use.
5. Literacy and Health Awareness-It is one of the biggest challenges for the providers to see from the user's perspective. The medical frat becomes health literate; getting patients with reasonable understanding becomes an issue in the medical healthcare management system.
6. Patient's trouble over information record privacy is significant to understand the customers of healthcare providers and efficiently cater to them. The patients are concerned about the accuracy of the records.



7. The interruption to internet access, patient records, and communication within the real-time of the employees are the major issues of BYOD. The vulnerability of network attacks from third-party apps when downloaded from employee devices. It is considered the challenge of BYOD (Infrastructure, 2020).

### 2.5.2 Mobile Health Information Systems Privacy and Security

The mobile healthcare system has serious security and privacy concern. Inappropriate storing mechanisms and data collection insufficiency issues refer to the mHealth system collecting sensitive, operational, and behavioural information with personalized rationale and social interaction, which is shared with third parties to experience a better apps facility. It has been examined that 600 most used apps had only 30.5% privacy policies. 66.1% of third parties failed in addressing apps privacy (Kotz et al., 2016). Information Disclosure in a mobile health information system, the sent data in mHealth apps connect to third-party sites or advertisements and allows them to store it using unencrypted and external connections. A security threat can be provided by tracking and recording patients' conditions through the internet connection of a mobile app in real-time with an embedded sensor. Data encryption refers to converting text form into a format that unauthorized users face difficulties understanding. Without exercising encryption in the Health system can causes exposing risks for data to unauthorized users, or it can be stolen or displayed, or hacked in the incorrect locations. Besides, device vulnerability where the absence of security authenticity imposes higher security and privacy concerns in which mobile health information systems could go into incorrect hands. 12% of owners of mobile phones claim the accessibility of other people makes them feel that their privacy has been exposed. The security threats and privacy risks hinder the adaption of mobile healthcare information services by users. Many doctors can access the patients' records through the mobile health information system, but they do not know that it can be the cause of healthcare identity theft. Data breaches happen at the transmission of medical records from a particular server to a different server (Jayaraman, and Panneerselvam, 2020).

### 3. Conclusion

Electronic medical record management system contains healthcare information and data in individual electronic format. EMRs are software and hardware program used by a healthcare organization, service provider, and clinics to maintain the EMR information of every patient. This research paper mainly focused on the challenges and issues of implementing an electronic medical record management system. The work identifies significant consumer issues as privacy issues, health identity theft, and data breaches. Switching from a traditional records management system to an electronic medical record management system carries significant risk factors from the records stealing hackers to prove protection against these illegal actions. A poorly designed interface of EMRs slows down the staff work to an inactive grind to select a developed system by experts for the system efficiency. The issues of a trusted electronic medical record system in healthcare provide a guideline that will help the organization and the technologists have a clear understanding and take necessary steps to prevent those issues. The disadvantages of potential cybersecurity and privacy, increasing malpractice liability, and frightening patients are significant issues. They weighed the issues of EMRs against its disadvantages, experts, and policymakers while adopting ERMs and meaningful widespread basis use will provide a considerable advantage.

## 6. Acknowledgement

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## KEKAL PULIH, FAKTOR RISIKO DAN FAKTOR PERLINDUNG DALAM KALANGAN BEKAS PESAKIT PENYAKIT PENYALAHGUNAAN DADAH

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**Abstrak:** Kajian perbandingan kecenderungan kekal pulih antara klien sukarela dan bukan sukarela yang berada di dalam tempoh rawatan dan yang telah bebas dalam komuniti bermatlamat untuk melihat kecenderungan kekal pulih antara kedua-dua kumpulan. Kajian ini berbentuk perbandingan dengan menggunakan kaedah kualitatif. Data kualitatif dikumpulkan secara temubual dan dianalisa mengikut tema. Pemilihan sampel kajian telah dibuat secara persampelan bertujuan (purposive sampling), dimana pusat rawatan yang menerima klien sukarela dan yang menerima klien atas bukan sukarela telah dijadikan panduan dalam pemilihan sample. Sebanyak 24 pusat rawatan NGO telah terlibat dalam kajian ini. Tujuh buah pusat adalah yang menerima klien sukarela dan 17 pusat pula menerima klien yang tinggal di pusat berkenaan. Dari pusat-pusat rawatan NGO ini seramai 55 orang telah dipilih secara rawak sebagai responden. Bagi persoalan kecenderungan kekal pulih dalam kalangan kumpulan yang berada dalam pusat rawatan secara sukarela dan bukan sukarela, hanya 1% sahaja yang menyatakan mereka boleh kekal pulih. Hasil kajian ini mendapati terdapat perbezaan bagi tahap kecenderungan untuk kekal pulih bagi klien bukan sukarela yang masih dalam rawatan berbanding dengan yang telah selesai menjalani rawatan.

**Kata kunci:** Kekal pulih, Penyalahgunaan dadah, ACREDA, klien sukarela dan bukan sukarela.

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### 1. Pengenalan

Dadah telah diisytiharkan sebagai musuh nombor satu negara oleh Tun Dr. Mahathir bin Mohamad, Perdana Menteri Malaysia pada 19 Februari 1983 bersempena dengan sambutan Hari Anti Dadah Kebangsaan. Walaupun telah lebih 30 tahun berlalu, kerajaan mendapati bahawa masalah dadah masih menjadi ancaman kepada keselamatan negara. Pelbagai usaha telah diwujudkan oleh pihak kerajaan untuk membasmi musuh utama negara ini. Antaranya adalah dengan mewujudkan Dasar Dadah Kebangsaan pada tahun 2004 bagi mewujudkan negara Malaysia yang bebas daripada gejala ancaman dadah menjelang 2015 serta menjamin kesejahteraan hidup masyarakat, dan mengekalkan kestabilan nasional (Amin Al Haadi, Abd. Halim, Mohd. Rushdan, Mohamad Isa, Khairunneezam, Zainol Abidin dan Mohd. Rafidi, 2015).

Peranan pihak Agensi Anti Dadah Kebangsaan (AADK) juga tidak boleh dinafikan bagi membantu kerajaan membanteras ancaman dadah ini.

Kajian ini juga memfokuskan kecenderungan klien sukarela dan bukan sukarela untuk kekal pulih. Maklumat Dadah AADK (2018) menunjukkan 28.86% merupakan kes yang dikesan pada tahun 2017 ialah dari kelompok penagih yang berulang. Peratusan ini menunjukkan peningkatan jika dibandingkan dengan tahun 2016 iaitu seramai 25.68% (Laman Sesawang AADK, 2018). Pada tahun 2003 hampir 80% daripada penagih dadah yang dikesan berumur di antara 18 hingga 40 tahun. Kumpulan muda ini merupakan tenaga kerja yang amat diperlukan oleh negara. Kesan daripada peningkatan keterlibatan golongan belia ini mengundang kepada pelbagai kejadian jenayah. Gejala dadah ini memberi kesan kepada proses pembangunan negara kerana banyak perbelanjaan negara perlu diperuntukkan untuk mengatasi masalah dadah seperti kos pengawasan polis, kos rawatan kesihatan dan kebajikan para penagih. Dalam jangka masa panjang, masalah ini akan memberi kesan mendalam kepada ekonomi negara.

White dalam NIDA Notes menjelaskan bahawa menghabiskan rawatan penagihan dadah dan mengikuti program pemulihan adalah satu pencapaian yang bagus. Semasa dalam rawatan, pelbagai ilmu dalam menangani relaps dan perancangan selepas dibebaskan dikongsi bersama. Tetapi beliau juga menjelaskan kejayaan menamatkan rawatan di pusat hanya permulaan bagi perjalanan dalam pemulihan. Sesetengah pihak akan kekal pulih selamanya, ada yang akan relaps dan ada yang akan menjadi *chronic relapsers*. Untuk mengekal pulih dan tidak relaps, seseorang individu memerlukan usaha yang gigih dan komitmen yang tinggi dalam diri.

Oleh itu, matlamat kajian ini adalah untuk melihat perbezaan antara klien yang sukarela dengan bukan sukarela dalam melihat tahap kekal pulih mereka. Kajian ini juga melihat faktor-faktor pelindung dan risiko oleh klien sukarela dengan klien yang bukan sukarela untuk mengenal pasti cabaran yang mereka hadapi untuk kekal pulih. Hasil kajian adalah signifikan bagi memberi input kepada negara dalam menilai proses rawatan yang telah ditawarkan dan meningkatkan lagi kualiti perkhidmatan rawatan kepada penagih dadah yang melalui proses pemulihan.

## 2. Sorotan Kajian

Berdasarkan Oxford Dictionary of Psychology (Colman, 2006), kekal pulih didefinisikan sebagai menghindari kebergantungan kepada alkohol dan dadah lain atau secara umumnya mengekang diri daripada dorongan-dorongan tertentu. Narconon (2003) pula menegaskan bahawa kekal pulih adalah satu tahap di mana individu yang bergantung kepada dadah mula belajar hidup secara normal semula tanpa menggunakan dadah.

Kekal pulih (*abstinence*) juga berkait rapat dengan kepulihan (*recovery*). Proses kepulihan mempunyai beberapa tahap perkembangan dan tugas khas serta kemahiran yang perlu dibentuk dari semasa ke semasa. Klien yang mempunyai kesedaran terhadap tahap-tahap ini mempunyai peluang yang cerah untuk kekal pulih. Manakala bagi klien yang sebaliknya pula, risiko untuk kembali *relapse* adalah sangat tinggi (Abd. Halim Mohd Hussin, Mohd Rafidi Jusoh & Lasimon Matokrem, 2008). *Relapse* berlaku apabila seorang penagih terdedah kepada faktor risiko yang menyebabkan kerinduan atau keinginan ubat-ubatan (Amin Al Haadi, Azad Athahiri, Norsayyidatina, Wan Ahmad Zakry, Nurul Ashikin, & Musa Mohamad, 2019).



Abedi, Rizi, Nasrollah, Ghodoosi dan Navidian (2016) pula menyatakan bahawa kecenderungan untuk kekal pulih dalam penyalahgunaan dadah bergantung kepada beberapa elemen penting iaitu; sokongan masyarakat yang padu, perasaan kesaksamaan, nilai tanggungjawab, tiada perasaan salah-menyalahkan, nilai kasih sayang, perasaan simpati, mempunyai perjalanan hidup yang sama dan pemerhatian terhadap individu lain yang berjaya kekal pulih daripada penyalahgunaan dadah. Di samping itu, antara elemen penting yang lain untuk kekal pulih termasuklah galakan dalam kumpulan terhadap ahli baru untuk kekal pulih, aktiviti dan sumbangan dalam kelompok untuk bersama-sama kekal pulih serta mempraktikkan nilai keagamaan dan kerohanian demi mendorong diri ke arah kekal pulih yang positif.

Proses kepulihan kebiasaannya dimulakan dengan tugas asas dan ringkas, seterusnya meningkat ke arah yang lebih kompleks. Dalam mencapai proses kepulihan yang lestari, kepulihan bermula dari tahap tempoh kekal pulih (*abstinence*) sehinggalah kepada hidup tanpa kemabukan (*sobriety*), dari hidup yang selesa tanpa dadah (*comfortable living*) menuju kepada kehidupan bermakna, produktif dan keadaan bersih tanpa dadah yang signifikan (Abd. Halim Mohd Hussin, Mohd Rafidi Jusoh & Lasimon Matokrem, 2008). Gorski (1989) pula terkenal dengan *Developmental of Recovery* (DMR) yang diaplikasikan secara meluas oleh fasiliti yang menyediakan program rawatan kepada klien. Model ini boleh dibahagikan kepada 6 tahap iaitu: i) Tahap Peralihan (*Transition Stage*), ii) Stabilitasi (*Stabilization*), iii) Peringkat Kepulihan Awal (*Early Recovery*), iv) Kepulihan Pertengahan (*Middle Recovery*), v) Peringkat Kepulihan Akhir (*Late Recovery*), dan akhir sekali vi) Tahap Pengekalan (*Maintenance*). Oleh itu, amatlah penting bagi mengenalpasti faktor risiko dan pelindung individu untuk membantu mereka dalam proses kekal pulih.

Nora (2018) dalam NIDA Notes menjelaskan bahawa secara amnya, semakin bertambah faktor risiko yang terdapat pada seorang klien, semakin tinggi kecenderungan untuk klien dalam melibatkan diri dengan penyalahgunaan dadah. Manakala faktor pelindung sebaliknya akan mengurangkan risiko klien tersebut untuk terlibat dalam kancah penyalahgunaan dadah. Faktor risiko telah ditakrifkan sebagai faktor yang meningkatkan kemungkinan seseorang yang terlibat dalam penyalahgunaan dadah atau menjadi bergantung (Goliath & Pretorius, 2016). Sebaliknya, faktor pelindung merujuk kepada faktor yang berkaitan dengan potensi mengurangkan keterlibatan dalam penyalahgunaan dadah.

NIDA Notes (2003) dan Goliath dan Pretorius (2016) menegaskan bahawa faktor pelindung adalah berlawanan dengan faktor risiko. Sebagai contoh, hubungan keluarga yang baik dan kuat antara ibu bapa dan anak-anak dapat memberi kesan yang signifikan dalam mengurangkan risiko terlibat dalam penyalahgunaan dadah, sementara situasi keluarga yang sukar atau kekurangan ikatan dengan keluarga boleh menjadi kesan yang signifikan untuk terlibat dengan penyalahgunaan dadah. NIDA Notes juga menegaskan antara faktor lain yang boleh menjadi faktor pelindung dalam penyalahgunaan dadah termasuklah kejayaan dalam bidang akademik, penglibatan dalam aktiviti kokurikulum, ikatan yang kuat dalam institusi persekolahan dan keagamaan, serta penerimaan terhadap norma masyarakat yang positif dalam menentang kancah penyalahgunaan dadah.

Sebuah kajian telah dijalankan dan menunjukkan bahawa semakin awal klien mula melibatkan diri ke dalam masalah penyalahgunaan dadah, semakin bertambah kecenderungan untuk individu tersebut mengalami masalah yang lebih teruk (Substance Abuse and Mental Health Services Administration, 2014). Hal ini adalah kerana rentetan daripada percampuran antara masalah sosial pada peringkat awal dan faktor risiko biologi, iaitu sebagai contoh, kurangnya kestabilan kekeluargaan, pendedahan kepada penderaan fizikal atau seksual, genetik ataupun masalah mental.

### Objektif

1. Mengenal pasti jangka masa kekal pulih antara klien sukarela dengan bukan sukarela selepas menjalani rawatan di pusat pemulihan
2. Mengenal pasti faktor-faktor pelindung klien sukarela dan bukan sukarela
3. Mengenal pasti faktor-faktor risiko klien sukarela dan bukan sukarela

### Persoalan Kajian

1. Berapa lamakah jangka masa kekal pulih dalam kalangan klien sukarela dengan bukan sukarela selepas menjalani rawatan di pusat pemulihan?
2. Apakah faktor-faktor pelindung klien sukarela dan bukan sukarela untuk kekal pulih?
3. Apakah faktor-faktor risiko klien sukarela dan bukan sukarela untuk kekal pulih?

## 3. Metodologi

### 3.1 Reka Bentuk Kajian

Singleton dan Straits (2005) menjelaskan reka bentuk kajian sebagai strategi awal dalam menjalankan kajian. Pada asasnya, mereka berpendapat dengan pernyataan dan permasalahan kajian yang jelas, perlu juga melibatkan perancangan untuk mengumpul, menginterpretasi dan menganalisis data untuk menyelesaikan permasalahan yang dimaksudkan. Bagi kajian ini, pengkaji membuat kajian berbentuk perbandingan di antara klien sukarela dan bukan sukarela untuk melihat perbezaan kecenderungan kekal pulih dua kumpulan ini. Rajah dibawah merupakan kerangka kajian, bagaimana pengkaji menjalankan kajian:

**Jadual 1: Prosedur Kajian yang Dijalankan**

Kemasukan ke Pusat Rawatan Persendirian	Klien Dibebaskan	Pengumpulan Data Kedua
Kemasukan Sukarela	----->	Selepas Bebas 6 Bulan
Kemasukan Bukan Sukarela	----->	Selepas Bebas 6 Bulan

### 3.2 Persampelan dan Responden Kajian

Persampelan kajian ini adalah berbentuk persampelan bertujuan (*purposive sampling*) di mana mengikut Chua Yan Piaw (2006), kaedah ini merujuk kepada prosedur persampelan yang mana sekumpulan subjek yang mempunyai ciri-ciri tertentu sahaja dipilih sebagai responden kajian. Dalam kajian ini responden kajian terdiri daripada klien sukarela dari sebuah pusat dengan klien bukan sukarela. Kajian ini melibatkan populasi klien daripada 24 pusat rawatan NGO dan di setiap pusat rawatan maklumat dikumpul daripada responden-responden iaitu kualitatif. Apabila pusat-pusat tersebut telah dikenalpasti, data dan maklumat dikumpulkan dari responden-responden yang terdiri daripada data kaulitatif.

**Jadual 2: Jumlah Pecahan Responden Mengikut Klasifikasi Sukarela dan Bukan Sukarela**

	Sukarela		Bukan sukarela	
		Kualitatif		Kualitatif
Selepas Rawatan		9		46

### 3.3 Instrumen Kajian

- **Protokol Temu Bual (Soal Selidik Semi Struktur Temubual)**

Soalan temu bual berdasarkan kajian ini berdasarkan objektif dan persoalan kajian yang telah disetujui oleh ahli penyelidik untuk menjawab matlamat kajian yang dijalankan. Walizer dan Wienir (1978) menyatakan penggunaan soal selidik semistruktur mempunyai kekuatan kerana mempunyai soalan yang berfokus tetapi memberi ruang kepada pengkaji meneroka bidang yang diperlukan. Pengkaji yang telah sedia memahami konsep dan fenomena yang ingin dikaji disarankan menggunakan kaedah temu bual semistruktur ini bagi meneroka bidang kajian dengan mendalam. Soal selidik semistruktur yang dibina ini menyediakan soalan dengan beberapa peluang untuk terus menyoal bagi mendapatkan maklumat lebih lengkap mengenai bidang yang dikaji. Nachmias dan Nachmias (1976) juga menyatakan soal selidik semistruktur ini tidak memaksa responden mengikut jawapan yang telah disediakan, malah setelah responden memahami soalan, mereka bebas memberikan pandangan dengan spontan menggunakan bahasa mereka sendiri. Sekiranya berlaku ketidakjelasan jawapan, penemubual bolehlah terus membuat penerokaan lanjut dan meminta penjelasan. Dengan itu, terdapat fleksibiliti dan juga jawapan yang lebih mendalam.

**Jadual 8: Contoh Soalan bagi Protokol Temu Bual**

No	Persoalan Kajian	Contoh Soalan
1.	Berapa lamakah jangka masa kekal pulih dikalangan klien sukarela dengan bukan sukarela selepas menjalani rawatan di pusat pemulihan?	1. Semasa berada dalam masyarakat, berapa lama tempoh anda boleh kekal dalam kepulihan?
2.	Apakah faktor-faktor pelindung klien sukarela dan bukan sukarela untuk kekal pulih?	1. Apakah faktor-faktor pelindung/ menyokong anda kekal pulih kepada masyarakat? 2. Apakah faktor-faktor yang lain, yang membantu anda kekal pulih apabila anda dalam masyarakat? 3. Semasa berada dalam masyarakat, berapa lama tempoh anda boleh kekal dalam kepulihan?
3.	Apakah faktor-faktor risiko klien sukarela dan bukan sukarela untuk kekal pulih?	1. Apakah faktor-faktor risiko atau cabaran semasa anda dalam masyarakat untuk kekal pulih?

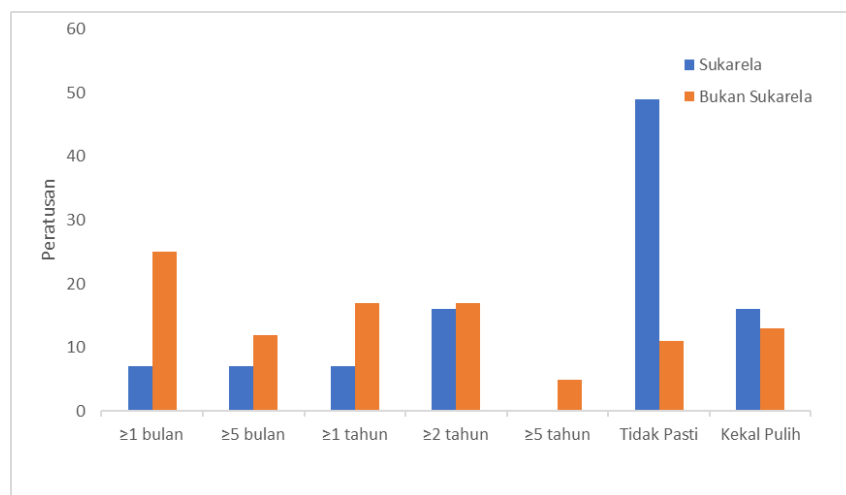
### 3.4 Analisis Data

Data kualitatif yang menjawab soalan-soalan temubual kajian ini dianalisis mengikut tema dan persoalan kajian yang dikehendaki. Menurut Singleton dan Straits (2005) menjalankan temu bual ialah antara kaedah pengumpulan data kepada kajian lapangan. Temu bual boleh dijalankan secara atas talian atau bersemuka. Data ini juga dikumpulkan dalam bentuk peratusan bagi menyokong data-data kualitatif yang telah dikumpul.

#### 4. Dapatan Kajian

##### Persoalan kajian 1: Berapa lamakah jangka masa kekal pulih dalam kalangan klien sukarela dengan bukan sukarela selepas menjalani rawatan di pusat pemulihan?

Kumpulan yang masih menjalani rawatan dan sukarela didapati majoriti menyatakan tidak pasti akan kekal pulih apabila menamatkan rawatan mereka iaitu sebanyak 46%, manakala mereka yang merasakan akan kekal pulih selama setahun adalah sebanyak 14%. Bagi yang bukan sukarela, majoriti juga menyatakan tidak pasti sebanyak 41%, manakala mereka yang merasakan akan kekal pulih dibawah setahun seramai 32%. Kumpulan yang telah mengikuti rawatan dan berada dalam masyarakat, mereka yang dalam golongan sukarela, seramai 49% menyatakan tidak pasti akan kekal pulih. Manakala yang menyatakan mereka kekal pulih sehingga kajian ini dijalankan sebanyak 29%. Bagi mereka yang bukan sukarela, majoriti menyatakan kekal pulih seramai 34%, manakala mereka yang menyatakan tidak pasti seramai 11%.



Rajah 20: Peratusan Responden Mengikut Tempoh Jangka Masa Kekal Pulih bagi Klien Sukarela dan Bukan Sukarela Selepas Rawatan

##### Persoalan kajian 2: Apakah faktor-faktor pelindung klien sukarela dan bukan sukarela untuk kekal pulih?

Kajian ini juga ingin melihat perbezaan faktor pelindung diantara klien sukarela dan bukan sukarela yang berada dalam rawatan dan selepas rawatan. Untuk tujuan tersebut, ujian-t telah digunakan untuk mendapatkan perbezaan yang signifikan di antara dua kumpulan mengikut faktor pelindung yang telah dikenalpasti.

Tujuh komponen faktor perlindungan yang telah dikenalpasti telah diuji dengan ujian-t untuk melihat perbezaan yang signifikan antara kumpulan responden yang dikaji. Faktor tersebut ialah:

- Motivasi keluarga
- Kerohanian / keagamaan
- Motivasi atau sokongan rakan
- Strategi daya tindak

- e) Motivasi diri
- f) Motivasi masyarakat
- g) Elemen rawatan di pusat rawatan

### Motivasi Keluarga

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor motivasi keluarga juga dinyatakan sebagai pendorong untuk mereka cenderung kekal pulih.

*"Mak banyak nasihat saya, ayah pun nasihat juga tapi lebih kepada berleter. Tapi memang saya rasa sokongan mereka berdua dapat bantu saya berubah menjadi baik."* (KKB/01/S02)

*"Saya dapat support dari abang dan mak saya. Yang lain-lain tak berapa penting. Kalau mak saya je pun dah cukup dah bagi saya yang dapat membantu bila keluar nanti"* (SHS/01/S01)

*"Macam saya, support dari wife tu okaylah. Dia sentiasa ingatkan 'ni bulan ni nak pergi berapa hari bulan ni haaa pergi nanti', ha dia support"* (SP/01/S02)

### Kerohanian

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor kerohanian dan keagamaan juga dinyatakan sebagai pendorong untuk mereka cenderung kekal pulih.

*"Kalau macam saya ni, saya Buddha. Saya sembahyang Buddha, untuk rohani dan dalaman lah, untuk kuatkan lagi hati kita. Jadi kata-kata baik mudah nak simpan. Jadi tak ingat pada dadah lah."* (PK/01/S04)

*"Dulu saya ada masuk kelas agama tau, saya belajar mengaji. Saya rasa kalau saya tak de zaman kejatuhan ni, saya sampai sekarang tak pandai pun mengaji. Mungkin ada hikmah lah kut"* (MAG/01/BS04)

*"Untuk kekal pulih, saya dekatkan diri dengan Allah Taala seperti solat, mengaji dan sembahyang tu semua, banyakkann pergi ke rumah-rumah Allah macam ke masjid- masjid dan dengar ceramah."* (PPKS/01/BS04)

### Motivasi Rakan

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor motivasi rakan-rakan juga dinyatakan sebagai pendorong untuk mereka cenderung kekal pulih.

*"Ini kawan yang baru kenal di sini, kawan yang lama tu saya mahu tolong juga sebab sampai bila tidak berubah nanti tua... sebab nanti malu diri sendiri juga"* (SPPR/01/S08)

*"Tapi yang support tu member. member yang memang tahu saya dah tak main benda tu kan, diorang support lah."* (SP/01/S03)



### Strategi Daya Tindak

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela dan bukan sukarela dinyatakan sebagai pendorong untuk mereka cenderung kekal pulih.

*“Kita kena bekerja, ada aktiviti, kita kena ada target. Hidup kita ni kena ada target atau matlamat untuk berubah.” (PK/01/S03)*

*“Setiap kali ada masalah, saya akan... mengemas rumah. Kedua saya akan jumpa kawan-kawan. Keluar, sharing apa semua. Yang ketiga, saya akan pergi istirehat macam jogging, pun dengan kawan-kawan. Saya minat buat aktiviti-aktiviti macam tu.” (MT/01/S05)*

### Motivasi Diri

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor motivasi diri juga dinyatakan sebagai pendorong untuk mereka cenderung kekal pulih.

*“Macam saya selalu niat dalam diri saya nak berubah. niat tak nak ambil dah benda tu. macam bila saya aktifkan, saya rasa saya normal.” (MT/01/S06)*

*“Saya rasa setakat ni saya boleh teruskan untuk pulih. Memang boleh berterusan sebab kita dah taknak ambil untuk yang kali kedua. Ya lah, kita pun tahu umur kita dah berapa,” (PM/01/S02)*

*“Saya azam dekat saya buat saya punya cita-cita, niat lah, niat saya. Saya cuba nak buktikan sesuatu pada diri saya.” (SS02/01/BS)*

*“Kita kena kuat semangat lah. Semua atas diri kita. Jangan ingat benda lepas-lepas lah. Kawan-kawan boleh tapi jangan ikut lah pergi tempat tu. Tapi kalau mai rumah, duk rumah ja. Jangan keluar ja, keluar habis lah.” (PK/02/S02)*

### Motivasi Masyarakat

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor motivasi masyarakat juga dinyatakan sebagai pendorong untuk mereka cenderung kekal pulih.

*“Kawan, ada keluarga ada, jiran pun ada yang menyokong,” (PK/01/S04)*

*“Kalau macam saya faktor yang saya tak nak ambil dadah lagi, salah satu masyarakat” (MT/01/S03)*

*“Seterusnya orang yang sokong saya jika di kampung adalah imam masjid. Selalu bertanya khabar tentang diri saya. Sangat suka bila saya ke masjid dan bercakap hal yang baik-baik dengan saya. Dia tidak paksa saya tetapi cara dia tu sangat lembut buat kita tertarik nak ke masjid” (TB/01/BS05)*

### Elemen Rawatan di Pusat Pemulihan

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor elemen rawatan dalam pusat rawatan NGO juga dinyatakan sebagai pendorong untuk mereka cenderung kekal pulih.

*“Dengan Pendidikan kesihatan, banyak membantu. Dieorang banyak bagitahu info contoh pasal neuron ke, kesan kalau kita hisap dadah. Akan ada kelas” (MT/01/S03)*

*“Lepas tu NGO ini sendiri. Baik staff kat sini mereka layan kita macam kawan. Sokong kita buat benda baik.” (KKK/01/BS01)*

*“NGO ini bantu saya untuk kekal pulih sebab banyak program berbentuk motivasi. Selalu juga mereka dedahkan kami dengan bahaya dadah sebab tidak mahu kami kembali ambil dadah.” (KKK/01/BS02)*

### **Persoalan kajian 3: Apakah faktor-faktor risiko klien sukarela dan bukan sukarela untuk kekal pulih?**

Kajian ini juga ingin melihat perbezaan faktor risiko diantara klien sukarela dan bukan sukarela yang berada dalam rawatan dan selepas rawatan. Untuk tujuan tersebut, ujian-t telah digunakan untuk mendapatkan perbezaan yang signifikan di antara dua kumpulan mengikut faktor risiko yang telah dikenalpasti.

Sembilan komponen faktor risiko yang telah dikenalpasti dan diuji adalah seperti berikut:

- a) pengaruh rakan
- b) keseronokan
- c) pengaruh atau tekanan keluarga
- d) tekanan hidup
- e) mudah mendapat dadah
- f) kurang pengetahuan
- g) sumber mendapatkan tenaga
- h) kurang mahir kemahiran sosial
- i) kurang amalan kerohanian

#### Pengaruh Rakan

Data kualitatif yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor pengaruh rakan juga dinyatakan sebagai pendorong untuk mereka kembali kepada dadah.

*“Sikit-sikit itu adalah. Macam kawan-kawan ajak balik ambil barang. Tapi macam sekarang kita fikir kita dah bekerja. Jadi tiada masa untuk ikut mereka.” (PM/01/S03)*

*“Lepastu berpunca dari triggered luaran dan dalaman, kawan-kawan terdekat ke, siapa-siapa yang ada bagi. Macam menguji kesabaran. Itu jela. (SHS/01/S02)*

*“Cabaran terbesar bila kita terjumpa dengan kawan lama kita yang kita tahu hisap dadah juga. Ramai sudah yang berubah tetapi masih ada yang sama dengan dadah. Kalau jumpa yang gian dengan dadah ini agak susah. Perlu elak.” (TB/01/BS01)*

### Keinginan Kepada Keseronokan

Dilihat dari data yang dikumpul secara temubual bersama dengan klien bukan sukarela yang berada dalam pusat, faktor keseronokan juga dinyatakan sebagai pendorong untuk mereka kembali kepada dadah.

*“Kalau saya, pertama masalah saya tu adalah kawan-kawan. Kedua, ahh tempat tu ada hiburan yang tinggi. Ahhh jadi mesti terjebak” (SS/01/BS04)*

*“Kita nak seronoklah, kalau tidak boring” {SS/01/BS05}*

### Pengaruh Dan Tekanan Daripada Keluarga

Dilihat dari data yang dikumpul secara temubual bersama dengan klien bukan sukarela yang berada dalam pusat, faktor pengaruh dan tekanan daripada keluarga juga dinyatakan sebagai pendorong untuk mereka kembali kepada dadah.

*“Family tak percaya saya dah berhenti, bila isu ni saya kena kan, ha lagi la kena (family tak percaya). Diorang pingirlah” (SP/01/BS03)*

*“Family macam tak terima saya bila balik kerumah” (SS/01/BS05)*

### Tekanan Hidup

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor tekanan hidup juga dinyatakan sebagai pendorong untuk mereka kembali kepada dadah.

*“Saya ambik sebab stress. Satu bekerja, sebab saya bekerja kedai makan. Kedai tu dia bukak waktu malam. Untuk jaga lah, waktu malam.” (MT/01/S02)*

*“Haa, hmm. Kalau macam kita ada target, tapi tak dapat capai. So takut ambil balik.” (SHS/01/S03)*

*“Saya ada masalah. Fikiran saya tertekan. Sebab duit yang saya dapat apa yang saya dapat tak boleh nak achieve lebih tinggi lagi dan saya rasa dadahlah yang boleh buat saya rasa tenang.” (SHS/01/S04)*

### Mudah Mendapatkan Dadah

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela dan bukan sukarela, faktor mudah mendapatkan dadah juga dinyatakan sebagai pendorong untuk mereka kembali kepada dadah.

*“Cabaran semasa kekal pulih ni adalah, susah nak lupakan dadah ni sebab masa dan duit saya dah terlampau banyak dengan dadah” (SHS/01/S04)*

*“Benda paling teruk kalau berada di luar (masyarakat) bila kita tahu “port” mana senang dapat bekalan tu.” (KKK/01/BS02)*

*“Satu lagi, bahaya bila jadi kaya sekejap ni. Bila tangan ada duit, memang susah jadi teringat nak enjoy.” (KKK/01/BS02)*

### Kurang Pengetahuan Berkaitan Dadah

Data dari temu bual juga mendapati beberapa pandangan mengenai pengetahuan dadah ini.

*“Sebenarnya hal betul mengenai dadah ni kurang, selalu dengar cerita kawan kawan...jadi banyak yang tak betul...dah terlibat baru tahu”* (SHS/01/BS02)

*“Dulu dadah ni macam ubat le... untuk senang belajar.... Suka-suka ...tak yakin kesannya”* (SC/02/BS03)

*“Sekolah ada juga beritahu, tapi macam tak apa apa pun... macam nak bagi takut je”* (MT/01/S04)

### Mendapatkan Tenaga

Dilihat dari data yang dikumpul secara temubual bersama dengan klien sukarela yang berada dalam pusat, faktor mendapatkan tenaga juga dinyatakan sebagai pendorong untuk mereka kembali kepada dadah.

*“Saya ambik sebab stress. Satu bekerja, sebab saya bekerja kedai makan. Kedai tu dia bukak waktu malam. Untuk jaga lah, waktu malam.”* (MT/01/S02)

*“Kalau bekerja lama ...nak tahan tidur le...”* (SHS/01/S01)

*“Kerja shift.... kalau tak ambil tak boleh.”* (SHS/01/S04)

### Kurang Kemahiran Sosial atau Bersendirian

Kemahiran sosial merupakan kemahiran yang penting dalam membantu individu dalam melahirkan perasaan dan permasalahan mereka dengan baik. Kurang kemahiran sosial didapati menjadi faktor risiko kepada usaha proses kepulihan ini.

Data kualitatif juga mendapati bahawa dadah digunakan untuk memudahkan responden dalam hubungan dengan rakan dan keluarga.

*“Saya ni memang pemalu...dari kecil saya tak ramai kawan... jadi kawan kenalkan benda ni ...saya rasa seronok dan yakin diri...tak takut”* (PR/02/BS1)

*“Kalau saya nak jumpa orang baru saya gugup.... tapi bila ambil benda baru saya dapat bercerita...bercakap ...itulah...”* (SKK/02/BS01)

### Kurang Amalan Kerohanian

Dilihat dari data temubual klien menyatakan kurang mengamalkan solat atau lain-lain aktiviti keagamaan.

*“Keluarga saya kurang lah.... Sembahyang ... atau puaasa ke.... selalu kalau ada masalah tu selesai sendiri...”* (SKK/02/BS01)

*“Saya sembahyang juga kadangkala kalau balik kampung hari raya...terpaksalah pergi...”* (KKK/01/BS03)

## 5. Perbincangan

- **Jangkamasa Kekal Pulih Dikalangan Klien Sukarela Dengan Bukan Sukarela**

Kajian ini juga ingin melihat jangka masa yang dirasakan klien atau untuk bersih atau pulih daripada menggunakan dadah. Jangka masa ini dinilai dari aspek kebolehan untuk menjalani hidup normal tanpa dadah sama ada melalui pengalaman atau jangkaan mereka yang akan tamat rawatan. Majoriti daripada responden hanya dapat menjangka mereka mungkin kekal pulih kurang dari setahun ke dua tahun sahaja. Bagi responden yang sedang berada dalam rawatan, sebanyak 43% klien sukarela merasakan dapat pulih selama 2 tahun, manakala klien bukan sukarela sebanyak 55% merasakan diri mereka dapat pulih dalam tempoh tersebut.

Manakala bagi mereka yang telah selesai rawatan, 37% klien sukarela merasakan diri mereka hanya dapat kekal pulih selama 2 tahun dan 71 % klien bukan sukarela yang telah bebas juga merasakan dapat kekal pulih selama masa 2 tahun. Ini mungkin juga hasil daripada pengalaman mereka yang lampau atau rakan-rakan sebaya yang sentiasa mendampingi mereka. Selain itu juga, mereka mungkin menyedari akan cabaran yang bakal menunggu mereka setelah keluar menyebabkan mereka tidak yakin akan diri untuk terus kekal pulih.

- **Pengisian Rawatan Yang Diberikan Sesuai Untuk Membantu Kekal Pulih Dikalangan Klien Sukarela Dengan Klien Bukan Sukarela**

Terdapat beberapa pengisian yang telah dijalankan di pusat-pusat rawatan untuk membantu klien hidup normal tanpa dadah. Pengisian yang disediakan termasuklah pengisian seperti motivasi diri, pengurusan diri, kemahiran komunikasi, latihan vokasional dan kerjaya, perkhidmatan kaunseling dan psikopendidikan. Bagi latihan vokasional dan kerjaya, kajian menunjukkan bahawa aktiviti yang dilaksanakan seperti memberi pengetahuan dari segi kerjaya, kemahiran dan latihan vokasional dianggap penting di dalam memastikan klien sukarela dan bukan sukarela untuk kekal pulih.

Penemuan ini menyokong kenyataan *United Nations Office on Drugs and Crime* (UNODC) (2008) mengenai pendekatan holistik yang bukan sahaja melibatkan aspek pemulihan dan rawatan semata-mata tetapi juga memfokuskan aspek-aspek lain dalam kehidupan seperti pekerjaan, pendidikan dan kemahiran kerjaya, integrasi komuniti dan budaya, sokongan keluarga dan sosial, kelompok sokong bantu, perhubungan interpersonal, kesihatan mental dan fizikal, persekitaran yang sihat dan tempat tinggal yang selamat serta mencari semula makna dan tujuan kehidupan.

Kajian ini juga sesuai dengan aspek penyelidikan yang membantu mengenalpasti kesan latihan vokasional terhadap pelatih iaitu kajian yang bertajuk *Pengharapan Pelatih Pusat Serenti Terhadap Latihan Vokasional Di Pusat Serenti Tampoi, Johor* yang telah dilaksanakan oleh Muhd Rashid Hj. Rajuddin dan Muhd Fa'iz Ahmad (2011) bertujuan untuk mengenalpasti pengharapan pelatih pusat serenti fasa empat terhadap latihan vokasional di Pusat Serenti Tampoi, Johor. Hasil kajian menunjukkan bahawa sememangnya wujud pengharapan dalam diri pelatih pusat serenti setelah mereka menjalani latihan vokasional di Pusat Serenti Tampoi dan hal ini merupakan kesan yang positif bagi diri pelatih untuk memulakan semula hidup secara normal dalam komuniti.



- **Faktor-Faktor Pelindung Klien Sukarela Dan Bukan Sukarela Untuk Kekal Pulih**

Keluarga didapati boleh menjadi faktor pelindung dan juga faktor risiko dalam kajian ini. Bagi faktor pelindung, keluarga dalam kajian ini termasuk keluarga asas iaitu ibu bapa, adik-beradik, suami isteri juga saudara mara yang lain. Mereka boleh memainkan peranan dalam memberikan nasihat, bimbingan serta sokongan moral kepada klien yang sedang dalam rawatan ataupun telah keluar dari pusat pemulihan dan berada dalam komuniti. Sokongan daripada keluarga dapat memberikan kekuatan emosi serta motivasi diri klien untuk terus kekal pulih ketika berada bersama komuniti.

Keluarga didapati sangat penting kepada klien dalam kajian ini tidak kira mereka sertai rawatan secara sukarela atau bukan sukarela. Keluarga yang harmoni menyokong dan menerima dengan baik seadanya diri klien yang dikatakan menjadi faktor pendorong untuk klien cenderung untuk pulih. Mahmood Nazar Mohamed (2004), berkata bagi memastikan penagih tidak menagih semula, sokongan dan pembabitkan keluarga dalam program pemulihan amat penting. Beliau mendapati bahawa usaha untuk memulihkan penagih akan menjadi lebih berjaya apabila keluarga memberi sokongan khususnya daripada ibu bapa dan adik-beradik.

Kajian yang dijalankan oleh Ruhani, Abdullah dan Nor Ezdianie (2012) turut menjelaskan bahawa sokongan padu daripada ahli keluarga berupaya meningkatkan keyakinan dan ketahanan diri penagih dalam proses menjalani program pemulihan dadah. Semakin tinggi sokongan keluarga terhadap bekas penagih, maka semakin rendah risiko seseorang bekas penagih yang telah pulih untuk mengambil semula dadah (Aquilino & Supple, 2001; Wills, Resko, Ainette & Mendoza, 2004). Walau bagaimanapun, keluarga juga boleh menjadi faktor risiko kepada klien, sekiranya keluarga tidak memberikan sokongan moral kepada responden untuk kekal pulih.

Kajian ini telah memperkukuhkan fakta bahawa keluarga adalah faktor penting dalam membantu proses kepulihan individu atau juga menjadi faktor individu akan terjerumus atau kembali terjebak dengan najis dadah ini. Kedudukan keluarga adalah sama seperti kedudukan rakan dalam situasi untuk kekal pulih. Rakan juga dikenalpasti penting dalam membantu proses kekal pulih sekiranya mereka dapat memberikan nasihat dan sokongan agar klien tidak mendekati dadah semula. Rakan yang bertindak positif dikenalpasti dapat membantu klien untuk kekal pulih. Di samping itu kekuatan pegangan dan amalan keagamaan membantu dalam kekuatan dalaman yang boleh menjadi faktor pendorong kepada proses kepulihan ini. Kekuatan dalaman dan motivasi diri datang daripada pengisian perkhidmatan kaunseling individu dan kelompok serta pengisian psikopendidikan.

- **Faktor-Faktor Risiko Klien Sukarela Dan Bukan Sukarela Untuk Kekal Pulih**
  - **Rakan Sebaya**

Terdapat beberapa faktor risiko yang dikenalpasti daripada kajian ini melibatkan faktor seperti pengaruh rakan, keseronokan, pengaruh/tekanan keluarga, tekanan hidup, kemudahan untuk mendapatkan dadah, kurang pengetahuan mengenai bahaya dadah, bekerja mendapatkan tenaga, kurang kemahiran sosial dan kurang amalan kerohanian. Daripada faktor-faktor yang disebut di atas, faktor pengaruh rakan menunjukkan perbezaan yang signifikan dari pandangan kumpulan sukarela dan bukan sukarela di dalam pemulihan.

Selain itu, rakan terdekat memainkan peranan yang besar dalam mempengaruhi individu untuk mengambil semula dadah. Menurut Nurhazlina, Norruzeyati & Mohammad Rahim (2019), rakan merupakan sistem *mezzo* yang paling hampir dengan pengguna dadah selepas keluarga. Hal ini kerana bekas pengguna dadah ingin diterima di dalam kelompok rakan, meraih simpati dan rasa dipunyai oleh kelompok rakan tersebut (Ranisesiki & Sigelman (1992); Cheung, Lee, & Lee, 2003; & Hammer-bacher & Lyvers, 2006). Keadaan ini berkemungkinan disebabkan oleh sokongan daripada rakan mampu memberikan kekuatan kepada mereka untuk kekal pulih atau kembali kepada dadah.

#### ○ Keutamaan Untuk Berseronok

Bagi faktor keseronokan, kajian ini mendapati bahawa keseronokan menjadi risiko yang membawa klien kembali kepada dadah. Terdapat perbezaan yang signifikan di antara klien bukan sukarela dan sukarela selepas menjalani rawatan. Klien bukan sukarela lebih merasakan bahawa keinginan kepada keseronokan menjadi faktor risiko untuk mereka kembali kepada dadah. Keperluan untuk berseronok yang mungkin menggambarkan ketidakmatangan perkembangan diri individu seperti masih diperingkat kanak-kanak atau remaja, walaupun perkembangan umur telah melepasi zaman remaja. Desakan untuk berseronok sahaja atau tunduk dengan tuntutan nafsu atau '*hedonism*' menyebabkan individu tidak dapat membuat pertimbangan antara baik dan buruk.

Hanya melalui pendidikan yang seimbang antara pendidikan moral, agama atau nilai-nilai murni sahaja yang dapat membantu dalam kematangan yang diperlukan. Situasi ini juga memerlukan bimbingan dari segi psikologi dan agama untuk membantu kematangan emosi dengan lebih seimbang selari dengan perkembangan kronologi umur. Ketidaklarasan perkembangan ini membawa kepada situasi dimana individu tidak dapat menguasai dirinya yang sentiasa dibawah kongkongan nafsu atau mengikut budaya *hedonism* yang sentiasa mencari keseronokan dalam hidup tanpa mengira atau menilai perbuatan tersebut. Faktor keinginan untuk sentiasa berseronok ini, telah dikenalpasti sebagai faktor penting dalam kajian ini dan diperakui oleh responden sendiri yang menghalang dari responden untuk hidup normal tanpa dadah. Ini adalah kerana kesan psikologi keseronokan yang dirasakan semasa mengambil dadah tidak mudah diganti dan dilupakan.

#### ○ Tekanan Hidup Dan Tekanan Keluarga

Kajian ini juga menunjukkan faktor pengaruh dan tekanan keluarga menjadi punca responden sukar untuk kekal pulih. Terdapat perbezaan yang signifikan di antara pandangan klien bukan sukarela dan sukarela dalam pembolehubah tekanan dari keluarga ini. Klien bukan sukarela merasakan pengaruh dan tekanan daripada keluarga lebih berat dan menjadi faktor untuk mereka kembali kepada dadah berbanding dengan klien sukarela. Keadaan ini berkemungkinan disebabkan semasa berada di dalam pusat rawatan, klien mungkin mempunyai ruang untuk bermuhasabah diri dan mengingat kembali pengalaman lepas yang menyebabkan mereka terjerumus ke kancah penyalahgunaan dadah.

Dalam sesetengah kes, terdapat klien yang disisihkan oleh keluarga serta tidak mendapat didikan atau bimbingan dari keluarga menyebabkan mereka menjadi tertekan seterusnya menyebabkan klien kembali kepada masalah penyalahgunaan dadah dan menjadi penghalang kepada klien untuk kekal pulih. Kajian lain dijalankan di Malaysia oleh Rozmi, Nor Azri, Fauziah dan Salina (2017) yang bertajuk *Pengaruh Faktor Individu, Keluarga dan Persekitaran Sosial Terhadap Tingkah Laku Penyalahgunaan Bahan dalam Kalangan Remaja* juga menunjukkan pemboleh ubah faktor

individu, keluarga serta persekitaran sosial adalah signifikan dalam model tersebut dan menjadi penyumbang utama kepada penyalahgunaan bahan dalam kalangan remaja.

Menurut Gecas et al. (1974), tanpa hubungan komunikasi yang berkesan, anak-anak akan merasa diri mereka tidak diberi perhatian dan disayangi. Akibat daripada keadaan ini, anak-anak tersebut akan cuba memenuhi keperluan ini daripada sumber-sumber lain termasuk dadah. Kajian Russell (1974), dan Jurich et al. (1985) mendapati anak-anak remaja yang terlibat dengan penyalahgunaan dadah mempunyai corak hubungan komunikasi yang renggang dengan ibu bapa mereka. Corak hubungan yang sedemikian menyebabkan perhatian anak-anak beralih kepada rakan-rakan sebaya. Hal ini menyebabkan tekanan dan pengaruh keluarga juga merupakan faktor risiko bagi kekal pulih.

Tekanan hidup adalah salah satu faktor yang menyebabkan klien terjebak ke dalam masalah dadah. Berdasarkan kajian yang telah dijalankan ini, terdapat perbezaan signifikan di mana klien bukan sukarela lebih merasakan tekanan hidup yang menyebabkan mereka kembali kepada dadah. Manakala klien sukarela merasakan tekanan hidup tidak terlalu menyebabkan mereka kembali kepada dadah.

Sebagaimana menurut Norazleen dan Norafifah (2015), apabila berlaku tekanan emosi yang keterlaluan, seseorang itu akan mengalami kemurungan sehingga tidak mampu untuk berdepan dengan tekanan tersebut dan mengambil jalan mudah dengan menjadikan dadah sebagai teman setia yang membolehkan mereka melupakan tekanan yang dihadapi.

#### ○ **Mempercayai Dadah Mampu Menambah Tenaga**

Kajian ini juga mendapati kebanyakan klien telah menggunakan dadah sebagai sumber tenaga bagi memastikan mereka kekal cergas untuk bekerja. Terdapat perbezaan signifikan antara klien bukan sukarela yang didapati lebih cenderung untuk menggunakan dadah sebagai sumber tenaga, manakala klien sukarela kurang menggunakan dadah sebagai sumber tenaga. Keadaan ini mungkin disebabkan oleh faktor taraf sosioekonomi klien yang rendah, terdapat mereka yang mempercayai bahawa menggunakan dadah boleh meningkatkan sumber tenaga tambahan di dalam menjalankan pekerjaan mereka.

Kajian ini sama seperti dapatan dari kajian Dhamir, Wan Jaafar, & Mohd Khir (2018) bertajuk *Faktor Luaran Relaps Dalam Kalangan Penagih Lelaki Dewasa di Cure and Care Service Centre, Kuala Pilah*, tenaga yang banyak diperlukan untuk bekerja dan disebabkan itu informan bagi kajian tersebut terpaksa mengambil kuantiti syabu yang banyak sebelum memulakan pekerjaan. Penggunaan syabu atau methamphetamine menunjukkan berlakunya peningkatan yang lebih lama dalam daya tahan otak dan anggota badan serta dalam interaksi sosial bagi menjalankan kerja-kerja berat (Brown, Wise, & Kiyatkin, 2003) telah menyokong dapatan kajian berkenaan dadah sebagai sumber kekuatan tenaga. Dengan itu pengetahuan atau kepercayaan ini membawa responden kembali menggunakan dadah apabila lebih tenaga diperlukan untuk bekerja. Keadaan ini telah mengancam usaha kekal pulih atau hidup normal tanpa dadah.

## 6. Saranan dan Cadangan

### Memperkasakan Khidmat Kaunseling Sekolah

Pihak sekolah perlu menjalin hubungan yang rapat dengan pihak-pihak polis dan ibubapa, NGO serta AADK. Inisiatif ini adalah penting agar strategi perancangan terutamanya pencegahan bersifat menyeluruh dan bukan bekerja bersendirian dalam membangunkan sebuah negara maju. Oleh itu, adalah disarankan supaya:

### Saranan Kepada Pihak Penyelidik Akan Datang

Pihak penyelidik akan datang boleh membantu mengkaji lebih mendalam dalam bidang kajian yang dicadangkan untuk membolehkan lebih ramai bekas penagih kekal pulih. Antara tajuk-tajuk kajian yang mereka boleh dijalankan pada masa hadapan ialah seperti, (1) kajian pembinaan modul sokongan untuk ibu bapa dalam menguruskan anak-anak yang terjebak dalam kancas penyalahgunaan dadah agar mereka dapat kekal pulih dan (2) kajian kaedah mekanisme daya tindak yang baharu untuk menaiktaraf modul rawatan dan *aftercare* yang sedia ada.

## 7. Kesimpulan

Sebagai kesimpulan, berdasarkan dapatan kajian kuantitatif dan perkongsian responden melalui kaedah kualitatif, kajian ini mendapati bahawa profil yang dimiliki oleh responden sukarela dan bukan sukarela yang berada di dalam rawatan dan diluar rawatan telah menyumbang kepada usaha untuk mereka kekal pulih. Sejarah pengambilan dadah yang lama dan berbagai-bagai jenis dadah yang telah diambil, telah menghalang daripada responden untuk kekal pulih walaupun telah mengikuti pelbagai jenis rawatan. Namun, faktor-faktor seperti keluarga, rakan sebaya serta keinginan untuk berseronok boleh menjadi faktor risiko untuk mereka terus kekal pulih. Pada masa yang sama, keluarga dan rakan sebaya dapat menjadi faktor pendorong. Perkhidmatan dan pendekatan rawatan yang diberikan didapati masih signifikan dan telah memenuhi keperluan untuk responden untuk terus kekal pulih namun, keupayaan untuk menghadapi risiko-risiko dalam diri dan luar tidak mampu membantu responden untuk kekal pulih. Faktor sendiri dan kekuatan dalaman responden itu sendiri perlu diperhalusi bagi membantu meningkatkan proses kepulihan diri.

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# LINKING HUMAN RESOURCE (HR) PRACTICES TO ORGANIZATIONAL COMMITMENT AMONG EMPLOYEES IN HIGHER LEARNING INSTITUTION

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**Abstract:** *Employee is the main asset in organization. It is because the biggest cost of doing a business goes to labor which costs can account for more than 50 percent of total costs. In some industries, such as financial or professional services and in education and government, this figure is even higher. Previous studies mostly highlighted the association between human resource practices and organizational commitment in the industries such as oil and gas, information technology, manufacturing, telecommunication, hospitality and SMEs. However, it was found that there were gaps in education sector where only few of previous studies focusing on the higher learning institutions. Thus, the major concern of this study is to identify whether human resource practices and organizational commitment are significantly linked in Malaysian higher learning education sector. This study aimed to analyse the relationship between human resource practices and organizational commitment. 300 questionnaires were distributed. The results found that all studied variables were found to have positive relationship with organizational commitment.*

**Keywords:** Organizational commitment, training, compensation, performance appraisal, career development, employment security, human resource, human resource practices.

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## 1. Introduction

Major changes are happening in the higher education system such as internationalization, introduction of new communication and information technology, advanced knowledge society, professional networks, socio-cultural and demographical trends, marketization including the changing roles of government (Abdulkareem, 2011). Thus, it is important for organizations especially in higher education sector to come out with strategies in order to sustain in the tight competition among the institution. O'Malley (2000) mentioned that an organization's success depends on having a constant and skillful workforce who can be self-motivated and bring quality and employee commitment as an added value to the organization. Hence, it must continually strive to implement an effective human resource management.

## 2. Literature Review

According to the past literatures, the relationship between human resource practices and organizational commitment remains unclear. Earlier studies from numerous industry sectors had found different results on this relationship. Abdullah (2001) showed that there is a significant relationship between organizational commitment and all the five human resource management

practices surveyed, namely leadership, training, empowerment, motivation and compensation. However, compensation did not have strong influence on the organizational commitment among staffs. Another study among managers and first line employees demonstrated that compensation and career planning has positive and statistically significant impact on employees' commitment and it also recommended that the organization can foster their employees' commitment and effectiveness by fine-tuning HRM practices (Razzaq, Aslam, Bagh, & Saddique, 2017).

Other than that, Chew and Chan (2008) found that person-organization fit, remuneration, recognition and opportunity to undertake challenging employment assignments were positively affected organizational commitment. Unexpectedly, training and career development were not significantly related to organizational commitment. Further, in a study in various industries in Klang Valley, career management, person-job fit, compensation and performance appraisal were found significantly related to organizational commitment and negatively related to turnover intention.

## 2.1 Problem Statement

Study on human resource management and organizational commitment is not new, as there were growing attention in the field of behavioral sciences indicating that there is a relationship between human resource practices and the organizational commitment. Previous studies mostly highlighted the association between human resource practices and organizational commitment in the industries such as oil and gas, information technology, manufacturing, telecommunication, hospitality and SMEs. However, it was found that there were gaps in education sector where only few of previous studies focusing on the higher learning institutions.

Thus, the major concern of this study is to identify whether human resource practices and organizational commitment are significantly linked in Malaysian higher education sector.

## 2.2 Theoretical Framework

The research framework derived from the literature review is as follows:

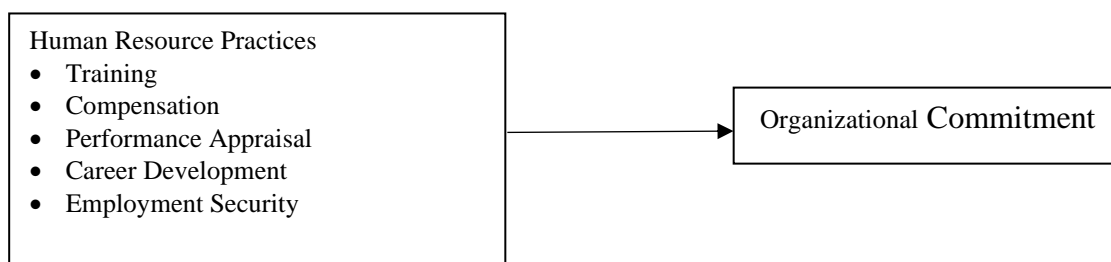


Figure 1: Theoretical Framework

This study employed human resource practices, namely training, compensation, performance appraisal, career development and employment security as independent variables, organizational commitment as dependent variable.

## 2.3 Hypotheses Statements

- H1: There is positive relationship between human resource practices and organizational commitment.
- H2: There is positive relationship between training practices and organizational commitment.
- H3: There is positive relationship between compensation practices and organizational commitment.
- H4: There is positive relationship between performance appraisal practices and organizational commitment.
- H5: There is positive relationship between career development and organizational commitment.
- H6: There is positive relationship between employment security and organizational commitment.

## 3. Method

The sample data for the study is the employees of one of the higher learning institution in Kuala Lumpur. A sample of 300 were asked to participate in the study to collect the information regarding the concerned area, and only 160 respondents returned the questionnaires.

### 3.1 Measurement

The survey instrument contained three sections. Section A includes the questions regarding human resource practices where five items of training scale was adopted from Noe and Wilk (1993). Five items from Malhotra, Budhwar & Prowse (2007) have been used to measure compensation scale and five items from Dulebohn and Ferris (1999) have been used to measure performance appraisal. This study also adopted three items from Weng and Hu (2009) to measure career development scale and four items from Hellgren, Sverke and Issakson (1999) to measure employment status scale. Meanwhile, Section B includes nine questions of organizational commitment scale by Meyer and Allen (1991) and Section C focused on the respondent's profile such as gender, age, education level, monthly income, marital status, job grade and organizational tenure.

## 4. Results and Discussion

The data were analysed based on the analysis of descriptive, reliability, correlations and regression.

**Table 1: Reliability Coefficients for The Variables**

Variables	Number of items	Cronbach's alpha
Training	4	.810
Compensation	5	.885
Performance Appraisal	5	.830
Career Development	3	.730
Employment Security	3	.816
Organizational Commitment	9	.791

Table 1 showed the reliability for scales used in the study. According to Sekaran and Bougie (2009), the reliability coefficient for scale should fall in the range from 0.60 or higher in order to be reliable. In this study, the findings showed that compensation variable indicated the highest coefficient of reliability which is 0.885 based on the five items used in this scale. Meanwhile, training, performance appraisal, career development variable indicated the reliability coefficient of 0.810, 0.830, 0.730 and 0.816 respectively. Lastly, dependent variable, which is organizational

commitment placed reliability coefficient of 0.791. Therefore, all six variables in this study were considered as excellent and high reliability because all the reliability is higher than the value of 0.60.

In this study, the correlations and directions of the studied variables were tested by computing the Pearson's correlation coefficients ( $r$ ). It indicated the coefficient estimate of linear associations based on the sampling data.

**Table 2: Pearson's Correlation Matrix for Studied Variables**

		Correlations						
		Training	Compensation	Appraisal	Career	Security	HR Practices	OC
Training	Pearson Correlation	1						
	Sig. (2-tailed)							
	N	160						
Compensation	Pearson Correlation	.690**	1					
	Sig. (2-tailed)	.000						
	N	160	160					
Appraisal	Pearson Correlation	.569**	.621**	1				
	Sig. (2-tailed)	.000	.000					
	N	160	160	160				
Career	Pearson Correlation	.519**	.479**	.583**	1			
	Sig. (2-tailed)	.000	.000	.000				
	N	160	160	160	160			
Security	Pearson Correlation	.454**	.373**	.570**	.485**	1		
	Sig. (2-tailed)	.000	.000	.000	.000			
	N	160	160	160	160	160		
HR Practices	Pearson Correlation	.809**	.816**	.836**	.785**	.710**	1	
	Sig. (2-tailed)	.000	.000	.000	.000	.000		
	N	160	160	160	160	160	160	
OC	Pearson Correlation	.593**	.504**	.587**	.485**	.694**	.714**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	160	160	160	160	160	160	160

\*\*. Correlation is significant at the 0.01 level (2-tailed).

As shown in Table 2, out of five correlations, all were significant. Correlation between training and organizational commitment was found to have significant positive relationship,  $r = 0.593$  ( $p < 0.01$ ). Meanwhile, compensation and performance appraisal also were found to have significant positive relationship,  $r = 0.504$  ( $p < 0.01$ ) and  $r = 0.587$  ( $p < 0.01$ ). Career development and employment security also were found to have significant positive relationship with organizational commitment,  $r = 0.485$  ( $p < 0.01$ ) and  $r = 0.694$  ( $p < 0.01$ ). HR practices placed the highest correlation with organizational commitment. As a conclusion of the correlation analysis, it was proved that all variables of HR practices were positively correlated with organizational commitment.



**Table 3: The Relationship Between Training, Compensation, Performance Appraisal, Career Development, Employment Security, HR Practices and Organizational Commitment**

Model	Standardized Coefficients (Beta)	Sig
1 (Constant)		.245
Training	.198	.089
Compensation	.071	.362
Performance Appraisal	.062	.582
Career Development	.044	.670
Employment Security	.423	.000
HR Practices	.236	.362
R <sup>2</sup>	.771	
ΔR <sup>2</sup>	.594	
Sig. F Change	.000	

Lastly the regression analysis was conducted. Table 3 showed the results of the regression analysis between all HR practices variables and organizational commitment. All variables are found to be statistically significant at 10 percent level. The R<sup>2</sup> showed that 77.1 percent of the independent variables explain the dependent variable of organizational commitment. Training was found to significantly linked to organizational commitment ( $\beta = 0.198$ ). The relationship was positive, indicating that the better the training practices implemented on employees, the higher organizational commitment placed by them. Meanwhile, the relationship between compensation and organizational commitment was positive and it was significant. This showed that employees' organizational commitment will be high if they are satisfied with compensation offered by the company. The finding also indicated that there were significant positive relationship between performance appraisal and organizational commitment which is  $\beta = 0.062$ . This proved that good implementation of performance appraisal influenced employees' organizational commitment where employees will be more committed if they were evaluated fairly. Career development and employment security were also found to have significantly positive relationship with organizational commitment where  $\beta = 0.044$  and  $\beta = 0.423$ . Overall, HR practices also found to have significant positive relationship with organizational commitment ( $\beta = 0.236$ ). It indicated that employees will be greatly committed towards company is they were treated with good policy and practices. Hence, all hypotheses were supported.

## 5. Conclusion

The results showed that all variables of human resource practices linked to organizational commitment among employees, specifically in higher learning institution. The organization should be more creative in offering rewards to employees and also when it comes to policy implementation. This may enhance employees' commitment and thus improve employees' performance and increase employees' loyalty.

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# MEDICAL DILEMMAS FROM THE EYES OF ISLAM

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**Abstract:** *New findings in the medical world continues to evolve, opening more room for debates including in medical issues. People question whether they have the right to die, as much as one has the right to live. This is related to euthanasia or also known as mercy killing. The validity of organ transplantation to be carried out, the permissibility of family planning and the practice of abortion are just a few more to mention. These issues are very familiar as it lingers around matters affecting our daily lives, perceptions and religious believes. Thus, this article will highlight these medical issues particularly on euthanasia, organ transplantation, family planning and abortion from the Islamic perspective. Hopefully this will bring benefit to all, especially Muslims, in making decisions on these medical dilemmas.*

**Keywords:** Euthanasia, Organ Transplantation, Family Planning, Abortion.

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## 1. Introduction

The medical world develops fast particularly with new discoveries. These developments bring about changes and sometimes trigger issues among Muslims. Concerns whether Muslims could also benefit from these new technologies is always a huge concern. This is since the impact of religious belief is very powerful in influencing the attitude and response of the public at large. Religious beliefs can pattern its followers' perception and is top priority consideration before any new technology can be practically accepted. Muslims would put their religion Islam first, before anything else. In all circumstances, they would preferably choose to remain within the confines of Islamic law in all matters including in medical issues. The main source of law would be through the rulings of the Holy Quran and Sunnah. Based on research it is clearly found that rulings on euthanasia, organ donation, family planning and abortion are already clearly spelt out in Islam.

## 2. Euthanasia

One of the most popular issues in Medicine would be Euthanasia. The word euthanasia originates from the Greek word Eu, which carries the meaning good. The word Thanatos means death. So, literally euthanasia means "good death". Technically, it refers to "an act or practice of ending the life of a person who is suffering from an incurable and often painful or distressing illness" (Chambers 21<sup>st</sup> Century Dictionary, 1996) Almost everywhere in the world people are confronted with all sorts of personal conflicts and dilemmas. Suffering terminal illnesses, incurable diseases, feeling traumatized, or simply going through degeneration associated with old age, all seem to make life difficult to go through and almost meaningless to proceed with. Some feel scared to go through such hardship and pain and as a result, they start thinking of ways to go out of all that. Therefore, as much as people fight for their right to live, some believe that they also have the right to demand and decide their death as well. They believe that they have an option, either to continue suffering or end the pain by choosing to die. What more if a patient is terminally ill and death is



just around the corner, with no hope of recovery. So, instead of prolonging their helpless life and suffer, they believe that they would be better off to opt for euthanasia, before things get even worse and out of control.

The issue is, do we really have the right to die? Islam puts it very clear that euthanasia is never a choice nor a right that could be demanded for. The decision to end the life of any person including a terminally ill patient though, at his own request is beyond moral ethics. Muslims believe that Allah the Creator knows all, including what is best for us. Each illness is a test of patience from Allah towards His creations. So, even though one is tested with sickness or hardship in life, it should be seen as a test of endurance. Muslims should always be thankful with what they have and always strive to become better. Death is never to be made as an option. A hadith reports to this effect,

“There was a man in older times who had an infliction that taxed his patience, so he took a knife, cut his wrist and bled to death. Upon this Allah said: “My subject hastened his end; I deny him paradise” (Sahih Bukhari 4.56.669).

Instead of giving up and resorting to euthanasia, Islam enjoins Muslims to put effort in finding cures, recover and then leave the rest upon Allah. Both concepts of *syukur* (being thankful) and *redha* (feeling content) are the best method while facing ailments in life (Farah Salwani & Yasmin Hanani, 2006). Evidence supporting this can be found in another Hadith of the Prophet where the Prophet Muhamad (SAW) was reported to have said,

*“O servants of Allah! Seek remedies! He who causes ailments also brought cures and redemption. There is a cure for every illness.”* (Sahih Bukhari, 1958)

Seeking treatment is urged by Islam for hereditary and acquired diseases and ailments. This is in line with the Islamic teachings of perseverance and acceptance of God’s will. Every illness may be seen as a trial or a means to cleanse an ordeal. That is the reason why patients have the obligation to seek treatment and avoid being fatalistic. Meanwhile, medical practitioners shoulder the responsibility to cure and heal patients. Islam is indeed very concerned about preservation, dignity, and the honor of human life. Nevertheless, Allah is the ultimate Healer.

Coincidentally, the Penal Code also spells out the same as what is enjoined by Islam. Under section 299 of the Code, it mentions that whoever causes death by doing an act with intention of causing death is considered to have committed culpable homicide. The same Act goes further to explain, when a person causes bodily injury to another person who is suffering from disorder, disease, or bodily infirmity, and accelerates death, therefore, that person is deemed to have committed the offence of culpable homicide (Explanation 1, S.299, Penal Code)

### 3. Organ Transplantation

Organ transplantation is another big issue in medicine. Organ transplantation is always known as a miracle, as it provides cure for patients suffering end stage organ failures. Transplantation takes place when the recipient’s organ has failed or damaged due to illnesses or injuries. Through this procedure, body parts derived from other human beings are used as treatment for others in need. This includes organs like the heart, liver, kidney, pancreas, lungs, eye corneas and others. These donated organs can come from living or cadaver donors. Plenty of lives have been saved with this great technology. The fact that Islam promotes protection of life makes organ transplantation something which is well accepted for the benefit of Muslims. Being either an organ donor or an organ recipient, Islam recognizes both living and cadaver donations.



Though there are no direct evidence in the Holy Quran that mentions about organ donation, it must be noted that Islam neither sanctions nor condemns this practice. This indirectly opens space for the Muslim jurists to find the answer in the light of Islamic teachings available. The consensus of Muslim jurists has decided upon its permissibility. One of the strongest arguments put forward, promoting organ transplantation is how this noble act preserves precious lives. Islam puts priority on the preservation of life in all situations. Saving one's life is regarded as saving all humanity, and on the other hand, termination of a person's life is equivalent to terminating the life of all humanity. This argument is strongly based on a Quranic verse which means,

*"...whoever kills a human being for other than killing or corruption in the earth, it shall be as if he had killed all mankind and who ever saves the life of one, it shall be as if he had saved the life of all mankind"* (Quran, Al Maidah:3)

The Quranic verse above clearly signifies the value of human life that must be protected and preserved. Maintenance of human life is indeed one of the ultimate goals of Islamic legislation, known as Maqasid Syariah. Significantly, all possible means must be taken to prolong and save human lives. Without doubt, organ transplantation observes these values and aims to preserve precious lives. However, it also emphasizes that in any situation at all, no such harm should be inflicted to the donor. In other words, this means that though Muslims can donate their organs to those in need of it but this act must never harm the donor by causing death or any kind of permanent disabilities to them. In another verse, the Quran states to the effect,

*"Help you one another in righteousness and piety"* (Quran, Al Maidah:32)

The verse illustrates the command for Muslims, to strengthen their religious ties through brotherly love and mercy, equivalent to one unified whole body. Clearly, organ donation reflects the spirit of brotherhood, helping each other, cooperation, and willingness in giving out gifts (*sadaqah*) to others. Islamic jurists agree to the fact that humans do not own and possess their bodies, and that all belongs to Allah, the ultimate owner of the universe. From this point, organ transplantation is justified and permissible for all. Not only lives are being preserved, but the spirit of brotherhood is indirectly promoted.

Another supporting evidence for organ transplantation donation could be found in Islamic history, particularly during the days of Badar and Uhud wars. It was reported that the Prophet Muhammad (SAW) had replanted the eye of Qatada Ibn Nukman, which had nearly come out and had reconnected the hands of Muawith Ibn Afra and Habib Ibn Yusuf. Later, there were also incidents where Islamic medical doctors had transplanted bones from humans and animals into injured soldiers during war.

In Malaysia, as early as 23<sup>rd</sup> June 1970, the first fatwa on organ donation had already been released by the Fatwa Committee. This initial fatwa allowed Muslims in Malaysia to undergo organ donation procedures. The fatwa addressed both living and cadaveric organ donations, as long as certain conditions were met. This included having no elements of selling and bargaining involved, obtaining full consent from the organ donor and organ recipient and there being no other alternative treatment available to save the patient's life. Therefore, based on all the discussion above, organ transplantation procedures are recognized in Islam.



#### 4. Family Planning

Islam promotes marriage between male and female and one of its objectives is to have children as our future generation. Having children in a marriage makes the marriage bond stronger and more meaningful. Allah mentions in the Holy Quran which means,

*“And Allah has made for you mates of your own nature, and made for you, out of them sons and daughters and grandchildren, and provided for you sustenance of the best: will they then believe in vain things and be ungrateful for Allah’s favours?”* (Quran 16:72)

The above verse explains how Islam promotes procreation. Nevertheless, there are situations based on medical facts and findings where a pregnancy must be prevented and avoided either permanently or temporarily. The pregnancy itself has become a great threat and danger to the wife. For instance, when a mother has delivered children through a few caesarean section procedures or has been diagnosed with hypertension, diabetes, or any other dangerous illness, perhaps any pregnancy should be avoided or at least by having gaps between each subsequent pregnancy would bring a huge benefit for mother. Not only shall the mother be able to heal properly, but the baby too shall be brought up in a better condition, receiving proper care and sufficient attention from their parents. Thus, family planning is the best solution to prevent such pregnancies from taking place. There are plenty of methods available either permanently or temporary including by taking contraceptive pills, injections, using certain devices including condoms, IUD, implants, vasectomy and a few more. Each method differs according to the need and health condition of the mother. However, some might wonder whether these technologies are actually against the injunctions of Syariah which actually promotes procreation and familial relations?

Generally, Islam does not prohibit family planning as long as there is a valid reason to do so and both parties to the marriage have consented to it. This brings us back to the time of our Prophet Muhammad (SAW), where a few of his companions had practiced “*azl*” to prevent their wives from becoming pregnant. *Azl* refers to the act of ejaculating the sperm of the husband outside the wife’s private part (Muhamad Rafiqi, 2015). Upon knowing this, our Prophet Muhammad (SAW) tacitly agreed. He did not express his agreement nor disagreement on the matter.

Islam allows Muslims to resort to contraceptives in preventing pregnancies, though no specific methods has been designated. So long as the method is safe, and not causing any unauthorized abortion from taking place. Allah mentions to the effect,

“Kill not your children for fear of want: we shall provide sustenance for them as well as for you. Verily the killing of them is a great sin” (Quran, Bani Israel: 31)

In another verse the Quran states,

“...Kill not your children on a plea of want. We shall provide sustenance for you and for them...” (Quran, Al-An’am:151)

Therefore, without doubt, family planning in Islam is permissible if there is a valid reason to do so. There are plenty of strong injunctions which clearly supports this.



## 5. Abortion

An issue very much related to family planning would obviously be abortion. An abortion is the termination of a pregnancy before the fetus is viable or able to survive outside the uterus. The Oxford Dictionary of Law defines it as the termination of a pregnancy or premature expulsion of a fetus from the womb before its normal gestation period.

Spontaneous abortions are not quite controversial because this type of abortion takes place naturally, happens without any prior planning and often occurs without any reason. In contrast, most debates are related to the induced abortion where abortion takes place with prior planning and arrangements and is deliberately caused by artificial means like medications and surgical procedures. Muslims can resort to abortion especially in situations where continuity of the pregnancy would threaten the life of the pregnant mother. However, there is no clear evidence in the Holy Quran and Hadith that lays down the ruling on abortion in Islam.

Nevertheless, the Quran does mention the different stages how mankind is created.

“Allah created humans as the best creature on earth, for about nine months in the mother’s womb We made the sperm into a clot of congealed blood; then lump of bone; and clothed the bone with flesh; then We developed out of it another creature. So bless be to Allah, the best creator...” (Quran, 23:14-15)

Based on the above, the jurists unanimously agree that abortion of a fetus after the period of 120 days, that is after the fetus is completely formed and the soul is breathed into it, is considered as prohibited.

The Exception to Section 312 of the Penal Code too provides conditions as to when an abortion could legally take place.

“...if such practitioner is of the opinion, formed in good faith, that the continuance of the pregnancy would involve risk to the life of the pregnant woman, or injury to the mental or physical health of the pregnant woman greater than if the pregnancy were terminated”

This section provides for abortion to be carried out by only registered, authorized, medical practitioners who are performing their job in good faith, only with the intention to save the pregnant woman’s life. In cases where the continuation of the pregnancy would cause injury to the woman’s mental or physical health, again the medical practitioner has discretion to decide whether the pregnancy should be aborted or otherwise. If not, performing abortion without a just cause is considered an offence under Section 312 of the Penal Code.

## 6. Conclusion

Islam is a very simple and flexible religion that suits all mankind at all times. Euthanasia, organ donation, family planning and abortion are just a few of the plenty medical issues debated worldwide. Clearly from the above discussions, we could see how all rulings regarding contemporary issues faced by the society nowadays, already have their answer in Islam. Therefore, it would be fair enough to say that the root foundation for all these issues faced nowadays, have already been addressed well, to benefit the Muslims.



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# MEMAHAMI GELAGAT PENGGUNA BARANGAN TERPAKAI BERJENAMA MEWAH

## (UNDERSTANDING CONSUMER BEHAVIOR OF PRELOVED LUXURY BRANDS)

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**Abstrak:** Produk mewah dengan jenama terkenal sering menjadi perhatian dan diinginkan setiap pengguna yang materialistik dan mementingkan status sosial mereka. Walaupun faktor harga bukan menjadi penghalang kepada golongan kaya untuk memiliki produk berjenama mewah, namun harga seringkali menjadi kekangan bagi sesetengah pengguna yang mementingkan jenama tetapi tidak berkemampuan untuk memilikinya. Kewujudan jenama-jenama mastij dalam pasaran menjadikan produk mewah yang lebih rendah harganya dapat dimiliki dengan mudah oleh sesiapa sahaja. Selain itu, pengguna mempunyai alternatif lain dalam memiliki produk mewah dari jenama popular pada harga yang jauh lebih rendah apabila berlegarnya produk terpakai berjenama mewah dalam pasaran. Pada masa sekarang, produk terpakai berjenama mewah mendapat permintaan tinggi daripada pengguna dan pasaran ini terus berkembang pesat disebabkan perubahan persepsi pengguna ke atas barangan terpakai itu sendiri serta kemunculan platform media sosial. Kajian ini mengenalpasti faktor-faktor yang mempengaruhi pengguna dalam membeli produk berjenama mewah dan produk terpakai berjenama mewah. Memandangkan perniagaan produk fesyen terpakai berjenama mewah semakin mendapat sambutan terutamanya dalam kalangan generasi Y, penekanan berkaitan kategori produk tersebut akan dibincangkan dengan lebih mendalam dalam kertas kerja ini.

**Kata kunci:** jenama mewah, produk terpakai, generasi Y, produk fesyen.

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**Abstract:** Luxury products with well-known brands always get the customers' attention and are desired by every materialistic consumer who concerns about their social status. Although price is not an issue for the rich to own luxury branded products, but price is often a constraint for some consumers who are brand conscious but cannot afford to own it. The emergence of masstige brands in the market makes affordable luxury products easily accessible to anyone. In addition, there is an alternative way for consumer to own luxury brands at much lower prices when more preloved luxuries are available in the market. At present, luxury second-hand branded products are in high demand and this market continues to grow rapidly due to changes in consumer perceptions towards the second-hand goods and the emergence of social media platform. This study tried to identify factors that influence customers to buy luxury brands as well as preloved luxury brands. As the business of preloved fashion luxury is gaining popularity especially among generation Y consumers, the emphasis on such product category will be discussed in detail in this paper.

**Keywords:** luxury brand, preloved goods, generation Y, fashion product.

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## 1. Pengenalan

Produk berjenama mewah sering mendapat perhatian di mana jenama mewah umumnya sangat berkait rapat dengan keunikan identiti, prestij, dan status sosial yang tinggi (Chadha & Husband, 2006). Produk ini adalah istimewa serta mempunyai nilai yang tinggi dan bersifat eksklusif, dibangunkan dengan kesempurnaan melalui keindahan seni dan keghairahan yang mampu membezakan status seseorang yang berada dalam kelas elit dan bukan elit (Triandewi & Tjiptono, 2013). Dalam konteks produk fesyen berjenama mewah, ia dicirikan sebagai mempunyai harga yang tinggi dan ini bersesuaian dengan kualitinya yang superior, pertukangan, eksklusiviti, dan keadaan kekurangan yang dimiliki oleh produk berkenaan (Cabigiosu, 2020); selain menawarkan tahap tertinggi nilai simbolik dan emosi yang mencerminkan persepsi keterlihatan, keunikan, kualiti, hedonism, dan ekspresi diri (Vigneron & Johnson, 2004). Ia juga sering dikaitkan dengan koleksi '*haute couture*' yang dipakai oleh golongan berada dan golongan yang berpengaruh dalam masyarakat (Cabigiosu, 2020).

Umumnya, produk dari jenama mewah diimpikan oleh sesiapa sahaja akan tetapi tidak semua orang mampu memilikinya. Ini disebabkan faktor harga yang menjadi kekangan utama dalam mendapatkan produk berkenaan. Menyedari akan kemampuan kewangan pengguna yang agak terbatas, maka lahirlah jenama mastij iaitu jenama prestij kepada pasaran massa atau lebih dikenali sebagai kemewahan baharu (*new luxury*) berdasarkan Kapferer dan Bastein (2009). Jenama seperti Emporio Armani oleh Armani Exchange, Versus oleh Versace, dan Miu Mi iaitu sub-jenama bagi Prada adalah antara beberapa jenama mastij yang dikeluarkan oleh pemilik jenama mewah dalam mengembangkan jenama mastij mereka (Jung-yoon, 2012). Menurut Truong, McColl dan Kitchen (2009), produk daripada jenama mastij dijual pada harga yang munasabah, dan direkabentuk bagi golongan muda yang berpendapatan sederhana. Ini disebabkan golongan pengguna dari generasi Y dan generasi Z dijangka menjadi pengguna paling berpengaruh bagi fesyen berjenama mewah (Danzinger, 2019) dan secara tidak langsung memberikan peluang kepada lebih ramai pengguna daripada golongan muda untuk mudah memiliki jenama mewah dalam pasaran. Produk berjenama mewah didapati di butik-butik mewah dan dengan kewujudan dan perkembangan pesat internet menjadikan industri mewah beralih dari penjualan melalui kedai tradisional kepada penjualan melalui platform e-dagang. Dengan perkembangan pesat e-dagang, pengguna secara tidak langsung turut terdedah kepada alternatif lain untuk memiliki produk mewah pada harga yang lebih rendah iaitu pilihan produk terpakai berjenama mewah yang banyak dijual secara atas talian.

Aktiviti membeli-belah produk terpakai atau dikenali sebagai '*thrifting*' semakin berkembang di seluruh dunia dan Malaysia adalah tidak terkecuali dalam hal ini. Malay Mail pada 6 Disember 2021 melaporkan satu kajian oleh Carousell Malaysia yang mendapati 9 daripada 10 pengguna di Malaysia gembira untuk menerima produk terpakai sebagai hadiah di mana alasan utama pembelian produk terpakai oleh dua pertiga pengguna yang dikaji adalah nilai untuk wang; selain satu pertiga pengguna membeli produk terpakai sebagai hadiah kerana ia dilihat sebagai satu cara mampan dan kurang pembaziran. Tidak hairanlah dengan penerimaan dan permintaan meluas pengguna terhadap produk terpakai, maka Malaysia diposisikan untuk menjadi hab terbesar di Asia dan dijangka mendahului pemimpin pasaran iaitu Singapura bagi perniagaan dan penjualan



semula produk terpakai berjenama mewah (Malek, 2019). Ini dipacu oleh kewujudan platform media sosial dan aplikasi mobil yang terus mempengaruhi minat dan jualan produk terpakai dalam kalangan generasi muda.

Memandangkan produk fesyen mewah seperti pakaian, barangan kulit, dan aksesori yang tidak mampu dimiliki oleh semua golongan, menyebabkan pengguna pada masa sekarang beralih kepada produk fesyen terpakai yang dapat dibeli pada harga yang jauh lebih murah berbanding produk baharu di platform atas talian. Di Malaysia contohnya, Mybagsbunny, Labeltrunc, The Lux adalah antara penjual semula produk fesyen mewah terpakai yang menggunakan platform media sosial dalam mempromosi dan menjual produk-produk terpakai di pasaran. Selain itu, Shopee, Carousell, dan Mudah.my menjadi antara platform yang turut menyediakan maklumat mengenai produk terpakai yang ingin dijual oleh penjual-penjual produk terpakai di seluruh Malaysia. Dalam pada itu, Reebonz yang berpusat di Singapura telah mewujudkan operasi peniagaannya di Malaysia, Indonesia, Taiwan, Hong Kong, Thailand, Australia, dan Korea Selatan dalam menjual produk-produk berjenama mewah yang baharu dan produk terpakai berjenama mewah. Dengan adanya pelbagai platform yang menjual produk terpakai, maka tidak mustahil perniagaan produk terpakai itu sendiri akan terus berkembang pesat.

Pengguna pada hari ini juga semakin bersifat terbuka dalam membeli produk terpakai. Para selebriti turut dilihat membeli vintaj terpakai dari pereka (Cassidy & Bennett, 2012). Ini berbeza dengan persepsi masyarakat pada masa lalu yang memandang rendah produk terpakai terutamanya pakaian terpakai yang dikaitkan dengan penyakit, rasa malu, dan nasib malang kepada pembelinya (Le Zotte, 2017). Perniagaan pakaian terpakai juga dahulunya turut dikaitkan secara negatif dengan kemiskinan, imigrasi dan perpindahan yang tidak berkesudahan (Palmer & Clark, 2005), selain dipersepsikan sebagai usang dan tercemar, dan sering dicari terutamanya oleh pemburu murah atau pemburu harta (Park & Martinez, 2020). Persepsi ini bagaimanapun telah berubah di mana pengguna pada hari ini beranggapan yang pakaian terpakai adalah sama atau lebih superior dari segi kualiti berbanding pakaian baharu (Park & Martinez, 2020).

Secara umumnya industri produk terpakai berjenama mewah semakin berkembang pada kadar yang meningkat dan tidak menunjukkan tanda-tanda penurunan (Siwak, 2020). Menurut Beauloye (2019), pasaran produk fesyen terpakai berjenama mewah mengalami pertumbuhan empat kali lebih cepat berbanding pasaran fesyen utama dan mewakili \$24 billion dari segi nilai pada hari ini di mana, generasi Y dan generasi Z adalah kumpulan pengguna yang paling ramai terlibat dengan pembelian produk terpakai ini berbanding kumpulan umur yang lain. (Beauloye, 2019)

Pasaran produk fesyen terpakai berjenama mewah menawarkan koleksi musim lalu, tawaran edisi terhad, vintaj berharga, dan pakaian jalanan eksklusif yang telah habis dijual pada harga yang boleh diakses oleh pengguna (Siwak, 2020). Oleh itu, ia mampu menarik minat pembelian dalam kalangan mereka yang sedang mencari-cari faedah yang ditawarkan oleh produk tersebut. Selain itu, kajian-kajian lepas mengenai produk terpakai menunjukkan pakaian terpakai menawarkan kelebihan dari segi persekitaran (Watson & Yan, 2013), kewangan (Xu et al., 2011) dan faedah psikologi (Tian et al., 2001). Rausch dan Kopplina (2020) mendapati pengguna yang membeli pakaian terpakai dapat mengurangkan pengeluaran pakaian baharu, seterusnya melindungi persekitaran dan sumber yang berharga dan jarang ditemui. Jika corak pembelian ke atas produk fesyen dapat diubah dari pembelian produk baharu kepada pembelian produk terpakai, maka tidak mustahil yang persekitaran yang lebih mampan akan dapat dinikmati oleh generasi akan datang.

Kajian ini cuba mengenalpasti faktor-faktor yang mempengaruhi pengguna dalam membeli produk fesyen berjenama mewah dan motivasi ke atas pembelian produk fesyen terpakai berjenama mewah. Pemahaman ke atas perbezaan ini dapat menyediakan asas maklumat yang berguna dalam memahami gelagat kedua-dua kategori pembeli iaitu pembeli produk mewah baharu dan pembeli produk mewah terpakai.

## 2. Ulasan Karya

Produk mewah adalah barangan yang menjadi sumber prestij kepada pemilik dan mempunyai fungsi utiliti, pemilikan, dan persembahan (Grossman & Shapiro, 1988). Secara umumnya, produk mewah adalah mewakili jenama mewah yang berharga mahal, berkualiti tinggi, unik, berjenama hebat, *rare*, dan luar biasa. Dari segi jenama mewah pula, terdapat sarjana-sarjana sebelum ini yang berbeza pandangan dari segi konsep jenama mewah itu sendiri. Vigneron dan Johnson (2004) mencirikan jenama mewah sebagai mempunyai lima faktor iaitu keterlihatan, unik, kualiti, digunakan untuk *extend* diri, dan henonisme. Jenama mewah menurut Heine (2011) pula adalah imej jenama dalam minda pengguna yang mengandungi perkaitan berkenaan tahap tinggi harga, kualiti, estetik, jarang-jarang, luar biasa, dan simbolisme. Berdasarkan Nuenno dan Quelch (1998), jenama mewah adalah jenama yang berharga premium yang dibeli oleh pengguna kerana nilai psikologinya iaitu dari aspek hedonik dan simbolik yang ada padanya dan bukan semata-mata nilai fungsian dan ekonomi yang dimiliki oleh jenama berkenaan manakala Hung et al. (2011) mendefinisikan jenama mewah sebagai ‘satu produk berjenama yang dibentuk secara berhati-hati, unik, dan mudah dilihat’. Walaupun pelbagai definisi jenama mewah diberi oleh pelbagai sarjana, namun sarjana-sarjana berkenaan bersetuju yang perkataan ‘mewah’ itu sendiri tidak didefinisikan berdasarkan kategori produk akan tetapi sebagai konsep dan dimensi yang simbolik. Menurut Vickers dan Renand (2003), dimensi simbolik ini mengandungi nilai yang sangat berkaitan dengan elemen budaya atau konteks sosioekonomi dan penyelidikan berkenaan mengenal pasti barangan mewah sebagai simbol kepada identiti peribadi dan sosial.

Walaupun pelbagai definisi diberi berkaitan dengan produk mewah dan jenama mewah, secara umumnya, eksklusiviti dan kualiti tinggi yang ada pada produk mewah ditentukan oleh harga mahal produk tersebut. Secara konsepnya jenama mewah yang mewakili sesuatu produk mewah perlu memiliki ciri-ciri tertentu. Antara ciri-cirinya adalah berharga premium dari produk biasa, unik, berkualiti tinggi, mempunyai nilai aestetik yang cantik dan anggun, sukar diperolehi, luar biasa, dan simbolik. Bagaimanapun, bagi mengkategorikan sesuatu jenama itu sebagai mewah atau tidak, ia juga bergantung kepada imej jenama itu sendiri dan bukannya mengambilkira penilaian berdasarkan harga semata-mata (Heine, 2011).

Selain itu, produk-produk berjenama mewah sangat berkaitan dengan produk yang bersifat *visible* yang dipakai pada tubuh badan seseorang seperti produk fesyen. Jackson (2004) mentakrifkan produk fesyen berjenama mewah sebagai “mempunyai ciri-ciri eksklusif, berharga premium, berimej dan status, dimana kesemuanya digabungkan untuk menjadikannya diinginkan disebabkan oleh alasan tertentu untuk memilikinya berbanding fungsinya. Produk fesyen mewah yang berada di pasaran umumnya merangkumi pakaian, beg tangan, kasut, aksesori, jam tangan, dan barangan kemas di mana penggunaan produk berjenama berkenaan di hadapan orang lain memberikan imej prestij kepada pemiliknya, selain dari fungsi utilitinya (Chan, To & Chu, 2015). Kajian-kajian lalu cuba mengenal pasti alasan pengguna yang berminat dengan produk fesyen dan mendapati pengguna mengikuti fesyen bagi mendapatkan perhatian dari orang lain sebagai satu cara

komunikasi sosial mereka (Potts, 2007), dan menggunakan fesyen berjenama mewah untuk menunjukkan kekayaan mereka (Vigneron & Johnson, 2004).

Dalam konteks produk fesyen terpakai, ia merangkumi pakaian dan/atau aksesori pernah digunakan sebelum ini dan mendapat jangka hayat baharu dengan memasuki industri pasaran terpakai, yang menghubungkan aspek mampan di mana sisa material digunakan semula, dan kehidupannya dipanjangkan (Cervellon et al., 2012). Membeli belah produk terpakai melibatkan pemerolehan objek terpakai melalui metod dan tempat pertukaran yang secara amnya berbeza dari produk baharu (Guiot & Roux, 2010, p. 384). Pengguna dikatakan menerima produk fesyen berprestij bagi membezakan diri mereka dan menunjukkan yang mereka mempunyai citarasa peribadi (Hessen, 1998). Fesyen biasanya mempunyai kitar hayat yang singkat disebabkan oleh perubahan secara konstan dalam kegemaran pengguna (Robinson & Doss, 2011). Disebabkan oleh itu, ramai pengguna tidak sanggup mengeluarkan wang yang banyak bagi membayar harga mahal hanya untuk memiliki produk yang akan hanya bertahan untuk jangka masa yang singkat. Oleh yang demikian, dengan adanya pasaran produk terpakai, maka ia dapat memberikan peluang bagi pengguna-pengguna muda dalam mendapatkan barangan berjenama mewah yang diidamkan tanpa perlu berbelanja lebih untuk memiliki produk mewah baharu yang hanya akan bertahan dalam jangka masa yang singkat. Dari segi kategori pengguna pula, produk berjenama mewah telah menarik minat golongan generasi Y (Milenial) di mana menurut Bain dan Company (2020), 35% daripada generasi tersebut telah terlibat dalam pembelian produk mewah pada tahun 2019 dan jumlah golongan ini yang menyumbang kepada pembelian produk mewah global dijangka akan meningkat kepada 45% pada tahun 2025. Tidak mustahil golongan ini juga merupakan pengguna bagi produk fesyen terpakai berjenama mewah memandangkan generasi Y adalah '*fashion conscious*' di mana menurut ini Boston Consulting Group dan Altagamma (2019), hampir 40% pengguna Milenial terlibat dalam pasaran.

Produk terpakai berjenama mewah didefinisikan melalui ciri-ciri produk yang ditransaksikan itu sendiri iaitu produk berjenama mewah yang dimiliki sebelum ini, dan biasa digunakan (Turunen & Leipamaa-Leskinen, 2015) yang dijual melalui saluran alternatif 'sekunder'. Harga produk terpakai ini biasanya lebih rendah berbanding produk baharu yang dibeli di butik-butik mewah. Turunen, Cervellon dan Carey (2019) memetik satu platform iaitu Vestiaire Collective yang membuat perbandingan harga di antara produk terpakai dan produk baharu. Menurut platform berkenaan, harga produk terpakai berjenama mewah pada tahun 2019 adalah di antara 30% hingga 70% lebih rendah berbanding produk baharu. Selain faktor harga yang membezakan produk terpakai dengan produk baharu, produk terpakai juga dikatakan melanjutkan kitaran hayat sesuatu produk (Cervellon et al., 2012). Secara amnya, pasaran produk terpakai berjenama mewah telah mencapai 26 billion Euro pada tahun 2019 (Bain & Company, 2020)

Aycock (2021) mendakwa motivasi pembelian produk terpakai berjenama mewah adalah berbeza dengan motivasi pembelian produk baharu berjenama mewah. Permintaan bagi produk baharu berjenama mewah didorong oleh beberapa faktor. Seo dan Buchanan-Oliver (2015) mengenalpasti tren dalam persekitaran makro yang mendorong pembelian jenama mewah iaitu (1) globalisasi dan konvergen budaya (Chadha & Husband, 2006), (2) kemunculan segmen pasaran baharu (Okonkwo, 2009), (3) peningkatan secara konstan dalam ekonomi pengguna yang kaya (Mandel, Petrova & Cialdini, 2006), (4) perhatian yang diterima oleh jenama dari media (Mandel et al., 2006), (5) peningkatan populariti pembelian melalui internet (Nuenno & Quelch, 1998), dan (6) peningkatan pengembara antarabangsa. Menurut penyelidik berkenaan, tren tersebut telah

menyumbang kepada pertumbuhan pesat industri jenama mewah dan menyebabkan perubahan penting dalam komposisi jenama, secara khususnya asas pengguna (*consumer base*) bagi jenama mewah. Jain, Khan dan Mishra (2015) dalam kajian mereka telah mengenalpasti 4 faktor yang mempengaruhi niat membeli produk mewah iaitu orientasi budaya, faktor intrinsik, faktor ekstrinsik, dan sumber.

Dari segi motivasi pengguna ke atas pembelian produk terpakai secara umum pula (contohnya oleh Cervellon et al., 2012; Cui et al., 2019; Guiot & Roux, 2010; Kessous & Valette-Florence, 2019; Padmavathy et al., 2019; Roux & Guiot, 2018; Zaman et al, 2019), kajian-kajian tersebut mengenal pasti yang pembelian produk terpakai umumnya didorong oleh lima kategori utama iaitu ekonomi, kritikal, hedonik, fesyen, dan pencarian status. Namun motivasi ini sedikit berbeza apabila melibatkan produk terpakai berjenama mewah. Motivasi pengguna dalam membeli produk terpakai berjenama mewah adalah didorong oleh pilihan mampan, tawaran sebenar, *pre-loved treasure*, pelaburan risiko, dan penemuan unik (Turunen dan Leipamaa-Leskinen, 2015). Amatulli et al. (2018) dalam kajian mereka pula mengenal pasti faktor kemampuan, mengelakkan pembaziran, identifikasi diri, keyakinan diri, perbezaan, membuatkan orang lain kagum, menjadi menarik, penerimaan sosial, dan pencarian harta, sebagai antara motivasi pembelian produk vintaj mewah (bukannya produk fesyen terpakai berjenama mewah). Dalam pada itu dapatan kajian oleh Aycock (2021) mendapati bahawa faktor ekonomi, motivasi kritikal, fesyen, dan pencarian status sebagai motivasi pengguna dalam membeli produk fesyen terpakai berjenama mewah. Daripada perbincangan sebelum ini, adalah dikenal pasti bahawa pembelian kategori produk terpakai yang berbeza didorong oleh motivasi berbeza.

### 3. Perbincangan dan Kesimpulan

Gelagat pembelian bagi produk berjenama mewah telah banyak dikaji oleh penyelidik-penyelidik sebelum ini. Kajian mengenai produk terpakai berjenama mewah khususnya produk fesyen terpakai berjenama mewah masih agak kurang diberikan penekanan. Memandangkan pasaran produk fesyen terpakai berjenama mewah semakin berkembang dan mendapat sambutan dalam kalangan pengguna yang mementingkan fesyen, akan tetapi, karya-karya lalu yang membincangkan mengenai isu ini masih agak terbatas, dan ini merupakan satu jurang kajian yang perlu diberikan perhatian. Kajian ini menyediakan asas maklumat mengenai kedua-dua produk berjenama mewah dan produk terpakai berjenama mewah. Walaupun hakikatnya, produk terpakai berjenama mewah adalah versi lama produk jenama mewah, namun motivasi pembelian bagi kedua-dua produk ini adalah berbeza. Kajian mengenai produk terpakai terutamanya produk fesyen adalah satu bidang yang menarik untuk dikaji dengan beberapa jurang kajian dan oleh yang demikian, kajian pada masa akan datang boleh mengenal pasti sama ada terdapat kesamaan dari segi ciri-ciri peribadi bagi pembeli yang membeli produk fesyen mewah baharu dan produk fesyen mewah yang terpakai.



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# MICROENCAPSULATION OF CLITORIA TERNATEA, CURCUMA LONGA, BRASSICA OLERACEA AND HIBISCUS SABDARIFFA USING THERMAL EFFECT IONIC GELATION TECHNIQUE

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**Abstract:** *Ionic gelation (IG) is a technique that allows the production of nanoparticles and microparticles by electrostatic interactions between two ionic species under certain conditions. The project has been conducted to encapsulate the natural pigments which the purpose is to increase the shelf life of the natural colourants and as well to produce natural colorants that are safe to be used and gives many beneficial in food industries. Sodium alginate and calcium chloride were used to perform the encapsulation of natural pigments. The pigments were extracted from selected plants and fruits which are red cabbage, butterfly pea, roselle flower and turmeric which gives out purple, blue, red and yellow pigments respectively. The gelation beads form was not constantly spherical and as the mixture of sodium alginate and extracted natural pigments were added into calcium chloride, the colour suddenly became fade. This is due to the components contain in the natural pigments itself that interfere the cross-linking to operate completely.*

**Keywords:** Ionic gelation, Natural pigments, cross-linking, beads.

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## 1. Introduction

Microencapsulation is a process by which certain bioactive substances are retained within a matrix or wall system in order to protect them from deleterious environmental conditions, prevent loss and gradually release them under controlled conditions (Anal and Stevens, 2005; Anal et al., 2006; Kailasapathy and Masondole, 2005; Yáñez et al., 2002). A microcapsule consists of a strong, thin, semi-permeable and spherical membrane around a solid or liquid core with a diameter that varies from a few microns to 1 mm (Goncalves et al., 1992). Microencapsulation is widely used in industry, pharmaceutical, agricultural and food as a technological advantage to assist with immobilization or entrapment, protection, controlled release, structuration and functionalization of active ingredients (Poncellet, 2006). Microencapsulation technologies also possess the controlled release properties of active ingredients, thus improving the bioavailability of delivered active ingredients (Paramera et al., 2011), allowing a steadier level of therapeutic drugs in the body for a longer period of time.

There are a range of techniques for microencapsulation of different compounds and microorganisms, including spray drying, extrusion, fluidized bed, simple or complex coacervation, liposomes, complex inclusion (Gouin, 2004), spray coating, interfacial polymerization and ionic gelation (Gouin, 2004), (Thies, 1996). The latter is a proven cell immobilisation process that uses an anionic polymer, primarily alginate, as part of the

membrane, to induce gelation in combination with divalent ions such as calcium (King, 1988). The broad diameters of microcapsules obtained (Adikhari et al., 2003; Poncelet et al., 1992; Moslemy et al., 2004) by internal gelation microcapsules of gellan with diameters between 34 and 265  $\mu\text{m}$  as a decreasing function of stirring velocity, surfactant concentration and emulsion time are some of the disadvantages in the processing of microcapsules.

## 2. Literature Review

Ionotropic gelation (IG) is a technique that allows the production of nanoparticles and microparticles by electrostatic interactions between two ionic species under certain conditions (Seidy & Noralvis, 2020). Ionic gelation (IG) which also known as ‘ion-induced gelation’, results in nanoparticles (NPs) and microparticles (MPs) with defects such as improper surface morphology, fragile particulate system, high dispersibility index and lack of proper surface modification sites to attach functional moieties (Kunjachan et al., 2014). According to Maerten et al. (2017), the use of complexation between oppositely charged macromolecules to prepare CS nanoparticles has attracted much attention because the process is very simple and mild. In addition, reversible physical cross-linking by electrostatic interaction, instead of chemical cross-linking has been applied to avoid the possible toxicity of reagents and other undesirable effects. Tripolyphosphate (TPP) is a polyanion, which can interact with the cationic CS by electrostatic forces. After Bodmeier et al, reported the preparation of TPP–CS complex by dropping CS droplets into a TPP solution, many researchers have explored its potential pharmaceutical usage. According to Maerten et al. (2017) again, in the ionic gelation method, CS is dissolved in aqueous acidic solution to obtain the cation of CS. This solution is then added dropwise under constant stirring to polyanionic TPP solution. The chitosan molecules have abundant  $\text{NH}_3$  group which can react with negatively charged phosphoric ions of TPP to form cross-linked chitosan nanoparticles. During the process of cross-linking and hardening process water was extruded from the particles, which may help in sustaining the release of drug.

According to Debnath et al. (2011), there are few advantages and disadvantages of using this method. As for the advantages, the method is very economic and simple and requires less equipment and time. In addition, reversible physical cross-linking by electrostatic interaction, instead of chemical cross-linking, has been applied to avoid the possible toxicity of reagents and other undesirable effects. Lastly, there is no use of organic solvent. However, there is only one disadvantage of using this method which is TPP/CS nanoparticles is their poor mechanical strength.

### 2.1 Problem Statement

Microencapsulation protects different bioactive compounds from environmental factors and increase their half-life. The commonly used method by the previous researchers is spray cooling microencapsulation as it is considered the cheapest encapsulation technology by employing lower temperatures and with a high potential for scaleup. Due to this reason, there is lacking studies regarding microencapsulation using ionic gelation method. Therefore, this project is conducted to expose the fundamentals of microencapsulation using ionic gelation method. Other than that, this study will also perform of mixing two method of encapsulation which are ionic gelation technique will then be proceeded with the encapsulated by spray and freeze-drying method.

### **3. Method**

#### **3.1 Materials**

Fresh fruit samples with no apparent physical or microbial damage will be collected separately at different times, from different local markets. Samples are red cabbage, roselle flowers, turmeric and butterfly pea. All samples are of eating quality and are identically selected in shape, size and colour. As for the chemicals and reagents, Sodium Alginate and Calcium Chloride were purchased from Sigma-Aldrich, Acros and Fisher Chemical. All chemicals and reagents used in the study will be of analytical grade.

##### **3.1.1 Procedures**

###### **3.1.1.1 Extraction of Pigments and Bioactive Compounds**

The selected vegetables were firstly washed with sterile water. After that, 5g of fresh red cabbage were blended for 3 minutes and extracted with 100 mL of distilled water with magnetic stirring on a hot plate at 300 rpm for 3h at temperature of 50 °C. A higher temperature was reported to gives out more yield of pigments.

###### **3.1.1.2 Preparation to Produce Calcium-Alginate Solutions**

For preparation of beads using the gelation process, the plain alginate solution was prepared by dissolving sodium alginate (2% w/w) in distilled water stirring at 65°C for 20 minutes. Mix the food colorant with previously prepared alginate solution at 65°C for 20 minutes until it formed a homogeneous solution. The cross-linking solution (5% w/w) was prepared by dissolving calcium chloride powder in distilled water. The pigments-alginate solution was drawn into a 3ml syringe with a 26 G needle and dropped manually into the cross-linking solution to form the alginate beads. As shown in Figure 1, the pigments-alginate solution was extruded into the calcium chloride solution to form small drop shaped pigments-alginate hydrogel beads. The manual extrusion process was slowed down to form beads of uniform size and shape (Rajmodan & Bellmer, 2019).

The mixtures will be both mixed gently by using the magnetic stirrer at 100 rpm (Suresh Kumar, 2017). The figure 1 below shows the setup to perform the ionic gelation method.

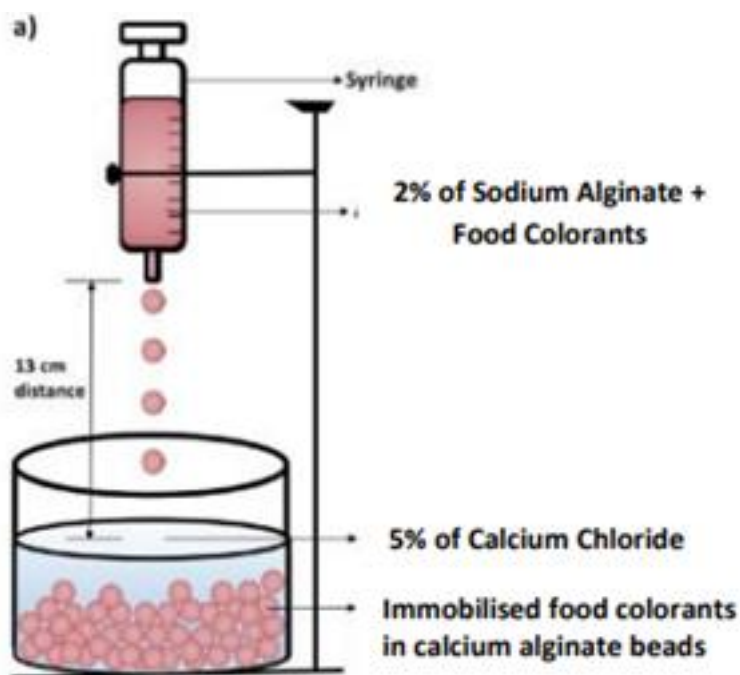


Figure 1: The Setup to Perform Calcium-Alginate Beads

### 3.1.1.3 Collecting the Beads

The beads were then collected and filtered using a strainer, rinsed with distilled water and stored under refrigeration until further analysis or use. Figure 2 shows the collected beads.



Figure 2: Collected Gel Beads

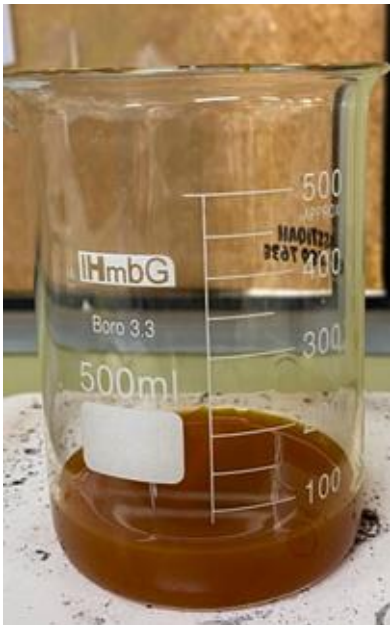


As shown in Figure 2 above, the formation of pink beads confirmed entrapment of food colorants within calcium alginate beads, the distinctive colour is due to presence of high carotenoid pigment.



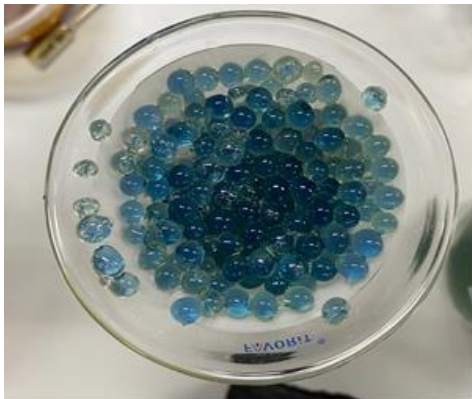
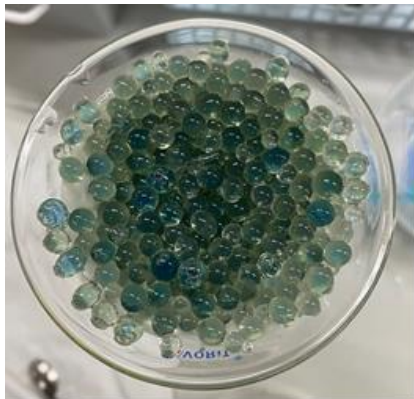
#### 4. Results and Discussion

This chapter focused on the discussion of collected data for ionic gelation method. All the experiment was repeated thrice and the collected data was observed and recorded.

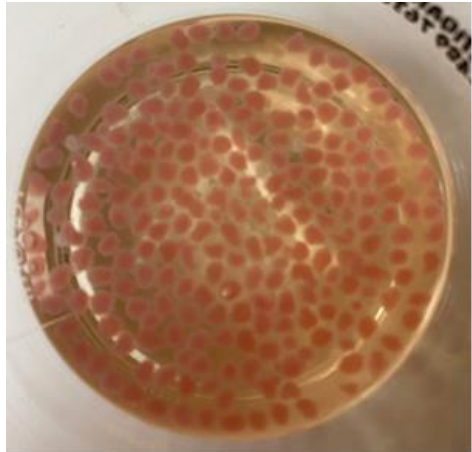
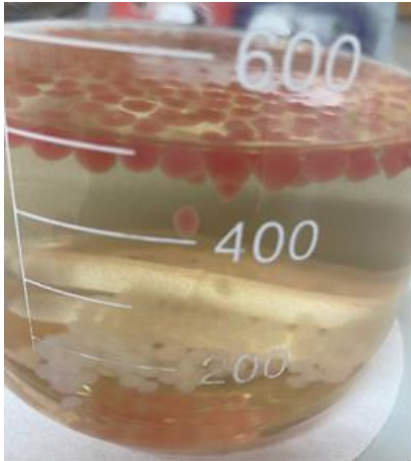
##### a. Turmeric Extracts

2% Sodium Alginate + Turmeric Extracts	Forming Beads after adding to 5% Calcium Chloride Solution
	 
<p><b>Observation:</b> The colour of turmeric extract remains the same after adding to 2% of sodium alginate.</p>	<p><b>Observation:</b> The gelation beads turn into brownish black colour as soon as the reaction with the 5% calcium chloride solution takes place.</p>

**b. Butterfly Pea Extracts**

During collecting the gel beads	A few moments during collecting the gel beads
	
<p><b>Observation:</b> The colour of butterfly pea extract remains the same after adding to 2% of sodium alginate and 5% of calcium chloride.</p>	<p><b>Observation:</b> The gel beads turn greenish-blue after a few minutes during the collection. The blue colour degrades.</p>

**c. Roselle Flower Extracts**

Forming Beads after adding to 5% Calcium Chloride Solution	
	
<p><b>Observation:</b> The beads did not fully encapsulate which makes the shape of the beads were not constantly spherical. The beads also burst after a few minutes of mixing with 5% calcium chloride.</p>	<p><b>Observation:</b> The gel beads somehow turn colourless after a few minutes and it submerged into the bottom of the beaker.</p>

#### d. Red Cabbage

Forming Beads after adding to 5% Calcium Chloride Solution
<b>Observation:</b> The colour of purple fades after addition of alginate and food colourant into calcium chloride solution. Does not popped when squeeze. The gel beads form is hard.

### 5. Conclusion

All the samples produced from ionic gelation method did not form as expected. The beads formed were not spherical and fade in colour which can be concluded that the natural colourants from plants and fruits did not perform any cross-linking to preserve the colour. This is due to the components in the natural plants itself that interfere the cross-linking to take place. Thus, not all plant pigments can be encapsulated using ionic gelation method to preserve the colour and to increase the shelf life.

### 6. Acknowledgement

We would like to state our Immense gratitude to Fundamental Research Grant Scheme (600-IRMI/FRGS 5/3(184/2019) from Ministry of Higher Education of Malaysia and Universiti Teknologi MARA for funding this project and provide the support that it can be completed within the stipulated time.

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## MOTIF FUNGSIONAL PENGLIBATAN SUKARELAWAN: KAJIAN META-ANALISIS

### (FUNCTIONAL MOTIVATION OF VOLUNTEER ENGAGEMENT: META-ANALYSIS STUDY)

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**Abstrak:** *Motif ialah satu cabang perbincangan penglibatan sukarelawan yang khusus bagi pengurusan berkaitan aktiviti kesukarelawan. Motif ini lebih menjurus ke arah menjaga kebajikan serta membantu kemenjadian sukarelawan. Kajian ini dijalankan bagi memperincikan dapatan kajian-kajian terpilih terhadap motif penglibatan sukarelawan di Malaysia. Kajian ini menggunakan kaedah meta analisis dalam memperincikan data yang terdapat di dalam setiap kajian yang dipilih. Terdapat 15 kajian yang terpilih bagi analisis kajian ini. Setiap kajian yang dipilih memenuhi kriteria seperti berikut iaitu kajian dalam tempoh masa 10 tahun terbaharu, sumber yang diyakini dan hanya melibatkan kajian berkaitan kesukarelawan. Keseluruhannya, dapatan kajian menunjukkan bahawa masih terdapat banyak perkara yang perlu diberikan perhatian terhadap kajian-kajian berkaitan kesukarelawan seperti tahap penghayatan dan tahap kepuasan diri. Kesimpulannya, kajian-kajian seterusnya berkaitan kesukarelawan perlu dijalankan bagi memenuhi agenda perubahan dalam aktiviti kesukarelawan. Hasil kajian ini boleh dijadikan rujukan bagi pengkaji akan datang bagi melakukan kajian lanjutan.*

**Kata kunci:** Kesukarelawan, Sukarelawan, Motif fungsional, Tahap kepuasan sukarelawan.

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**Abstract:** *Motif is a branch of volunteer engagement discussion that is specific to the management of volunteer activities. This motive is more towards looking after the welfare and helping to become a volunteer. This study was conducted to detail the findings of selected studies on the motives of volunteer involvement in Malaysia. This study uses meta -analysis method in detailing the data found in each selected study. There were 15 studies selected for the analysis of this study. Each selected study met the following criteria, namely studies within the most recent 10 years, trusted sources and only involved volunteer -related studies. Overall, the findings of the study indicate that there are still many things that need to be considered in studies related to volunteerism such as the level of appreciation and the level of self-satisfaction. In conclusion, further studies related to volunteerism need to be conducted to meet the agenda of change in volunteer activities. The results of this study can be used as a reference for future researchers to conduct further research.*



**Keywords:** Volunteering, Volunteers, Functional Motives, Level of satisfaction of volunteers.

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## 1. Pengenalan

Kesukarelawan dalam Kamus Dewan Edisi Keempat (2005) didefinisikan sebagai segala hal (sifat, kegiatan) yang berkaitan dengan sukarelawan. Sukarelawan dilihat memiliki tabiat mulia kerana memberikan jasa bakti secara sukarela tanpa dipaksa oleh mana-mana pihak dan tanpa mengharapkan ganjaran. Azizan (2003) bercakap tentang aktiviti sukarelawan sebagai tugas atau aktiviti yang dilakukan oleh individu atau kumpulan dalam memberikan bantuan dan faedah kepada individu dan masyarakat tanpa paksaan di mana sahaja dan pada bila-bila masa secara percuma. Malah, sokongan dan sumbangan yang diberikan tidak terhad meliputi aspek tenaga, kewangan, idea, pemikiran, kemahiran dan kebolehan. Justeru, kesukarelawanan perlu menjadi amalan dalam kalangan masyarakat pada hari ini. Walau bagaimanapun, akhir-akhir ini terdapat satu ungkapan sinis tentang kesukarelaan apabila ianya dikaitkan dengan sindrom 6T: *topi*, *t-shirt*, *teh*, *tambang*, *tetamu* dan *TV*! (Saifuddin Abdullah:2001) Mengapakah keadaan ini berlaku?

Sindrom 6T: *topi*, *t-shirt*, *teh*, *tambang*, *tetamu* dan *TV*! akan berlaku kepada sukarelawan bergantung pada motif penglibatan seseorang dalam aktiviti kesukarelawan tersebut. Hal ini, selari dengan dapatan Barbara J. Houle et.al (2005) apabila menyatakan bahawa individu mungkin mempunyai lebih banyak pengalaman positif apabila dibenarkan memilih tugas sukarela yang akan memenuhi motif mereka sama seperti dapatan kajian oleh (Clary et al., 1998) yang mendapati bahawa sukarelawan yang melakukan tugas selari dengan motif mereka telah melaporkan lebih banyak pengalaman sukarela positif dan memotivasikan mereka untuk terus bersukarela pada masa depan. Jelaslah bahawa seseorang berminat dengan aktiviti kesukarelawan berdasarkan teori fungsi (Clary et.al. 1998).

## 2. Latar Belakang Kajian

Amree Ahmad (2020) menyatakan bahawa tahap kesukarelaan belia Malaysia belum cukup baik apabila mendapati kajian tahap kesedaran mengenai kesukarelaan di Malaysia oleh Institut Penyelidikan Pembangunan Belia Malaysia (IYRES) hanya 60.93 peratus. Justeru, perkara ini perlu diambil tindakan segera untuk meningkatkan kesedaran rakyat terutamanya golongan belia mengenai kesukarelaan kerana statistik Jabatan Perangkaan Malaysia (DOSM) tahun 2017-2019 melaporkan bahawa Malaysia mempunyai 3,307,500 orang belia berumur 19-24 tahun dan 3,563,400 belia berumur 25-30 tahun. Sesungguhnya, angka yang besar ini perlu “dimanipulasi” agar dapat memberikan impak optimum pada perkembangan aktiviti kesukarelawan negara ke tangga lebih baik iaitu tangga 30 ke bawah daripada 125 buah negara dunia. Hal ini, secara tidak langsung membolehkan Malaysia mampu bersaing dengan jiran tetangga seperti Indonesia pada tangga ke-10 dan Myanmar yang berada pada tangga ke-2 hasil Kajian World Giving Index (WGI) pada 2019.

Semangat kesukarelaan dalam kalangan rakyat perlu dipupuk sejak awal usia dengan pendedahan pada amalan kerja kebajikan tanpa harap ganjaran. Justeru, pihak pemerintah melalui Kementerian Belia dan Sukan telah mengisytiharkan Tahun Sukarelawan Negara sejak 2009 sebagai usaha memperkasa semangat kesukarelawan agar masa para belia terisi dengan perkara berfaedah malah

pelbagai persatuan dan kelab ditubuhkan pada peringkat universiti untuk menyemai semangat kesukarelawan dalam kalangan mahasiswa.

Salah satunya ialah Yayasan Sukarelawan Siswa (YSS) iaitu sebuah entiti yang ditubuhkan di bawah Kementerian Pendidikan bukan sahaja memanfaatkan masa mahasiswa dengan aktiviti kesukarelawan malah pada masa sama berfungsi untuk menampilkan pemimpin sukarelawan. Walau bagaimanapun, penglibatannya terhad kepada wakil universiti sahaja. Oleh sebab itu, sudah sampai masanya aktiviti Yayasan Sukarelawan Siswa (YSS) wajar terbuka untuk semua mahasiswa IPT. Ironinya, aktiviti kesukarelawan ini sangat selari dengan kenyataan bahawa pendidikan merupakan satu usaha berterusan ke arah mengembangkan potensi individu secara bersepadu dan holistik. Hal ini, juga sejajar dengan usaha Kementerian Pengajian Tinggi (KPT) menjadikan kerja kesukarelawan sebagai satu aktiviti wajib dalam kalangan pelajar kerana ianya telah termaktub dalam Pelan Pembangunan Pendidikan Malaysia sehingga 2025 nanti.

### 3. Tujuan Kajian

Meta analisis ini bertujuan mengkaji motif fungsional sukarelawan. Justeru kajian ini berfokus pada persoalan berikut:

- Apakah metodologi yang digunakan dalam kajian berkaitan motif fungsional sukarelawan?
- Apakah lokasi bagi kajian-kajian berkaitan motif fungsional sukarelawan?
- Apakah dapatan utama kajian-kajian berkaitan motif fungsional sukarelawan?

### 4. Metodologi

Kajian ini menggunakan reka bentuk meta-penilaian yang merupakan pandangan sekunder melalui cara mengenal pasti, meneroka dan menyahkod semua penyelidikan yang berkaitan dengan domain subjek (Webster & Watson, 2002). Justeru, untuk mengurangkan skop kajian terdahulu dalam pangkalan data di Malaysia terutamanya dalam Google Scholar dan SCOPUS kata kunci seperti "kesukarelawan" "Motif Fungsional" telah digunakan untuk mendapatkan bahan kajian yang hanya melibatkan kajian di Malaysia. Antara piawaian untuk memutuskan artikel untuk diselidik ialah: (i) kajian dalam disiplin pengurusan transformasi; dan (ii) mengkaji maklumat yang terkumpul; (iii) jeda masa 10 tahun terbaru. Akhirnya, 15 artikel lengkap telah didiagnosis yang memenuhi piawaian yang ditetapkan. Jadual 1 memaparkan senarai artikel kajian yang berkaitan dengan kesukarelawan di Malaysia yang telah dianalisis secara sistematik untuk menjawab soalan kajian yang telah ditetapkan. Kajian dianalisis berdasarkan pengkaji, tajuk, objektif kajian dan responden.

**Jadual 1: Meta- Analisis Kajian Mengenai Motif Fungsional Sukarelawan**

Bil	Nama Pengkaji / Tahun	Tajuk Kajian	Objektif Kajian	Responden
1	Tajul Arifin Muhamad & Aishah Nadirah Mohd Alauddin (2013)	Motif penglibatan sukarelawan sukan Institusi Pengajian Tinggi terhadap tahap kepuasan diri	Mengenal pasti motif utama yang menyumbang kepada tahap kepuasan diri sukarelawan	60 (26 sukarelawan lelaki dan 34 sukarelawan perempuan) dalam kalangan pelajar UKM
2	Tuan Pah Rokiah Syed Hussain, Lilah Yasin -	Belia dan pembudayaan semangat sukarelawan di	Membincangkan secara terperinci secara konseptual mengenai elemen utama	-

	(2016)	Malaysia: Suatu pemerhatian konseptual	yang mendokong penghayatan belia terhadap semangat sukarelawan	
3	Tuan Pah Rokiah Syed Hussain, Lilah Yasin - (2016)	Belia dan program kesukarelawan di Malaysia: Satu kajian empirikal	Untuk menentukan tahap penghayatan belia berdasarkan enam konstruk penghayatan iaitu tahap kefahaman, perasaan, kepercayaan, amalan, sikap dan motivasi.	500 Sampel (belia berumur antara 15-30 tahun)
4	Fauziah Ibrahi, Aizan Sofia Amin dan Tharshini A/P Sivabalan (2016)	Penglibatan dan motivasi kesukarelawan: ke arah memupuk semangat kesukarelawan dalam kalangan mahasiswa	Mengenal pasti latar belakang dan penglibatan mahasiswa UKM dengan kerja-kerja kesukarelawan. Mengenal pasti hubungan antara motivasi menjalankan kerja-kerja kesukarelawan dengan jantina dan tahun pengajian.	100 pelajar mahasiswa/wi UKM
5	Norwahidah Zinalibdin, Novel Lyndon (2016)	Makna rasa selamat komuniti Malaysia dalam Program Skim Rondaan Sukarela: Kajian kes KRT Taman Putera Jaya, Kota Kinabalu, Sabah	Untuk mendapatkan pandangan dan pemahaman sebenar dari komuniti sasaran tentang makna rasa selamat dan keberkesanan pelaksanaan program SRS	Komuniti Taman Putera Jaya, Kota Kinabalu, Sabah
6	Azlina Mohd Khir – 2016	Motivasi dan Tahap Penglibatan Belia Felda dalam Kesukarelawan di Felda Bukit Rokan, Negeri Sembilan	i.Memperihalkan sosio demografi responden; ii) mengenal pasti dimensi dan tahap motivasi responden dalam aktiviti sukarela; iii) mengenal pasti jenis dan tahap penglibatan responden dalam aktiviti sukarela; dan iv) menentukan hubungan antara motivasi dan tahap penglibatan responden dalam aktiviti sukarela.	136 responden yang terdiri daripada 54.4 peratus lelaki dan 45.6 peratus perempuan
7	Mohd Yusri Ibrahim (2017)	Pengaruh amalan komunikasi terhadap penglibatan belia dalam kesukarelawan	Membincangkan faktor-faktor yang dijangka mempengaruhi penglibatan belia dalam aktiviti kesukarelawan.	-
8	Khadijah Alavi, Nor Farziana Karim & Siti Khadijah Mahamad Sakri (2017)	Kebolehppercayaan Khidmat Bantu di Rumah di Luar Bandar: Perspektif Kerja Sosial Komuniti	Untuk mengenalpasti keperluan penjagaan yang diperlukan oleh warga emas melalui Program Khidmat Bantu di Rumah dalam komuniti di Luar Bandar	6 responden terdiri dari warga emas yang berumur 62 tahun ke atas
9	Aizan Sofia Amin, Fatimah Wati Halim, Noordeyana	Faktor-Faktor Psikologi Yang Mempengaruhi	Kajian dijalankan untuk mengenalpasti faktor-faktor psikologi yang	Sukarelawan perempuan, generasi Z

	Tambi, Norhayati Ibrahim & Sariyah Abdullah (2017)	Tingka laku Sukarelawan Berkesan	mempengaruhi tingkah laku motivasi sukarelawan berkesan dalam Temasya Kuala Lumpur 2017	(berusia diantara 16 hingga 25 tahun)
10	Nur Hafizah Md Akhir, Azlinda Azman, Noremy Md Akhir (2018)	Keperluan dan Kesiapsiagaan Sukarelawan Membantu Mangsa Bencana Alam	Membincangkan keperluan sukarelawan bencana dari pelbagai sudut dan pandangan bagi membantu meningkatkan kesiapsiagaan sukarelawan serta meningkatkan keberkesanan sepanjang proses bantuan diberikan kepada mangsa bencana	
11	Norehan Binti Abdul Rahman (2018)	Tahap penglibatan dalam aktiviti sukarela dan kesannya terhadap kesejahteraan diri golongan awal dewasa di kedah	Mengkaji tahap dan faktor penglibatan golongan awal dewasa dalam aktiviti sukarela dan kesannya ke atas 9 kesejahteraan diri dalam konteks psikologi positif.	127 orang sukarelawan golongan awal dewasa dari pertubuhan-pertubuhan sukarela kebajikan di negeri Kedah.
12	Christina Andin, Abdul Said Ambotang, Yusri Kamin dan Rohana Hamzah (2019)	Transformasi persekitaran sekolah melalui permuafakatan sekolah dan komuniti luar bandar	mengenal pasti strategi, impak dan faktor kejayaan program transformasi persekitaran sekolah melalui konsep permuafakatan antara sekolah dan komuniti	Temu bual guru besar dan empat orang guru.  Temu bual kelompok (5 ahli komuniti dan 5 orang murid).
13	Siti Nathirah Che Fazilah dan Fauziah Shafie (2020)	Faktor-faktor yang Mempengaruhi Motivasi Sukarelawan Dalam Menjalankan Aktiviti Kesukarelawan: Satu Kajian Literatur	Mengenal pasti faktor ataupun penyebab yang boleh merangsang sukarelawan dalam menggerak dan mengarah hala tuju dalam faktor sukarela	
14	Wan Asri Wan Aziz, Che Zuina Ismail, Mohd Faizul Idham Zulkifli, Azman Che Mat (2020)	Motif Kesukarelawan Remaja Muslimah Di Terengganu	Untuk mengenal pasti tahap motivasi responden dalam aktiviti sukarela  Untuk menentukan hubungan antara motivasi dan tahap kepuasan responden dalam aktiviti sukarela.	67 responden
15	Hadijah Johari dan Anas Suzastri Ahmad (2021)	Motif Fungsional Penglibatan Sukarelawan Khidmat Masyarakat: Kajian Kes UniSHAMS (2021)	Mengenal pasti motif penglibatan pelajar dalam aktiviti kesukarelaan.  Kajian juga melihat motif kesukarelaan berdasarkan gender, kemahiran insaniah selepas mengikuti program kesukarelaan dan seterusnya mengenal pasti hubungan	85 orang pelajar pelbagai bidang pengajian yang mendaftar kursus Khidmat Masyarakat

			antara motif kesukarelaan dengan kemahiran insaniah.	
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## 5. Hasil Kajian

- Apakah metodologi yang digunakan dalam kajian berkaitan motif fungsional sukarelawan?

**Jadual 2: Metodologi Yang Digunakan Dalam Kajian Berkaitan Motif Fungsional Sukarelawan**

Metodologi	f (kekerapan)	Artikel
Kuantitatif	8	Tajul Arifin Muhamad & Aishah Nadirah Mohd Alauddin (2013), Tuan Pah Rokiah Syed Hussain , Lilah Yasin (2016), Anggun Pesona Intan & Rika Peanta Sitio ( 2016 ), Fauziah Ibrahi, Aizan Sofia Amin dan Tharshini A/P Sivabalan (2016), Aizan Sofia Amin, Fatimah Wati Halim, Noordeyana Tambi, Norhayati Ibrahim & Sariyah Abdullah (2017), Norehan Binti Abdul Rahman (2018), Wan Asri Wan Aziz, Che Zuina Ismail, Mohd Faizul Idham Zulkifli, Azman Che Mat (2020), Hadijah Johari dan Anas Suzastri Ahmad (2021)
Kualitatif	7	Tuan Pah Rokiah Syed Hussain, Lilah Yasin (2016), Norwahidah Zinalibdin, Novel Lyndon (2016) Khadijah Alavi, Nor Farziana Karim & Siti Khadijah Mahamad Sakri (2017), Mohd Yusri Ibrahim (2017), Nur Hafizah Md Akhir, Azlinda Azman, Noremy Md Akhir (2018), Christina Andin, Abdul Said Ambotang, Yusri Kamin dan Rohana Hamzah (2019), Siti Nathirah Che Fazilah dan Fauziah Shafie (2020)
Mod Campuran	0	

Keseluruhan kajian-kajian yang dipilih, terdapat 7 kajian yang menggunakan pendekatan kualitatif dalam kajian mereka iaitu Tuan Pah Rokiah Syed Hussain , Lilah Yasin (2016), Norwahidah Zinalibdin, Novel Lyndon (2016) Khadijah Alavi, Nor Farziana Karim & Siti Khadijah Mahamad Sakri (2017), Mohd Yusri Ibrahim(2017), Nur Hafizah Md Akhir, Azlinda Azman, Noremy Md Akhir (2018), Christina Andin, Abdul Said Ambotang, Yusri Kamin dan Rohana Hamzah (2019), Siti Nathirah Che Fazilah dan Fauziah Shafie (2020). Manakala terdapat 8 kajian yang menggunakan pendekatan kuantitatif dalam kajian mereka iaitu Tajul Arifin Muhamad & Aishah Nadirah Mohd Alauddin (2013), Tuan Pah Rokiah Syed Hussain , Lilah Yasin (2016), Anggun Pesona Intan & Rika Peanta Sitio ( 2016 ), Fauziah Ibrahi, Aizan Sofia Amin dan Tharshini A/P Sivabalan (2016), Aizan Sofia Amin, Fatimah Wati Halim, Noordeyana Tambi, Norhayati Ibrahim & Sariyah Abdullah (2017), Norehan Binti Abdul Rahman (2018), Wan Asri Wan Aziz, Che Zuina Ismail, Mohd Faizul Idham Zulkifli, Azman Che Mat (2020) dan Hadijah Johari dan Anas Suzastri Ahmad (2021).

Berdasarkan dapatan ini didapati bahawa kajian-kajian berkaitan motif fungsi sukarelawan di Malaysia masih menggunakan dua pendekatan iaitu kualitatif dan kuantitatif. Namun begitu, masih tiada kajian yang menggunakan pendekatan campuran atau *mix method* dalam kajian berkaitan motif fungsi sukarelawan di Malaysia. Keadaan ini menunjukkan bahawa perspektif daripada segi pendekatan yang berbeza masih tidak dapat dijelaskan. Hal ini kerana pendekatan yang digunakan hanyalah merangkumi dua jenis pendekatan sahaja. Pendekatan secara campuran dapat memberikan impak dan dapatan yang lebih jitu kerana ianya melibatkan gabungan dua jenis pendekatan. Hal ini, ada dijelaskan oleh Mohamad Zahir Zainudin bahawa Asas andaian kaedah gabungan ialah kaedah ini boleh menjadikan persoalan kajian lebih komprehensif berbanding



menggunakan hanya satu kaedah kajian sama ada kuantitatif atau kualitatif (Creswell & Plano Clark, 2007). Persoalan-persoalan yang diajukan melalui kaedah gabungan ini cenderung lebih terbuka dan kompleks dengan pelbagai aspek apabila setiap satunya dapat dikaji secara lebih baik melalui kaedah kuantitatif atau kualitatif (Shema & Woodman, 2013). Kaedah gabungan kuantitatif dan kualitatif memberi beberapa kelebihan seperti dapat membandingkan data kuantitatif dengan kualitatif khususnya untuk memahami pertentangan antara hasil dapatan kedua-dua kaedah kajian ini (Kamarudin et al., 2014).

ii. Apakah lokasi bagi kajian-kajian berkaitan motif fungsional sukarelawan?

**Jadual 3: Lokasi bagi kajian-kajian berkaitan motif fungsional sukarelawan di Malaysia**

Lokasi	<i>f</i> (kekerapan)	Artikel
Felda	1	Azlina Mohd Khir – 2016
Sekolah Menengah	1	Christina Andin, Abdul Said Ambotang, Yusri Kamin dan Rohana Hamzah (2019)
Institusi Pengajian Tinggi	6	Tajul Arifin Muhamad & Aishah Nadirah Mohd Alauddin (2013), Tuan Pah Rokiah Syed Hussain, Lilah Yasin -(2016) Fauziah Ibrahi, Aizan Sofia Amin dan Tharshini A/P Sivabalan (2016), Siti Nathirah Che Fazilah dan Fauziah Shafie (2020), Wan Asri Wan Aziz, Che Zuina Ismail, Mohd Faizul Idham Zulkifli, Azman Che Mat (2020), Hadijah Johari dan Anas Suzastri Ahmad (2021)
Taman Perumahan / Komuniti	6	Tuan Pah Rokiah Syed Hussain, Lilah Yasin -(2016), Norwahidah Zinalibdin, Novel Lyndon (2016), Khadijah Alavi, Nor Farziana Karim & Siti Khadijah Mahamad Sakri (2017), Aizan Sofia Amin, Fatimah Wati Halim, Noordeyana Tambi, Norhayati Ibrahim & Sariyah Abdullah (2017), Nur Hafizah Md Akhir, Azlinda Azman, Noremy Md Akhir (2018), Norehan Binti Abdul Rahman (2018)
Kajian Keperpustakaan	1	Mohd Yusri Ibrahim (2017)

Dapatan menunjukkan bahawa, terdapat 1 kajian dilakukan di Felda, Sekolah Menengah dan kajian keperpustakaan manakala di Institusi Pengajian Tinggi (IPT) dan Taman Perumahan / Komuniti terdapat 6 kajian yang telah dilaksanakan oleh para penyelidik. Jelaslah bahawa Felda, Sekolah Menengah, Institusi Pengajian Tinggi dan Taman Perumahan / Komuniti ini dipilih sebagai lokasi kajian kesukarelawan agar mendasari persoalan kajian selain menepati ciri-ciri keperluan kajian. Menurut Bogdan dan Biklen (2007), lokasi kajian harus dipilih berdasarkan kemudahan kepada pengkaji untuk turut serta dalam kajian.

iii. Apakah dapatan utama kajian-kajian berkaitan motif fungsional sukarelawan

**Rajah 3: Dapatan utama kajian-kajian berkaitan motif fungsional sukarelawan**

Bil	Nama Pengkaji / Tahun	Tajuk Kajian	Dapatan Kajian
1	Tajul Arifin Muhamad & Aishah Nadirah Mohd Alauddin (2013)	Motif penglibatan sukarelawan sukan Institusi Pengajian Tinggi terhadap tahap kepuasan diri	Hasil kajian menunjukkan terdapat perbezaan yang signifikan antara sukarelawan lelaki dan perempuan dari segi penglibatan yang <b>bermotifkan nilai</b> ( $t = 2.06$ , $p < 0.05$ ), dan <b>pemahaman</b> ( $t = 2.24$ , $p < 0.05$ ).

			<p>Kajian ini menunjukkan bahawa motif kerjaya, sosial, nilai, pemahaman, peningkatan dan perlindungan merupakan faktor yang menyumbang kepada tahap kepuasan sukarelawan.</p> <p><b>Aspek nilai (values)</b> didapati merupakan faktor motivasi utama yang paling menyumbang kepada tahap kepuasan sukarelawan (<math>t = 2.73, p &lt; 0.05</math>)</p>
2	Wan Asri Wan Aziz, Che Zuina Ismail, Mohd Faizul Idham Zulkifli, Azman Che Mat (2020)	Motif Kesukarelawan Remaja Muslimah Di Terengganu	<p>Motif utama penglibatan responden dalam aktiviti sukarela adalah <b>motif nilai</b>, diikuti oleh motif pemahaman dan motif kerjaya.</p> <p>Selain itu, kajian turut mendapati tahap motivasi responden adalah tinggi, manakala tahap kepuasan dalam aktiviti kerja sukarela adalah sederhana tinggi.</p> <p>Keputusan analisis regresi menunjukkan antara faktor motivasi yang menyumbang atau signifikan kepada tahap kepuasan sukarelawan ialah motif sosial, motif nilai dan motif peningkatan yang mana nilai Beta (<math>\beta</math>) masing-masing ialah 0.40, 0.33 dan 0.30 dengan nilai <math>p &lt; 0.05</math>.</p> <p>Motif-motif ini menyumbang 67% kepada tahap kepuasan sukarelawan.</p>
3	Fauziah Ibrahi, Aizan Sofia Amin dan Tharshini A/P Sivabalan (2016)	Penglibatan dan motivasi kesukarelawan: ke arah memupuk semangat kesukarelawan dalam kalangan mahasiswa	<p>Majoriti dalam kalangan mahasiswa yang terlibat dalam kajian ini pernah terlibat (89%) menjalankan kerja-kerja sukarelawan.</p> <p>Tempoh keterlibatan mereka dengan kerja-kerja sukarelawan adalah masih baharu iaitu kurang daripada enam bulan (38%).</p> <p><b>Majoriti daripada mereka mengakui merasa puas dan seronok ketika melibatkan diri dengan kerja-kerja berbentuk kesukarelawanan (89 peratus).</b></p> <p>Faktor ingin <b>membantu masyarakat (39 peratus)</b> dan <b>ingin mencari pengalaman baru (33 peratus)</b> dikenalpasti sebagai faktor keterlibatan utama mereka dengan aktiviti berbentuk kesukarelawanan.</p>
4	Azlina Mohd Khir – 2016	Motivasi dan Tahap Penglibatan Belia Felda dalam Kesukarelawanan di Felda Bukit Rokan, Negeri Sembilan	<p>Hasil kajian menunjukkan motif utama penglibatan responden dalam aktiviti sukarela adalah <b>motif pemahaman, diikuti oleh motif nilai dan motif sosial</b>.</p> <p>Manakala, jenis aktiviti utama yang disertai oleh belia adalah aktiviti sukarela berbentuk sukan, diikuti oleh aktiviti berbentuk khidmat sosial dan masyarakat serta aktiviti keagamaan.</p> <p>Selain itu, kajian turut mendapati <b>tahap motivasi responden adalah tinggi, manakala tahap</b></p>

			<b>penglibatan dalam aktiviti kerja sukarela adalah sederhana.</b> Keputusan analisis korelasi Pearson menunjukkan hubungan positif secara signifikan antara kesemua dimensi motivasi dengan tahap penglibatan responden dalam aktiviti sukarela ( $r = .547$ hingga $.649$ , $p < .01$ ).
5	Siti Nathirah Che Fazilah dan Fauziah Shafie (2020)	Mengenal pasti faktor ataupun penyebab yang boleh merangsang sukarelawan dalam menggerak dan mengarah hala tuju dalam faktor sukarela	Menghuraikan faktor-faktor lain seperti Kepercayaan dan Penglibatan Sukarelawan, Pengaruh Persekitaran dalam Kehidupan Sukarelawan, Pengaruh Faktor Kemahiran dalam Motivasi Sukarelawan, Pengaruh Faktor Kemahiran dalam Motivasi Sukarelawan, Faktor Niat Sukarelawan, Dasar Kerajaan dalam Meningkatkan Aktiviti Sukarela dan Faktor Demografi dan Nilai-nilai yang dapat memotivasikan sukarelawan dalam menjalankan aktiviti kesukarelawan dan menyingkap strategi serta membantu pelbagai pihak
6	Wan Asri Wan Aziz, Che Zuina Ismail, Mohd Faizul Idham Zulkifli, Azman Che Mat (2020)	Motif Kesukarelawan Remaja Muslimah Di Terengganu	<p>Motif utama penglibatan responden dalam aktiviti sukarela adalah <b>motif nilai, diikuti oleh motif pemahaman dan motif kerjaya.</b></p> <p>Selain itu, kajian turut mendapati <b>tahap motivasi responden adalah tinggi, manakala tahap kepuasan dalam aktiviti kerja sukarela adalah sederhana tinggi.</b></p> <p>Keputusan analisis regresi menunjukkan antara faktor motivasi yang menyumbang atau signifikan kepada tahap kepuasan sukarelawan ialah motif sosial, motif nilai dan motif peningkatan yang mana nilai Beta (<math>\beta</math>) masing-masing ialah 0.40, 0.33 dan 0.30 dengan nilai <math>p &lt; 0.05</math>.</p> <p>Motif-motif ini menyumbang 67% kepada tahap kepuasan sukarelawan.</p>
7	Hadijah Johari dan Anas Suzastri Ahmad - (2021)	Motif Fungsional Penglibatan Sukarelawan Khidmat Masyarakat: Kajian Kes UniSHAMS	<p><b>Nilai merupakan motif dominan</b> penglibatan dalam aktiviti kesukarelaan</p> <p>Tidak terdapat perbezaan motif mengikut gender.</p> <p>Pelajar memperolehi penerapan kemahiran insaniah melalui hubungan baik, interaksi dan dapat bekerja dengan cara yang efektif.</p> <p>Seterusnya analisis korelasi Pearson menunjukkan terdapat hubungan yang besar (<math>r = .727</math>) di antara motif penglibatan sukarelawan dengan kemahiran insaniah</p>
8	Tuan Pah Rokiah Syed Hussain, Lilah Yasin - (2016)	Belia dan pembudayaan semangat sukarelawan di Malaysia: Suatu pemerhatian konseptual	Kesukarelawan dalam golongan belia berbilang kaum adalah penting, supaya pencapaian dan keberkesanan matlamat dapat dicapai

9	Tuan Pah Rokiah Syed Hussain, Lilah Yasin - (2016)	Belia dan program kesukarelawan di Malaysia: Satu kajian empirikal	Hasil kajian jelas menunjukkan bahawa isu penghayatan lemah dalam kalangan belia berbilang kaum di Malaysia terhadap aspek kesukarelawan perlu dikaji secara mendalam.
10	Norwahidah Zinalibdin, Novel Lyndon (2016)	Makna rasa selamat komuniti Malaysia dalam Program Skim Rondaan Sukarela: Kajian kes KRT Taman Putera Jaya, Kota Kinabalu, Sabah	Hasil kajian mendapati pengertian "selamat" yang difahami oleh komuniti di Sabah bukan sahaja melibatkan aspek luaran atau fizikal semata-mata tetapi juga aspek psikologi dan emosional yang turut dipengaruhi oleh lokaliti dan budaya mereka.
11	Mohd Yusri Ibrahim (2017)	Pengaruh amalan komunikasi terhadap penglibatan belia dalam kesukarelawan	Komunikasi interpersonal, komunikasi organisasi dan komunikasi media sebagai faktor yang boleh menggalakkan penglibatan belia dalam aktiviti kesukarelaan di peringkat komuniti
12	Khadijah Alavi, Nor Farziana Karim & Siti Khadijah Mahamad Sakri (2017)	Kebolehpercayaan Khidmat Bantu di Rumah di Luar Bandar: Perspektif Kerja Sosial Komuniti	Dapatan mendapati terdapat lima keperluan yang diperlukan melalui Program Khidmat Bantu di Rumah dalam komuniti iaitu keperluan mobility, penjagaan kesihatan, kewangan, sosial, dan penjagaan emosi
13	Nur Hafizah Md Akhir, Azlinda Azman, Noremy Md Akhir (2018)	Keperluan dan Kesiapsiagaan Sukarelawan Membantu Mangsa Bencana Alam	Keperluan sukarelawan yang telah dinyatakan memerlukan penilaian dan keutamaan kepada organisasi sukarelawan untuk meningkatkan kesediaan sukarelawan sebelum melibatkan diri dalam bantuan bencana manakala setiap permasalahan sukarelawan perlu dikenalpasti dan diatasi sebagai langkah menghasilkan sukarelawan yang lebih bersedia, efektif dan berkualiti.
14	Norehan Binti Abdul Rahman (2018)	Tahap penglibatan dalam aktiviti sukarela dan kesannya terhadap kesejahteraan diri golongan awal dewasa di kedah	Menunjukkan bahawa tahap penglibatan golongan awal dewasa dalam aktiviti sukarela di <b>Kedah mencatatkan purata min sebanyak 3.94 (sederhana tinggi)</b> .  Kajian juga mendapati bahawa <b>tiada perbezaan yang signifikan dari segi tahap penglibatan berdasarkan faktor demografi jantina, status perkahwinan, kawasan tempat tinggal, bangsa, kategori umur, pekerjaan dan pendapatan bulanan</b>
15	Christina Andin, Abdul Said Ambotang, Yusri Kamin dan Rohana Hamzah (2019)	Transformasi persekitaran sekolah melalui permuafakatan sekolah dan komuniti luar bandar	Hasil kajian menunjukkan aktiviti mendekati komuniti, serta pelaksanaan yang sistematik merupakan dua strategi menyumbang kepada kejayaan program.  impak utama program termasuklah keceriaan persekitaran sekolah, mengeratkan perhubungan antara sekolah dan komuniti dan meningkatkan minat murid hadir ke sekolah.  Faktor utama yang menyokong kejayaan permuafakatan sekolah dan komuniti ini adalah kepimpinan guru besar.

#### **a. Motif Fungsional Penglibatan Sukarelawan**

Dapatan mendapati bahawa 7 kajian menggunakan soal selidik Volunteer Function Inventory (VFI) dengan 6 faktor motivasi sukarelawan. Analisis kajian terkini pada 2021 oleh Hadijah Johari mendapati motif Nilai merupakan nilai min tertinggi ( $\text{min}=4.21$ ,  $\text{SP}=.493$ ) diikuti oleh motif Pemahaman ( $\text{min}=4.16$ ,  $\text{SP}=.544$ ), motif Peningkatan ( $\text{min}=4.00$ ,  $\text{SP}=.584$ ), motif Kerjaya ( $\text{min}=3.93$ ,  $\text{SP}=.568$ ), motif Perlindungan ( $\text{min}=3.87$ ,  $\text{SP}=.571$ ) dan motif Sosial ( $\text{min}=3.87$ ,  $\text{SP}=.557$ ) dan secara keseluruhannya perbandingan dengan persamaan deskriptif min menunjukkan bahawa semua enam motif fungsional kesukarelawan dalam kalangan pelajar adalah pada tahap yang tinggi. Seterusnya, dapatan kajian tersebut turut menunjukkan bahawa motif kerjaya, sosial, nilai, pemahaman, peningkatan dan perlindungan merupakan faktor yang menyumbang kepada tahap kepuasan sukarelawan dengan aspek nilai (values) didapati merupakan faktor motivasi utama yang paling menyumbang kepada tahap kepuasan sukarelawan ( $t = 2.73$ ,  $p < 0.05$ ).

Hasil dapatan ini selari dengan kajian Wan Asri Wan Aziz (2020) apabila Nilai purata keputusan motivasi utama responden muslimat untuk menyertai aktiviti sukarelawan ialah Motif nilai ( $\text{min} = 5.75$ ,  $\text{SD} = 0.857$ ) kerana responden ingin mempelajari sesuatu seperti kenyataan Mohd Ramlan dan Zaliha (2012) yang mendapati bahawa altruisme ialah komponen motivasi untuk kumpulan untuk menggalakkan golongan muda menyertai aktiviti sukarelawan. Walau bagaimanapun, hal ini berbeza dengan kajian Aishah Nadirah dan Tajul (2013) yang menjalankan penyelidikan ke atas sukarelawan sukan dengan menggunakan instrumen VFI oleh Clary dan Synder (1999) melalui persampelan bertujuan 60 sukarelawan sukan daripada institusi pengajian tinggi sebagai responden telah mendapati bahawa komponen kefahaman, diikuti oleh faktor nilai menjadi salah satu elemen terpenting penglibatan sukarelawan dalam pembangunan, dengan sisihan piawai masing-masing 0.58 dan 0.56. Jelaslah bahawa perbezaan boleh wujud akibat situasi aktiviti sukarelawan yang dijalankan oleh setiap responden.

#### **b. Perbezaan Motif Penglibatan Sukarelawan Mengikut Gender**

Terdapat beberapa kajian yang mengemukakan hasil kajian tentang perbezaan motif penglibatan sukarelawan mengikut gender seperti kajian Hadijah Johari (2021) yang mendapati bahawa tidak terdapat perbezaan yang ketara di antara nilai min motif fungsional penglibatan sukarelawan antara di antara pelajar lelaki ( $\text{min} = 4.00$ ,  $\text{SP} = .46$ ) dengan pelajar perempuan ( $\text{min} = 4.00$ ,  $\text{SP} = .47$ ). Dapatan ujian-t seterusnya menunjukkan tidak terdapat perbezaan signifikan di antara kedua-dua kumpulan pelajar dengan nilai  $t(83) = -.094$ ,  $p > .05$ . Dapatan kajian mendapati nilai signifikan  $p = .926$  ( $p > .05$ ), maka hipotesis nol gagal ditolak dan sekaligus mengesahkan bahawa tiada perbezaan motif fungsional penglibatan sukarelawan antara responden lelaki dan perempuan. Dapatan ini selari dengan hasil kajian oleh Norehan Binti Abdul Rahman (2018) yang mendapati bahawa tiada perbezaan yang signifikan daripada segi tahap penglibatan berdasarkan faktor demografi jantina. Tetapi, hal ini berbeza dengan dapatan Tajul Arifin Muhamad & Aishah Nadirah Mohd Alauddin (2013) apabila hasil kajian menunjukkan terdapat perbezaan yang signifikan antara sukarelawan lelaki dan perempuan daripada segi penglibatan yang bermotifkan nilai ( $t = 2.06$ ,  $p < 0.05$ ), dan pemahaman ( $t = 2.24$ ,  $p < 0.05$ ). Jelaslah bahawa penglibatan seseorang dalam aktiviti kesukarelawan boleh dipengaruhi oleh faktor gender. Walau bagaimanapun, hasil kajian di UniSHAMS yang mendapati tiada perbezaan motif fungsional penglibatan sukarelawan antara pelajar lelaki dan perempuan menunjukkan bahawa kesedaran dan



keterlibatan aktiviti kesukarelawan dalam kalangan pelajar adalah seimbang dan tiada isu gender dalam perlaksanaan aktiviti kesukarelawan.

### c. Tahap Kepuasan Sukarelawan

Dapatan beberapa kajian yang mengemukakan hasil kajian tentang tahap kepuasan sukarelawan seperti kajian pada 2021 (Hadijah Johari) mendapati bahawa majoriti responden telah pernah mengikuti program kesukarelaan (94.1%) dan hampir keseluruhan responden (98.8%) menzahirkan kepuashati mereka setelah menyertai program kesukarelaan. Hal ini, jelas jauh lebih positif berbanding dengan hasil kajian yang dilakukan oleh Fauziah Ibrahim, Aizan Sofia Amin dan Tharshini A/P Sivabalan (2015) yang mendapati bahawa hanya 89% dalam kalangan mahasiswa yang terlibat dalam kajian pernah terlibat menjalankan kerja-kerja sukarelawan. Hal ini, kerana lebih 38% daripada mereka ialah pelajar tahun pertama dan hanya mula terlibat dengan kerja-kerja sukarelawan sejak enam bulan lalu berbanding dengan data pelajar UniSHAMS yang melibatkan pelajar tahun satu hingga tahun empat. Selain itu, hasil analisis oleh Wan Asri Wan Aziz (2020) menunjukkan bahawa antara faktor motivasi yang menyumbang atau signifikan pada tahap kepuasan sukarelawan ialah motif sosial, nilai dan peningkatan dengan nilai Beta ( $\beta$ ) masing-masing ialah 0.40, 0.33 dan 0.30. dengan nilai  $p < 0.05$  dan akhirnya motif- motif ini menyumbang 67% kepada tahap kepuasan sukarelawan tetapi dapatan tersebut berada pada tahap sederhana tinggi berbeza daripada dapatan kajian Hadijah Johari (2021) yang mendapati 98.8% responden menzahirkan kepuashati mereka setelah menyertai program kesukarelaan atas kapasiti kepelbagaian bentuk aktiviti yang boleh dilaksanakan termasuk pendidikan, kesihatan, kemasyarakatan, alam sekitar, dan sebagainya.

## 6. Cadangan

Semangat kesukarelawan dalam kalangan rakyat Malaysia sememangnya sangat penting supaya para sukarelawan dapat menjalankan tugas dengan penuh komited walaupun tanpa bayaran dan ganjaran. Walau bagaimanapun, berdasarkan analisis kajian yang dijalankan masih terdapat perkara yang perlu diberikan keutamaannya antaranya kajian berkaitan dengan tahap kepuasan dan tahap penghayatan aktiviti kesukarelawan. Justeru, menurut Hadijah Johari (2021) pentadbir perlu mengambil inisiatif menganjurkan aktiviti kesukarelawan atau menggubal dasar negara penerapan ilmu kesukarelawan. Hal ini pengabaian pelaksanaan perkara tersebut mampu menjadi isu nasional apabila negara dilanda musibah atau bencana teruk seperti bencana banjir pada Disember setiap tahun dan kejadian tanah runtuh di Sabah pada 2015 (Tuan Pah Rokiah Syed Hussain1: 2016) serta yang terkini Banjir Luar Biasa 2021. Saranan ini turut dikemukakan oleh Aizan Sofia Amin (2017) supaya perhatian dan langkah sewajarnya perlu diberikan oleh pihak-pihak yang terlibat untuk menarik minat lebih ramai lelaki menyertai aktiviti sukarela terutamanya golongan mahasiswa yang mempunyai potensi tinggi untuk terlibat dalam kerja sukarela. Hakikatnya, usaha memasyarakatkan kesukarelawan ini bukan sahaja menjadi tanggungjawab pentadbir, rakyat yang melibatkan belia terutamanya mahasiswa malah turut menjadi tanggungjawab pihak pengurusan Universiti untuk bekerja bersungguh-sungguh dan mengembleng sifat kreativiti bagi mewujudkan wasilah dan suasana tarbiah yang sesuai untuk mendidik para sukarelawan (Wan Asri Wan Aziz. (2020). Jelaslah bahawa secara tidak langsung aktiviti kesukarelawan dalam kalangan mahasiswa yang mendapat sokongan pihak pengurusan univeristi sangat selari dengan kenyataan bahawa pendidikan merupakan satu usaha berterusan ke arah mengembangkan potensi individu secara menyeluruh dan bersepadu demi mewujudkan insan yang harmoni dan seimbang daripada aspek intelek, rohani, emosi, jasmani dan sosial berdasarkan kepercayaan dan kepatuhan kepada Tuhan



(Falsafah Pendidikan Kebangsaan) seterusnya mampu memiliki ciri sebagai mahasiswa yang aktif bersedia menyumbang bakti kepada masyarakat, agama, bangsa dan negara. Hal ini, juga sejajar dengan usaha Kementerian Pendidikan Tinggi yang menjadikan kerja sukarelawan sebagai satu aktiviti dalam kalangan pelajar kerana ianya telah dimasukkan dalam Pelan Pembangunan Pendidikan Malaysia sehingga 2025 nanti.

## 7. Rumusan

Kesimpulannya, kajian meta analisis ini telah menunjukkan pola dan corak terkini berkaitan motif fungsional sukarelawan. Reka bentuk kajian tinjauan merupakan reka bentuk kajian utama yang digunakan dalam kajian-kajian tersebut. Di samping itu, kajian kuantitatif yang menggunakan analisis deskriptif dan analisis inferensi menjadi pilihan kebanyakan pengkaji menganalisis kajian motif fungsional sukarelawan ini. Secara keseluruhannya, kebanyakan kajian yang dijalankan menunjukkan bahawa aspek nilai merupakan motif dominan penglibatan dalam aktiviti sukarelawan diikuti oleh motif pemahaman dan motif kerjaya. Hakikatnya tidak terdapat perbezaan motif fungsional sukarelawan mengikut gender. Walau bagaimanapun, isu tahap kepuasan dan penghayatan sukarelawan masih pada tahap sederhana lemah dan perlu dipandang serius agar Malaysia tidak berhadapan dengan isu nasional ketika berhadapan bencana alam.

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## MOTIF KESUKARELAN DAN KEMAHIRAN INSANIAH MAHASISWA KHIDMAT MASYARAKAT

### (VOLUNTEER MOTIF AND HUMAN SKILLS OF COMMUNITY SERVICE STUDENTS)

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**Abstrak:** Mengapa ramai orang terlibat dalam aktiviti kesukarelaan tanpa dibayar atau diberi ganjaran tertentu? Motivasi disebalik kelakuan manusia melibatkan diri dalam aktiviti kesukarelaan ini ialah enam fungsi peribadi dan sosial seperti dinyatakan oleh Teori Fungsional (Snyder, M., 2000). Modul Khidmat Masyarakat yang mewajibkan mahasiswa melaksanakan aktiviti kemasyarakatan dianggap sebagai satu cabaran sama ada pelajar melaksanakan aktiviti secara sukarela atau sekadar memenuhi keperluan kursus wajib universiti. Kajian tinjauan telah dijalankan kepada 85 orang pelajar pelbagai bidang pengajian yang mendaftar kursus Khidmat Masyarakat untuk mengenal pasti motif penglibatan pelajar dalam aktiviti kesukarelaan. Kajian juga mengenal pasti hubungan antara motif kesukarelaan dengan kemahiran insaniah. Kaedah deskriptif dan inferensi (ujian-t dan korelasi Pearson) digunakan untuk menganalisis data yang terkumpul. Dapatan kajian mendapati bahawa Nilai merupakan motif dominan penglibatan dalam aktiviti kesukarelaan. Kajian juga mendapati setelah pelajar mengikut aktiviti kesukarelaan, pelajar memperolehi penerapan kemahiran insaniah melalui hubungan baik, interaksi dan dapat bekerja dengan cara yang efektif. Seterusnya analisis korelasi Pearson menunjukkan terdapat hubungan yang besar ( $r = .727$ ) di antara motif penglibatan sukarelawan dengan kemahiran insaniah yang telah diperolehi dalam kalangan pelajar. Hakikatnya keperluan kursus Khidmat Masyarakat sebagai salah satu modul wajib Universiti meletakkan mahasiswa keluaran UniSHAMS pada tahap yang berbeza apabila mempunyai nilai tambah serta berpeluang menabur bakti dan menyumbang budi pada skala lebih besar pada tahap nasional atau antarabangsa. Hasil kajian ini boleh dijadikan rujukan bagi pengkaji akan datang bagi melakukan kajian lanjutan.

**Kata kunci:** Mahasiswa, Sukarelawan, motif fungsional, khidmat masyarakat.

**Abstract:** Why do so many people engage in volunteer activities without being paid or given certain rewards? The motivations behind human behavior engaging in these voluntary activities are six personal and social functions as stated by Functional Theory (Snyder, M., 2000). The Community Service Module which requires students to perform community activities is considered a challenge whether the students perform the activities voluntarily or simply meet the requirements of the university's compulsory courses. A survey study was conducted on 85 students from various fields of study who registered for the Community Service course to identify the motives for student

*involvement in volunteer activities. The study also identified a relationship between volunteer motives and soft skills. Descriptive and inferential methods (t-test and Pearson correlation) were used to analyze the collected data. The findings of the study found that Value is the dominant motive of involvement in volunteer activities. The study also found that after students follow volunteer activities, students acquire the application of soft skills through good relationships, interaction and are able to work in an effective way. Further Pearson correlation analysis showed that there was a large relationship ( $r = .727$ ) between the motives of volunteer involvement with the soft skills that had been acquired among the students. The fact that the need for Community Service course as one of the compulsory modules of the University puts UniSHAMS students at a different level when they have added value and the opportunity to sow devotion and contribute on a larger scale at the national or international level. The results of this study can be used as a reference for future researchers to conduct further research.*

**Keywords:** Students, Volunteers, functional motives, community service.

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## Pengenalan

Kesukarelawan Mahasiswa: “Semangat tidak mati, jadi identiti” ungkapan yang sepanjang masa perlu disemat dalam diri Mahasiswa agar melahirkan mahasiswa holistik untuk agama, bangsa dan negara. Hakikatnya, mahasiswa dengan kesukarelawan memang tidak dapat dipisahkan. Namun, akhir-akhir ini terdapat satu ungkapan sinis tentang kesukarelaan mahasiswa apabila ianya dikaitkan dengan sindrom 6T: topi, *t-shirt*, teh, tambang, tetamu dan TV! (Saifuddin Abdullah:2001) Mengapakah keadaan ini berlaku?

Justeru, semangat kesukarelawanan dalam kalangan mahasiswa perlu dipupuk sejak awal menjejakkan kaki ke menara gading kerana mahasiswa ialah golongan terpelajar yang menjadi ikon terbaik kepada masyarakat apabila aktiviti kesukarelawan dilaksanakan sepenuh jiwa tanpa mengambilkira intensif yang bakal diterima. Kesukarelawan seharusnya menjadi identiti buat generasi muda khususnya mahasiswa. Identiti inilah yang seharusnya disemai dan disuburkan dalam diri setiap mahasiswa di seluruh institusi pengajian tinggi baik awam mahupun swasta melalui kursus-kursus dalam program pengajian termasuklah kursus Khidmat Masyarakat iaitu salah satu kursus pilihan bahagian U4 dalam Mata Pelajaran Umum (MPU).

Kursus Khidmat Masyarakat diperkenalkan sebagai salah satu kursus pilihan bahagian U4 dengan membawa konsep pengajian umum iaitu membekalkan pelajar dengan ilmu persediaan untuk hidup dalam masyarakat moden. Ilmu tersebut meliputi kefahaman tentang nilai-nilai mulia, sejarah dan tanggungjawab dalam masyarakat, penguasaan kemahiran insaniah, perluasan ilmu berteraskan Malaysia dan berupaya mengaplikasi ilmu dalam kehidupan seharian (Garis Panduan Matapelajaran Pengajian Umum (MPU) Edisi Kedua. 2016)

## Latar Belakang Kajian

Menurut *Kamus Dewan* (2005), perkataan “sukarela” membawa maksud “dengan kehendak sendiri, tidak dipaksa-paksa, tidak dikerah dan dengan rela hati”. Manakala perkataan “kesukarelaan” pula membawa makna “sikap sukarela”. Hal ini membuktikan bahawa apabila mereka melakukan sesuatu dengan sukarela akan digelar sebagai “sukarelawan” bagi lelaki dan “sukarelawati” bagi perempuan. Justeru, kesukarelaan dapat dimaksudkan sebagai usaha





melakukan sesuatu dengan kehendak sendiri, tidak dipaksa atau dikerah dengan niat yang ikhlas atau setulus hati tanpa mengharapkan manfaat kepada diri sendiri. Hakikatnya di UniSHAMS melalui penawaran kursus Khidmat Masyarakat jelas memperlihatkan bahawa semangat kesukarelawan Mahasiswanya tidak mati malah menjadi identiti berasakan motivasi yang berterusan dari masa ke semasa.

Hal ini, selari dengan kenyataan oleh Saifuddin Abdullah (2001) yang berpendapat bahawa golongan belia yang terlibat dengan aktiviti kesukarelawan akan berpeluang membentuk identiti diri dan secara tidak langsung membuka ruang kerjaya yang lebih luas kerana memiliki potensi diri seperti kemahiran berkomunikasi, penyelesaian masalah dan kerja sepasukan. Hal ini, turut disokongkan oleh Barbara J. Houle et.al (2005) apabila menyatakan bahawa individu mungkin mempunyai lebih banyak pengalaman positif apabila dibenarkan memilih tugas sukarela yang akan memenuhi motif mereka sama seperti dapatan kajian oleh (Clary et al., 1998) yang mendapati bahawa sukarelawan yang melakukan tugas selari dengan motif mereka telah melaporkan lebih banyak pengalaman sukarela positif dan memotivasikan mereka untuk terus bersukarela pada masa depan. Jelaslah bahawa banyak pengalaman positif daripada penawaran kursus Khidmat Masyarakat yang bermatlamat untuk mendidik serta melatih pelajar Institusi Pengajian Tinggi (IPT) dalam kemahiran pengurusan masyarakat yang bersifat praktikal (Wardatul Aishah Musa & Nooraini Othman, 2014).

Secara umumnya, tenaga kerja sukarelawan yang ramai lagi efisien sangat diperlukan dalam menjayakan program Khidmat Masyarakat kerana merekalah tulang belakang semua kejayaan. Kerajaan melalui Kementerian Belia dan Sukan telah mengisytiharkan Tahun Sukarelawan Negara sejak 2009 sebagai bukti betapa tingginya komitmen pihak pemerintah dalam usaha memperkasakan semangat kesukarelawan malah pelbagai persatuan dan kelab ditubuhkan pada peringkat universiti untuk menyemai semangat kesukarelawan dalam kalangan mahasiswa. Contohnya, Yayasan Sukarelawan Siswa (YSS) iaitu sebuah entiti yang ditubuhkan di bawah Kementerian Pendidikan yang bukan sahaja berusaha menarik seberapa ramai sukarelawan dalam kalangan siswa malah berfungsi untuk menampilkan pemimpin sukarelawan dalam kalangan siswa. Buktinya saudara Masyitah Zazali iaitu pelajar Ijazah Sarjana Muda Pengurusan Perniagaan (Kewangan dan Perbankan Islam) UniSHAMS yang telah mengikuti Kursus Khidmat Masyarakat pada sesi Disember 2018 telah dipilih mengikuti Misi YSS ke Vietnam pada Jun sehingga Ogos 2019. Jelaslah tindakan Mahasiswa UniSHAMS terlibat dalam Misi YSS ke Vietnam tersebut merupakan pertimbangan terhadap tingkah laku membantu yang dirancang dan berterusan daripada perspektif teori fungsional bagi membuktikan adanya pengaruh proses berasaskan orang (contohnya, fungsi psikologi individu) dalam menghulurkan bantuan namun, pengaruh yang sering didapati nantinya kurang berbanding dengan keadaan penentu yang biasanya dikaji dalam situasi membantu secara spontan (Clary & Snyder, 1991) dalam Mark Snyder et.al (2015). Hal ini bertepatan dengan pandangan Gil Clary et.al (n.d) yang mengenal pasti bahawa seseorang berminta dengan aktiviti kesukarelawan berdasarkan teori fungsi atas kapasiti fungsi nilai, pemahaman, peningkatan diri, kerjaya, sosial dan perlindungan. Walau bagaimanapun, kajian yang memfokuskan kesukarelawan dalam Khidmat Masyarakat adalah terhad.



## Tujuan dan Soalan Kajian

Tujuan kajian adalah untuk:

1. Mengenal pasti motif fungsional penglibatan sukarelawan Khidmat Masyarakat UniSHAMS.
2. Mengenal pasti Kemahiran Insaniah selepas mengikuti Progam Kesukarelaan.
3. Mengkaji hubungan antara motif fungsional penglibatan sukarelawan Khidmat Masyarakat UniSHAMS dengan Kemahiran Insaniah.

## Soalan Kajian

1. Apakah motif fungsional penglibatan sukarelawan Khidmat Masyarakat UniSHAMS?
2. Apakah Kemahiran Insaniah selepas mengikuti Progam Kesukarelaan?
3. Bagaimanakah hubungan antara motif fungsional penglibatan sukarelawan Khidmat Masyarakat UniSHAMS dengan Kemahiran Insaniah?

## Kajian Literatur Kesukarelawan

Kertas Kajian Kursus Khidmat Masyarakat sebelum ini banyak berkisar tentang tahap perkembangan dan pembangunan serta impak kemahiran Insaniah. Pada 2010, Roslina Ahmad Faisal et.al. telah mengemukakan hasil kajian bahawa tahap kepuasan pelajar dan tahap kesejahteraan sosial terhadap aktiviti Khidmat Masyarakat adalah pada tahap sederhana. Malah kajiannya juga mendapati bahawa tahap kepuasan dan kesejahteraan sosial berdasarkan jantina didapati tiada perbezaannya. Hal ini berbeza dengan dapatan kajian oleh Hasnuddin Ab Rahman et.al. pada 2018 yang menunjukkan tahap keterlibatan mahasiswa yang dikaji menunjukkan berada pada tahap rendah dan terdapat hubungan yang signifikan di antara aktiviti kesukarelawan dengan kemahiran sosial mahasiswa.

Seterusnya kajian oleh Mohd Fathi Adnan et.al. pada 2013 pula mendapati bahawa tahap impak yang diberikan oleh kursus Universiti Teknologi Malaysia (UTM) dan Khidmat Komuniti adalah tinggi bagi setiap elemen kemahiran insaniah yang dikaji dengan elemen etika dan moral profesional adalah paling dominan. Kajian-kajian tersebut ternyata tidak berkaitan dengan motif fungsional kesukarelawan kursus Khidmat Masyarakat. Jelaslah amat terhad kajian yang dilakukan tentang motif fungsional kesukarelawan kursus Khidmat Masyarakat meskipun kursus Khidmat Masyarakat antara kursus Modul Wajib yang diambil oleh semua pelajar sebelum menamatkan pengajian sebelum kembali berkhidmat kepada masyarakat.

Hakikatnya pembinaan negara bangsa Malaysia bukan sahaja didominasi oleh kemajuan pembangunan dan ketenteraan malah turut didukung oleh sektor pendidikan malah agama Islam juga mengutamakan kerja-kerja kesukarelaan. Hal ini, terbukti apabila wujudnya keperluan manusia Muslim memelihara hubungan yang rapat dengan Tuhan (*hablu min Allah*) dan pada waktu yang sama memelihara hubungan sesama manusia (*hablu min 'an nas*) seperti dapatan kajian oleh Fauziah Ibrahim pada 2018 yang mendapati bahawa (89%) iaitu majoriti mahasiswa pernah terlibat menjalankan kerja-kerja sukarelawan dalam tempoh kurang daripada enam bulan iaitu (38%). Hal ini, kerana 89% daripada mereka berasa puas dan seronok ketika melibatkan diri dengan kerja-kerja berbentuk kesukarelaan serta 39 % daripadanya dipengaruhi oleh faktor ingin membantu masyarakat dan ingin mencari pengalaman baru sebanyak 33.5%.

Walaubagaimana pun dapatan kajian tersebut bercanggah dengan kajian terhadap sukarelawan oleh Sharififar et.al. pada 2011 dalam Tajul Arifin Muhamad (2013) yang mendapati bahawa faktor motivasi paling penting dalam memupuk minat serta komitmen sukarelawan. Ini sejajar dengan dapatan kajian oleh Clary et.al. (1998) dalam Tuan Pah Rokiah Syed Hussain (2016) yang mengkaji motivasi serta hubungannya dengan kesukarelawanan dan mendapati bahawa motivasi sangat mempengaruhi aktiviti kesukarelawanan seseorang. Jelaslah bahawa membiarkan sukarelawan melaksanakan tugas dengan manfaat yang sepadan dengan motif utama mereka akan menghasilkan pengalaman sukarela yang positif serta hasil yang baik untuk semua yang terlibat sama seperti dapatan kajian oleh Siti Raba'ah Hamzah (2015) yang mendapati bahawa analisis model persamaan struktural menunjukkan terdapat hubungan yang signifikan antara pemboleh ubah motivasi dan niat terhadap penglibatan golongan belia dalam aktiviti sukarela.

Justeru, demi memperkasakan kesukarelawanan dalam kalangan mahasiswa UniSHAMS satu kajian telah dilakukan mengenai motif fungsional penglibatan sukarelawan Khidmat Masyarakat UniSHAMS. Menurut Barbara J. Houle (2015), pendekatan fungsi psikologi mempunyai sejarah yang menjangkau lebih dari satu abad (Angell, 1907; Dewey, 1896; James, 1890) dan terkini strategi fungsi telah digunakan untuk memahami motif di belakang sukarelawan (lihat Clary et al., 1998; Clary & Snyder, 1991, 1995, 1999 Clary, Snyder, & Ridge, 1992; Clary, Snyder, & Stukas, 1996, Omoto & Snyder, 1995; Omoto, Snyder, & Berghuis, 1993; Snyder, 1993; Snyder, Clary, & Stukas, 2000; Snyder & Omoto, 1992a, 1992b) yang mendapati bahawa Clary dan Snyder (1991) mendefinisikan analisis fungsional sebagai "bimbang dengan sebab dan tujuan yang mendasari dan menjana fenomena-fenomena keperluan, rancangan, matlamat dan tujuan peribadi dan sosial yang disampaikan oleh kepercayaan orang ramai dan tindakan mereka".

Akhirnya premis utama fungsionalis bahawa orang yang berlainan boleh melakukan tindakan yang sama boleh diterima umum. Hal ini, kerana tindakan telah berfungsi dengan fungsi psikologi yang berbeza untuk individu yang berbeza apabila pendekatan ini dikenalpasti dengan teori fungsional sikap dan persuasi (Herek, 1987; Katz, 1960; Smith, Bruner, & White, 1956; Snyder & DeBono, 1987) iaitu orang mungkin mempunyai sikap yang sama atau terlibat dalam tingkah laku yang sama, tetapi sikap atau tingkah laku ini mungkin memuaskan fungsi motivasi yang berbeza. Justeru, semua pihak seharusnya membiarkan sukarelawan melaksanakan tugas dengan manfaat yang sepadan dengan motif utama agar mereka boleh menghasilkan pengalaman sukarela yang positif juga hasil yang baik untuk pembangunan diri termasuk kemahiran insaniah (KI).

### **Kajian Literatur Kemahiran Insaniah**

Kajian lepas mendapati pelajar IPT di Malaysia mempunyai tahap penguasaan Kemahiran Insaniah (KI) yang tinggi (Mansor, Zulkifili (2008); Rosli Saadan et al., 2011; Pua Poh Keong, 2014; Juliza Ezaida, 2014) dari segi struktur organisasi dengan tahap tertinggi KI ialah Kemahiran Kerja Berpasukan, diikuti oleh Kemahiran komunikasi. Manakala, Nurkaliza Binti Khalid dan rakan-rakannya pula, (2016) mendapati bahawa semua kemahiran insaniah murid adalah cemerlang dan keupayaan untuk menjana, mempertahankan idea serta etika kerja dan penampilan fizikal, didapati menjadi faktor penting. serta keyakinan diri dan komitmen terhadap kerja. Akhirnya didapati bahawa pelajar yang mempunyai pengalaman latihan industri mempunyai kemahiran insaniah yang berbeza berbanding mereka yang tidak mempunyai pengalaman menjalani latihan industri.

Berdasarkan pemerhatian kebanyakan kajian lima tahun ke belakang berkaitan kemahiran insaniah yang telah dijalankan oleh para sarjana tertumpu kepada beberapa aspek tertentu seperti tahap penguasaan, kepentingan penerapan, keberkesanaan pelaksanaan dan penilaian serta penaksiran. Lantaran itu, diharap dapatan kajian ini yang membuktikan wujudnya hubungan antara motif fungsional penglibatan sukarelawan Khidmat Masyarakat UniSHAMS dengan Kemahiran Insaniah dapat memberikan serba sedikit panduan kepada penyelidik seterusnya untuk mengupas isu kesukarelawan dan kemahiran insaniah dengan lebih mendalam agar dapat merealisasikan hasrat membentuk modal insan yang memenuhi keperluan pasaran dan menguasai pelbagai bidang ilmu

## **Metodologi**

### **Reka Bentuk Kajian**

Terdapat empat jenis reka bentuk kajian bukan eksperimen iaitu kajian penyelidikan, kajian korelasi, kajian kes dan kajian etnografi. Reka bentuk kajian merangkumi tinjauan kuantitatif yang menggunakan statistik untuk mengurus sampel soal selidik dan menjelaskan pandangan, sikap, tingkah laku dan ciri-ciri populasi dengan objektif penyelidikan seperti deskriptif dan penerokaan. Reka bentuk kajian korelasi ialah kajian yang merangkumi kajian kuantitatif yang mengukur darjah korelasi antara dua atau lebih pembolehubah. Reka bentuk kajian kes ialah kajian terperinci tentang sesuatu yang berlaku berdasarkan pendapat peserta. Terdapat ciri-ciri tertentu, seperti fokus, deskriptif, heuristik. Reka bentuk kajian etnografi ialah sama seperti kajian kes tetapi untuk mengkaji budaya secara mendalam, pengkaji mestilah tergolong dalam subjek kajian yang sudah tentu mengambil masa yang lama.

Menurut Merriam (2009) reka bentuk kajian kes ialah kajian yang bertujuan untuk menyiasat situasi atau fenomena yang disiasat secara terperinci. Hal ini, selaras dengan hasrat dan tujuan kajian ini untuk menjawab soalan-soalan seperti apakah motif fungsional penglibatan sukarelawan Khidmat Masyarakat UniSHAMS? apakah Kemahiran Insaniah selepas mengikuti Progam Kesukarelaan? dan bagaimanakah hubungan antara motif fungsional penglibatan sukarelawan hidmat Masyarakat UniSHAMS dengan Kemahiran Insaniah?. Secara umumnya, reka bentuk kajian ini dibangunkan untuk mengkaji pengalaman peribadi peserta kajian dalam situasi dunia sebenar. Selain itu, kajian ini memberi peluang kepada penyelidik untuk mengumpul data yang terperinci dan mendalam melalui teknik pengumpulan data seperti soal selidik.

### **Populasi dan Sampel Kajian**

Populasi ialah kumpulan yang besar dan ciri-cirinya memenuhi tujuan penyelidikan. Pengkaji tidak boleh memilih dan mengkaji semua subjek dalam populasi kerana terlalu banyak. Hal ini, mengambil masa yang lama untuk mengkaji kerana ramai orang sibuk mengumpul data daripada sumber yang berbeza. Justeru, sebagai keperluan untuk penyelidikan demi menjimatkan kos, masa dan tenaga maka hanya sebahagian kecil daripada khalayak yang besar dipanggil pensampelan dan kumpulan kecil yang terlibat dalam pemilihan itu dipanggil sampel tinjauan.

Sampel kajian ialah kumpulan kecil yang dipilih daripada populasi yang dikenal pasti dalam kajian yang mempunyai ciri-ciri yang tertentu berdasarkan tujuan kajian yang perlu dikenalpasti sebelum kajian dijalankan. Sampel kajian yang dipilih mestilah benar-benar mewakili populasi untuk membuat generalisasi hasil kajian. Saiz sampel tinjauan dipengaruhi oleh beberapa faktor termasuk jenis populasi, jenis sampel, had perbelanjaan dan skala pengukuran.

Borg dan Gall (1975) mencadangkan kajian yang mempunyai banyak pembolehubah dan sampel kajian yang besar diperlukan sekiranya terdapat perbezaan atau hubungan antara pembolehubah ini. Data skala ukuran dalam bentuk selang dan nisbah juga memerlukan saiz sampel yang besar. Kebolehpercayaan instrumen semasa mengukur pembolehubah yang disiasat boleh ditingkatkan dengan meningkatkan saiz sampel penyiasatan. Terdapat formula khas untuk mendapatkan saiz sampel sebenar berdasarkan tahap keyakinan kajian. Walau bagaimanapun, terdapat jadual khusus yang membolehkan penyelidik menentukan saiz sampel untuk setiap kajian dengan mudah. Jadual Cohen, Manion, dan Morrison (2001) dan Kerjcie dan Morgan (1970) adalah dua jadual popular yang dirujuk oleh ramai penyelidik. Selain itu, Menurut Merriam (2009), tiada definisi khusus tentang bilangan peserta dalam kajian kualitatif. Sekiranya maklumat yang diterima mencukupi dan menerangkan fenomena secara meluas dan terperinci, sebilangan kecil sudah memadai (Creswell, 2008).

Justeru, kajian tinjauan terhadap 85 orang pelajar yang mengikuti kursus Khidmat Masyarakat di IPT berteraskan Islam telah dijalankan dengan menggunakan teknik persampelan rawak mudah. Menurut Chua (2006), melalui prosedur persampelan rawak mudah, setiap unit atau subjek dalam populasi mempunyai peluang yang sama untuk dipilih sebagai responden kajian. Kaedah pensampelan ini menggunakan semua orang dalam populasi yang mungkin mempunyai pilihan yang sama seperti sampel tinjauan. Penyelidik yang memilih kaedah persampelan ini mesti menyediakan senarai lengkap subjek dalam populasi, melabelkan setiap satu dan kemudian seret kotak secara rawak atau gunakan jadual rawak untuk memilihnya.

Fokus kumpulan ialah pelajar yang mengikuti kursus Khidmat Masyarakat iaitu terdiri daripada pelajar Kulliyyah Hospitaliti dan Seni Kreatif, Kulliyyah Syariah, Kulliyyah Usuluddin dan Sains Al-Quran dan Kulliyyah Muamalat dan Sains Pengurusan.

### **Instrumen Kajian**

Alat tinjauan ialah cara atau kaedah mengumpul data. Bahagian ini ialah soalan atau pernyataan yang dibuat untuk mendapatkan maklumat tinjauan daripada responden atau peserta tinjauan. Peralatan penyelidikan dibina berdasarkan matlamat dan persoalan kajian. Jika tujuan tinjauan adalah untuk melihat tahap maka data yang dikumpul adalah pada skala berangka, seperti 1-5. Semakin tinggi skala, semakin tinggi tahap pembolehubah yang disiasat. Kaedah tinjauan yang sesuai ialah kaedah tinjauan menggunakan borang kaji selidik. Terdapat beberapa alat dan kaedah lain yang boleh digunakan untuk penyelidikan seperti pemerhatian, temu bual, pemeriksaan dan dokumentasi.

Instrumen kajian melalui borang soal selidik yang menggunakan instrumen soal selidik *Volunteer Function Inventory* (VFI) yang dibentuk oleh Clary et al. (1998). Instrumen ini dibina untuk menguji motif individu memilih menjadi sukarelawan dengan melihat melalui pendekatan terhadap Teori Fungsi (Katz 1960). Terdapat enam dimensi motif dalam VFI iaitu Nilai, Pemahaman, Peningkatan, Kerjaya, Sosial dan Perlindungan. Manakala terdapat 7 item bagi mengukur penerapan kemahiran insaniah dalam program kesukarelaan.

Instrumen kajian ialah soal selidik yang mempunyai tiga bahagian. Bahagian A bertujuan mendapatkan demografi pelajar. Bahagian B bertujuan mengkaji faktor kesukarelaan yang mengandungi 30 item. Item 7,9,11,20 dan 24 merupakan pengukuran daripada aspek perlindungan,



manakala item 3,8,16,19 dan 22 adalah daripada aspek nilai. Item 1,10,15,21 dan 28 daripada aspek kerjaya. Item 2,4,6,17 dan 23 merupakan item dari aspek sosial. Item 12,14,18,25 dan 30 ialah item aspek pemahaman dan item terakhir 5, 13, 26,27 dan 29 ialah aspek penambahbaikan. Skor item yang digunapakai ialah skor 1 hingga 5 berpandukan skala seperti 1 = sangat tidak setuju, 2 = tidak setuju, 3 = agak setuju, 4 = setuju dan 5 = sangat setuju.

Manakala bahagian C bertujuan menilai penerapan kemahiran insaniah. Skor item yang digunapakai ialah permarkahan 1 hingga 6 berpandukan skala seperti 1 = sangat tidak meningkat, 2 = tidak meningkat, 3 = agak tidak meningkat, 4 = agak meningkat, 5 = meningkat dan 6 = sangat meningkat.

### Kajian Rintis

Kajian rintis telah dijalankan terhadap 30 pelajar bagi ujian kebolehpercayaan menguji item soal selidik mendapati nilai keseluruhan Alpha Cronbach ialah 0.95 apabila nilai alpha untuk Faktor dominan kesukarelaan ialah 0.94 dan nilai alpha untuk Penerapan Kemahiran Insaniah selepas mengikuti Progam Kesukarelaan ialah 0.93. Instrumen ini dianggap mempunyai kestabilan dan ketekalan dalaman yang sangat baik.

Analisis deskriptif min dijalankan untuk mencapai objektif kajian motif fungsional kesukarelawan dan tahap kemahiran insaniah dengan merujuk kepada Jadual Persamaan deskriptif min seperti Jadual 1 seperti berikut:

Jadual 1: Persamaan deskriptif min

Skala	Pemberat min	Persamaan deskriptif min
5	4.21 - 5.00	Sangat tinggi
4	3.41 - 4.20	Tinggi
3	2.61 - 3.40	Sederhana
2	1.81 - 2.60	Rendah
1	1.00 - 1.80	Sangat rendah

### Dapatan Kajian dan Perbincangan

#### Profil Demografi

Responden melibatkan 85 orang pelajar yang mengikuti Kursus Khidmat Masyarakat yang terdiri daripada 35 pelajar lelaki (41.2%) dan 50 orang pelajar perempuan (58.8%). Majoriti (65.9%) umur responden juga adalah dalam lingkungan umur 18 – 20 tahun dan majoriti (71.8%) responden yang mengikuti Kursus Khidmat Masyarakat di UniSHAMS adalah pada tahun pertama pengajian. 56.5% responden ialah pelajar di Kulliyah Hospitaliti dan Seni Kreatif, diikuti oleh Kulliyah Syariah (17.655), Kulliyah Usuluddin dan Sains Al-Quran (15.3%) dan Kulliyah Muamalat dan Sains Pengurusan (10.6%).

Kajian juga mendapati bahawa majoriti responden telah pernah mengikuti program kesukarelaan (94.1%) dan hampir keseluruhan responden (98.8%) menzahirkan kepuashati mereka setelah menyertai program kesukarelaan. Hal ini, jelas jauh lebih positif berbanding dengan hasil kajian yang dilakukan oleh Fauziah Ibrahi, Aizan Sofia Amin dan Tharshini A/P Sivabalan (2015) yang

mendapati bahawa hanya 89% dalam kalangan mahasiswa yang terlibat dalam kajian tersebut pernah terlibat menjalankan kerja-kerja sukarelawan. Hal ini, kerana lebih 38% daripada mereka ialah pelajar tahun pertama dan hanya mula terlibat dengan kerja-kerja sukarelawan sejak enam bulan lalu berbanding dengan data pelajar UniSHAMS yang melibatkan pelajar tahun satu hingga tahun empat.

Selain itu, hasil analisis oleh Wan Asri Wan Aziz (2020) menunjukkan bahawa antara faktor motivasi yang menyumbang atau signifikan pada tahap kepuasan sukarelawan ialah motif sosial, nilai dan peningkatan dengan nilai Beta ( $\beta$ ) masing-masing ialah 0.40, 0.33 dan 0.30. dengan nilai  $p < 0.05$  dan akhirnya motif- motif ini menyumbang 67% kepada tahap kepuasan sukarelawan tetapi dapatan tersebut berada pada tahap sederhana tinggi berbeza daripada dapatan kajian ini yang mendapati 98.8% responden menzahirkan kepuashati mereka setelah menyertai program kesukarelaan atas kapasiti kepelbagaian bentuk aktiviti yang boleh dilaksanakan termasuk pendidikan, kesihatan, kemasyarakatan, alam sekitar, dan sebagainya.

### **Motif Fungsional Penglibatan Sukarelawan Khidmat Masyarakat**

Analisis perbandingan min enam motif penglibatan responden dalam aktiviti kesukarelawan (jadual 3) mendapati motif Nilai merupakan nilai min tertinggi (min=4.21, SP=.493) diikuti oleh motif Pemahaman (min=4.16, SP= .544), motif Peningkatan (min=4.00, SP=.584), motif Kerjaya (min=3.93, SP=.568), motif Perlindungan (min=3.87, SP=.571) dan motif Sosial (min=3.87, SP=.557) (rujuk jadual 2). Secara keseluruhannya perbandingan dengan persamaan deskriptif min (Jadual 2) menunjukkan semua enam motif fungsional kesukarelawan dalam kalangan pelajar adalah pada tahap yang tinggi. Seterusnya, dapatan kajian ini turut menunjukkan bahawa motif kerjaya, sosial, nilai, pemahaman, peningkatan dan perlindungan merupakan faktor yang menyumbang kepada tahap kepuasan sukarelawan dengan aspek nilai (values) didapati merupakan faktor motivasi utama yang paling menyumbang kepada tahap kepuasan sukarelawan ( $t = 2.73$ ,  $p < 0.05$ ).

Hasil dapatan ini selari dengan kajian Wan Asri Wan Aziz (2020) apabila Nilai purata keputusan motivasi utama responden muslimat untuk menyertai aktiviti sukarelawan ialah Motif nilai (min = 5.75, SD = 0.857) kerana responden ingin mempelajari sesuatu seperti kenyataan Mohd Ramlan dan Zaliha (2012) yang mendapati bahawa altruisme adalah komponen motivasi untuk kumpulan untuk menggalakkan golongan muda menyertai aktiviti sukarelawan. Walau bagaimanapun, hal ini berbeza dengan kajian Azlina Mohd Khir – 2016 yang mendapati bahawa motif utama penglibatan responden dalam aktiviti sukarela adalah motif pemahaman, diikuti oleh motif nilai dan motif sosial dan keputusan analisis korelasi Pearson menunjukkan hubungan positif secara signifikan antara kesemua dimensi motivasi dengan tahap penglibatan responden dalam aktiviti sukarela ( $r = .547$  hingga  $.649$ ,  $p < .01$ ). Jelaslah bahawa perbezaan boleh wujud akibat situasi aktiviti sukarelawan yang dijalankan oleh setiap responden.

**Jadual 2: Analisis deksriptif motif fungsional penglibatan sukarelawan.**

Motif	N	Min	Sisihan Piawai	Persamaan deskriptif min
Nilai	85	4.21	.493	Sangat tinggi
Pemahaman	85	4.16	.544	Tinggi
Peningkatan	85	4.00	.584	Tinggi
Kerjaya	85	3.93	.568	Tinggi
Perlindungan	85	3.87	.571	Tinggi
Sosial	85	3.87	.557	Tinggi

### Penerapan Kemahiran Insaniah dalam Progam Kesukarelaan

Analisis min terhadap tujuh item penerapan Kemahiran Insaniah (jadual 3) dalam program kesukarelaan pula mendapati item membina hubungan baik, berinteraksi dan bekerja secara efektif untuk mencapai objektif merupakan kemahiran insaniah yang diperolehi daripada aktiviti kesukarelaan merupakan item yang paling dominan (min = 4.75, SP = .858). Perbandingan dengan persamaan deskriptif min (Jadual 3) juga menunjukkan kesemua tujuh item kemahiran insaniah yang diperolehi selepas pelajar mengikuti aktiviti kesukarelaan adalah pada tahap yang sangat tinggi.

**Jadual 3: Analisis Penerapan Kemahiran Insaniah Dalam Progam Kesukarelaan**

	Min	Sisihan Piawai	Persamaan deskriptif min
Membina hubungan baik untuk mencapai objektif selepas mengikuti aktiviti kesukarelaan (Etika dan Moral)	4.75	.858	Sangat tinggi
Kebolehan menganalisis dan membuat keputusan bersama dalam penyelesaian masalah berkaitan etika selepas mengikuti aktiviti kesukarelaan (Kemahiran Kerja Sepasukan)	4.68	.790	Sangat tinggi
Berkebolehan mencari idea dan penyelesaian masalah alternatif selepas mengikuti aktiviti kesukarelaan (Kemahiran menyelesaikan masalah)	4.68	.805	Sangat tinggi
Kebolehan mencari dan mengurus maklumat yang relevan daripada pelbagai sumber selepas mengikuti aktiviti kesukarelaan (Pemikiran kritis dan kemahiran menyelesaikan masalah)	4.62	.859	Sangat tinggi
Kemahiran kepimpinan selepas mengikuti aktiviti kesukarelaan (Kemahiran Kepimpinan)	4.56	.906	Sangat tinggi
Berkebolehan menyampaikan idea dengan jelas, berkesan dan penuh keyakinan secara lisan dan bertulis selepas mengikuti aktiviti kesukarelaan (Kemahiran Komunikasi)	4.47	.867	Sangat tinggi

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Kemahiran membina, meneroka dan merebut peluang perniagaan dan pekerjaan selepas mengikuti aktiviti kesukarelaan (Kemahiran Keusahawanan)	4.39	.860	Sangat tinggi
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Dapatan yang menarik tentang kajian ini ialah apabila konstruk Etika dan Akhlak merupakan item yang paling tinggi diserap oleh para sukarelawan UniSHAMS berbanding dengan konstruk Kerja Kumpulan seperti dapatan Abdul Malek Abdul Karim et (2012) dan Rosli Saadan et al. (2011) serta kajian Yuzlin Yaccob (2021) yang mendapati bahawa Kemahiran komunikasi berada pada bahagian atas senarai diikuti dengan kemahiran berfikir kritis, kebolehan kepimpinan dan kemahiran kerja kumpulan.

Jelaslah faktor institusi pendidikan Islam dilihat secara tidak langsung mempunyai asas yang kukuh menyokong dapatan tersebut diperolehi ketika ini. Apabila responden memilih konstruk yang berkaitan dengan nilai etika dan moral sebagai kriteria utama berbanding KI lain maka membuktikan kepatuhan pada Syariah telah diambil dalam semua tindakan para sukarelawan. Penemuan ini selaras dengan enam teras strategik teras dalam RM11 yang menekankan nilai etika dan semangat, serta mencapai salah satu daripada sembilan matlamat wawasan 2020. Sesungguhnya, prasyarat sebuah negara maju memerlukan masyarakatnya mempunyai nilai etika yang tinggi. Selain membazirkan ilmu, masa dan sumber alam, Ahmad Syukri dan Rosman (2003) berpendapat bahawa kos aktiviti tidak beretika terlalu tinggi untuk ditanggung oleh negeri dan masyarakat.

### Hubungan Motif Penglibatan Sukarelawan Dengan Penerapan Kemahiran Insaniah

Analisis korelasi pearson dianalisis dengan merujuk kepada Cohen (1988) yang mencadangkan garis panduan nilai hubungan antara dua pemboleh ubah dengan nilai  $r = .10$  hingga  $.29$  (atau  $r = -.10$  hingga  $-.29$ ) adalah hubungan yang 'Kecil', nilai  $r = .30$  hingga  $.49$  (atau  $r = -.30$  hingga  $-.49$ ) adalah 'Sederhana' dan nilai  $r = .50$  hingga  $1.0$  (atau  $r = -.50$  hingga  $-1.0$ ) menunjukkan hubungan yang 'Besar'.

Untuk menganalisis hubungan motif penglibatan sukarelawan dengan penerapan kemahiran insaniah, hipotesis nol dibina seperti berikut:

Ho2: Tidak terdapat hubungan yang signifikan di antara motif penglibatan sukarelawan dengan penerapan kemahiran insaniah.

Analisis korelasi Pearson (jadual 4) menunjukkan terdapatnya hubungan korelasi yang besar atau kuat antara pemboleh ubah motif penglibatan sukarelawan dan penerapan kemahiran insaniah ( $r = .727$ ,  $p = .000$ ). Dapatan kajian juga mendapati hubungan dua pemboleh ubah tersebut adalah signifikan secara statistik ( $p < 0.05$ ), maka hipotesis nol (Ho2) ditolak atau dalam erti kata lain bermaksud terdapat hubungan motif penglibatan sukarelawan yang kuat dengan penerapan kemahiran insaniah (KI). Oleh kerana, semua KI ini ialah prasyarat yang relevan dengan keperluan pasaran kerja, penyelidik menganggap dapatan ini sebagai penunjuk yang menguntungkan. Hal ini, kerana sebagai sebuah IPT yang berteraskan Islam, pelajarannya mengutamakan aspek kerohanian iaitu kebolehan etika dan akhlak dalam gerak kerja dan gerak kerja seharian.

**Jadual 4: Analisis korelasi Pearson Hubungan Motif penglibatan sukarelawan dengan Penerapan Kemahiran Insaniah**

		Motif_Fungsional	Kemahiran_Insaniah
		al	ah
Motif_Fungsional	Korelasi Pearson	1	.727
	Signifikan (p)		.000
	N	85	85
Kemahiran_Insaniah	Korelasi Pearson	.727**	1
	Signifikan (p)	.000	
	N	85	85

## Kesimpulan

Kajian ini menunjukkan walaupun status kursus Khidmat Masyarakat sebagai Mata Pelajaran Umum adalah wajib diambil dan perlu mendapat gred lulus sebelum menamatkan pengajian, sikap kesukarelaan dalam kalangan pelajar adalah tinggi. Ganjaran dalam bentuk markah atau gred tidak dilihat sebagai faktor motif pelajar melibatkan diri dalam aktiviti kesukarelaan.

Justeru, diharapkan dengan wujudnya motif nilai dalam diri mereka tanpa mengira gender, dapat memotivasikan diri pelajar untuk terus melaksanakan aktiviti sukarela di luar konteks subjek atau kursus pengajian yang melibatkan ganjaran gred. Faktor Nilai merupakan motif utama penglibatan pelajar dalam aktiviti kesukarelaan. Setelah melalui aktiviti kesukarelaan, pelajar berjaya membina hubungan baik, berinteraksi dan bekerja secara efektif untuk mencapai objektif selepas mengikuti aktiviti kesukarelaan. Kajian ini juga akhirnya berjaya membuktikan bahawa terdapat hubungan yang kuat di antara motif fungsional penglibatan sukarelawan Khidmat Masyarakat UniSHAMS dengan Kemahiran Insaniah. Hal ini, menunjukkan bahawa kedua-dua pembolehubah ini perlu dimanfaatkan seluas-luasnya dalam sebarang bentuk aktiviti kesukarelaan.

Ironinya, secara tidak langsung dapatan aktiviti kesukarelaan ini sangat selari dengan kenyataan bahawa pendidikan merupakan satu usaha berterusan ke arah mengembangkan potensi individu secara menyeluruh dan bersepadu demi mewujudkan insan yang harmoni dan seimbang dari aspek intelek, rohani, emosi, jasmani dan sosial berdasarkan kepercayaan dan kepatuhan kepada Tuhan (Falsafah Pendidikan Kebangsaan) seterusnya mampu memiliki ciri sebagai mahasiswa yang aktif bersedia menyumbang bakti kepada masyarakat, agama, bangsa dan negara. Hal ini, juga sejajar dengan usaha Kementerian Pendidikan Tinggi yang menjadikan kerja kesukarelaan sebagai satu aktiviti dalam kalangan pelajar kerana ianya telah dimasukkan dalam Pelan Pembangunan Pendidikan Malaysia sehingga 2025 nanti.



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# PLANTS MENTIONED IN THE QURAN THAT ARE RELATED TO THE PARABLES, HISTORY AND BOUNTIES FROM ALLAH

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**Abstract:** *The Quran covers every inch of human needs in the aspect of this worldly life and the hereafter. In order to practice the Quranic teachings, Muslims have to understand the meanings of each verse of the Quran. Allah has remarkably used the element of plants in His revelations which describes the importance of the connection between humans and nature. Many types of plants have been mentioned in the Quran in various situations. The purpose of the study is to identify the plant terms in the Quran and analyse the themes related to the Quranic plant. The document analysis method is applied by collecting the verses that mention the plant-related terms and then, three plant themes were created which are plants mentioned as parables in the Quran, plants associated with the stories of prophets and the past events, and plants associated with the bounties of Allah. The selected verses from the plant categories are analysed based on the interpretations of Tafsir al-Azhar by Hamka and Tafsir al-Misbah by M. Quraish Shihab. The results suggest that the three themes of the plant are intended to make people understand better about the messages of the Quran, give moral lessons and educate the mankind to be grateful for all the blessings that Allah has bestowed. In conclusion, the mentioning of plants in the Quran is to call for mankind to know Allah, worship Him as the only God and glorify the greatness of Him.*

**Keywords:** Quran, plants, parables, history, bounties.

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## 1. Introduction

Previous literature acknowledged that the Quran emphasises the environmental education through the preservation and conservation of nature which explicitly represented plants as one of the main elements (Mănoiu et al., 2016). Moreover, the advancement of human life leads to many new diseases that encourage scientists to study plant-based food or medicinal plants from the holy Quran to treat diseases (Aboul-Enein, 2017; Azarpour et al., 2014a; Muhammad, 2014). Based on a lot of scientific studies, Quranic plants were highly recommended in many treatments as their nutritional contents are provenly suited to the body's needs (Azarpour et al., 2014b; Fakhri & Adelzadeh, 2013; Jamshidi-Kia et al., 2018).

On top of that, the study on plants of the holy book also attracted the attention of non-Muslim researchers. They compared the Quranic plants and the Biblical plants to seek any similarities, differences, or uniqueness between the plants in both holy scriptures. Musselman (2007) claimed that the Biblical plants were quite much rather than the plants mentioned in the Quran by a total of about 80 kinds of them and this was not including a certain part of the plants. It was recorded that more than 10 types of plants were similarly found stated in both the Quran and the Bible such



as cucumber, date palm, fig, garlic, ginger, gourd, grape, mustard, olive, onion, pomegranate, and tamarisk (Janick, 2007; L. J. Musselman, 2003; Zohary, 1982).

Moreover, regarding the plants in the Quran, fruits are widely mentioned through the word *thamarāt*, *fākīhah*, and *quṭūfuhā* by their relationship to giving examples and parables, trials and punishments, paradise, and Allah's ability and provision in the Quran (AlBzour, 2017). However, fruits were also discussed in terms of their specific names apart from the linguistic aspect like fig, olive, banana, grape, pomegranate, date, and jujube (Qamariah, 2019; Zulkepli, 2016). The use of plants as parables in the Quran is supported through the results found from a study conducted by Solehah (2017), that it embraces some or all parts of the plant as a way for Allah to advise His servants. Therefore, fruits as daily food intake for mankind plays an important role in delivering the messages of the Quran. As a result, this study is an attempt to open the minds of readers and scholars to re-evaluating or opening new dimension concerning plants from the perspective of the Quran.

## 2. Methodology

This study approached the qualitative research design by applying the document analysis method. Al-Quran was taken as the primary source. The verses that mention the plant-related terms were collected and then, three plant themes were created which are plants mentioned as parables in the Quran, plants associated with the stories of prophets and the past events, and plants associated with the bounties of Allah. Subsequently, the selected verses from each theme were analysed based on the interpretations of Tafsir al-Azhar by Hamka and Tafsir al-Misbah by M. Quraish Shihab.

## 3. Results and Discussion

There are three plant themes found in the Quran which are plants mentioned as parables in the Quran, plants associated with the stories of prophets and the past events, and plants associated with the bounties of Allah. The various types of plants mentioned in the Quran indicate the importance of plants in Islam.

### 3.1 Plants Mentioned as Parables in The Quran

#### 3.1.1 Spend the Wealth in the Way of Allah

The likeliness of those who spend their wealth in the way of Allah is as the likeliness of a grain (of corn); it grows seven ears, and in each ear has a hundred grains. Allah gives manifold increase to whom He wills. And Allah is All-Sufficient for His creatures' needs, All-Knower (Al-Quran. Al-Baqarah 2:261).

Hamka (1971a, p.643) illustrated that Allah multiplied the rewards of goodness by giving examples of the spadices of the coconut tree, palm tree, and paddy. He emphasised that sacrificing wealth to uphold the path of Allah would not be damaging but instead, it is profitable. On the other hand, M. Quraish Shihab (2005a, p. 567) described that a fruitful tree comes from a growing seed in the soil. If the soil created by Allah could provide that much, then people do not need to hesitate to plant their wealth in the hands of Allah. Their confidence in the land should not exceed their confidence in the Creator of the land.

Hamka explained the parable of grain that Allah used by giving the example of native plants of Southeast Asia which his community is familiar with and easily understand. Contrarily, M. Quraish Shihab clarified it by making a comparison of the power of Allah in rewarding mankind with plant life that started from the soil.

### 3.1.2 The Resurrection of the Dead from the Grave

*And it is He Who sends the winds as heralds of glad tidings, going before His Mercy (rain). Till when they have carried a heavy-laden cloud, We drive it to a land that is dead, then We cause water (rain) to descend thereon. Then We produce every kind of fruit therewith. Similarly, We shall raise up the dead, so that you may remember or take heed (Al-Quran Al-A'raf 7:57).*

Hamka (1971b, p. 2404) described 'fruits' (الثمار) as vegetation. Dry seeds and grains only grow when there is water and even the arid land would be covered with grass. He illustrated the plant life of the four seasons weather, dry season, and wet season. There are also few parts of the world where no plant could live on. Despite everything, humans could irrigate the dead land with the development of technology. Thus, if mankind observes what happens between plants and water, raising the dead is easy for Allah, and all mankind should believe in Judgment Day (Hamka, 1971b, p. 2405). Meanwhile, M. Quraish Shihab (2005b, p. 127) explained that when Allah revives the dead land with rain, the land becomes a place for plants to grow and bear fruits. This means that Allah could change anything from a state of non-existent to existence like how Allah brings the dead to life when the time comes.

Both Hamka and M. Quraish Shihab concluded that Allah has the power to bring anything to life and from absence to existence whether it is human, plant, or even the Judgment Day. Hamka defined الثمرات in the verse as vegetation which plants live according to weather and certain areas of the earth because different places produce different kinds of plant. He stressed the importance of water as the main component for any plant to survive and therefore, humans use their intelligence in developing the irrigation system. Hamka believed that the human resurrection on the Day of Judgment is like the growth of all kinds of plants on this earth. However, M. Quraish Shihab defined 'fruits' as fruits like it is commonly known as well as emphasised the water as a necessity for plants, normally through the rain.

## 3.2 Plants Associated with The Stories of Prophets and The Past Events

### 3.2.1 Prophet Yunus

*And We caused a plant of gourd to grow over him (Al-Quran. As-Saffat 37:146).*

The gourd is related to the story of Prophet Yunus being thrown ashore from the belly of a whale. Hamka (1971c, p. 6125) stated that the gourd is highly nutritious, which offers a cooling effect on the body. It might have been planted by Allah before Prophet Yunus was thrown there, even though it was on the barren shore. When the gourd has ripened, its flesh could be eaten like porridge. Therefore, the weak body of the prophet would gradually recover by eating it. M. Quraish Shihab (2005c, p.83) revealed that Prophet Yunus gained physical safety and spiritual stability through the plant. He used the leaves for shelter from bad weather and eats the fruit. The presence of this plant was illustrated by verse 49 of surah al-Qalam as a favour that made Prophet Yunus non-blameworthy;





*Had not a Grace from his Lord reached him, he would indeed have been (left in the stomach of the fish, but We forgave him): so, he was cast off on the naked shore, while he was to be blamed (Al-Quran. Al-Qalam 68:49).*

In summary, Hamka described the gourd as nutritious food for the human body and special for Prophet Yunus as a sign of grace and Allah's love while M. Quraish Shihab showed the physical and spiritual benefits of the gourd plant for Prophet Yunus with the assertion from surah Al-Qalam.

### 3.2.2 The Pharaoh

*(Pharaoh) said: "Believe you in him (Moses) before I give you permission? Verily he is your chief who has taught you magic. So, I will surely cut off your hands and feet on opposite sides, and I will surely crucify you on the trunks of date palms, and you shall surely know which of us [I (Pharaoh) or the Lord of Moses (Allah)] can give the severe and more lasting torment" (Al-Quran. Taha 20:71).*

Hamka (1971d, p. 4455) interpreted that the Pharaoh punished his magicians who believed in Prophet Moses by cutting off their hands and feet on opposite sides and then crucifying them on the trunks of date palm. They were tied up or nailed on the trunks before the crucifixion. According to M. Quraish Shihab (2005d, p. 332), Pharaoh wanted to make the trunk of date palm trees as the instruments to crucify his magicians who believed in Allah by tying up their hands and feet because he believed it was the most painful torment for those who dared to betray him.

Both Hamka and M. Quraish Shihab acknowledged trunks of date palms are one of the places or instruments for torture in the time of Pharaoh. Hamka mentioned that the magicians were being tied up or nailed on the trunks, but M. Quraish Shihab only stated that they were tied up.

## 3.3 Plants Associated with The Bounties of Allah

### 3.3.1 Ginger

*And they will be given to drink there of a cup (of wine) mixed with Zanjabil (ginger) (Al-Quran. Al-Insān 76:17).*

A drink mixed with ginger is one of the heavenly drinks. Hamka (1971e, p. 7800) revealed that from ancient times, the Arabs liked to take the ginger mixture drink and consume it as a hot drink especially in winter. They called it sharbat which means a drink. Indonesians also use that Arabic name for their drink while the Bengali people call it mandret. From M. Quraish Shihab (2005e, p. 663) perspective, the drink served in heaven that is mixed with ginger is not similar to the ginger known in this world. The ginger comes from a spring there named Salsabil. It is also understood that the characteristic of the spring itself is the salsabil.

Hamka said that the enjoyment of the ginger drink in heaven is associated with Arab culture that has also been spread to Indonesia and other nations. In contrast, M. Quraish Shihab believed that ginger in heaven is not plant-based as known in this world, but it is an ingredient of drink from the spring or the features of the spring itself.

### 3.3.2 Pomegranates

*In them (both) will be fruits, and date palms and pomegranates (Al-Quran. Ar-Rahmān 55:68).*

Hamka (1971f, p. 7104) stated that it is surely the sweetness of the pomegranate in heaven is much better than the sweetness tasted in this world as Allah has promised in verse 25 of surah al-Baqarah that the fruits of heaven and this world is the same but everything in heaven is much better and tastier. Based on the scientific facts from Tafsir al-Muntakhab, pomegranates are extremely nutritious for the human body because they offer a high content of citric acid and natural sugar (Shihab, 2005f, p. 535). Pomegranate peel protected the stomach from diarrhoea and could be used to eradicate tapeworms. Hamka compared the qualities of the pomegranates and other fruits in heaven and on the earth while M. Quraish Shihab explained the scientific fact of pomegranate based on Tafsir al-Muntakhab.

### 4. Conclusion

In conclusion, the mentioning of plants in the Quran are not for nothing unless to convey the important meanings to mankind. Allah uses the plant element as one of the ways to give life lessons and knowledge to his servants. By appreciating the creation of plants, ones can glorify the greatness of Allah and draw themselves closer to Him.

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## POLITIK SARAWAK MENJELANG PILIHAN RAYA NEGERI SARAWAK 2021

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**Abstrak:** Semasa penubuhan Malaysia pada 1963, kerajaan negeri Sarawak telah dikuasai oleh parti Perikatan yang mana pada ketika itu terdiri daripada SNAP, PESAKA, BARJASA, dan SCA. Barisan pembangkang pada ketika itu pula terdiri daripada 2 parti iaitu, SUPP dan PANAS. Peristiwa perletakkan jawatan Ketua Menteri Sarawak yang pertama, Stephen Kalong Ningkan pada tahun 1966 telah memperlihatkan SNAP keluar dari Perikatan dan memegang tiket sendiri sebagai pembangkang pada Pilihan Raya 1969. Pada tahun 1970, PANAS dan BARJASA telah bergabung di bawah satu parti iaitu parti Bumiputera. Dengan penggabungan kedua-dua buah parti telah mengabungkan masyarakat Bumiputera Islam yang mendominasi parti ini. PANAS pada masa yang sama parti pembangkang telah mengambil keputusan untuk menyertai Perikatan. Pada pilihan raya umum pada 1969, Perikatan telah diwakili oleh SCA, Bumiputera dan Pesaka manakala pembangkang ketika itu diwakili oleh dua parti iaitu SUPP dan SNAP. Namun selepas PRU 1969, SUPP telah keluar daripada parti pembangkang dan menyertai Barisan Nasional dan ini menyebabkan situasi politik pembangkang menjadi agak malap selepas itu. Pada pilihan raya 1995 dan 1999, sebuah lagi parti telah menyertai BN iaitu BPDS. Sehingga 2017, parti BN Sarawak diwakili oleh 4 parti iaitu PBB, SUPP, PRS dan SPDP. Parti pembangkang di Sarawak sejak dahulu lagi terdiri daripada kalangan parti tempatan. Di antara parti pembangkang yang pernah bertanding dalam senario politik Sarawak dalam menentang BN adalah PBDS, SAPO, PAJAR, UMAT, dan PNRS. Pada pilihan raya 1982 juga menyaksikan penglibatan parti pembangkang dari Semenanjung, iaitu DAP dan seterusnya diikuti parti PERMAS. Namun parti PERMAS gagal memenangi sebarang kerusi pada pilihan raya 1990.

**Kata kunci:** Pilihanraya Negeri Sarawak, Isu Politik Sarawak, Parti gabungan Sarawak.

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### 1. Pengenalan

Semasa penubuhan Malaysia pada 1963, kerajaan negeri Sarawak telah dikuasai oleh parti Perikatan yang mana pada ketika itu terdiri daripada SNAP, PESAKA, BARJASA, dan SCA. Barisan pembangkang pada ketika itu pula terdiri daripada 2 parti iaitu, SUPP dan PANAS. Peristiwa perletakkan jawatan Ketua Menteri Sarawak yang pertama, Stephen Kalong Ningkan pada tahun 1966 telah memperlihatkan SNAP keluar dari Perikatan dan memegang tiket sendiri sebagai pembangkang pada Pilihan Raya 1969.

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### **1.1 Era Pemerintah Stephen Kalong Ningkan**

Stephen Kalong Ningkan dilahirkan pada 20 Ogos 1920 di Bentong Sarawak. Merupakan Ketua Menteri pertama Sarawak dan berketurunan Iban dan Cina. Stephen Kalong Ningkan telah dilantik pada 22 Julai 1963 sebagai Ketua Menteri oleh Gabenor Sarawak pada ketika itu. Stephen Kalong Ningkan mendapat pendidikan awal di Sekolah St. Augustine dan mula berkhidmat sebagai seorang Pembantu Perubatan di Syarikat Shell Brunei dan ditempatkan di Hospital Kuala Belait. Di awal penglibatan politik beliau, Stephen Kalong Ningkan telah melibatkan dirinya secara aktif dalam persatuan Shell Dayak Club sehingga pada tahun 1968. Sebagai pengasas persatuan ketika itu, beliau telah diberikan kepercayaan untuk menjadi pengerusi kelab tersebut. Tujuan utama penubuhan Shell Dayak Club pada masa itu adalah bertujuan untuk menjaga hak-hak kebajikan pekerja etnik Dayak. Setelah berkhidmat selama hampir 2 tahun dalam Shell Dayak Club, Stephen Kalong Ningkan telah kembali menabur khidmatnya di tempat asal beliau di Bentong. Pada tahun 1961, beliau telah membentuk Parti Kebangsaan Sarawak (SNAP).

Penubuhan SNAP merupakan satu kejayaan paling besar dalam kerjaya politik beliau. Pada tahun 1962, Stephen Kalong Ningkan telah memenangi banyak kerusi pada Pilihan raya tahun itu. Pilihan raya Oktober 1962, telah membuktikan usaha beliau selama ini untuk mendapatkan sokongan rakyat Sarawak terbukti. Beliau memenangi majoriti kerusi yang telah dipertandingkan ketika itu. Sehingga kini, SNAP atau Parti Perikatan Sarawak merupakan parti tertua yang telah dipelopori oleh Stephen Kalong Ningkan dan ianya kini juga lebih dikenali sebagai Barisan Nasional.

### **1.2 Era Pemerintahan Tawi Sli**

Tanggal 24 September 1966, Tawi Sli telah dilantik sebagai Ketua Menteri Sarawak kedua oleh Gabenor Sarawak Abang Haji Openg pada usianya 54 tahun. Perlantikan Tawi Sli dilakukan setelah pemecatan Stephen Kalong Ningkan kali kedua. Tawi Sli berbangsa Iban dan dilahirkan pada 12 Jun 1912 di Banting Sarawak. Tawi Sli mendapat pendidikan awal di Sekolah St Thomas, Kuching.



Setelah menamatkan pelajaran beliau, Tawi Sli menyumbang khidmat beliau kepada masyarakat dengan menjadi pendidik di salah sebuah sekolah mubaligh di Sarawak. Seorang yang bersifat peramah dan rendah diri sentiasa mendekati dirinya dengan tuhan, Tawi Sli dilihat seorang pemimpin yang berjiwa rakyat dan pemimpin yang penuh dengan nilai kerohanian. Di samping kerjaya beliau sebagai guru, beliau telah mendalami ilmu keagamaan.

Pada 1963, Tawi Sli dilantik sebagai Penghulu dan ini merupakan titik tolak perjuangan beliau dalam politik. Beliau menunjukkan kecergasan dan dedikasi beliau dalam perjuangan politik. Di awal penyertaan beliau, Tawi Sli telah memikul jawatan Setiausaha SNAP cawangan Simanggang (Sri Aman). Namun pada 1966, Tawi Sli telah meletak jawatan di SNAP dan menyertai PESAKA.

Perlantikan pertama Tawi Sli pada 16 Jun 1966 setelah kes Stephen Kalong Ningkan dipaksa untuk dilucutkan jawatan atas tidak persefahaman Ketua Menteri Sarawak yang pertama pada ketika itu pada kerajaan pusat. Tindakan berani Stephen Kalong Ningkan telah menimbulkan kemarahan Tunku Abdul Rahman sehingga beliau mengisytiharkan kerajaan negeri Sarawak sebagai darurat. Tawi Sli pada ketika itu dilihat sebagai berkebolehan bagi menggantikan jawatan Ketua Menteri.

Setelah perlantikan Tawi Sli, beliau meneruskan pentadbiran sedia ada yang ditinggalkan oleh Stephen Kalong Ningkan. Namun selepas 3 bulan pemerintahan Tawi Sli iaitu pada 7 September 1966, pemecatan Stephen Kalong telah ditarik balik. Stephen Kalong telah berjaya membuktikan bahawa beliau tidak bersalah dan beliau ketika itu mahukan jawatan beliau dikembalikan. Perjuangan Stephen Kalong ketika itu tidak hanya berhenti setakat itu. Beliau telah cuba untuk menyakinkan pucuk pimpinan terhadap pendirian beliau. Namun perancangan beliau itu telah disangkal oleh pucuk pimpinan kerana usul tidak percaya dan beliau sekali lagi dilucutkan jawatan.

Pada 23 September sekali lagi Tawi Sli telah mengangkat sumpah jawatan Ketua Menteri Sarawak untuk kali kedua. Seorang pemimpin yang berpengalaman luas, tegas dan sentiasa bersederhana, beliau dilihat mempunyai satu nilai karismatik yang perlu ada pada seorang pemimpin. Tawi Sli berperwatakan lemah lembut dan sentiasa mendengar pendapat dan pandangan orang lain menjadikan beliau seorang tokoh yang disanjung dalam sejarah politik Sarawak. Tawi Sli telah meletakkan jawatan sebagai Ketua Menteri Sarawak pada 1970 dan kemudian terlibat dalam bidang bisnes sehinggalah beliau meninggal dunia pada tahun 1987.

### **1.3 Era Pemerintahan Abdul Rahman Ya'kub**

Abdul Rahman Yaakub dilahirkan pada 3 Januari 1928 di Kampung Jepak, Bintulu merupakan Ketua Menteri Sarawak Keempat setelah perletakan jawatan Tawi Sli pada 7 Julai 1970. Beliau merupakan anak Sarawak yang berbangsa Melanau dan berasal daripada keluarga yang sederhana. Walaupun ayahnya hanya seorang nelayan namun beliau sering memberi dorongan kepada anaknya Abdul Rahman Yaakub untuk mendapatkan ilmu pelajaran yang lebih baik setelah menyedari sifat semulajadi kepimpinan yang ada pada beliau ketika itu.

Abdul Rahman Yaakub mendapat pendidikan awalnya di sebuah sekolah Melayu dan kemudian dihantar ke sekolah Anchi di Miri dan beliau kemudian dihantar ke sekolah Madrasah al Junid di Singapura. Beliau telah diterima menjadi "Native Officer" dan dari itu beliau juga telah dilantik sebagai majistret kelas keempat. Pada tahun 1952, Abdul Rahman Yaakub telah dinaikkan ke Majistret kelas pertama. Oleh kerana semangat beliau yang tinggi, beliau belajar semula dalam

masa untuk mendapatkan kelulusan sijil peperiksaannya di St. Joseph's Kuching. Kemiskinan dan kesusahan taraf hidup beliau bukan penghalang bagi beliau untuk mara ke hadapan dan meneruskan perjuangan beliau. Pada tahun 1954, beliau telah mendapat kelulusan dalam bidang Undang-undang dari Universiti Southamton England dan Lincoln's Inn London.

Oleh kerana kecemerlangan dalam pelajaran, beliau telah dilantik sebagai Crown Counsel dan Timbalan Pendakwa Raya (DPP). Ketika itu, penglibatannya di dalam politik semakin ketara. Beliau adalah pengasas Parti Negara dan bertanggungjawab menggubal undang-undang dalam parti tersebut. Minat beliau dalam politik semakin ketara dalam politik apabila pada tahun 1963 beliau mengambil keputusan untuk meletak jawatan dan terlibat secara aktif di Dewan Rakyat.

Sebagai wakil pertama dari Sarawak di Dewan Rakyat, beliau telah diberi kepercayaan untuk menjawat jawatan Menteri Muda Pembangunan Luar Bandar. Pada tahun 1965 Abdul Rahman Yaakub dilantik menjadi Menteri penuh Tanah dan Galian sehingga tahun 1969. Selepas menang dalam pilihan raya 1969, beliau dilantik pula ke jawatan yang lebih kanan iaitu Menteri Pelajaran. Tugas pertama beliau adalah melaksanakan peralihan bahasa pengantar daripada Bahasa Inggeris ke Bahasa Melayu secara berperingkat peringkat melalui penggubalan Dasar Pelajaran Kebangsaan. Dengan sokongan teguh dan penyeliaan beliaulah Universiti Kebangsaan Malaysia ditubuhkan pada tahun 1970 dan sekolah sains berasrama penuh didirikan di kawasan- kawasan luar Bandar.

Pada Julai 1970, Tun Abdul Razak yang pada itu masih lagi Timbalan Perdana Menteri telah melantik beliau sebagai Ketua Menteri Sarawak setelah mendapat kebenaran Perdana Menteri. Menyandang jawatan tersebut, Abdul Rahman Yaakub menghadapi tiga ujian utama iaitu menstabilkan politik Sarawak, menstabilkan tahap ekonomi dan menjaga keamanan daripada ancaman komunis. Selama sedekad menjadi Ketua Menteri Sarawak, beliau berjaya menyelesaikan ketiga-tiga amanah besar tersebut dengan menyediakan satu asas yang teguh bagi Sarawak menikmati keamanan dan pembangunan hingga ke hari ini.

Perdana Menteri Malaysia pada ketika itu, Abdul Razak telah melihat kehadiran Abdul Rahman Yaakub sebagai satu misi jambatan bagi Kuala Lumpur dan Sarawak. Ketegangan hubungan dua hala antara kerajaan Federal dan Kerajaan State semasa pemerintahan Stephen Kalong Ningkan memberi satu kesan yang tidak baik. Dengan melihat kesungguhan dalam pentadbiran yang ada pada diri Abdul Rahman Yaakub, Abdul Razak yakin beliau boleh mengalas tanggungjawab dan amanah yang diberikan dengan baik.

Cabaran-cabaran yang dihadapi oleh Abdul Rahman Yaakub adalah usaha beliau dalam memperbetulkan keadaan politik yang masih tidak stabil setelah ditinggalkan oleh Stephen Kalong Ningkan. Pentadbiran di bawah Stephen ketika itu dilihat sebagai sebuah pentadbiran yang lesu dan tidak mementingkan kemajuan negeri Sarawak. Keadaan masalah perpaduan di Sarawak yang terdiri daripada berbilang suku kaum juga merupakan satu masalah apabila ianya dianggap sangat sensitif tambahan pula parti-parti politik yang ada di Sarawak tidak memainkan peranan bagi memupuk perpaduan bagi menghadapi ancaman komunis.

Dari segi pembangunan ekonomi, ianya dilihat agak terbatas semasa pemerintahan Abdul Rahman Yaakub kerana masalah keselamatan ketika itu amat merunsingkan. Kebanyakan peruntukan kewangan di Sarawak ketika itu lebih tertumpu kepada politik dan keselamatan. Kegiatan ancaman

komunis ketika itu menular sehingga tidak terkawal. Kesan yang paling mendalam sepanjang pemerintahan beliau pada 27 Ogos 1970 apabila 12 orang ‘border scout’<sup>2</sup> terkorban dalam serangan hendap komunis. Peristiwa ini telah menyedarkan rakyat Sarawak betapa pentingnya bantuan daripada kerajaan Federal apabila Abdul Rahman Yaakub mohon bantuan keamanan daripada kerajaan Federal. Usahasama ini disambut baik oleh Abdul Razak<sup>3</sup> sebagai Timbalan Menteri Malaysia ketika itu.

Dari segi pembangunan politik, satu perubahan agak radikal yang berlaku pada politik Sarawak di awal pemerintahan Abdul Rahman Yaakub. Beliau cuba untuk mengikis corak politik yang ditinggalkan oleh Stephen Kalong Ningkan dan Tawi Sli. Abdul Rahman Yaakub cuba untuk membawa inisiatif dan idea baru dengan memperkenalkan parti yang berteraskan bumiputera dan dinamakan parti bumiputera. Parti ini merupakan gabungan daripada dua parti iaitu Parti Negara dan Parti Berjasa. Kemudian Parti Bumiputera ini digabungkan dengan Parti Pesaka Bumiputera (PBB) dan membentuk parti teras Barisan Nasional Sarawak seperti UMNO di Semenanjung. Abdul Rahman Yaakub ketika itu telah dilantik sebagai presiden parti dan pada ketika itu kepimpinan beliau amat dirasai. Perkembangan politik kesatuan ini telah memberi pukulan hebat kepada erti perpaduan di Sarawak dan ancaman daripada komunis umumnya. Parti Pesaka Bumiputera ini telah memberi kesan kestabilan politik di Sarawak.

#### **1.4 Era Pemerintahan Abdul Taib Mahmud**

Taib Mahmud merupakan Ketua Menteri Sarawak yang keempat selepas sedekad pentadbiran Abdul Rahman Ya’kub. Taib Mahmud dilahirkan pada 21 Mei 1936 dan berasal dari Miri, Sarawak. Taib Mahmud berbangsa Melanau Melayu merupakan anak saudara kepada Abdul Rahman Ya’kub. Beliau berasal daripada keluarga miskin telah dijaga dan diberi asuhan daripada Abdul Rahman Ya’kub sejak beliau kecil lagi.

Taib Mahmud mendapat pendidikan awalnya di Sekolah Rendah St. Joseph di Miri dan seterusnya ke Sekolah Menengah St. Joseph di Kuching. Setelah menamatkan pendidikan awal dan menengah atas nasihat Abdul Rahman Ya’kub, Taib Mahmud meneruskan pelajaran beliau dalam jurusan Undang-undang. Harapan Abdul Rahman Ya’kub terhadap Taib Mahmud ketika itu tidak sia-sia apabila beliau mendapat keputusan yang cemerlang dan layak mendapat biasiswa tajaan Shell. Kemudian beliau melanjutkan pelajaran ke Universiti Adelaide, Australia. Sikap Taib Mahmud yang sentiasa ingin maju ke hadapan telah membuahkan hasil apabila beliau mendapat Ijazah kelas pertama dalam jurusan Undang-undang pada tahun 1960.

Taib Mahmud telah mendirikan rumah tangga bersama Laila Taib yang berketurunan Poland pada tahun 1959. Laila Taib telah meninggal dunia tanggal 29 April 2009 akibat menghadapi penyakit barah. Pasangan ini telah dikurniakan 4 orang anak iaitu Sulaiman, Mahmud Abu Bekir, Jamilah dan Hanifah Hajar. Pada 18 Disember 2010, Taib Mahmud telah mengahwini seorang wanita Lubnan yang berusia awal 30-an.

Kemuncak kerjaya politik Taib Mahmud bermula apabila perletakkan jawatan Sharifah Mordiah sebagai Ahli Dewan Undangan Negeri kawasan Sebandi. Perletakkan jawatan Sharifah pada ketika itu adalah atas kehendak pucuk pimpinan yang mana ketika itu Sharifah turut memegang jawatan sebagai Timbalan Ketua Wanita PBB. Taib Mahmud ketika itu diminta untuk menggantikan Hussein Onn sebagai Menteri Wilayah kedua sebelum beliau diarah kembali ke Sarawak. Taib Mahmud dalam masa yang sama telah di calonkan dalam Pilihanraya kecil Sebandi bagi

mengantikan Sharifah Mordiah. Pada Pilihanraya 1979, ternyata Taib Mahmud telah memenangi kerusi Sebandi tanpa bertanding.

### **1.5 Analisa Politik Pembangunan Sepanjang Pemerintahan di Sarawak**

Kini Sarawak telah mencapai kemerdekaan ke-50 tahun. Sarawak yang dilihat sebagai sebuah negeri yang mempunyai keluasan terbesar di Malaysia kira-kira 124, 449.51km<sup>2</sup> mempunyai keunikan kepelbagaian etnik sebanyak 27 suku kaum etnik dan ini merupakan satu cabaran terbesar dalam sistem pentadbiran di Sarawak. Sistem pentadbiran Sarawak dilihat telah melalui pelbagai fasa pembangunan bermula zaman penjajahan British lagi. Namun kepimpinan yang telah dibawa oleh pucuk pimpinan Sarawak mampu membuktikan Sarawak merupakan sebuah negeri yang berdaya saing.

Kelansungan pencapaian pembangunan di Sarawak tidak dinafikan atas dorongan kerajaan Federal. Kerjasama antara dua kerajaan lebih menfokuskan bagaimana untuk memberi keseimbangan antara pentadbiran kawasan pedalaman luar bandar dan bandar. Banyak usaha yang telah dilakukan yang mana untuk memastikan dari sudut politik, sosial dan ekonomi Sarawak tidak ketinggalan.

Di awal pembangunan Sarawak, masyarakat setempat hanya bergantung dengan pertanian tradisional seperti lada, getah dan hasil laut. Dari sistem pendidikan, tenaga pengajar juga berhadapan masalah penempatan yang jauh ke pedalaman dan ini menyebabkan tenaga pengajar yang ada adalah terhad. Tahap pendidikan anak-anak di kawasan pedalaman juga mengalami pencapaian agak rendah berikutan kekangan yang dihadapi oleh mereka bagi mendapatkan pendidikan yang lebih sempurna. Namun permasalahan yang wujud ini mula diperbaiki dari masa ke semasa yang mana kita boleh lihat bagaimana gelombang pembangunan Sarawak mula ke arah pembangunan mapan.

Politik pembangunan yang dibawa oleh setiap pucuk pimpinan yang memerintah Sarawak mempunyai corak pentadbirannya tersendiri. Di awal pemerintahan Stephen Kalong Ningkan dapat dianalisis sebagai pembangunan yang agak sederhana kerana tempoh masa pemerintahan beliau selama 3 tahun memberi kekangan kepada corak pembangunan. Tambahan pula, ketika itu Stephen Kalong Ningkan berhadapan dengan konflik pemerintahan yang mana berlaku campurtangan kerajaan Federal. Isu yang dibawakan oleh Stephen Kalong Ningkan memberi kesan kepada pembangunan di Sarawak apabila kerajaan Federal enggan menyalurkan sebarang bantuan kepada kerajaan negeri. Konflik dalaman ini juga turut memberi kesan kepada pemerintahan beliau apabila kerajaan Federal mula hilang kepercayaan kepada Stephen Kalong Ningkan.

Perlucutan jawatan Ketua Menteri Stephen Kalong Ningkan digantikan oleh Tawi Sli untuk kali kedua memberi peluang kepada pucuk pimpinan yang baru dalam Sarawak. Politik pembangunan yang cuba dibawa oleh Tawi Sli ketika itu juga hanya kurang memberi kesan kepada pentadbiran di Sarawak. Hal ini kerana, pentadbiran beliau selama 3 tahun yang hanya meneruskan pentadbiran Stephen Kalong Ningkan kurang memberi kesan kepada pembangunan di Sarawak. Pada tempoh tersebut kerajaan Federal mulai berhati-hati dengan pentadbiran di Sarawak kerana bimbang akan peristiwa pemberontakkan Ketua Menteri Sarawak pertama berulang kembali.

Kepimpinan seterusnya telah memberi satu warna baru kepada politik pembangunan di Sarawak. Ketua Menteri Sarawak ketiga, Abdul Rahman Ya'akub merupakan calon pemimpin pilihan kerajaan Federal bagi menjalankan pelaksanaan pentadbiran di Sarawak. Politik pembangunan beliau ketika itu memberi satu anjakan perubahan kepada pemerintahan di Sarawak. Abdul Rahman Ya'akub mempunyai pengalaman yang luas dari penglibatan aktif beliau di kerajaan Federal. Politik pembangunan yang dibawa beliau jelas dilihat apabila beliau berjaya mengawal sistem keselamatan di Sarawak ketika itu. Sarawak pada era pemerintahannya berdepan dengan ancaman Komunis yang agak teruk namun pentadbiran beliau membuktikan "strategic method" mampu mengurangkan masalah tersebut. Namun pembangunan yang dilaksanakan oleh beliau dilihat tidak seimbang kerana kurang menumpukan kepada pembangunan ekonomi dan politik di Sarawak. Tahap ekonomi masyarakat Sarawak masih di tahap yang rendah. Abdul Rahman Ya'akub ketika itu menggunakan sejumlah besar peruntukkan untuk mempertahankan keselamatan Sarawak dan dalam masa yang sama kebajikan rakyat Sarawak tidak terjaga. Keadaan ekonomi yang agak lemah ketika itu memberi kesan kepada sistem politik yang dilihat kurang efisien.

Ketua Menteri Sarawak keempat iaitu Taib Mahmud membawa satu gelombang pembangunan agak berbeza. Beliau cuba memperbetulkan sistem pembangunan yang telah dibawa oleh Abdul Rahman Ya'akub. Keadaan kesihatan Abdul Rahman Ya'akub ketika itu memberi ruang untuk anak buahnya Taib Mahmud untuk meneruskan legasi pemerintahan beliau. Semasa pemerintahan Abdul Rahman Ya'akub beliau kurang menekankan pembangunan ekonomi dan sosial dan ini telah ditambah baik semasa pemerintahan Taib Mahmud. Beliau telah memberi satu corak pembangunan yang berlandaskan kepada kestabilan politik, permuafakatan, kemakmuran dan pembangunan rakyat yang sama rata dan ini turut dinikmati oleh semua lapisan masyarakat di Sarawak.

Semasa di bawah pentadbiran Taib Mahmud, Sarawak mengalami tiga fasa perubahan iaitu bermula daripada pelaksanaan dasar Politik Pembangunan dan disusuli gelombang pembangunan dikenali sebagai "The New Reality" dan kini SCORE (Koridor Tenaga Diperbaharui Sarawak). Politik pembangunan yang dibawa Taib dalam abad ke-21 ini lebih tertumpu kepada memastikan Sarawak menjadi negeri maju menjelang 2020 terutama melalui program Koridor Tenaga Diperbaharui Sarawak (Score) yang dilancarkan pada tahun 2008. Taib Mahmud melihat fokus utama yang perlu ada dalam pembangunan politik di Sarawak adalah keperluan untuk mentransformasikan Sarawak menjadi sebuah negeri yang berpendapatan tinggi. Taib Mahmud telah mencipta satu legasi yang memberi impak positif dalam pembangunan negeri Sarawak dan memanfaatkan rakyatnya untuk terus mengecapi kemajuan pada masa depan.

### **1.6 Kepimpinan Karismatik Pucuk Pimpinan di Sarawak**

Kepemimpinan karismatik adalah gaya kepimpinan yang dimiliki oleh pemimpin yang mempunyai kekuatan luar biasa dan pengaruh besar terhadap politik dan negara. Aura kepimpinan yang dimiliki Stephen Kalong Ningkan mampu memberikan inspirasi kepada masyarakat Sarawak. Beliau merupakan seorang pemimpin yang berani untuk bersuara tanpa memikirkan kesan tindakan beliau. Karismatik di dalam diri Stephen Kalong Ningkan menyebabkan masyarakat kaum Iban merasakan beliau mampu mewakili suara bumiputera dalam memperjuangkan isu hak tanah Sarawak yang dijadikan isu.



Semasa era pemerintahan Tawi Sli, beliau dilihat mempunyai aura karismatik nya sendiri. Merupakan seorang guru dan paderi memberi satu gambaran bahawa beliau merupakan pemimpin pilihan rakyat dan bersifat senang untuk didekati rakyat. Abdul Rahman Ya'akub mempunyai sifat karismatik yang lain dari pemimpin sebelum ini. Mempunyai keperibadian yang cermat dan jelas menyebabkan beliau di hantar kembali ke Sarawak untuk meneruskan tanggungjawab Ketua Menteri Sarawak ketiga. Kepimpinan beliau mula terserlah apabila beliau mampu merancang strategi untuk memerangi ancaman komunis dengan jayanya. Perkembangan pembangunan yang dibawa oleh Abdul Rahman Ya'akub memperlihatkan corak pentadbiran beliau boleh diterima oleh rakyat.

Revolusi yang dibawa semasa era kepimpinan Taib Mahmud telah jelas melihat bagaimana nilai karismatik beliau dalam menarik kembali sokongan rakyat. Pengikut Taib Mahmud sentiasa mengikut aliran pentadbirannya dan memastikan pembangunan Sarawak dilakukan seperti yang dirancang. Aura kepimpinan beliau amat kuat sehingga pembangunan yang dibawahnya memberi inspirasi kepada Ketua Menteri kerajaan lain. Personaliti beliau yang unik mencerminkan dirinya yang tegas namun sederhana dalam mendekati rakyat. Beliau sentiasa mengutamakan kepentingan rakyat dengan menyediakan pelbagai prasarana bagi memastikan kebajikan masyarakat luar bandar tidak ketinggalan. Sikap beliau yang optimis dan semulajadi menjadikan beliau tidak cepat melatah apabila menerima pelbagai ancaman dan kritikan daripada masyarakat luar.

## 2. Pemasalahan Kajian

Berdasarkan kepada faktor-faktor diatas, penyelidik membuat kesimpulan bahawa permasalahan utama kajian ini adalah bagaimana kepimpinan politik telah mencorak kelangsungan politik dalam pilihan raya sarawak 2021.

Sarawak justeru memberi kesan kepada PRN 2021. Di sebalik kedudukannya sebagai 'kuasa penentu' Pilihan Raya Umum Ke-14 (PRU-14), Barisan Nasional (BN) Sarawak hanya sekadar selesa dengan 19 kerusi dimenangi dalam keputusan diumumkan. Ia menyaksikan parti itu tewas di enam kerusi dikuasainya pada Pilihan Raya Umum Ke-13 (PRU-13), masing-masing di Mas Gading, Puncak Borneo, Lubok Antu, Saratok, Julau dan Selangau. Namun, ia disifatkan sebagai keputusan amat mengejutkan kerana BN Sarawak sebelum ini menyatakan keyakinan mampu menyumbang sekurang-kurangnya 28 hingga 29 kerusi. Keputusan PRU-14 turut menyaksikan Presiden SUPP, Datuk Dr Sim Kui Hian yang juga Menteri Perumahan dan Kerajaan Tempatan Sarawak tumbang di Stampin, menyaksikan kemenangan besar Pengerusi DAP Sarawak, Chong Chieng Jen. DAP turut mengekalkan penguasaan empat kerusi iaitu Bandar Kuching, Lanang, Sibuan dan Sarikei, selain menawan kawasan majoriti Bumiputera pertama mereka, Mas Gading. Sementara itu, PKR, yang pada PRU-13 hanya memenangi satu kerusi di Miri, menambah tiga lagi kerusi dalam pilihan raya kali ini.

Selain mengekalkan penguasaan di Miri melalui calonnya, Dr Michael Teo, PKR turut menang di Puncak Borneo (Willie Mongin), Saratok (Ali Biju), Selangau (Baru Bian).

Malah, keputusan pilihan raya kali ini cukup mengejutkan calon 'underdog' yang bertanding atas tiket Bebas, Jugah Muiyong, berjaya memenangi kerusi Lubok Antu dalam pertembungan tiga penjuruan dengan Robert Pasang Alam (BN) dan Nicholas Bawin (PKR). Hasil dari keputusan Pilihan Raya 14 Parti Pesaka Bumiputera Bersatu (PBB) bersama 3 parti komponen Barisan

Nasional (BN) Sarawak meninggalkan gabungan itu untuk membentuk pakatan baru dinamakan Gabungan Parti Sarawak (GPS).

### 3. Skop Penyelidikan

Skop penyelidikan ini memfokuskan kepada jangka waktu sebelum dan selepas PRN 2021. Kawasan penyelidikan ialah Sarawak secara khususnya. Penglibatan Adenan Satem dalam kelansungan politik nasional juga turut dirujuk kerana mempunyai kaitan dengan perannya dalam kelansungan politik di Sarawak. Penglibatan politik Sarawak dilihat unik dan mempunyai bentuk dan implikasi kepimpinan yang tersendiri.

### 4. Objektif Penyelidikan

Penyelidikan ini mempunyai tiga objektif:

1. Menganalisis keberkesanan corak pentadbiran Abang Johari menerusi pola keputusan PRN 2021. Pentadbiran sejak Februari 2014 yang lalu memperlihatkan beliau perlu berusaha lebih untuk menarik sokongan daripada masyarakat setempat memandangkan keputusan PRU 2013 berlakunya penurunan arah sokongan sebanyak 10%. Ianya terbukti ketika PRN 2016 yang lalu telah menampakkan corak sokongan positif daripada masyarakat Sarawak. Dengan adanya tampuk pentadbiran baru, pandangan dan arah sokongan semasa perlulah di ambil kira. Abang Johari telah diberikan kepercayaan yang tinggi oleh Pehin Sri Taib Mahmud untuk menerusi legasi beliau. Personaliti beliau yang agak menarik minat ramai pengundi muda. Pendekatan beliau yang mesra rakyat turut memberi satu impak yang tinggi kepada arah sokongan beliau.
2. Tujuan kedua kajian dijalankan ialah untuk mengkaji pola sokongan pelbagai etnik dalam PRN 2021. Dengan adanya kepelbagaian dasar yang mengambil kira semua lapisan masyarakat tanpa mengira etnik, ingin melihat sejauh manakah ianya memberi impak sokongan kepada masyarakat berbilang etnik di Sarawak. Adenan Satem yang merupakan Ketua Menteri pertama berbangsa Melayu dan sangat ramah sering menarik perhatian kaum bukan Melayu kerana sikap beliau yang begitu terbuka dan tidak berat sebelah. Kepetahan beliau dalam bertutur pelbagai Bahasa ibunda etnik di Sarawak mampu menarik minat masyarakat setempat yang sememangnya mahukan seorang pemimpin yang berjiwa rakyat.
3. Tujuan ketiga adalah mengenalpasti dasar dan manifesto baru yang diperkenalkan oleh kerajaan Sarawak pada PRN 2016. Dasar-dasar baru yang telah dibawa oleh beliau dilihat memberi impak yang sangat tinggi. Hal ini kerana, beliau sering menekankan kepentingan rakyat. Beliau melihat setiap pembaharuan yang dilakukan mampu meringankan beban rakyat. Sebagai contoh penghapusan tol di Sarawak dan memberi peluang pekerjaan kepada para siswazah yang menganggur. Tindakan beliau ini telah membuka mata pelbagai lapisan masyarakat di Sarawak dan telah memberi kesan impak sokongan yang sangat baik.

### 5. Kesignifikan Kajian

Penyelidikan ini bertujuan untuk melihat kesan dan impak kepimpinan yang dibawa oleh Abang Johari dalam kelansungan pentadbiran politik beliau dan kesannya kepada keputusan PRN 2021. Setakat ini kepimpinan beliau telah banyak membawa transformasi pembaharuan dalam pentadbiran negeri Sarawak. Kewibawaan dan keunikan gaya kepimpinan yang ada pada diri beliau membuktikan Abang Johari seorang pemimpin yang berkaliber dan berjiwa rakyat kerana dapat memberi gelombang politik yang berlainan. Pemimpin Veteran ini membuktikan bahawa beliau merupakan seorang pemimpin yang mempunyai pengalaman luas dalam bidang politik.

Penglibatan politik beliau yang hamper mencecah puluhan tahun merupakan satu titik kemahiran beliau dalam mencorak politik di Sarawak. Beliau yang merupakan anak jati Sarawak mempunyai visi dan misi yang luas. Pengalaman beliau yang luas ini tidak pernah jemu memberi khidmat kepada masyarakat Sarawak menyebabkan beliau diangkat sebagai pemimpin yang disanjung di negeri itu. Latar belakang beliau dan pengalaman beliau telah mencerminkan dasar pemerintahan beliau sekarang. Penyelidik juga melihat bagaimana Abang Johari juga cuba untuk menarik kembali kepercayaan masyarakat yang berbilang kaum untuk bersatu tanpa wujudnya sebarang isu perkauman di Sarawak.

### 5.1 Isu Sensitiviti Politik

Adalah penting bagi peneraju yang memimpin Sarawak dalam menitik beratkan sensitiviti politik dan juga kebebasan beragama, bagi memastikan kestabilan politik dan keharmonian masyarakat setempat. Antara inisiatif kerajaan negeri Sarawak dalam memantau dan menjamin keharmonian sensitiviti beragama adalah penubuhan Unit For Other Religions (UNIFOR) yang telah ditubuhkan pada 27 April 2017, sebagai unit baharu di Jabatan Ketua Menteri di bawah portfolio Timbalan Ketua Menteri Sarawak Yang Berhormat Datuk Amar Douglas Uggah Embas (JKM, 2021).

Penubuhan UNIFOR sebagai agensi Kerajaan Negeri adalah cetusan idea bekas Ketua Menteri Sarawak Pehin Sri Adenan Satem yang bertanggungjawab mengawal selia dasar bagi menggalakkan keharmonian antara agama di samping menilai, mencadangkan dan menggubal dasar, undang-undang dan peraturan berkaitan agama lain di Sarawak.

Ini juga menjadikan signifikan kerjasama politik antara GPS dan parti gabungan Perikatan Nasional. Namun begitu ia adalah bukan gabungan tetapi penambahan. Ahli Parlimen Petra Jaya menambah juga bahawa parti GPS di bawah kepimpinan Ketua Menteri Datuk Patinggi Abang Johari Tun Openg jelas mengatakan kerajaan persekutuan adalah 'PN Plus GPS' (Utusan Borneo, 2020).

"Kita bukan sebahagian daripada PN, GPS adalah GPS, perjuangan GPS jelas meletakkan keutamaan Sarawak dan hak Sarawak akan kita perjuangkan termasuk hak kebebasan agama untuk menjaga keharmonian serta kestabilan kerukunan dalam kehidupan rakyat Sarawak."

Sebelum ini telah berlaku isu-isu yang menyentuh sensitiviti beragama dan juga kaum di negeri Sarawak yang mampu menjejaskan status keharmonian antara masyarakat di negeri itu. Sebagai salah satu isu terbesar dalam kebebasan beragama adalah berkaitan dengan isu Kalimah Allah. Isu ini telah dimanipulasi dan dipolitikkan bagi meraih sokongan antara pihak yang bersetuju mahupun tidak bersetuju dengan isu ini. Sarawak telah dijadikan bukti dalam modal politik sesetengah pihak:

Pada 6 Mei 2011, DAP merancang untuk menjadikan Kristian sebagai agama rasmi di Malaysia di dalam Ikrar Pertemuan Paderi-Paderi Kristian di sebuah hotel di Jalan Macalister, Pulau Pinang. Makan malam tersebut meraikan lebih 100 paderi Kristian yang memainkan peranan di dalam Pilihan raya Negeri Sarawak April 2011. Namun, kenyataan terbabit dinafikan oleh Ahli Parlimen Jelutong Jeff Ooi bahawa beliau menganjurkan satu majlis pertemuan paderi dari seluruh negara yang didakwa turut membincangkan agenda menjadikan Kristian sebagai agama rasmi Persekutuan sekali gus melantik Perdana Menteri dalam kalangan penganut agama itu. Menurut wakil rakyat DAP itu, beliau hanya menghadiri majlis kesyukuran yang diadakan secara tertutup



untuk paderi-paderi tersebut di sebuah hotel di Jalan Macalister hanya sebagai tetamu. Pada tarikh 3 Ogos 2011, umat Islam Malaysia digemparkan dengan insiden kemurtadan golongan Islam dalam acara Thanks Giving Dinner Program Itenary yang berselindung di sebalik majlis berbukapuas anjuran Dream Centre di Damansara Utama Methodist Church (DUMC) Petaling Jaya, Selangor di mana seramai 12 orang umat Islam dimurtadkan.

Nurul Izzah Anwar, Ahli Parlimen Lembah Pantai yang juga sebagai Naib Presiden Keadilan bersama Dr Mujahid Rawa dari PAS telah mencetus isu polemik pada 3 Ogos 2012 apabila menyatakan kebebasan beragama sepatutnya dinikmati juga oleh umat Islam untuk memilih mana-mana agama tanpa paksaan. Ucapan beliau di dalam sebuah forum bertajuk 'Negara Islam Versi Mana Siapa Bertanggungjawab?' di Gereja Gospel Tabernacle, Subang Jaya. Menjelang hari Krismas pada 24 Disember 2012, Ketua Menteri Pulau Pinang dan Setiausaha Agung DAP, Lim Guan Eng menggesa Kerajaan membenarkan masyarakat bukan Islam menggunakan kalimah Allah di dalam Bible versi Bahasa Melayu melalui Perutusan Sempena Sambutan Krismas 2012. Namun, Setiausaha Politik beliau, Zairil Khir Johari menjelaskan yang dimaksudkan oleh Lim Guan Eng adalah untuk penggunaan Bible di Sabah dan Sarawak kerana ia telah lama digunakan di sana.

Pada 2 Mei 2013, bekas Ketua Pemuda UMNO Bagan, Datuk Dr Shaikh Hussein Mydin mendedahkan kewujudan gerakan yang mengedarkan Bible setebal 65 muka surat berbahasa Melayu yang mempunyai kalimah Allah di Pulau Pinang. Bible berkenaan yang diterbitkan di Amerika Syarikat diedarkan kepada fakir miskin disekitar pusat bandar Pulau Pinang di dalam bungkusan makanan (Utusan Online 2013).

Pada keesokan harinya 4 Mei 2013, Persatuan Muka Buku Pulau Pinang (PMBPP) telah tampil membuat laporan polis berhubung isu ini. Pengerusinya, Mohd. Salleh Ismail berkata, bahasa Melayu yang digunakan dalam Bible berkenaan bukan bahasa Melayu Indonesia, Sabah atau Sarawak tetapi bahasa Melayu Semenanjung dengan kod bahasa yang tertera merujuk kepada bahasa Melayu, Johor dan Melaka. Mohd Salleh dalam pada itu menambah, pada Ahad 28 April 2013, ahli persatuannya didatangi seorang lelaki India Muslim ketika di Padang Kota Lama dan lelaki itu memberikan Bible yang diperolehnya (Utusan Online 2013).

Pada 24 Januari 2014, mantan Perdana Menteri Tun Dato' Sri Dr Mahathir Mohamad menegeluarkan kenyataan menggesa kerajaan mengembalikan keputusan asal yakni membenarkan kalimah Allah dalam Bible berbahasa Melayu digunakan penganut Kristian di Sabah dan Sarawak sahaja. Kenyataan ini dikritik Ahli Parlimen Shah Alam, Khalid Samad pada hari berikutnya dalam Sinar Harian Online. Beliau menyifatkan pendirian Tun Dato' Sri Dr Mahathir itu sebagai tidak konsisten, bagaimana boleh berbeza Allah di Semenanjung dengan Allah di Sabah dan Sarawak? Menurut beliau, larangan itu sepatutnya perlu bersandarkan kepada hukum dan perundangan Islam dan bukan hanya mengikut kawasan tertentu sahaja, melainkan untuk menjaga kepentingan umat Islam.

Dalam petikan The Malaysian Insider pada 17 Jun 2014 yang bertajuk 'Kristian Sarawak tuntutan pihak berkuasa Islam Selangor dilarang masuk Bumi Kenyalang' iaitu tentang insiden perampasan Bible versi bahasa Melayu dan Bahasa Iban oleh pihak berkuasa agama Islam Selangor. Kejadian tersebut mencetus kemarahan penduduk Kristian Sarawak dan mahu pegawai rasmi MAIS dan JAIS terutama Pengerusi MAIS, Datuk Mohd Adzib Mohd Isa perlu di senarai hitamkan masuk

ke negeri itu di bawah Perjanjian Malaysia 1963 mengatakan bahawa rakyat Semenanjung Malaysia memerlukan dokumen identiti perjalanan untuk memasuki Sarawak dan Sabah kerana mereka melabelkan pegawai rasmi MAIS dan JAIS sebagai ekstremis agama walaupun daripada negeri berlainan (Desmond Davidson, 2014).

Naib Pengerusi PKR Sarawak, See Che How dan juga beberapa pemimpin Kristian membuat laporan polis terhadap MAIS dan JAIS kerana enggan menyerahkan Bible yang dirampas JAIS daripada PBM pada 2 Januari 2014 yang lalu. Bible yang mengandungi perkataan Allah tersebut diperuntukkan untuk kegunaan Sabah dan Sarawak mengikut terma Perjanjian 10 Perkara yang membenarkan Bible berbahasa Melayu diimport (Azyyati Ahmad, 2014). Aksi kemarahan semakin memuncak apabila MAIS dan juga JAIS tidak mahu memulangkan 321 Bible yang dirampas apabila diarahkan oleh Pejabat Peguam Negara.

Pada 23 Jun 2014, Mahkamah Persekutuan telah membuat keputusan muktamad terhadap rayuan Gereja Katolik untuk menggunakan kalimah Allah dalam akhbar mingguan The Herald. Hakim-hakim yang bersidang terdiri daripada Ketua Hakim Negara Tun Arifin Zakaria, Presiden Mahkamah Rayuan Hakim Tan Sri Md Raus Sharif, Hakim Besar Malaya Tan Sri Zulkefli Ahmad Makinuddin, Hakim Besar Sabah dan Sarawak, Tan Sri Richard Malanjum. Ketua Hakim Negara, Tun Arifin Zakaria yang mempengerusikan panel tujuh hakim mencapai keputusan majoriti, iaitu dari tujuh hakim yang bersidang empat menolak dan tiga menyokong menggunakan kalimah Allah oleh The Herald, keputusan muktamad majoriti empat-tiga bermakna Gereja Katolik tidak dibenarkan untuk membuat rayuan lagi (The Star, 2014).

## **5.2 Isu Kepimpinan dan Politik Pembangunan dalam Pilhan Raya DUN 2021**

Pilhan Raya DUN 2021 berlaku dalam suasana COVID-19. Kempen dilihat agak suram berbanding dalam pilihan-raja pilihan-raja sebelum ini di mana ia bagaikan festival yang disambut oleh semua parti politik. Namun suasana COVID dengan larangan Dari KKM dengan memastikan SOP dalam Pilhan Raya dipatuhi. Parti-parti dilarang untuk melakukan ceramah secara bersemuka dan perhimpunan fizikal kecuali berapa DUN sahaja dibenarkan atas alasan komunikasi internet yang terbatas. Parti-parti Politik digalakkan berkempen secara Maya menggunakan media sosial seperti internet dan Media elektronik seperti televisyen dan radio. Calon seperti Baru Bijan misalnya kerap keudara dalam selingan di rancangan Astro misalnya. Media sosial seperti Facebook, Instagram dan tik-tok turut digunakan sepenuhnya. Antara isu-isu yang sering dikemukakan berkisar tentang kepimpinan politik Abang Zohari di Sarawak, dan isu berkaitan pembangunan infrastruktur negeri Sarawak. Walaupun isu Covid-19 adalah dominan, ia tidak dimainkan secara rancak dalam kempen-kempen Pilhan Raya. Salah satu isu pembangunan yang sering dimomokkan oleh parti-parti yang bertanding ialah berkaitan idea untuk membina LRT Dari Kuching ke Serian. Idea itu sungguhpun gah dipandang mata oleh Abang Zohari namun ditempelak oleh parti lawan sebagai membazir dan tidak realistik.

Tinjauan penyelidikan di DUN Semariang lebih kurang seminggu bermula 14 hingga 18 Desember menyaksikan pertandingan sengit antara calon Sharifah Sahidah Syed Aman melawan Abang Halil dari parti Amanah. Beliau menang besar dengan majoriti 10,283 undi. Kemunculan Parti Amanah kali ini disambut baik oleh pengundi Sarawak berbanding PAS Dan Keadilan dalam Pilhan Raya sebelumnya. Namun jika dibandingkan parti Keadilan lebih besar tentangan berbanding Amanah di mana ibu kepada calon Hasidah iaitu Sharifah Mordiah ditentang kuat oleh parti lawan.



Kemenangan Hasidah lebih berdasarkan faktor kepimpinan yang diwarisi dari ibunya. Tambahan lagi beliau amat menekankan aspek kekeluargaan dan kebajikan dalam kempennya.

Berdasarkan pemerhatian kurangnya poster dan bendera dipasang di DUN ini kecuali di beberapa kawasan seperti di bulatan jalan raya dan di kampung antara kampung Gersik Dan Bintawa sepanjang Sungai Sarawak. Penyelidik turut menyaksikan hal yang sama di kawasan tarikan ramai seperti di Telaga Air yang menjadi tumpuan ramai untuk makan makanan laut. Perang bendera oleh GPS dan Amanah dilihat sama kuat dengan bendera-bendera parti dipasang berdampingan satu sama lain. Buat pertama kali dalam Pilhan Raya Sarawak menyaksikan bendera wanna Oren Amanah dipasang di sana sini. Bajet kempen juga dapat dikurangkan oleh parti yang bertanding dari menggunakan wang untuk kempen fizikal kepada kempen Maya. Justeru ramai yang ke udara di siaran TV untuk berkempem dan lebih ramai juga yang menggunakan media sosial.

Pada Sabtu 18 Disember 2021, PRN Sarawak telah selesai dan undi dikira. Laporan telah menyatakan keputusan secara langsung Parti GPS menang di 76 DUN, PSB 4 dan PH 4.

GPS menggantikan BN sebagai pendeposit tetap dalam Pilhan Raya seiringan dengan pembubaran BN pada tahun 2018. DUN Sarawak ada 86 kerusi iaitu kedua terbesar sepas parlimen. Pada Pilhan Raya 2016 BN menang 76 kerusi di bawah kepimpinan Adnan Satem. Keputusan kali ini tak jauh bezanya dengan sebelumnya. Kekuatan kepimpinan di Sarawak menjadi nadi utama dalam kemenangan Pilhan Raya.

## 6. Penutup

Isu kepimpinan dan pembangunan masih relevan dalam Pilhan Raya Sarawak. GPS menang besar kesan kempen isu kepimpinan yang kuat berbanding isu Covid itu sendiri. Masalah pandemik telah diurus dengan baik oleh pimpinan Sarawak. Sebagai contoh pengunjung luar perlu mengisi secara atas talian Sarawak Entry Dan e-kesihatan menjadikan kemasukan ke Sarawak oleh orang luar baik untuk berkempem atau lain dapat dikawal secara berkesan. Ini menunjukkan tahap pengurusan yang efektif dirangkakan oleh kerajaan negeri Sarawak, justeru memberikan kepercayaan yang kuat kepada rakyat.

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# QUALITY CONSIDERATIONS AND STANDARD NORMS IN THE PRODUCTION AND APPLICATION OF WOOD COMPOSITE DECKS

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**Abstract:** *Wood plastic composite (WPC) is defined an engineered wood composite made from wood and other lignocellulosic waste and thermoplastics. The WPC is durable composite for outdoor applications due to its good properties such as water resistance, high biological durability, good dimensional stability, and long life with low maintenance. Due to increasing price of African outdoor wood decks, the WPC decks have replaced with expensive massive wood decks. The raw material characteristics and production parameters significantly affects the quality properties of the WPC decks. Even the WPC is perfectly produced in the factory, assembly flaws such as wrong span length may results is failure in WPC decks. Furthermore, wrong use of WPC decks in service may cause cracks in WPC decks. In this study, the quality considerations in terms of production parameters of WPCs and correct processing conditions are analyzed. The problems caused by wrong use are explained. In addition, the European standards specifying the requirements of the WPC decks are given in this study.*

**Keywords:** Wood plastic composite, wood composite deck, engineered wood products.

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## 1. Introduction

Wood Plastic Composite (WPC), also called as biocomposites, can defined a composite containing wood fibres or particles and thermoplastics, process additives. Thermoplastics can be repeatedly melted and this allows the recycling of the WPC. The main two components are thermoplastic and wood in the production of the WPC. The additives are coupling agent lubricant, UV absorbant, antioxidant, color pigment, moisture absorber, fire retardants, biocides, and mineral filler (talc, calcium carbonate, dolomite). The manufacturing process additives are lubricants, antioxidants and property enhancers (Oksman and Sain 2007).



**Figure 1: A: The Granules from the Wood and Thermoplastic. B: The WPC Products**

Wood is the most used reinforcing filler in the WPCs. In general, the wood filler content in the WPCs varies from 30 and 70 wt%. The predominant technology is the extrusion process which produce the endless profile in the WPC production. Other processes are, injection molding (three-dimensional forms) and hot press molding. The WPCs are mainly used for outdoor applications such as decking, siding, fencing, window and door frames, and indoor furniture (Ayrilmis et al., 2021).

The ideal wood requirements for the WPC production are given below:

1. Wood should not have any biological degradation by insects or fungi
2. Wood should have a moisture content lower than 1% based on the oven-dry weight of wood.
3. Wood should have minimum extractive content.
4. Wood materials with a density between 0.35-0.65 g/cm<sup>3</sup> can be processed better in the chipper or grinder.
5. In general, softwoods are preferred because the process speed in the extruder is higher than hardwoods due to their higher lignin content
6. The bark should be removed from the logs.
7. Wood should have the optimum particle size depending on the process such as extrusion or injection molding.



Figure 2: Examples of Wood Fibres and Wood Flour used in The WPC Production

### The Hydrophilic Structure of Natural Fibres (Hydroxyl Groups)

The hydroxyl groups in natural fibres can react with water molecules, which cause the linear expansion/shrinkage, and water absorption, thickness swelling of the composites. The natural fibres should be dried below 1% based on the oven-dry weight of wood before processing in the extruder (Ayrilmis and Ashori 2015). Otherwise, high moisture content in natural fibres can cause micro voids, gaps, and micro bubbles in the polymer composite. These problems can decrease the mechanical properties of the biocomposites. This also causes the dimensional changes and water absorption of the composites, which results in warping in service life.

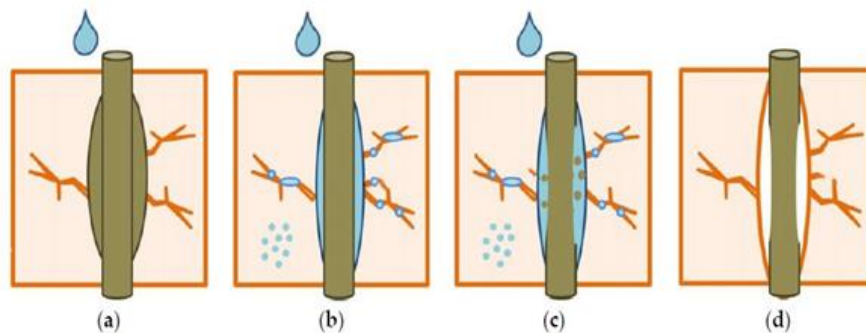
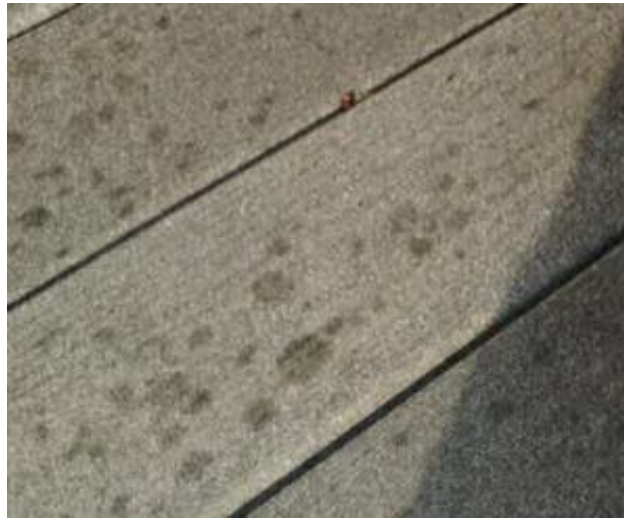


Figure 3. Physical degradation of interfacial bond between polymer and natural fibre caused by moisture and water absorption a) Development of micro-cracks and thus expansion of swollen fibre. b) Water molecules diffused in the matrix flow along the fibre-polymer matrix interface. c) Water-soluble components leached from wood fibre. (d) Ultimate polymer matrix-wood fibre debondings take place (Azwa et al. 2013)

One of the most important problems of natural fibres they are “natural”. Therefore, the natural fibres can be degraded by fungi under suitable conditions such as enough oxygen, temperature, and moisture content. The biocides such as zinc borate, borax, and boric acid are used to improve the biological durability of WPC are used.





**Figure 4: The Mildew Spots on the WPC Deck**

The thermal stability of natural fibre some of the important factor for selecting for natural fibre composites because it influence the technological properties significantly. The thermal stability of natural fibres may differ from each other. The structural components of lignocellulosics, hemicellulose, cellulose, and lignin can be thermally degraded at high temperatures. Especially, the temperature in the extruder, injection molding machine or hot press molding should not be higher than 200°C, thus limit the thermoplastic types. Mostly, petroleum based thermoplastics such as polyethylene (PE), polypropylene (PE), polivinil chloride (PVC), polistiren, and biodegradable plastics such as polilactic acid (PLA) and Polybutylene adipate terephthalate (PBAT) are commonly compound ed with lignocellulosic filers because their melting temperature is lower than 200°C.

The slenderness ratio (length/thickness of the particle or fibre) and filling rate are two important parameters affecting the physical and mechanical properties of the WPCs. Until a certain level of the slenderness ratio of the wood material improve the mechanical properties, especially the tensile and flexural modulus. Previous studies reported that the WPC produced with the wood fibres shows better mechanical properties as compared to the wood particles (Stark and Rowlands, 2003; Basiji et al., 2010). As for the filling rate, increasing content of the wood particles or fibres improves the mechanical properties of the WPC, but higher amount of the wood material cause to the agglomeration problem, microvoids and gaps in the WPC. Thus results in non-uniform dispersion of wood particles or gbers in the polymer matrix. Effect of fibre content on the physical and mechanical properties of the WPC is presented in Figure 5.

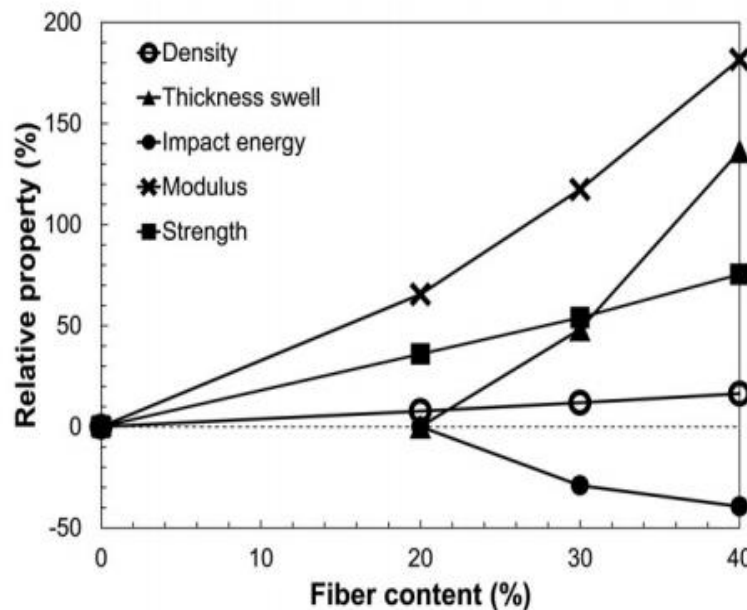


Figure 5: Effect of fibre Content on the Relative Physical and Mechanical Properties of the WPC (Migneault et al. 2014)

As shown Figure 4, the modulus and strength of the biocomposites enhanced with increasing content of the filler. Particularly, the modulus significantly improved with increasing content of the filler content upto 40 wt%. However, the impact strength was negatively affected by the increased filler content due to the rigid structure of the filler. Polymer matrix absorb the energy and the impact strength of neat thermoplastic is better than wood material. In general, according to the literature, the modulus of the thermoplastics increase up to 60-70% of the filler content while the strength values increase to 40-50 wt% of filler content as the *compatibilizer* is used.

### Main Factors Influencing the Technological Properties of Biocomposites

- Plant fibre type and its properties including harvest time, extraction method, slenderness ratio, fibre-treatment and fibre loading rate
- Natural fibre length, orientation and weight percentage loading
- Choice of polymer matrix
- The addition of the *Compatibilizer to improve the* compatibility between polymer and plant (improvement in the interfacial bond)
- Dispersion of the plant fibre in the thermoplastic
- The orientation of the plant fibre in the thermoplastic
- Process parameters in the manufacture
- Presence of porosity and microvoids



## Supervision of Physical and Mechanical Properties of WPCs

Bending properties  
Immersion in boiling water (boil test)  
Slip resistance  
Bending performance under long-term loading  
Performance under cyclic climatic stress  
Performance under falling ball test  
Linear thermal expansion coefficient  
Weathering resistance  
Immersion in cold water  
Dimensional accuracy

## Some Modification Techniques for Enhancing Physical and Mechanical Properties of WPCs

- **Modification of wood surface:** Surface modification makes wood surface compatible with the polymer and improve the interfacial bond. These modifications include corona, plasma, alkaline treatment, acetylation, thermal-treatment. Recently, environmentally friendly technique that is biological modification has been developed. In general, most of these techniques remove the percentage amount of the hydroxyl groups from the wood surface and makes hydrophobic surface and removes the hemicelluloses and lignin (Ayrilmis and Ashori, 2005).
- **Compatibilization:** Compatibilization, also called as coupling agent, is defined as the incorporation of a chemical substance into the formulation to enhance interfacial bond between wood and polymer. The most commonly used coupling agents are maleic anhydride grafted polyethylene (MAPE) and maleic anhydride grafted polypropylene (MAPP). The *Compatibilizers* chemically react (ester bonds) with the free hydroxyl groups of the wood cell) and make chemical bridges between wood and polymer matrix. It improves technological properties of the WPCs (Ayrilmis, 2013).
- **Addition of nanoparticles:** Organic or inorganic nanoparticles improve the physical, mechanical, thermal, and fire properties of the WPCs. Recently, the utilization of the nanocellulose in the WPC production has increased. The incorporation of the nanoparticles influences the crystallization of polymer during which leads to enhance properties for the WPCs (Oksman and Sain, 2007).
- **Hybridization of wood fibres:** Hybrid WPCs includes the mixture of two or more different wood fibers or sizes as reinforcing filler in one biocomposites.
- **Blending of thermoplastics:** Polymer blends can be used to improve the physical and mechanical properties of the WPCs as well as to reduce the cost. Thermoplastic blends make synergic effect and it enables to obtain new thermoplastic with characteristics better than the individual thermoplastics.

CEN (European Committee for Standardization) published the required physical, mechanical, fire, thermal, and biological properties of the WPCs for different usage areas as EN 15534 standard in 2014. This standard is entitled as “The characteristics and specifications of *composites made from cellulose-based materials and thermoplastics (usually called wood-polymer composites (WPC) or natural fibre composites (NFC))*”. The EN 15534 consists of 8 divisions which are given as follows:

- Part 1: Test methods for characterisation of compounds and products
- Part 2: Load bearing applications - Determination of modification factors for bending properties
- Part 3: Specifications of materials
- Part 4: Specifications for decking profiles and tiles
- Part 5: Specifications for cladding profiles and tiles
- Part 6: Specifications for fencing profiles
- Part 7: Specifications for general purpose profiles in external applications (outdoor)
- Part 8: Specifications for outdoor furniture

## Conclusions

The market of WPC decks have rapidly increased in last two decades due to their excellent properties as compared to the solid wooden decks. Decking industry is the biggest market of WPCs. The consumers prefer WPC in outdoor applications due to its superior properties instead of solid wood. The decks are mostly produced by profile extruder and the wood material characteristics significantly affects the properties of WPC deck. The quality properties of the WPC decks are considerably influenced by raw material characteristics and process parameters. Tree species significantly affect the quality of the WPC. The raw material characteristics of wood such as moisture content, particle size and its filling content in the polymer matrix, extractives content, fungal deterioration of wood should be carefully checked. The EN 15534-4 standard specifies the minimum requirements of the WPCs for outdoor application. The WPC deck producers test their products according to the EN 15534-1 and the results should meet the requirements in EN 15534-4 standard. Especially, the average value of maximum failure load in bending should be above 3300 N and deflection should be maximum 2 mm at 500 N. The WPC should resist to falling mass (1000 g) at least 700 mm. Linear thermal coefficient between -20 and +80 °C should be maximum 50. 10<sup>-6</sup> K. Furthermore, the maximum water absorption after 5 h boiling in water should be 7%. The WPC producers should comply with the European Standards for gaining the optimum WPC quality and check their resulting WPCs regularly under laboratory conditions.

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## TAXATION SYSTEM IN PALESTINE OBSTACLES AND CHALLENGES

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**Abstract:** *The study aimed to identify the tax situation in Palestine and the development of taxes, types of taxes in general and income tax in particular, standards of financial reports and its uses in Palestine. The study dealt with the Paris Economic Agreement and its repercussions on the Palestinian financial situation. The study showed the Palestinian economic situation and the accounting situation in light of the development of international accounting standards.*

**Keywords:** accounting, taxation.

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### Historical Development of Taxation

Taxation is an integral part of fiscal policy of any government. Taxes are the main source of public revenue collection with which the state meets those public expenditures that are its competencies. The importance of taxation has always increased in their historical development. Taxes at the beginning of their appearance were as exceptional secondary entries for state, which are collected from a narrow group of people, which were collected from a narrow group of people, by which were meet the needs of state. While today are permanent entries, significant entries which are collected from natural persons (citizens) and legal entities, and which serve to finance large, numerous and diverse state costs. In the ancient state tax is explained as the giving of the submissive people to victorious people, and so the tax is identified with the submission. The tax is justified as the right of victorious people again submissive people. In early feudalism tax, initially was considered as gift later as aid, but it was with class character because has exacerbated more poor classes. In the capitalist system taxes experience a rapid development and are understood as regular income for the state. Different authors have given different definitions to the meaning of the tax because taxes have changed depending on the existing conditions (Zeqiraj & Nimani, 2015).

### Purpose of Taxation

The purpose of taxation is to collect funds for the state and other public authorities, which are needed to finance their functions, this is the purpose of tax evasion. In the slave states and the feudal states, the main purpose of the tax was to collect funds to meet the needs of the state, mainly the needs of the kings and the people of the royal court. In capitalist countries tax purposes are not only fiscal, but also non-fiscal goals which are achieved through multiple goals of financial policy. So, the task is not exclusively tax on realization of state funds, but now with the increasing number of taxpayers and increasing the number of types of tax, it has become possible to use taxes as a financial instrument for more efficient and flexible implementation of multiple goals of economic and social state. In practice we can find the so-called restrictive and expansive tax policy. If the



overall demand in the market is greater than the overall supply, is caused market disorder, so in these cases the restrictive tax policy measures influence in reducing the purchasing power of tributary tax, it also reduces the overall demand, so this tax policy is called restrictive tax policy. Conversely, if the overall market supply is greater than the overall demand, In that case should be taken measures to settle the spoiled balance and economic stability. In these cases, with expansive tax policy measures affected the overall growth of the power that is directed towards increasing the purchasing power of tax tributary, and with it also to increase overall demand that is called expansive tax policy. Through tax policy can be implemented micro-economic-policies goals of the state and social goals, namely: price stability, maximum employment, and balance of payment surplus (Zeqiraj & Nimani, 2015).

### **Historical Development of The Concept of Taxation**

Over the last century, the ways in which states have raised revenues has been transformed. At the close of the 19th century revenue systems were not really systems at all. They were instead a collection of disparate excises, charges, duties, and taxes on an amazing array of items and services—everything from men's hair powder, to windows, to salted cod. These various 'taxes' were highly inefficient, easy to avoid, inequitably applied and did not generate very much revenue. In 1900 no state collected more than 10 per cent of GDP from all the literally hundreds of revenue sources combined (Steinmo, 2003).

As the 20th century dawned, new political forces came to the fore demanding voting rights for the working classes and fairer distribution of tax burdens. Indeed, taxation quickly became a major battleground of both economic interests and ideology. In traditional tax systems the poor bore much heavier tax burdens than the rich. But, as unions, as well as working- and middle-class parties mobilized, their political representatives increasingly demanded that taxes be used as instruments to change the maldistribution of income and wealth brought about by capitalism. Indeed, the very origins of what we now call 'modern' tax policies (that is, efficient, universal and equitable taxes) was seen as a partial solution to the growing problem of inequality in modern society (Pechman 1983; Weber and Wildavsky 1986; Witte 1985).

Responding to these demands, income and profits taxes were introduced in several industrializing countries. In all cases, these taxes were in fact quite minor in revenue terms and were to be paid only by the very richest individuals and companies. They were therefore often referred to as 'class taxes' (Waltman 1985).

It would not be accurate, however, simply to view the introduction of progressive taxation as the product of the raw exercise of political power. In fact, progressive taxes were introduced in several cases before the right to vote had been extended to the lower classes (e.g. Japan, Germany, Sweden). Instead, this era marked a broad shift in social values in several industrializing countries. For many bureaucratic/fiscal elites, the idea of taxing profits and the income of the industrialists was a policy solution (idea) which would both raise revenues and be 'fair' (Ishi 1993; Rodriguez 1980; Sabine 1966; Stein 1969).



In short, elite views on taxation were also evolving. Modern capitalism resulted in enormous economic wealth and inequalities, they argued, and given this reality, taxes could be levied according to the taxpayer's 'ability to pay' (King 1983; Musgrave and Musgrave 1980; Stein 1969; Witte 1985).

As the First World War broke out, the 'ability to pay' principle was taken to some remarkable extremes. 'Total war', as it was sometimes called, was extremely expensive. In other words, the fiscal needs of the state expanded enormously just as the new tax ideas had been institutionalized. Thus, in addition to the traditional means of financing war (debt) the state now had new tools which were both financially quite lucrative and politically legitimate. Thus, new 'excess profits taxes', 'war preparedness taxes' and 'national defense levies' were implemented as 'temporary' taxes. In many countries, these taxes quickly became the major sources of national government finance even though they were paid only by corporations and by fewer than 5 per cent of society's richest citizens (Steinmo, 2003).

The institutionalization of progressive income and corporation taxes in this era had enormous implications for subsequent developments in taxation policy—and indeed for the development of the modern welfare state. First, these new taxes produced enormous revenues. Second, the basic assumptions about how taxes could legitimately be raised had by now shifted. Taxes, it was now clear, could and should be used as an instrument of economic redistributive policy (Steinmo, 2003).

### **The Taxation System in Palestine**

The history of the tax system in Palestine is very old and has been around for centuries. Since the Middle Ages until the early 20th century, Palestine was under the jurisdiction of the Ottoman Empire (as a part of the Islamic state) and was subjected to tax laws that were prevalent in all states of the Empire. After the collapse of the Ottoman Empire, Palestine was placed under a British Mandate. The Mandate government enacted a property law for 1940 and the Income Tax Act No. 13 of 1947, making them applicable to the whole of Palestine up till 1948 (Takrori, 2014). The Mandate Government imposed taxes based on these laws in an arbitrary and unfair manner in order to pressure Muslim landowners to sell their lands to Jewish immigrants, as they are unable to pay these taxes and their surmounting interests. The money that was collected from the owners of the land does not come back to them, but goes right into the British Treasury, which was subsequently used to resettle Jews in Palestine. Therefore, taxes were a mean used by Britain to displace the Palestinian population from their lands (Alqambaz, 2011)

As a result of the 1948 war, the non-occupied areas of Palestine are the West Bank under the tutelage of Jordan, and the Gaza Strip under the tutelage of Egypt. In the West Bank, Jordanian tax laws were adopted. In 1964, the Jordanian government issued a new income tax Act No. 25 of 1964, which included the West Bank the Gaza Strip continued working based on the property and income tax laws that were previously mentioned, with some modifications made by Egyptian military rulers (Takrori, 2014 Khalaf, 2014). After the 1967 war, the entire Palestine came under Zionist occupation. The occupation decided to maintain tax laws that were applied in the Gaza Strip and the West Bank, as per the instructions of their respective military governors. Taxes were increased to levels that made them simply unaffordable. They imposed a value-added tax in 1976, and these two regulations were used to blackmail citizens to deal with the occupation, and pressure them to migrate to neighbouring countries.



The occupation came up with new forms of taxes, such as life tax, imposed on each citizen, which is a form of punishment to them as this tax is imposed on them because they are still alive. This rendered almost everyone taxable. In 1987, during the uprising to resist occupation (Intifada stones), taxes were used as a resistance tool where a decision was undertaken to stop paying taxes to the occupation forces by employees resigning from their post in the tax department. The slogan of this period was non-payment of taxes to the occupation is a national duty and resistance (Alqumbaz, 2011).

The Oslo agreement resulted in the establishment of the PA in 1993. The taxes were stable then and remained unchanged since the founding of the PA up till today, apart from the modification of value added tax and Income Tax. Like others, the PA approved the tax laws at that time, with little amendments (Takrori, 2014), Customs and excise Act No. 1 of 1962: the law of the land and buildings within the municipal areas law No. 11 of 1954: knowledge tax act of 1955 and the system of knowledge No. 1 of 1956 annexed to it: income tax Act No. 25 of 1964; value-added tax in 1976, are some examples of adopted laws (Takrori, 2014). The PA issued the first income tax law in 2004, then issued another in 2007, effective from 1/1/2008, and a new one in 2011, followed by amendments on January 2012 February 2012, and April 2015.

### **Development of Income Tax in Palestine**

Officially, income tax had been imposed since the British Mandate and the issuing of the first law of income tax (3/1941) implemented on September 1st, 1941. Palestine was the fourth country in which income tax was imposed. This law founded an administrative authority responsible for implementing the articles of the law and establishing tax channels including individuals subject to tax who earn incomes from their profession, trade. It also included salaries and wages of workers, retirement salaries, net value of annual rent of any building or rental land from its shares or interests and rents of any building.

It is imperative to include productive expenses of eligible taxpayers in order to earn his income taking in consideration the unity of the income of both husbands and wives.

Assessment year was added along with the principle of regional matters. Also, an increasing tax was imposed on individuals' income starting from 5% to 30% as well as profitable tax on companies 15%.

This law adopted the idea of self- assessment as well as organized the ways of assessment, objection, appealing and the procedures of collection and the penalties of not paying them.

Then, this law was amended by law (13/1947) which changed the previous ones a lot except in the part of the channels of tax adding new areas of tax such as profits of any property not including lands, buildings and industrial buildings; profits of exports and agricultural profits excluding the value of land upon which there are buildings. This law had ascendant pattern on the income of the normal people that the number of tax groups was lowered to 6 starting from 5% to 50% imposing relative tax on the profits of companies 25%.

After 1948, these taxes remained at Gaza Strip and the tax situation remained the same because the Egyptian administration kept the situation as it was in the time of the British Mandate. However, the implementation of law (13/1947) ended by the end of the British Mandate that the



Jordanian government issued new tax laws. Then, they were unified in Palestine as the temporary law (50/1951) was passed unifying the legislations of income tax in both banks. Then, it was replaced by the Jordanian law (12/1954) which established a new department for income tax related to the Minister of Finance. Also, it increased taxations categories adding the annual net value of rents for any building or used land from its owner, retirement's salaries and the profits of stocks and interests. In addition, it added a new procedure which was appealing as a stage for distinguishing the estimation decision in the court of cassation. Furthermore, it granted personal and domestic pardons and increased tax rates.

Still, the development in the area of income tax happened when the law (25/1964) was issued having a dramatic change on the concept of income. To begin with, it didn't get to the income's definition directly; it narrated the elements of income subject to taxes. Also, it didn't impose the condition of being available and periodic for any commodity to be subject to taxes. It considered the income from one deal as subject to taxes such as paid cash for selling a trademark. Also, it expanded and increased the escalation in tax rates as it stated to have an appeal court session for income tax which took the issues tax disputes adopting the regional caliber in income tax imposition.

In 1967, the Palestinian lands became completely under the Israeli occupation keeping the tax situation as it was. Still, the military rule ordered the law (2/1967) specifying basic issues for practicing the legislative power during occupation one of which is the recognition of the independence of the Israeli legislative law of the West Bank and Gaza Strip. Also, it was decided that the legislative authorities in Gaza and the West Bank are the right of the Israeli military commander or his representative.

In 1967, the Israeli military commander ordered to keep income, customs and real estate taxes as they were in the West Bank and Gaza Strip until he orders otherwise. Based on that, the rates of tax were modified escalatory wise from 5.5% to 55% and then they were modified from 8% to 48% of the income leading to the increase of corporate companies' profits' tax to 37.5% in Gaza and 38.5 % in the West Bank.

In addition to the previous amendments, the Israeli occupation authorities have introduced many and substantial changes to this law through multiple military orders, so that only the outer cover remains of this law, and all the amendments were in the interest of the occupation authorities and these amendments, which were represented in the form of military orders, included an annual amendment in the tax categories. Also, there was the cancelation of political, economic and family exemptions, deductions and advances. It also replaced the authority of local courts to consider decisions of tax assessors, appeals and objections with a military objection committee whose members are not judges as these amendments and orders included the Palestinian law (13/ 1947) applied in Gaza.

The situation in the Palestinian territories in all areas of life remained subject to the authorities of the Israeli military occupation until the administrative responsibility for these lands was transferred to the Palestinian National Authority in accordance with the agreements signed with the Israeli side in 1993 in which the powers of managing the Palestinian territories were transferred to the PNA. They included the tax powers that It was stipulated by the Paris Economic Agreement in 1994 and it canceled all military orders related to taxes and their collection, and a set of facilities and modifications were introduced that were approved by the Palestinian Council of Ministers at



the beginning of 1995, which include amending tax brackets and rates, reducing these rates, and amending and increasing personal and family exemptions.

These laws remained in effect until the Palestinian National Authority approved the Income Tax Law (hereinafter referred to as 'ITL') (17/2004), which came into effect as of 1-1-2005, as it put in place a package of financial and economic legislations that help in the growth of the Palestinian economy. This is done by creating a suitable environment for investment and achieving justice without charging the owners of low incomes greater financial burdens than liabilities. They increased the value of family and personal exemptions and recognized many of those exemptions that were not recognized in the old laws, such as home purchase expenses and medical treatment expenses for those charged. After that, the amended Income tax law (17/2004) was issued stating many amendments, including categories and exemptions for residents.

In 2011, law (8/2011) regarding the Palestinian income tax was issued, which introduced many and many amendments. The most important of which is changing the law's currency from dollar to shekel, raising tax exemptions for taxpayers, increasing the rates of some acceptable expenses for tax purposes, and increasing the number of tax categories. It was decided by law that we will be addressing in this study (ALsalameen & ALdaka, 2012).

### **Income Tax Law and Legislation**

The ITL was issued by the executive authority without being approved by the Legislative Council (hereinafter referred to as 'LC'), as it granted the Council of Ministers (hereinafter referred to as 'CM') the powers to amend essential texts in this law such as categories, percentages, and exemptions in a way that contradicts the basic law that states that any fees or taxes are not legally imposed by law. Therefore, no executive body such as the CM may make amendments that affect the essence and heart of the law (Alawneh, 2014).

### **Types of Taxes in Palestine**

The Palestinian taxation system is based on the structure of that of Israel as codified in the Paris Protocol. The system is composed of two parts: direct taxes and indirect taxes.

#### **1. Direct Taxes**

Direct Taxes consist of income and property taxes. Property taxes are imposed on the tax base according to the income of an individual or a corporation or in terms of real-estate ownership, which is subject to direct taxes whether or not income is generated. In contrast, income tax is imposed on profits, salaries or labour deductions. The Protocol regulated direct taxes in article V, which stipulates that "Israel and the Palestinian National Authority will each determine and regulate independently its own tax policy in matters of direct taxation, including income tax on individuals and corporations, property taxes, municipal taxes and fees". The same article states that Israel will transfer 75 per cent of the income taxes collected from Palestinian workers in Israel and 100 per cent of the taxes collected from Palestinian workers in Israeli settlements, while Israel also deducts social security taxes and health insurance from Palestinian workers in Israel. These deductions are not transferred to the Palestinian National Authority treasury despite the fact that the workers do not receive social security or health insurance benefits in return for these taxes. This means that millions – if not billions – of dollars of acquired rights of Palestinian workers in Israel are lost to the Palestinian treasury (Elkhafif, M. A., Mussayaf, M., & Elagraa, M. 2014).

## 2. Indirect Taxation

Indirect taxes (customs duties on imports, purchase taxes, VAT and excise taxes) are those taxes that are imposed on goods and services when they are produced, sold, purchased, traded, consumed or imported. These taxes directly and indirectly are reflected in prices; therefore, they are the consumers' disposable income, especially that of the middle and lower strata of society. A large portion of the Palestinian National Authority's fiscal leakage originates from these taxes due to importing from or through Israel. Palestinian indirect taxes can be broken down into two categories (Elkhafif, M. A., Mussayaf, M., & Elagraa, M. 2014):

Indirect taxes on imports from Israel. According to article VI of the Paris Protocol, VAT resulting from purchasing products from the Israeli market should be calculated based on the clearance bill mechanism, a document that proves purchase or sale of goods between the two markets and is a condition for clearance revenue between the two sides. This bill with both the Israeli form (I) and Palestinian form (P) is the only official trade document accompanying the movement of goods and services flowing between the two markets. Additionally, the purchase tax on locally produced goods is subject to clearance between both sides based on the principle of collecting tax according to the intention or end use of the good.

Indirect taxes on imports from countries other than Israel. Article III (15) of the Paris Protocol states that all revenues from taxes on imports from countries other than Israel, that come through Israeli crossings, must be transferred to the Palestinian National Authority within six working days, as long as the end use is the Palestinian territory. These revenues include all taxes and duties listed in the customs declaration accompanying the imported goods (customs duties, purchase taxes, VAT and excise taxes).

## 3. Corporate Taxation

Corporate tax is imposed on a company's net profits, which consist of business/trading income and passive income. Taxable income of resident persons and companies includes foreign income derived from their funds or deposits sourced from Palestine. Income is taxable on an accrual's basis, except for interest and commissions on doubtful debts of financial institutions, which are taxable on a cash basis. The taxable income of certain professions is computed on a cash basis in accordance with directives issued by the tax department (Deloitte, 2021).

## 4. Taxation of Dividends

Dividends received by a resident company from another resident company are tax exempt. Dividends received from a non-resident entity are taxed at the regular corporate tax rate (Deloitte, 2021).

## 5. Individual Taxation

Individual income tax is charged at progressive rates ranging from 5% to 15%. The first NIS 75,000 is taxed at 5%, the next NIS 75,000 at 10%, and the remainder at 15%. Taxable income comprises income from all sources (unless specifically exempt by law), less allowable expenses incurred in the production of the income and the standard deduction (Deloitte, 2021).



## 6. Tax on Capital Gains

Capital gains are taxed at regular rates, but capital gains derived from the sale of investments not held for trading are tax exempt (Deloitte, 2021).

## 7. Value Added Tax

VAT is levied on the sale of goods and the provision of services, and on imports. The standard VAT rate is 16%. Certain transactions are zero-rated or exempt. For financial institutions, VAT is levied at a rate of 16% on gross salaries and on taxable income. All business entities and individuals must register for VAT purposes; there is no minimum threshold (Deloitte, 2021).

Israel levied this tax in the West Bank and Gaza Strip in July 1976 in accordance with military order No. 658, basing it on the Law on Fees on Local Products No. 16 (1963). This system was amended in 1985, and the signing of the Paris Protocol in 1994 legitimized this tax in Palestine. The provisions of the Protocol stipulate the following (Elkhafif, M. A., Mussayaf, M., & Elagraa, M. 2014):

Article VI (1–3): the Palestinian National Authority shall collect the VAT at a fixed rate for all goods and services produced locally and for Palestinian imports whether the goods are produced locally or imported from abroad. The tax can be imposed in a range of 15–16 per cent, which means that the Palestinian National Authority has the right to set VAT at no more than 2 per cent less than Israel.

Article VI (5): the VAT on the purchases of businesses registered will accrue to the tax administration where the businesses are registered for the purposes of this tax. Businesses shall register at the tax office in their area for the purposes of this tax and there will be clearance for the VAT revenues between the tax administrations in Israel and those of the Palestinian National Authority.

## 8. Real Property Tax

Tax on property is levied at a rate of 17% on the assessed value of rental income. A deduction for 40% of the tax is allowed as an expense in computing taxable income, with the remaining 60% available as a credit against the income tax liability. The Palestinian Territories does not impose a payroll tax, capital duty, transfer tax, stamp duty, net wealth/worth tax or inheritance/estate tax (Deloitte, 2021).

## Comparative Importance of Direct and Indirect Taxes

Direct taxes on income are of great importance in both advanced and developing countries. The percentage contribution of direct taxes to revenues is an indicator of a country's economic advancement. They are more significant in advanced countries than in developing ones; they contribute up to 50 per cent of public revenues in advanced countries, but do not exceed 30 per cent in developing countries (Al-Wadi, 2007; Khalaf, 2007). Advanced countries mainly rely on direct taxes to fund general expenditures, unlike developing countries, which rely more on indirect taxes because direct taxes are dependent on the production and exporting capacity of persons and corporations, thus their ability to pay taxes. These taxes are characterized by abundant collection



due to the broad taxation base in advanced countries.

Indirect taxes, however, mainly focus on the trade sector, and the end user is the one who pays for those imports. There are several reasons why developing countries depend on revenue from indirect taxes to fund their current expenditures:

Weak production and industry and low salaries in the public sector sometimes make a country more of an importer rather than a producer. Therefore, the contribution of external trade to GDP grows, leading to larger customs revenues (Taqa and Al-Azawi, 2007);

Easier collection of indirect taxes, especially since a large portion of them are collected on imported goods at borders through customs documentation;

Low taxation awareness in developing countries and lack of commitment in paying direct taxes and announcing them due to negative public opinion towards government services and its weak collection abilities;

Because of the low levels of household income and poor income distribution of income in many developing countries, taxation policies tend to focus on indirect taxes.

Since Palestine is characterized as a developing economy with low income levels, the Palestinian National Authority has reconsidered income tax laws to reduce the taxation burden on citizens. Personal income taxation rates were changed so as not to exceed 25 per cent, compared with ceilings of 38 per cent in Israel (Palestinian Income Tax Law of 2005). The contribution of indirect taxes to the total tax revenue of the Palestinian National Authority exceeds 85 per cent of total revenue, while direct taxes contribution to the Palestinian National Authority treasury in the period 1996–2011 varied from 4–6 per cent of total tax revenues. This confirms that many obstacles remain to developing Palestinian taxation policies, public awareness and commitment (Sabri, 2004; Othman, 2007).

### **Taxation Authority in Palestine**

The Ministry of Finance plays an essential role in determining the fiscal policy of the Palestinian National Authority and supervising its implementation so as to ensure the effective integration of the economic, financial and monetary policies and harmonize its tools to form a system of economic stability and growth that contributes to the achievement of the goals of sustainable development. Supporting the strength and consolidation of the national economy in the face of the major challenges facing it at the local and external levels. It also works to finance the Palestinian National Authority's budget through local revenues generated by taxes and Manage revenue from external sources of finance and carry out the work and responsibilities entrusted to it through a plan of action in support of the Palestinian Reform and Development Plan, within a transparent approach to sustainable development Devex. (n.d.).



## **Structure of The Palestinian Taxation and Customs System**

A report published by United Nations Conference on Trade and Development (UNCTD, 2019) states that the contemporary Palestinian taxation and customs system is a newly introduced system. The indirect taxes imposed by Israel and officially put into force by PNA following the signing of the Paris Protocol are of importance to this study. The provisions of the Protocol acknowledge the right of PNA to adopt an independent taxation policy regarding income, property, and individual and corporate taxes.

As such, the trade and taxation system have two main components, namely, direct taxes and indirect taxes. The former taxes include income and property taxes, which are imposed on the tax base according to the income of an individual or a corporation or in terms of real estate ownership, such as ownership of buildings or land. The latter taxes are those imposed on different types of economic activities, whether related to goods or services, and include VAT and purchase taxes, as well as excise taxes on fuel and cigarettes, customs duties, and other compulsory payments on agricultural and other products.

The contribution of each type of tax to total revenues is an indicator of a country's level of economic advancement. Advanced countries depend mainly on direct taxes to fund their treasuries. In contrast, developing countries depend largely on indirect taxes. In the State of Palestine, indirect taxes constitute 87 per cent of total tax revenues. This high level is attributed to the structure of the potential tax and revenue sources, which is inherently related to the clearance system established under the Paris Protocol (UNCTAD, 2014a).

## **Historical Development Of Income Tax In Palestine**

In the earlier of 1940s British mandatory levied the first income tax law in the Palestinian territories, after withdrawing of British forces from Palestine, Jordan levied Jordanian income tax law on west bank while Egypt levied Egyptian income tax law on Gaza (Alawna,1992). Despite of Israeli occupation to west bank and Gaza areas they continued in levying the same tax laws with some adjustments issued by Israeli Civil Authority to comply these laws with their military orders. After establishment of Palestinian Authority in 1994 according to Oslo agreement, the same laws were continued in implementation with some reliefs and exemptions paired with reductions in tax rates. Since January 2005, the first National Income Tax Law which was issued by Palestinian Legislation Council (PLC) in 2004 has been implemented. Palestinian Income Tax Law consist of 48 articles discussed all policies and procedures related to tax levying cycle for both individuals and corporations. This law stated corporate flat tax rate of 15%, while a progressive tax rates stated for individuals starting from 5% to 15% (Act 17\2004).

## **Accounting Practice in Palestine**

Since 2004, the International Financial Reporting Standards (IFRS) has become a legal reference for Palestinian corporations in preparing their annual reports (The articles of Securities Act of 2004, and the Act of the Palestinian Capital Market Authority (PCMA) of 2004 on which the Authority was created on 2005). On the other hand, the curricula of accounting departments in most of Palestinian universities are still based on American Accounting Standards. While some of public companies use the term of Generally Accepted Accounting Principles (GAAP) as a base for preparing their financial statements without any specified source. In other words, there are at least two types of accounting standards operating concurrently in Palestine; one for academia and





the other for the use of professionals. Regardless of the appropriateness of both types of standards to the Palestinian environment, there are different styles used in financial reporting in Palestine.

### **Financial Reporting Standards in Palestine**

Before the establishment of the Palestinian National Authority (PNA) in 1994, several legal references for financial reporting were prevailing. Companies operating in the West Bank were subject to the Jordanian Corporate Act of 1964, while those operating in Gaza Strip were subject to the Palestinian Corporate Act of 1929 that was legislated during the era of the British Mandate (PSE, 2007). At the same time, financial statements were audited under the Jordanian Auditing Law of 1961. Needless to say, those acts were old and out of date. They were loosely stated and very limited in scope (Rawashdeh, 2003). Under those laws, the Palestinian companies were obliged to provide their profit/loss statements, balance sheets, and explanatory notes. The contents of such financial statements were untouched by those laws and neither specific accounting standards nor auditing standards were required in developing or auditing those statements (See Jordanian and Palestinian Corporate Acts of 1964 and 1929 respectively). During the Israeli occupation, the accounting profession was seen as just providing tax services. After its inception, the PNA established the Palestine Securities Exchange (PSE), and made several economic reforms including legislations. In 1998, the Palestinian Auditing Association based in Gaza called its members to follow the International Auditing Standards in their audits. It was an implicit call using the phrase “To Whom It May Concern” to apply international accounting standards in preparing the financial statements in Palestine. According to the Palestinian official newspaper (Alwaqaea’, 2004), a new auditing law was enacted in 2004, in which the Accounting Professional Council and other auditing associations, such as the Palestinian Association of Certified Public Accountants (PACPA) are brought into existence and the entrance to the profession was regulated.

However, the PNA had yet failed in constituting a unified and modern corporate act. The first formal direct calls to adopt international standards both in accounting and auditing were included in several articles of both Securities Act of 2004 and Securities Commission Act of 2004. Thus, the major factor which affected the development of accounting in Palestine is the regulation pertaining to the PSE, in which the listed companies or those intending to trade through the PSE are required to make disclosures regarding specific information in their financial statements according to IFRS (See Securities Act and Palestinian Capital Market Authority Act of 2004).

At the level of education, there is no unified GAAP applied in the curricula of the accounting departments in the Palestinian universities. Most curricula are largely influenced by the educational background of the accounting instructors, who received their accounting education abroad, especially in the universities of the United States, the United Kingdom, Egypt and Jordan. Thus, many of the Palestinian universities adopt US GAAP in their curricula. However, the quality of accounting education plays an important role in the development of the accounting profession. It should be noted that the quality of the public university teaching in accounting and auditing suffers from the lack of modern curricula and experienced teachers in IFRS. In general, the undergraduate level courses in accounting and auditing focus on the elementary topics and usually do not include IFRS except for a brief in the international accounting course. The quality of accounting education is relatively better at the post-graduate level (MBA programs) because the curriculum includes IFRS and encourages empirical research. Overall, the quality of university curricula in the fields of accounting and auditing needs to be improved by incorporating international standards in both accounting and auditing courses.



At the level of accounting practices, although some of professionals (preparers of the financial statements and auditors of those statements) indicate, in a way or another, that they adopt the international standards in their jobs, there is no documentation for the information disclosed in the financial statements, except that they are prepared according to GAAP. The major factor that contributed to the development of the auditing as a profession in Palestine is that a number of foreign auditing firms are incorporated in Palestine by opening their regional offices as well as in the Arab World (PCMAa&b, 2008) However, the PACPA does not require its members to undertake regular training under any continuing professional-education scheme as required by both IFAC and IASB pronouncements. It is worth mentioning that there are 49 listed companies in the PSE, in which two of them have special nature pertaining to financial reporting. They are Islamic banks; namely The Arab Islamic Bank and The Palestinian Islamic Bank. These types of banks are based on Islam Principles (shareea') in which financial reporting is different from the remaining companies. They need Islamic accounting standards that are not covered by both prevailing GAAPs in Palestine.

### **Accounting Education in Palestine**

According to a review conducted by the World Bank on accounting and auditing standards in the West Bank and Gaza for year 2010, the Palestinian accounting education system is based on the American standards, with much less emphasis on international standards. This issue creates a discrepancy between Palestinian accounting education and professional requirements in Palestine which require IFRS for the financial sector and securities market and are the most commonly used standards in West Bank and Gaza (World Bank, 2010).

In reality the Protocol formalized the economic relations between the Palestinian National Authority and the Government of Israel in the framework of a customs union based on the Israeli customs and trade system, including taxation, while allowing some exceptions in the goods lists such as importing vehicles and petroleum (Al-Jawhari, 1995; Al-Naqib, 1996). With implementation on the ground, it became apparent that the customs union became a one-sided or a semi-customs union. With the complete use of the Israeli tariff structure, the Palestinians were not able to fully benefit from the exceptions allowed for goods imported from Jordan, Egypt or other Arab countries (Misryef, 2000).

### **Paris Economic Agreement 1998**

The Paris Protocol was signed by the Palestine Liberation Organization and the Government of Israel on 29 April 1994. It was included as Annex IV to the Gaza-Jericho agreement of 4 May 1994. The Protocol, part of the Oslo Accords, serves as the main policy framework for the Palestinian National Authority's management of economic affairs under its jurisdiction, not only in terms of external trade relations, but also in terms of financial, monetary and other economic relations with Israel (Elkhafif, M. A., Mussayaf, M., & Elagraa, M. 2014)

The Protocol consists of 11 articles on many aspects relevant to economic, trade and taxation policies, as well as policies relating to importing, banking, insurance, standards, specifications, agriculture, water, energy and petroleum. As such, the Protocol established the main framework governing the economic relations between the Palestinian National Authority and the Government of Israel with regard to the West Bank and Gaza Strip for a transitional period that was intended



to last only five years. It was agreed to establish a Palestinian-Israeli Joint Economic Committee to follow up on the implementation of the Protocol and address any related problems, including the option for either party to request a review of the Protocol by this committee.

The provisions of the Protocol came with a number of policies aimed at reducing the subordination of the Palestinian economy to that of Israel. These policies made tangible differences in the daily economic life of Palestinians. They were given a number of instruments to manage some aspects of economic, trade and taxation policies. This started a precedent that could be built on in the future, as the Protocol affirmed Palestinian economic rights that had been previously unacknowledged, such as the right to impose direct taxes and renew direct Palestinian trade with Arab countries through provisions granting the right for the first time since 1967 to import some goods (cement, iron, petroleum) from Arab markets based on differential Palestinian trade policy treatment. The Protocol also allowed the establishment of an autonomous Palestinian Monetary Authority for the interim period to perform some limited tasks of central banks, such as financial sector supervision and regulation. However, this did not include issuing national currency.

However, due to lack of, and difficulties in, the implementation of the reference Oslo Accords, the Paris Protocol has exceeded the transitory time limit for which it was designed and has been violated numerous times, especially by Israel ignoring, limiting or selectively interpreting many of the Palestinian rights under the Protocol. This has led to a multitude of economic difficulties in the Occupied Palestinian Territory, which continue to exist today.

With regard to direct trade relations with Israel, the Joint Economic Committee, which was composed of equal numbers of official experts from both sides, was supposed to solve any disputes that might arise between the two parties and make amendments to the agreement through negotiations. The Committee, however, did not perform the tasks for which it was established because Israel tied economic issues to its political and security concerns (Khalidi and Rad, 2009), which paralyzed the work of the Committee.

The Committee has been almost completely inactive since 2000, and only one brief meeting was held at the ministerial level in September 2009. At the same time, the Joint Civil Affairs Committee was formed, originally tasked with transferring some of the functions of the Israeli civil administration to the Palestinian National Authority. Instead of this Committee being dismantled when it completed its handover tasks, it continued working as a vital committee with broad tasks. It became more powerful than the Joint Economic Committee because of the Israeli political and security interests in making it the main operational framework for cooperation (El-Ja'fari, 2000; Abd Al-Razeq and Misyef, 2004). The implementation of the Protocol was hence based on imposing fait accompli instead of using negotiations and exploring mutual benefits between a small economy and a larger economy. The small subordinate Palestinian economy could not easily accommodate the liberalization path taken by the Israeli economy (Khalidi and Rad, 2009).

These disappointing realities contrasted sharply with the ambitious goals of the Protocol, originally expected to be achieved within a five-year period:

To promote the development of the Palestinian economy and Palestinian manufacturers through freedom of movement of goods and market access, especially to the Israeli market, without obstacles;



To create the conditions and an environment for trade growth through market diversification based on equal relations and fair trade;

To tackle the structural problems of the Palestinian economy and transforming it from a distorted economy dependent on Israel to a productive self-reliant economy by implementing appropriate financial and trade policies and exploiting the exceptions and margin allowed under the Protocol.

Nonetheless, difficulties soon emerged; after a few years of economic improvement and growth, the economy slowed down; growth in exports ceased. There was no diversification of external markets, and the Palestinian economy remained subordinate to the economy, trade policies and security procedures of Israel. Various studies of the Protocol identified the reasons for its growing failures, and many proposals were made on how to improve and develop it. However, policymakers did not take the shortcomings seriously enough to prompt negotiations to amend the terms of the Protocol or improve its implementation (Khalidi and Rad, 2009; World Bank, 2009; Palestinian Monetary Authority, 2005 and 2007).

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# THE EFFECT ANALYSIS OF CHANGING CONDITIONS IN THE PROPERTY MARKET ON BANKING CREDIT RISK

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**Abstract:** *This paper examines how changes in property market conditions will affect bank credit in Indonesia using historical data during the first Quarter 2002-Quarter II 2021. The primary purpose of this paper is to analyse how the pattern of the relationship between credit risk and the housing price index in the short term and long term by using the Vector Error Correction Model (VECM). The results show a unidirectional causality relationship where the house price index significantly affected bank credit risk negatively. In addition, the results of the Granger causality test show that GDP, inflation rates and interest rate also influence the formation of the housing price index.*

**Keywords:** Bank, Housing Market, Credit Risk, Vector Error Correction Model.

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## 1. Introduction

Since the economic crisis that swept Indonesia in 1998, the contribution of the Indonesian real estate industry to the national economy has continued to grow. It rose from 2.29% in 2000 (yoy) to 2.94% (yoy) in 2010 and 3.07% (yoy) in 2020. In the last ten years, the trend of gross domestic growth (GDP) of the real estate sector has exceeded the growth of national GDP, except in the 2015-2018 period where the government issued policies that suppressed property price growth in Indonesia. Moreover, in 2020, when the Covid-19 pandemic swept the world and caused the Indonesian economy to shrink by 2.07% (yoy), the real estate industry was growing by 2.32% (year-on-year).

Along with the growth of the property sector, other economic sectors such as transportation, tourism and industry are encouraged to grow and develop. The absorption of many workers has a positive impact on the level of welfare and consumption power of the surrounding community. However, growth that exceeds needs has the potential to disrupt the national economy, namely if there is a decline in property prices it can have an impact on the disruption of liquidity and bank guarantees as well as the performance of debtors in the property sector (Febriaty, 2017). The higher the credit growth, the higher the risk of default owned by the bank. Therefore, banks as the main channel of financing in the property sector need to have a strong understanding of the effect of property market volatility on bank credit ((Bhowmik & Sarker, 2021).

According to (Salamah, 2001) one of the factors that led to the economic crisis in Indonesia in 1997-2001 was the government's policy in facilitating the provision of soft loan facilities and granting permits to private companies to obtain loans from abroad. Private companies take advantage of this policy by using short-term loan funds to finance long-term projects such as

property, so that when they mature, the company does not have sufficient funds to cover the maturing debt. The banking sector was then affected by liquidity problems because most banks channeled excessive credit to property companies and resulted in an increase in the quality of non-performing loans (Firman, 2002). Excessive expectations for the growth of the property sector led to bank negligence in analyzing the debtor's ability to obtain bank credit (Marzuki, 2002).

The impact of the property sector turmoil was not only experienced by Indonesia, but also by the whole world when the sub-prime mortgage crisis occurred in the United States in 2008 which resulted in the global financial crisis. This event began with the widespread provision of mortgage-based housing credit facilities (Breuss, 2011). Low interest rates and weak lending standards fueled a boom in the mortgage market in the United States. Although the quality of the loan portfolio is considered poor, the low default rate and the rapid increase in house prices which have an impact on the high value of collateral have attracted banks to invest heavily in the real estate sector, thereby triggering a speculative real estate bubble (Tajik, Aliakbari, Ghalia, & Kaffash, 2015). Growth in the property sector revived the United States economy and prompted the Fed to raise its benchmark interest rate. As a result, interest rates for home financing also move up and affect the ability of debtors to meet their obligations. Furthermore, the demand for housing decreased, while the supply of housing increased in line with the increase in the number of real estate collateral foreclosed by banks. The imbalance between supply and demand further lowers housing prices and worsens housing loan market conditions, leading to high default rates across all loan categories. This fact was then followed by a liquidity crisis in the banking system and a financial crisis that spread throughout the world (Canepa & Khaled, 2018).

## 2. Literature Review

### *Financial System*

As an institution that has an intermediary function, banks have a very strategic role in supporting payment system operations, implementing good monetary policies, and creating a financial system (Mishkin, 2016). For this reason, banks must always carry out business activities in a prudent, transparent, and accountable manner. Banks are responsible for managing public deposits and returning them to the public at the bank's interest amount, which is determined by the prevailing interest rates in the market. The ability of banks to provide interest rates on deposits to the public is influenced by the ability of banks to earn interest profits from the provision of bank credit financing facilities. The failure of banks to find a balance in the collection and distribution of public funds activities is a form of risk that arises from bank operations, and for this reason, it must be adequately managed by the bank.

### *Property Credit and Bank Credit Risk*

Tajik et al., (2015) explain that fluctuations can influence the distribution of bank property loans in house prices and the level of risk that is ready to be absorbed by each bank. Residential property loans will generally use the financed house as the main guarantee. However, many other loans also use property assets as collateral for loan payments. Every bank credit agreement will require collateral for the disbursement of credit provided and a measuring tool in screening the quality of debtors<sup>3</sup>. Thus, not all groups of people can receive housing loans from banks.

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<sup>3</sup> (Jimenez, Salas, & Saurina, 2006) Jimenez, Salas, and Saurina, "Determinants of Collateral."

In conditions where business competition becomes very tight, banks can encourage credit growth by lowering credit lending standards, impacting channeling bank funds to business sectors with a high level of risk without being supported by sound risk management standards (Duong & Huong, 2016). In the end, the bank's orientation to maintain profitability during pressure from the business competition will increase the risk of non-performing loans. A decline in the housing market can lead to a chain of defaults, so the number of non-performing loans will increase sharply (Wan, 2018) (Herring & Wachter, 1999) shows that a decrease in house prices will reduce bank capital by lowering the value of property assets owned by banks and the importance of collateral holdings for bank loans, leading to an increase in credit risk.

Fluctuations in house prices affect the ability of household debtors to pay their mortgage loans. The value of collateral on the property also changes with house prices. Ultimately, risks influence the debtor's decision to choose credit default as the best alternative in solving the debtor's financial problems (Daglish, 2009)12/31/2021 12:50:00 AM.

### *Economic Factors and Their Relation to Property and Credit Risk*

Several empirical studies show a strong relationship between credit risk and macroeconomic fundamentals. In the expansion phase, credit quality offers a better value and the support of sufficient income streams to pay the debt. In other words, the level of non-performing loans (NPL) becomes lower when people have adequate or better income (Canepa & Khaled, 2018). An increase in non-performing loans is often associated with a decline in economic conditions, reflected in a decrease in GDP and inflation rates. From a financial point of view, an increase in non-performing loans harms a country's economic growth and inflation rate (Anjom & Karim, 2016). For example, research (Salas & Saurina, 2002) a significant adverse effect on GDP growth on NPL. Economic cyclical fluctuations can influence risk-taking credit trends (Koju, Koju, & Wang, 2019). Holt (2009) argues that low-interest rates and low credit standards contribute to more extreme house price bubbles and expansion of low-quality mortgages, leading to more severe credit risk.

## **2.1 Problem Statement**

This study will analyze the relationship between residential property prices and bank credit risk. Besides long-term property financing characteristics, a previous literature study in the UK shows the negative association of house prices to bank credit risk in the long term (Benbouzid & Mallick, 2013). Thus, this study will also examine how these two variables influence long-term. In addition, this study will also include variables in lending to the property sector and macroprudential variables such as GDP, inflation, and interest rates, as exogenous variables in this research.

### 3. Method

This study uses secondary time series data with a sample of the research object being commercial banks in the first quarter of 2002 – the second quarter of 2021. In this research A more detailed explanation of the research variables is in the Table 1.

**Table 1: Variable Description**

Variable	Explanation	Variable Code	Source	Unit
Non-performing loan ratio	Number of non-performing loans divided by total credit	NPL	Financial Services Authority - Indonesia	Percentage
The residential property price index	Economic indicators of residential property development	HP	Central Bank of Indonesia	Index
household credit	Amount of consumer credit disbursed for home and apartment ownership	HL	Central Bank of Indonesia	Billion Rupiah
Real estate credit	The amount of credit disbursed to the real estate business sector	REL	Central Bank of Indonesia	Billion Rupiah
Real gross domestic product	The country's economic growth using the base year 2000	GDP	Central Bank of Indonesia, Central Bureau of Statistic - Indonesia	Billion Rupiah
Inflation	Price level increase	INF	Central Bank of Indonesia	Percentage
Interest rate	Cost of borrowing money	INT	Central Bank of Indonesia	Percentage

Literature studies show a close relationship between the housing market and the credit market in the short and long term. Contractions that occur in the housing market are very likely to be transmitted to the credit market and ultimately impact other markets (Benbouzid & Mallick, 2013). Several studies have also proven a significant two-way relationship between property prices and property loans in the long and short term. House prices are influenced by household loans, while household loans are affected by housing prices and the amount of housing stock (Anundsen & Jansen, 2013). In other words, an increase in house prices encourages banks to expand credit, which in turn provides an increase in prices.

Das & Ghosh (2007) highlight that credit growth positively correlates to the increased risk of non-performing loans arising from credit expansion. The drastic downward movement of house prices can impact a sharp increase in the number of non-performing loans. The negative relationship between the two variables has been proven in studies conducted in the United States (Tajik et al., 2015) (Ghosh, 2015), China (Wan, 2018), and the United Kingdom (Benbouzid & Mallick, 2013).

Thus, this study expects a reciprocal relationship that arises from the movement of house prices to bank credit risk in Indonesia, specifically explained through the housing price index variable and the number of non-performing loans. Furthermore, this study will also prove whether there is a negative correlation between house prices and bank credit risk. Moreover, the research hypothesis is described as follows:

H1: House prices have a negative correlation with bank credit risk

H2: There is a long-term relationship between house prices and bank credit risk

This study will use the VECM method to analyze the causal relationship between bank credit risk and the housing price index in Indonesia and answer research problems. To complete the research, it will also examine the relationship between the two variables on macro variables that function as exogenous variables. We will use the Eviews application to help analyze the research model.

### 3.2 Measurement

VAR is a time series method used to capture the development of the dynamics of variables and analyze causality between variables (Christiano, 2012). The VAR model is often used to analyze macroprudential economic models where it is usually not known which variables affect other variables (Stock & Watson, 2001). VECM is a model derived from VAR, and therefore, they have the same assumptions, except that all variables in the VECM model must be stationary in the first differentiation (Basuki & Prawoto, 2017). The similarity of stages in conducting research using the VAR and VECM methods begins with the same steps, a stationarity test, and an optimal lag length test. In addition, the cointegration test is only available in the VECM model.

The VECM models in this study are:

$$\begin{aligned}\Delta NPL_t &= \alpha_1 + \sum_{p=1}^r \beta_{11p} \Delta NPL_{it-p} + \sum_{p=1}^r \beta_{12p} \Delta \ln HP_{it-p} + \sum_{p=1}^r \beta_{13p} \Delta HL_{it-p} + \sum_{p=1}^r \beta_{14p} \Delta REL_{it-p} \\ &\quad + \sum_{p=1}^r \beta_{15p} \Delta \ln GDP_{it-p} + \sum_{p=1}^r \beta_{16p} \Delta INF_{it-p} + \sum_{p=1}^r \beta_{17p} \Delta INT_{it-p} + \varepsilon_{1it} \\ \Delta \ln HP_t &= \alpha_2 + \sum_{p=1}^r \beta_{22p} \Delta \ln HP_{it-p} + \sum_{p=1}^r \beta_{22p} \Delta NPL_{it-p} + \sum_{p=1}^r \beta_{23p} \Delta HL_{it-p} + \sum_{p=1}^r \beta_{24p} \Delta REL_{it-p} \\ &\quad + \sum_{p=1}^r \beta_{25p} \Delta \ln GDP_{it-p} + \sum_{p=1}^r \beta_{26p} \Delta INF_{it-p} + \sum_{p=1}^r \beta_{27p} \Delta INT_{it-p} + \varepsilon_{2it}\end{aligned}$$

### 3.3 Data Analysis

Descriptive analysis of all research variables is shown in Table 2. The variation of NPL between Quarter I 2002 and Quarter II 2021 with a spread of at least 1.77% and up to a maximum of 12.84%, the total average value of 4.1% reflects the controlled credit default risk, which is below 5%. Furthermore, the variation of  $\ln HP$  in the same period ranged from 4,706 bps to a maximum value of 5,374 bps, with a total average of 5,067 bps.



**Table 2: Descriptive Statistic**

	NPL	lnHP	HL	REL	lnGDP	INF	INT
<b>Mean</b>	0.041007	5.067041	220250.7	66732.57	13.33030	0.061460	0.149645
<b>Median</b>	0.030550	5.010734	175408.1	42664.35	13.35179	0.057850	0.142650
<b>Maximum</b>	0.128451	5.374218	540775.4	169670.2	13.77388	0.171100	0.202800
<b>Minimum</b>	0.017698	4.705739	9997.000	4611.000	12.81760	0.013300	0.108700
<b>Std. Dev.</b>	0.023971	0.199869	170673.9	57852.72	0.298177	0.035074	0.025418

## 4. Results and Discussion

### *Unit Root Result*

Data analysis in the form of time series must meet the assumption of stationarity, namely conditions where the data has a constant mean and variance or does not have a unit root. Data containing a unit root tends towards fluctuating values, not the average value. So that a very high R<sup>2</sup> value is often obtained, but the relationship between time series variables does not cause it, but because the data contains an element of trend (random up and down movements). The model estimation will be easier to do if the data is stationary so that statistical analysis of a variable in the future can be explained using historical data for other variables (Sohibien, 2015).

The assumption of the VECM model requires that the data used for the research model is in a stationary position at the first difference and applies to all research variables. The Augmented Dickey-Fuller (ADF) test is the most commonly used unit root test method (Ekananda, 2020). The unit root test results show that all variables are stationary in the first difference (Table 3) and the VECM model can be used for variables that are already stationary.

**Table 3: Unit Root Test**

Variabel	Level		1st Difference	
	ADF	Prob	ADF	Prob
NPL	-2.001944	0.2855	-4.638340*	0.0003
LNHP	-0.297800	0.9195	-8.829914*	0.0000
HL	3.340303	1.0000	-4.111822*	0.0017
REL	0.657092	0.9904	-3.403349**	0.0139
LNPDB	-2.107003	0.2426	-5.505886*	0.0000
INF	-1.836276	0.3604	-6.721853*	0.0000
INT	-1.785015	0.3852	-4.238252*	0.0011

\*, \*\*, \*\*\* sequentially indicates the level of significance at the level 1%, 5%, dan 10%

### *Cointegration Result*

By the optimum lag test results, the cointegration test will use Johansen's method with a lag length of 11. Following the research conducted by (Arestis & Jia, 2019), this study used the Akaike Information Criterion (AIC), Schwarz Information Criterion (SC), Hanna–Quinn Information Criterion (HQ) in selecting the lag length to be used for the VAR/VECM model. Optimum lag test results are shown in Table 5.

Johansen's test provides evidence of a cointegration relationship using a linear model (with intercept and trend). In Table 4, the Trace Test statistic shows that there is one cointegration equation at the 5% significance level. Given that zero  $r = 0$  is rejected at the 5% significance level implies that there is a significant long-term relationship between NPL and lnHP.

**Table 4: Unrestricted Cointegration Rank Test (Trace)**

<b>a</b>	<b>Eigenvalue</b>	<b>Statistic</b>	<b>Critical Value</b>	<b>Prob.**</b>
None *	0.234316	20.40639	15.49471	0.0084
At most 1	0.036890	2.518366	3.841465	0.1125

Notes: Trace test indicates 1 cointegrating equation(s) at the 0.05 level. The test confirms existence of one long-run relation.

\* Rejection of the hypothesis at the 0.05 level.

\*\* MacKinnon–Haug–Michelis (1999) p-values.

The VECM model can analyze the long-term and short-term equilibrium relationship between variables. The results of the VECM estimation are shown in Table 4.8 with the following estimation model:

$$\begin{aligned}\Delta NPL_t = & -0,0018 + 0,0365\Delta NPL_{t-1} - 0,2841\Delta NPL_{t-2} - 0,0605\Delta NPL_{t-3} \\ & + 0,1040\Delta NPL_{t-4} - 0,3780\Delta NPL_{t-5} - 0,4592\Delta NPL_{t-6} \\ & + 0,0740\Delta NPL_{t-7} - 0,0940\Delta NPL_{t-8} - 0,0582\Delta NPL_{t-9} \\ & - 0,3798\Delta NPL_{t-10} - 0,2280\Delta NPL_{t-11} + 0,0489\Delta \ln HP_{t-1} \\ & + 0,0315\Delta \ln HP_{t-2} + 0,0236\Delta \ln HP_{t-3} + 0,0083\Delta \ln HP_{t-4} \\ & + 0,0318\Delta \ln HP_{t-5} - 0,0079\Delta \ln HP_{t-6} + 0,0069\Delta \ln HP_{t-7} \\ & + 0,0142\Delta \ln HP_{t-8} - 0,0400\Delta \ln HP_{t-9} - 0,0080\Delta \ln HP_{t-10} \\ & + 0,0190\Delta \ln HP_{t-11} - 0,000000107\Delta HL - 0,000000208\Delta REL \\ & + 0,0126\Delta \ln GDP - 0,0058\Delta INF - 0,3594\Delta INT + \varepsilon_{1it}\end{aligned}$$

$$\begin{aligned}\Delta \ln IHPR_t = & 0,0149 - 1,3959\Delta NPL_{t-1} - 2,2169\Delta NPL_{t-2} + 2,3119\Delta NPL_{t-3} \\ & + 0,8912\Delta NPL_{t-4} + 0,9131\Delta NPL_{t-5} + 2,7623\Delta NPL_{t-6} \\ & - 1,200\Delta NPL_{t-7} - 0,2790\Delta NPL_{t-8} + 2,4972\Delta NPL_{t-9} \\ & - 0,4653\Delta NPL_{t-10} - 0,086\Delta NPL_{t-11} - 0,3067\Delta \ln HP_{t-1} \\ & - 0,0737\Delta \ln HP_{t-2} + 0,0441\Delta \ln HP_{t-3} + 0,0146\Delta \ln HP_{t-4} \\ & + 0,0282\Delta \ln HP_{t-5} + 0,0857\Delta \ln HP_{t-6} + 0,0102\Delta \ln HP_{t-7} \\ & - 0,1186\Delta \ln HP_{t-8} + 0,0072\Delta \ln HP_{t-9} - 0,2475\Delta \ln HP_{t-10} \\ & - 0,0546\Delta \ln HP_{t-11} + 0,0000000748\Delta HL + 0,000000216\Delta REL \\ & - 0,1313\Delta \ln GDP + 0,8845\Delta INF + 2,5000\Delta INT + \varepsilon_{2it}\end{aligned}$$

The short-term analysis indicates the house price index in the 9th lag significantly affects bank credit risk in the current period in a negative direction. It is in line with the literature study, which describes an increase in house value can reduce bank credit risk by increasing the value of pledged

property assets (Castro, 2013). The prudential-based bank business model requires banks to have reserves for loans disbursed, commonly property collateral. Thus, when the house's value increases, the value of the bank's collateral assets will increase so that when there is a problem with credit repayment by the debtor, the bank can reduce credit risk through the sale of house assets that are collateral for the debtor's credit. On the other hand, an increase in property values can encourage debtor behavior to pay off their debts and avoid the risk of losing assets that nominally exceed the credit value (Tajik et al., 2015).

Meanwhile, the positive effect of the house price index at lag 1 on bank credit risk in the current period is related to the theory of the asymmetric relationship between credit risk and the business cycle. When a monetary policy shock occurs, marked by a decrease in GDP and an increase in inflation, it will impact decreasing consumption levels and housing demand (Gai, Minford, & Ou, 2020). The decline in demand for the housing sector led to a reduction in house prices. Thus, changes in the housing price index begin to have a significant adverse effect on bank credit risk after the 9th lag.

It indicates a 1% decrease in non-performing loans at lag-2, affecting the reduction in bank credit risk in the current period by 0.284108%. Furthermore, the number of non-performing loans at lag-2 also has a significant positive effect at the five percent level of significance of 0.284108 on credit risk in the current period. The impact of the inflation rate on the housing price index is also explained positively and significantly at 0.884514. It means that every time there is an increase in inflation, it will affect the rise in the house price index by 0.884514%.

The error correction term coefficient (CointEq1) indicates a long-term balance relationship between credit risk and the house price index, which is significant in the VECM model. The CointEq1 coefficient in credit risk means the house prices variable tends to decrease in response to the imbalance by 0.026589% to create a long-term balance. The house price index variable has a significant negative effect of 0.389696 on the banking risk variable for the long term. A decrease in the house price index will cause an increase in credit risk in the long term by 0.389696%.

#### *Impulse Response Function (IRF) Result*

The response of the credit risk variable to the influence of shocks on residential property price index shows a positive response in the first two periods (Figure 1). It begins to show an adverse reaction in the 3rd period onwards. It means that the turmoil in housing price index caused a decrease in overall NPL, with the most negative response demonstrated in the 11th period, which was -0.00170 standard deviation. The positive reaction was shown again by the NPL in the 20th period of 0.00044 standard deviations, and after that, it showed a fluctuating response between -0.00006 standard deviation to -0.00073 standard deviation.

Housing price index response negatively to shocks on the movement of credit risk began with -0.0049 standard deviation and continues to decline until it reaches the lowest response point -0.0125 standard deviations in the 3rd period. Despite starting with a negative response, the housing price index responded positively in the 7th period and peaked at 0.0012 standard deviations. However, the answer must be corrected again on a fluctuating basis until the end of the period.

### *Variance Decomposition Result*

The results of the variance decomposition analysis show that the most significant contribution to the credit risk variable is the variable itself which in the first period starts with 100%. However, house prices began to influence the NPL, thereby reducing the proportion of the effect of the NPL itself to 97.7%. The influence of the housing price index increasing contributes 12.98% to the NPL, while the contribution of the NPL's effect to the NPL itself decreases to 87.01% in the 50th period. House prices can justify the NPL up to the 11th period significantly. Furthermore, the contribution of the influence is not too significant, which is below 1%. The results of this analysis are in line with the Granger causality test and the optimum lag test, which state that there is a significant effect of the housing price index on credit risk up to lag 11.

## **5. Conclusion**

The study results conclude that there is an effect of the movement of the housing price index on credit risk. This result further strengthens the justification for the role of banks in maintaining the stability of economic conditions in Indonesia. It is necessary to pay attention to developments in the property sector. The current government program is increasingly focused on increasing public access to financing services for home purchases. It is necessary to pay attention to bank management and regulators of the financial services sector to maintain the principle of prudence in providing bank loans and following credit procedure policy.

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## Appendix

**Table 5: Lag Optimum Test**

Lag	LogL	LR	FPE	AIC	SC	HQ
0	208.8503	NA	7.14E-06	-6.174635	-6.108824	-6.148593
1	412.5915	389.2369	1.84E-08	-12.13706	-11.93962*	-12.05893*
2	415.3733	5.148536	1.91E-08	-12.10070	-11.77164	-11.97049
3	416.5120	2.039333	2.08E-08	-12.01528	-11.55460	-11.83299
4	417.3487	1.448691	2.29E-08	-11.92086	-11.32855	-11.68648
5	419.7868	4.075600	2.4E-08	-11.87423	-11.15030	-11.58777
6	427.9585	13.17232	2.13E-08	-11.99876	-11.14321	-11.66022
7	428.8610	1.400856	2.35E-08	-11.90630	-10.91912	-11.51567
8	432.4380	5.338920	2.4E-08	-11.89367	-10.77487	-11.45096
9	433.2320	1.137601	2.66E-08	-11.79797	-10.54755	-11.30317
10	456.8351	32.41018	1.5E-08	-12.38314	-11.00109	-11.83626
11	468.9359	15.89369*	1.19e-08*	-12.62495*	-11.11128	-12.02599

\* indicates the sequence of lags according to the criteria

**Table 6: VECM Model Estimation**

Cointegrating Eq:	CointEq1	
NPL(-1)	1.000000	
lnIHPR(-1)	-0.389696***	
	[-3.94878]	
C	1.954491	
<b>Error Correction:</b>	D(NPL)	D(LNHP)
CointEq1	-0.026589***	0.040121
	[-4.56279]	[ 0.74141]
D(NPL(-1))	0.036350	-1.395954
	[ 0.23704]	[-0.98029]
D(NPL(-2))	0.284108**	-2.216908*
	[ 2.17423]	[-1.82697]
D(NPL(-3))	-0.060498	2.311866**
	[-0.56807]	[ 2.33767]
D(NPL(-4))	0.103981	0.891247
	[ 1.17094]	[ 1.08078]
D(NPL(-5))	-0.377956***	0.913139
	[-4.52996]	[ 1.17856]



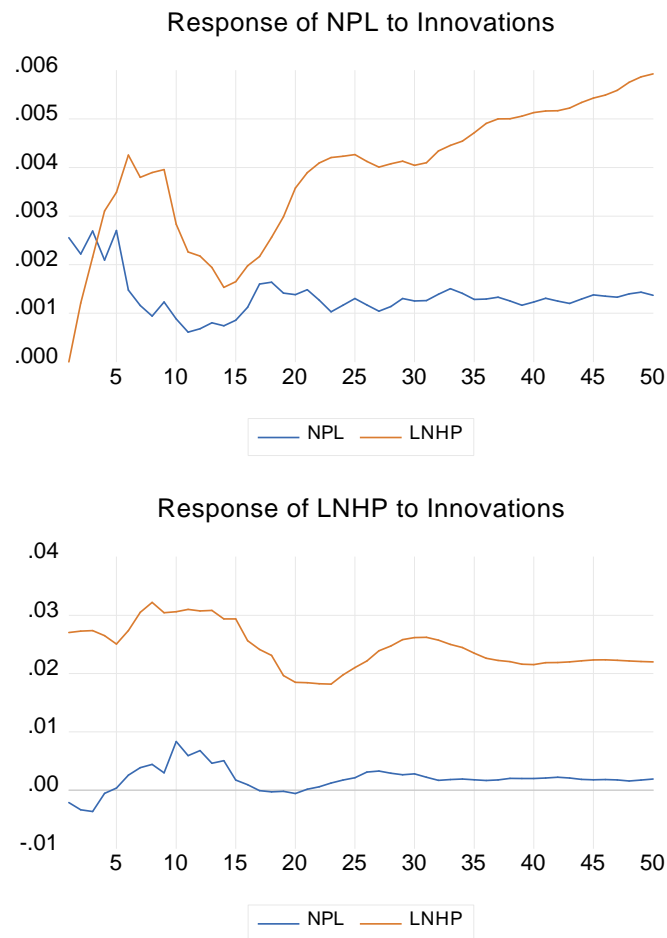
D(NPL(-6))	-0.459184*** [-3.82196]	2.762314** [ 2.47590]
D(NPL(-7))	0.073968 [ 0.79675]	-1.200517 [-1.39254]
D(NPL(-8))	-0.093968 [-0.93486]	-0.279037 [-0.29894]
D(NPL(-9))	-0.058235 [-0.73167]	2.497186*** [ 3.37863]
D(NPL(-10))	-0.379764*** [-4.63213]	-0.465280 [-0.61114]
D(NPL(-11))	-0.227970** [-2.37986]	-0.085926 [-0.09660]
D(LNHP(-1))	0.048955*** [ 2.70947]	-0.306713* [-1.82802]
D(LNHP(-2))	0.031557** [ 2.07080]	-0.073672 [-0.52061]
D(LNHP(-3))	0.023583 [ 1.62582]	0.044141 [ 0.32770]
D(LNHP(-4))	0.008359 [ 0.59035]	0.014632 [ 0.11128]
D(LNHP(-5))	0.031823 [ 1.62803]	0.028190 [ 0.15530]
D(LNHP(-6))	-0.007941 [-0.57550]	0.085738 [ 0.66911]
D(LNHP(-7))	0.006895 [ 0.50936]	0.010220 [ 0.08130]
D(LNHP(-8))	0.014253 [ 1.30545]	-0.118658 [-1.17031]
D(LNHP(-9))	-0.040025*** [-3.71913]	0.007218 [ 0.07222]
D(LNHP(-10))	-0.008091 [-0.55917]	-0.247496* [-1.84198]
D(LNHP(-11))	0.019059 [ 1.44964]	-0.054629 [-0.44746]
C	-0.001855 [-2.06508]	0.014903 [ 1.78664]
KKK	-1.07E-07	7.48E-08



	[-1.51054]	[ 0.11351]
KRE	-2.08E-07	2.16E-06
	[-1.18972]	[ 1.33489]
lnPDB	0.012580	-0.131279
	[ 0.71007]	[-0.79793]
INF	-0.005822	0.884514***
	[-0.21377]	[ 3.49755]
SB	-0.359481	2.500057
	[-1.18332]	[ 0.88621]
R-squared	0.846919	0.500599
Adj. R-squared	0.731074	0.122674
Sum sq. resids	0.000248	0.021421
S.E. equation	0.002591	0.024061
F-statistic	7.310795	1.324600
Log likelihood	318.5237	171.4407
Akaike AIC	-8.773446	-4.316384
Schwarz SC	-7.811325	-3.354263
Mean dependent	-0.000191	0.008393
S.D. dependent	0.004996	0.025688

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# Response to Cholesky One S.D. (d.f. adjusted) Innovations



**Figure 1: Impulse Response Functions Period 50**

# THE EFFECT OF LEADERSHIP ORIENTATIONS ON COMMUNICATING CHANGE ACTIVITIES BY MIDDLE-LEVEL MANAGEMENT OF STATE-OWNED ENTERPRISE, MEDIATED BY DISTRIBUTED LEADERSHIP

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**Abstract:** *This research aims to analyze the relationship between the leadership style orientation of each middle manager towards communication activities as a form of implementing organizational change that is applied to every member of the organization in state-owned companies throughout Indonesia, by taking respondents from the Middle Management and Staff level. Emphasis on communication activities in implementing changes from leaders is very important during this pandemic. By continuing to follow the regulations that have been made by the government during the pandemic, state-owned companies have maximized the method of working remotely. Company leaders need to provide direction to their teams in understanding their respective capacities, adapting to new cultures and anticipating unexpected plans. With good communication, the parties involved in the change can accept the change and understand that change is necessary for the good of the organization. This study uses a quantitative method with a convenience sampling technique. The research subjects used 155 middle managers and staffs from several state-owned companies. Data were collected using an online questionnaire and processed using SmartPLS 3 with the Structural Equation Modeling (SEM) method. The results related to the profile or characteristics of the respondents were obtained based on gender, age, position, years of service, the field of BUMN where they worked, and the name of the company where they worked.*

**Keywords:** Person-centred Orientation, Task-centred Orientation, Distributed Leadership, Communicating Change.

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## 1. Introduction

Leaders can also be referred to as change agents who directly influence through their behavior and various factors in the work environment that activate and support change (Battilana, Gilmartin, Sengul, Pache, & Alexander, 2010). The trusting relationship between employees and managers is the basis for the success of change initiatives, especially trust in management fosters positive employee attitudes towards change (Yue, Men, & Ferguson, 2019).

Individually oriented leaders are involved in creating goals, or visions, that clearly state the strategic direction of the organization, while meeting the needs of employees by taking their concerns into account. They are also able to form teams to provide training and mentoring to ensure a smooth transition of employees to new environments. Overall, instead of exacerbating the





uncertainty and dissatisfaction caused by change, transformational leaders turn change initiatives into more attractive ones (Yue, Men, & Ferguson, 2019).

Task-centred orientation to leadership, can also be called transactional leadership, the goal-oriented nature of transactional leaders who focus on expectations and recognize achievement characteristics can positively initiate employees to exert high levels of effort and performance higher (Ejere & Abasilim, 2013). Task-oriented leaders may tend to place less emphasis on communication activities (Battilana, Gilmartin, Sengul, Pache, & Alexander, 2010).

Individual leadership perspectives need to be complemented by a pluralistic view of leadership. Leaders who are more oriented towards interpersonal relationships (person-centred orientation to leadership) with their members will be more likely to carry out communication activities to convey change plans. Meanwhile, leaders who are more oriented to the structure (task-centred orientation to leadership), rules, reward systems, increasing organizational efficiency, will be less inclined to carry out communication activities as the delivery of change plans (Battilana, Gilmartin, Sengul, Pache, & Alexander, 2010). The existence of strategic internal communication greatly contributes to various aspects of change initiatives. When leaders show that they are giving employees ideas by listening fairly and actively making changes, workers are more willing to voice their opinions. It can strengthen the organization's strategic goals and values (Neill, 2018).

Middle management positions require greater leadership skills than a leader in an organization. This is necessary so that the position not only develops a team consisting of many members, but also develops fellow colleagues who have the same team under him. The existence of middle management plays an important role in State-Owned Enterprises (BUMN). According to a copy of the Regulation of the Minister of State-Owned Enterprises (2020), during the 2015-2019 period there were several strategic steps taken by the Ministry of SOEs in an effort to change and increase the value of SOEs. As a government institution, the Ministry of SOEs has the role of organizing government affairs in the SOE sector to assist the President in administering state government. The role is in the form of a role to foster and encourage SOEs to be able to become agents of development and value creation. In other words, SOEs must be ready to make changes.

In 2020, as many as 47 BUMN won awards at the BUMN Brand Award event. The selected SOEs have gone through various formidable challenges, including in dealing with the Covid-19 pandemic situation. From the award, it can be seen that the 47 SOEs have carried out and communicated the change plan to their members in order to be able to adapt and innovate in the current situation. The current crisis situation has the possibility to repeat itself in the future. In a situation of uncertainty in the future, the most important thing is not to judge from what actions have been taken by the company's leaders, but must judge from how the company's leaders carry out these actions. The leaders of strong SOEs will prioritize the most important mission of stabilizing the situation by taking decisive and fast action. Effective SOE leaders are judged for their keenness to identify changes that can emerge after the recovery phase. The ability to collaborate effectively with various internal functions will be very important in the crisis recovery phase due to the current Covid-19 pandemic.

Emphasis on communication activities in implementing changes from leaders is very important during this pandemic. By continuing to follow the regulations that have been made by the government during the pandemic, state-owned companies have maximized the method of working



remotely. Company leaders need to provide direction to their teams in understanding their respective capacities, adapting to new cultures and anticipating unexpected plans. With good communication, the parties involved in the change can accept the change and understand that change is necessary for the good of the organization.

This research is based on previous research conducted by Canterino, Cirella, Piccoli, and Shani (2020) entitled "*Leadership and change mobilization: The mediating role of distributed leadership*". From the background structure that has been described, this study also modifies the dependent variable into Communicating Change by referring to the journal article Battilana, Gilmartin, Sengul, Pache, and Alexander (2010) entitled "*Leadership competencies for implementing planned organizational change*". The researcher decided to conduct a research entitled "*The Influence of Leadership Orientations on Communicating Change Activities by Middle-Level Management of SOEs Mediated by Distributed Leadership*".

## 2. Literature Review

### 2.1 Person-centred Orientation

People-centred leadership orientation can influence motivation, and thereby inspire people to implement change activities (Stilwell, Pasmore, & Shon, 2016). People-centred leadership orientation can positively influence motivation, and thereby inspire people to adopt and implement mobilization activities (Stilwell et al., 2016). It can also support the establishment of a supportive social climate, promote management practices that ensure fair treatment of organizational members, and thus enable mobilization (Bass, 1990).

To build a supportive social climate and ensure fair treatment, leaders can seek spontaneous collaborative interactions between organizational members and coordination with other leaders (Paunova, 2015). People-oriented leaders focus on creating relationships with other organizational members (Goleman, 1998). Developing close working relationships over time is likely to be an important antecedent of distributed leadership, as these close working relationships can "develop over time until leadership manifests itself in the shared role spaces covered by these relationships" (Gronn, 2009). People who work for ethical leaders are motivated to put in extra effort (Albaum & Peterson, 2006).

Such a leader has a promising way of thinking about ethics and belief in leadership because it focuses on the moral aspects of a leader. This leadership can take the form of a demonstration of appropriate normative behavior seen from the leader's personal actions and interpersonal relationships with other parties, and other ethical behaviors such as the ability to coordinate employees through two-way communication, employee reinforcement, and decision making (Brown, Trevino, & Harrison, 2005).

Leaders motivate and inspire followers to go beyond the self-interest of each follower for the welfare of the group and organization. These leaders change the perception of their followers from self-confidence to a collective idea, make them loyal to their leader's vision, and encourage them to prioritize group interests over self-interest (Shamir, House, & Arthur, 1993). When leaders allow their subordinates to participate in decision making, subordinates become more loyal to the team and show higher levels of trust in leadership (Korsgaard, Schweiger, & Sapienza, 1995).



Leaders with an individual orientation, through their ability to influence their subordinates, develop cohesiveness among their team members (Bass, Avolio, Jung, & Berson, 2003).

Leaders with an individual approach provide inspirational motivation that includes communication, interaction, and discussion about a meaningful vision to their followers to work towards the current and future vision of the organization. Leaders also show optimism and enthusiasm for the vision and inspire followers to overcome challenges that may exceed their expectations (Engelen, Gupta, Strenger, & Brettel, 2015). An individual approach is shown by the leader by detecting and finding the weaknesses and strengths of each follower, listening to the problems and needs of each individual, and providing support and training so that they can develop each of their unique potentials (Mittal & Dhar, 2015).

Leadership effectiveness is closely related to the leader's attitude of honesty (disclosure of actual conditions), integrity (principled behavior), or trustworthiness (Den Hartog, House, Hanges, Ruiz-Quintanilla, Dorfman, Abdalla, & Zhou, 1999). Effective leaders quickly recognize the weaknesses that exist in themselves and keep trying to be able to improve these weaknesses. An efficient leader is able to face a problem with an open mind and see things with a broad perspective (Ofori, 2009). A person subjectively assigns values to the expected results of various actions; therefore, he has expectations for the results he does (Albaum & Peterson, 2006). Leaders value the learning and development process of followers by inspiring, enhancing intellectual qualities, and serving as coaches, teachers, or mentors (Sosik, Godshalk, & Yammarino, 2004).

Individually oriented leaders articulate a strong vision to their followers and are able to increase the morale of their followers towards the achievement of set goals and are change oriented. These leaders motivate their followers to think differently, push individual boundaries, and innovate new strategies (Kissi, Dainty, & Tuuli, 2013). Therefore, this leadership style will be more effective in industries that are change-oriented and which require innovation for their growth and survival (Abbas & Ali, 2021). Leaders consider the emotional responses of each individual, accept their needs, demonstrate appropriate ideological and moral values, and focus on individual attention (Garcia, Jimenez, & Gutierrez, 2012).

According to Kets de Vries in Battilana, Gilmartin, Sengul, Pache, and Alexander (2010), leaders who are oriented towards an individual approach are highly involved in the process of self-reflection. They do things like consider how their feelings affect other people, can read other people's feelings quite well, understand the reasons why they feel how they feel in certain situations, analyze their feelings before acting, make sure that their behavior fits the situation, engage in the process of reflection. sustainable self, and analyze his mistakes to be able to take lessons.

Leaders who are person-centred orientation also instill in them a high level of trust in their members. They give full attention to others when having a conversation, make sure that people feel comfortable with them, actively show respect and interest in others, work to build trust among their members, and make others feel open by talking freely about them himself (Battilana, Gilmartin, Sengul, Pache, & Alexander, 2010).

## 2.2 Task-centred Orientation

Task-oriented behavior is linked to a strong focus on task execution, prompting leaders to monitor goal achievement and seek support from others in the organization. Task-oriented leaders' high concern for performance leads them to set deadlines and periodically monitor the progress of their projects (Bass, 1990). Task-oriented behavior also aims to build harmony between values, attitudes and behavior, and systems. Task-oriented leaders can use their ability to align systems and processes to support change, putting extra effort into establishing ways to reinforce and normalize new behaviours (Stilwell et al., 2016). Task-oriented leaders tend to focus on developing the procedures and systems needed to implement change. Task-oriented leaders may tend to place less emphasis on communication activities (Blau & Scott, 1962).

Task-oriented leadership refers to the extent to which leaders define and manage their followers and are oriented towards the definition of performance, goals, and role expectations and constraints. In particular, individuals with high self-confidence tend to feel more capable of mobilizing resources and taking action to regulate their own behavior and control the behavior of others to achieve goals (Ju, Huang, Liu, Qin, Hu, & Chen, 2019). In particular, supervisors with high managerial self-efficacy believe that they are competent in mobilizing resources for task completion and fulfillment of managerial role expectations (Fast, Burris, & Bartel, 2014).

This leadership style is characterized by setting performance standards and achieving goals through rewards and punishments (Bass, Avolio, Jung, & Berson, 2003). A policy and reward system is not the only important factor for building the right organizational climate, which has the greatest impact on the behavior of organizational members. Moral standards and the existence of a belief are also important factors in building an organizational climate for change (Luria & Yagil, 2008). In certain organizations, a top-down hierarchical system is highly used. All policies are always determined by the leadership. It is very important to have the right leaders to advance an organization towards change (Ofori, 2009).

Task-oriented leadership behaviors represent fundamental, day-to-day behaviors that are important in all types of leaders. Individuals' belief in their ability to succeed in managerial terms is positively related to subsequent task-oriented leadership behavior, which refers to behaviors that explain the expectations, roles, and responsibilities of followers, and are oriented towards job completion (Ju, Huang, Liu, Qin, Hu, & Chen, 2019).

When task-oriented leaders reward performance and focus on the extrinsic needs of subordinates and their timely accomplishment of tasks well, the reward strategy employed by the leader can motivate followers towards the achievement of project goals. Furthermore, these leaders are expected to actively take corrective action whenever they identify errors to ensure the successful implementation of the project. Transactional leadership is characterized by an exchange relationship between the leader and followers. Leaders set standards and then expect their followers to follow those standards and take corrective action actively or passively if followers deviate from these standards (Abbas & Ali, 2021).

Task orientation is ultimately related to task performance which assumes the leader's ability to appropriately carry out task-related managerial activities, for example achieving organizational and/or strategic goals, ensuring the implementation of organizational processes, and appropriately managing activities that function to increase profits. Task-oriented leaders will be relevant to



complete managerial tasks, while individual-oriented leaders will be relevant for motivating followers (Gartzia & Baniandres, 2016).

Such leaders typically operate within the boundaries of the existing system or culture, and have a preference for risk aversion. They also tend to be effective in stable and predictable environments where monitoring current activity against past performance is the most effective strategy (Lowe, Kroeck, & Sivasubramaniam, 1996). A basic level of trust in a leader can be built when he or she explains expectations and rewards, and reliably executes what has been agreed (Bass, Avolio, Jung, & Berson, 2003).

According to Kets de Vries in Battilana, Gilmartin, Sengul, Pache, and Alexander (2010), task-oriented leaders convince their members to be fully committed and make deadlines as a reference. Leaders can set clear performance standards and goals, ensure that performance standards are adhered to, and hold members accountable for their commitments and deadlines. Leaders who are task-centred orientation also build harmony between values, attitudes, and the prevailing system. They work to develop organizational systems that reflect the company's values, attitudes and behavior. They are also actively involved in designing management systems to facilitate effective behavior, develop corporate values that serve to unite people in the organization, and ensure that organizational members respect the basic values of the organizational culture.

### **2.3 Distributed Leadership**

Organizational leaders are usually tasked with providing system members with a structured process for changing system values and cultures. Individual leadership perspectives need to be complemented by a pluralistic view of leadership. This approach consists of various forms of leadership implying the interaction and "combined influence of several leaders in a given organizational situation". This study focuses on leader orientation as it relates to "the spread of leadership roles across organizations, and even beyond their boundaries, as various people pass on leadership responsibilities over time to achieve important outcomes" (Denis, Langley, & Sergi, 2012).

Distributed leadership system emphasizes leaders to discuss with each other and help colleagues in solving problems, then can clearly describe the vision of the organization. It can also be seen whether the organization provides them with a shared set of values that guides change, whether all units have reached a high level, whether they meet regularly to discuss performance, whether they also meet regularly to discuss standards and goals, whether a leader provides a structure that encourage all colleagues to participate in improving the process, and whether the leader plays an important role in increasing the effectiveness of change implementation (Canterino, Cirella, Piccoli, & Shani, 2020).

Distributed Leadership (DL) is defined as a concept that captures the entire organization as a unit of analysis and takes into account their organizational environment. The DL is focused on the study of leadership at the organizational level and across organizations. DL practice is based on interactions within the organization and its operational environment (Fitzsimons, James, & Denyer, 2011). Organizational leaders are usually tasked with providing system members with a structured process for changing system structures, processes, values, culture and routines, because they must be able to convince members to adopt new practices as new routines (Higgs & Rowland, 2005).





Distributed leadership emphasizes the division of responsibilities and leadership functions, such as making decisions between two or more people in appropriate situations (Spillane, 2004). How leadership is distributed is an important question to answer because organizational members can have different views, agendas, and expectations regarding the distribution of leadership responsibilities (Bolden, 2011). If their expectations on the distribution of leadership responsibilities are not met, these misaligned expectations can have a significant negative impact on the morale and behavior of organizational members. Employees' expectations of their involvement in an organization and the impact of misaligned expectations have been studied through the concept of a psychological contract (Robinson & Morrison, 2000).

The nature of distributed leadership depends on the specific context in which the team operates. Depending on the situation, the team may end up with a different set of tasks distributed among team members and project leaders. How leadership is distributed within a team, and what tasks the vertical leader is responsible for or shared by team members based on the nature of the activity, are important questions to answer, as team members can have different expectations in terms of distribution of leadership and decision-making responsibilities (Bolden, 2011).

Models in the literature seek to map the behavioral patterns and characteristics of individual leaders (e.g., transformational and transactional, charismatic, servant, pragmatic and ethical leadership with the behaviors they exhibit in leading change successfully, including engagement and resource mobilization (Anderson & Sun, 2017). The pattern of good leadership will increase the potential of the team, namely the belief that one team has skills and abilities above average, which in turn will lead to a higher level of group performance (De Cremer, Mayer, Van Dijke, Schouten, & Bardes, 2009).

What a leader does can be seen in how a leader divides tasks with other leaders, how they communicate with one another, how and in what way leaders provide direction to subordinates and so on (Trevino & Weaver, 2003). Distributed leadership strongly supports organizations to benefit from diversity of thought in decision making (Evaggelia & Vitta, 2012).

Good leaders can generate higher levels of trust from their followers, which will be associated with higher levels of team self-confidence and higher levels of team performance (Hosmer, 1995). Tendency to trust refers to how likely a particular employee is to trust a leader. Usually for such workers, they think that most of the people they meet on a daily basis have a good nature of honesty. The distributed leadership perspective shows the need to study leadership in terms of joint activities rather than individual activities, namely seeing leadership as something that is built together in teams rather than carried out by only one person (Gronn, 2002).

Therefore, they tend to believe that their leader has behaved ethically and is a role model for their subordinates (Mayer, Kuenzi, Greenbaum, Bardes, & Salvador, 2009). A leader must display the highest moral standards in his daily life such as what is said, actions, decisions, and their daily behavior thereby setting a good example for every employee who follows him (Ofori, 2009). Distributed leadership requires collaboration in the form of communication and exchange of resources across multiple leaders for strategic decision making (Hristov, Scott, & Minocha, 2018). According to Gronn (2002) and Canterino, Cirella, Piccoli, and Shani (2020), the distributed leadership system emphasizes leaders to discuss and help each other in solving problems, then can clearly describe the vision of the organization. It can also be seen whether the organization



provides them with a shared set of values that guides change, whether all units have reached a high level, whether they meet regularly to discuss performance, whether they also meet regularly to discuss standards and objectives, whether a leader provides a structure that encourage all colleagues to participate in improving the process, and whether the leader plays an important role in increasing the effectiveness of change implementation.

## 2.4 Communicating Change

From a managerial perspective, the literature emphasizes three main managerial drivers of activities related to planned transformation: communicating the need for change and the status of outcomes; mobilize resources and people within the organization to engage and activate the change process; and evaluating the status of change efforts (Ford & Greer, 2005). Among these drivers, communication activities play a very important role. A leader must communicate the need for change, so that the old culture and habits in an organization can change for the better. Organizational members need to understand why behavior and routines need to be changed (Kotter, 1995). Leaders are important agents for transformation, and they are tasked with communicating the importance of change to employees, modeling desired mindsets and behaviors, openly involving others and being personally involved (Men, Yue, & Liu, 2020).

Leadership communication refers to the process by which organizational leaders connect with and influence stakeholders (Harrison & Muhlberg, 2014). Leadership communication is a core component of the organization's internal communication system. It not only sets the tone for internal communications but plays an important role in determining how internal and external stakeholders perceive the image and reputation of the organization. It is widely recognized that senior leaders define the company's basic values and connect with and influence stakeholders through communication of the company's values, goals, and culture (Men, Yue, & Liu, 2020).

Individually oriented leaders have the ability to clearly articulate a vision of the future and inspire their subordinates towards the achievement of project goals. Such leaders have the ability to drive team collaboration, communication, and project success (Abbas & Ali, 2021). Employees place higher demands on top leaders to step out of their offices, communicate openly, engage directly with internal and external constituencies, and even take a stand around controversial issue. The communicative role of top leaders is becoming more prominent and important than ever before. This is especially true during times of instability such as changes across companies and markets (Men, 2015).

Leaders who promote the communication process use a vision statement to instill overall goals and objectives into organizational members. They build the confidence of their members with high performance expectations and the belief that the members can achieve it. They also provide greater intellectual inspiration and stimulation for each of their followers (Bass, 1999). In communication activities, leaders try to change the perspective of organizational members on problems by helping them look at old problems in a new way, and inspire enthusiasm in achieving group goals. Messages from leaders must reflect goals and a high degree of confidence that they are capable of achieving them. The fundamental interests of the company are seen to be positively influenced by trust (Robbins & Judge, 2015). Ethical leadership acts as an expression of behavior that is regulated in personal relationships within the organization that can strengthen and improve the ethical behavior of organizational members in making changes (Lu & Lin, 2014).



To dispel the status quo and create a new picture of the desired state of the organization's members, the leader as the prime mover must communicate the need for change (Fiol, Harris, & House, 1999). Leaders who prioritize communication tend to emphasize communication activities on the implementation of planned organizational change as a way to explain why change is needed, and to discuss the nature of change and thereby reduce confusion and uncertainty among organizational members (Bass, 1999). A professional in internal communication works closely with senior leaders to build a consistent change vision, rationale for change, and trains managers to communicate key change messages to employees (Neill, 2018).

Executive leaders, including the CEO, business unit heads, and members of the top management team who report directly to the CEO, are seen as key determinants of the organization's direction. They make decisions big and small, and build organizational infrastructure to mobilize and inspire organizational members to accept the effects of change (Men, Yue, & Liu, 2020). Leadership communication, when done correctly, can provide a means for understanding change and for an optimistic representation of change. Therefore, effective leadership communication must play an important role in the successful implementation of change (Sonenshein & Dholakia, 2012).

From a good working atmosphere with communication activities that run smoothly, good behaviors can also be created for members of the organization. The key to the success of a company is a work atmosphere that makes each member feel a great responsibility in every job and in advancing the goals of the company. An ethical climate in the company can be created from a good and right leadership style from a manager in the company (Schwepker, 2001). When leaders show that they share ideas from employees by listening fairly and actively making changes, employees are more willing to voice their opinions (Schweitzer, Hershey, & Bradlow, 2006).

According to Battilana, Gilmartin, Sengul, Pache, and Alexander (2010), leaders who prioritize communication activities in change implementation activities will believe that this is an important aspect of the change process. Regarding this aspect, the leader devotes significant time to communicating the need for change among other members of the organization. For the leader, communicating the ideas behind change effectively is far more important than any other aspect of the change process, and the leader also devotes a great deal of time and energy to developing a vision for organizational change outcomes.

### **3. Method**

#### **3.1 Design of the Research**

This study uses a descriptive research design, namely research data processing that aims to describe or provide an overview of the characteristics of the object under study through sample or population data, estimate the proportion of the population that has certain characteristics, and find relationships between different variables (Cooper, Schindler, & Sun, 2006). Researchers distribute questionnaires in the form of systematic questions and are easily understood by respondents, in order to obtain accurate information in research, which will then be processed by researchers to obtain specific information related to research.

#### **3.2**

### 3.2 Measurement

A five-point Likert scale was used for the measures (1 = strongly disagree; 5 = strongly agree). This study has a total of 31 questions indicators in the questionnaire. This study uses a research model that has been previously conducted by Canterino, Cirella, Piccoli, and Shani (2020) entitled *Leadership and change mobilization: The mediating role of distributed leadership*. The researcher also refers to the previous study by Battilana, Gilmartin, Sengul, Pache, and Alexander (2010) entitled *Leadership competencies for implementing planned organizational change*. This study explains the influence of *Person-centred and Task-centred Orientation* variables on *Communicating Change* variables, there is also a mediating variable, namely *Distributed Leadership*. The following are hypotheses designed in this study, with the model of research:

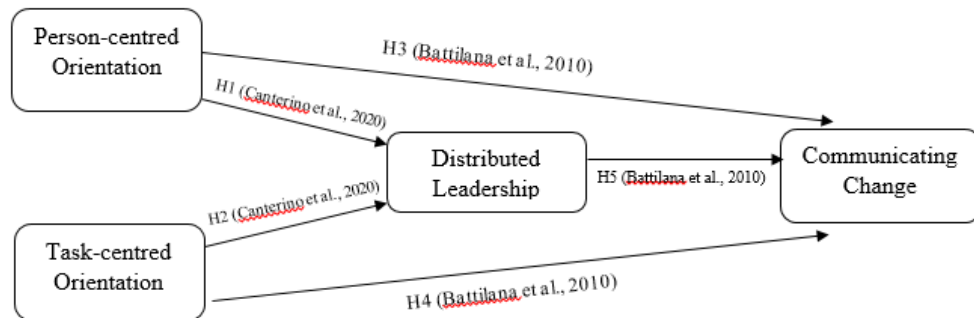


Figure 3.1: Empirical Models

### 3.3 Hypothesis

- H1 : A *person-centred orientation* to leadership relates positively to *distributed leadership*.
- H2 : A *task-centred orientation* to leadership relates positively to *distributed leadership*.
- H3 : A *person-centred orientation* to leadership relates positively to *communicating change*.
- H4 : A *task-centred orientation* to leadership relates positively to *communicating change*.
- H5 : *Distributed leadership* relates positively to the level of emphasis on activities associated with *communicating change*.
- H6 : *Distributed leadership* mediates the relationship between a *person-centred orientation* to leadership and the level of emphasis on activities associated with *communicating change*.
- H7 : *Distributed leadership* mediates the relationship between a *task-centred orientation* to leadership and the level of emphasis on activities associated with *communicating change*.

### 3.4 Data Collection Methods

This study uses the unit of analysis which is the middle managers in state-owned companies throughout Indonesia. In the sampling method, the researcher will use the *Convenience Sampling* technique, which is a non-random sampling technique in which the target population taken has certain criteria such as easy access to sampling, availability at a certain time, and the willingness of respondents to participate (Etikan, Musa, & Alkassim, 2016). The primary data of the study was obtained from distributing questionnaires to 155 middle managers in state-owned companies throughout Indonesia. This study has 31 question indicators in the questionnaire so that a total sample of 155 respondents is obtained, from the results of 31 indicators multiplied by 5 (Hair, Black, Babin, Anderson, & Tatham, 2006). Questionnaires were distributed online via google form.

### 3.5 Data Analysis Methods

For the data analysis method, the researcher used the Structural Equation Modeling (SEM) method in testing the overall construction variation in this study. SEM has become an important tool for assessing various problems in quantitative research (Mai, Niemand, & Kraus, 2021). SEM contributes to its ability to measure empirical fit, i.e. the extent to which the model fits the empirical data (Bentler, 1990). The construct and its relationship can be measured indirectly through a series of variables that can be observed from the questionnaire responses. The aim is to examine the causal relationship between each category of the conceptual framework and determine the direction of the relationship and its statistical significance (Hong & Jeon, 2015).

Analysis proceeded in two stages: (a) testing the measurement model, and (b) testing the mediational hypotheses (Piccoli et al., 2017). In SEM, there are index values to test the fit of the model, some examples are *Residual value*, *Expected Cross Validation Index*, *Noncentrality Parameter*, *Index Parsimony*, *Comparative Fit Index*, and *Significance Level*. From this study, it is hoped that the use of SEM can help researchers find the relationship between the four variables and their dimensions of *Person-centred Orientation*, *Task-centred Orientation*, *Distributed Leadership*, and *Communicating*.

## 4. Results and Discussion

In this study, the researcher first conducted a pretest on 30 respondents from workers in the middle-level management structure and staff in BUMN before collecting and processing all the data to be targeted in this study. In this stage, the researchers tested the reliability and validity of each question variable. This stage is important with the aim that each question item in a questionnaire can be better understood by the respondent. It can also be seen whether each of the available questions can represent the variables used in the questionnaire. If the results are good, then the respondent collection stage can be continued until it reaches the target. The pretest data and the whole series of this study were processed using SPSS (Statistical Program for Social Science) and SmartPLS 3.



**Table 4.1: Reliability Test Results on Pretest Data**

Variable	Cronbach's Alpha
Person-Centred Orientation	0,931
Task-Centred Orientation	0,920
Distributed Leadership	0,905
Communicating	0,906

The results of the reliability test on the initial 30 respondents showed that the quality of each question item in the questionnaire was reliable or reliable. If the Alpha value  $> 0.60$  then it can be said to be reliable. It can be seen that the four variables, namely Person-Centred Orientation, Task-Centred Orientation, Distributed Leadership, and Communicating each show an alpha of 0.931; 0.920; 0.905; and 0.906. All of these results show numbers  $> 0.60$ . So these variables are consistent after testing.

**Table 4.2: Results of Person-Centred Orientation Variable Factor Analysis**

Variable	Indicators	Pearson Correlation	Description
Person-Centred Orientation	PCO 1	0,404	Not Valid
	PCO 2	0,810	Valid
	PCO 3	0,783	Valid
	PCO 4	0,788	Valid
	PCO 5	0,881	Valid
	PCO 6	0,826	Valid
	PCO 7	0,838	Valid
	PCO 8	0,782	Valid
	PCO 9	0,747	Valid
	PCO 10	0,653	Valid
	PCO 11	0,811	Valid
	PCO 12	0,775	Valid

**Table 4.3: Results of Task-Centred Orientation Variable Factor Analysis**

Variable	Indicators	Pearson Correlation	Description
Task-Centred Orientation	TCO 1	0,839	Valid
	TCO 2	0,679	Valid
	TCO 3	0,885	Valid
	TCO 4	0,894	Valid
	TCO 5	0,838	Valid
	TCO 6	0,893	Valid
	TCO 7	0,722	Valid

**Table 4.4: Results of Factor Analysis of Distributed Leadership Variables**

Variable	Indicators	Pearson Correlation	Description
<b>Distributed Leadership</b>	<b>DL 1</b>	<b>0,606</b>	<b>Valid</b>
	<b>DL 2</b>	<b>0,755</b>	<b>Valid</b>
	<b>DL 3</b>	<b>0,745</b>	<b>Valid</b>
	<b>DL 4</b>	<b>0,805</b>	<b>Valid</b>
	<b>DL 5</b>	<b>0,831</b>	<b>Valid</b>
	<b>DL 6</b>	<b>0,893</b>	<b>Valid</b>
	<b>DL 7</b>	<b>0,838</b>	<b>Valid</b>
	<b>DL 8</b>	<b>0,723</b>	<b>Valid</b>

**Table 4.5: Results of Communicating Change Variable Factor Analysis**

Variable	Indicators	Pearson Correlation	Description
<b>Communicating Change</b>	<b>CC 1</b>	<b>0,870</b>	<b>Valid</b>
	<b>CC 2</b>	<b>0,923</b>	<b>Valid</b>
	<b>CC 3</b>	<b>0,859</b>	<b>Valid</b>
	<b>CC 4</b>	<b>0,885</b>	<b>Valid</b>

The data collection method in this study is by distributing online questionnaires to each respondent who is a worker in a BUMN, both from workers at the middle management level and staff level. The amount of pretest data in this study was collected from 30 respondents. Of the 30 respondents to the pretest, they consist of several BUMN fields such as Financial Services (10 respondents); Transportation Services (4 respondents); Tourism and Support Services (3 respondents); Energy, Oil and Gas Industry (3 respondents); and Logistics Services, Telecommunications, Insurance and Pension Funds, Education, Construction, Aviation, Shipping, and Health Industries, each of which received one respondent. There have been 12 companies that have participated in this research. For the sampling method, the researcher uses the Convenience Sampling method, which is a non-random sampling method where the target population taken has certain criteria such as easy sampling access, geographical proximity, availability at a certain time, and respondents' willingness to participate in this study (Etikan, Musa, & Alkassim, 2016). After the researcher distributed the questionnaire, the results related to the profile or characteristics of the respondents were obtained based on gender, age, position, years of service, the field of BUMN where they worked, and the name of the company where they worked.

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# THE INFLUENCE OF TECHNOLOGY IN TAPPING THE FULL POTENTIAL OF ISLAMIC TOURISM

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**Abstract:** *Worldwide tourism market is dominated by the millennials. This segment relies heavily on technology in their daily lives. Thus, understanding the demand characteristics enable tourism business suppliers to leverage technology in their service provision. Correspondingly, national tourism sector requires concerted effort from the stakeholders to ensure the post-covid recovery phase can achieve the projected national tourism policy by 2030. Despite the lacklustre industry, technology advancement has helped tourism stakeholders to remain alert and get updated information virtually until we are fully ready to host the travellers again. This conceptual paper has thus enthralled the researchers to discuss the influence of technology in helping the stakeholders to tap the full potential of Islamic tourism in Malaysia. The objectives are i) to investigate the influence of technology in tapping the potential Islamic Tourism and ii) to discuss the extent to which technology influence the potential of Islamic tourism. The discussion entails the challenges of Islamic tourism, future trends and stakeholder's role and strategies in tapping the full potential of Islamic tourism with the advent of technology. Data from established secondary sources were reviewed, analysed, and organized according to their relevance importance based on the scope of the study. Findings indicated that greater technology leveraging positively influence the potential of Islamic tourism offerings. Furthermore, understanding the future trends enable the Islamic tourism stakeholders to equip themselves with the relevant skills and practices to stay competitive. In addition, sustainability of the Islamic tourism product lies on the stakeholders' concerted effort in their respective area.*

**Keywords:** Islamic tourism; technology; stakeholders.

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## 1. Introduction

Islamic tourism is a lucrative business targeting at both Muslim and non-Muslim market. Dominated by the millennials, this technology-driven segments requires the stakeholders to understand and cope with the latest technology in its product and service provisions. Worldwide, Islamic tourism product is projected to bring in USD300 billion revenue through 230 million Muslim travellers' arrivals by 2026 (GMTI, 2021; Halal Travel Frontier 2019).

Several studies have been conducted over the influence of technology in tourism (see for instance (Agrawal, 2021; Haddad, 2020; Nuryyev et al., 2020; Ordóñez et al., 2020; Wise & Heidari, 2019) which clearly imply a strong urge and readiness to leverage technology to provide competitive advantage to the stakeholders and the destinations . This however, requires collaborative effort from the tourism industry players and its related components.



Nevertheless, little emphasis was given to technology influence in Islamic tourism development and the role of stakeholders in ensuring the viability of the tourism product. It is expected that 60% of Muslim travel expenditure is made digitally and the artificial intelligence (AI) market to generate USD \$15.7 trillion in 2030 (Halal Travel Frontier, 2019). Therefore, understanding the market needs to exploit the competitive advantage of Islamic tourism which remains untapped is required to ensure that the travel sector's recovery after the covid-19 pandemic is both sustainable and inclusive (GMTI, 2021; OIC, 2020).

Likewise in Malaysia, being the leading Muslim friendly destination since 2011, Islamic tourism has generated 16.72 billion from 5.3 million arrivals in 2019 (Malay Mail, 2021). However, the aftermath of covid-19 pandemic is catastrophic both economically and socio-culturally across the field. As international travel is only geared by the fourth quarter of 2021, Crescent rating is confident that the 2021 Global Muslim Travel Index (GMTI) discovery on prospect and hiatus is beneficial to assist all tourism stakeholders in attracting the Muslim travel market (GMTI, 2021).

## **2. Literature Review**

### **Islamic Tourism**

The upshot of Islamophobia is catalytic to the rise of Islamic tourism, halal branding, Islamic marketing, Syariah compliant hotel and Islamic conscience. Islamic tourism is a niche, the most sustainable product as it is based on Syariah law (Islamic jurisprudence) has been offered as early as the industry inception. Islamic tourism in this study context is measured based upon the concept and operation.

Worldwide, Islamic tourism concept and terminologies varies according to country. The operationalization of the term as Islamic tourism, halal tourism, Muslim-friendly and Syariah compliant hotel, dry hotel for instance, provide different connotation. It is akin to distinguishing between a Muslim and a Mukmin or asking if Kosher is Halal and vice versa. The rebranding of the term into halal tourism or Muslim-friendly tourism implies a more friendly and flexibility approach yet does not ensure full compliance from the stakeholders.

Alternately refers to halal tourism or Muslim-friendly tourism, Islamic Tourism is defined as tourist encounter in tourism related activity, event, experience, or indulgence undertaken within an Islamic framework ([www.itc.gov.my](http://www.itc.gov.my)). These imply that it encompasses all aspects of life and involve every single discipline as Islam is comprehensive. Visiting mosque and other Islamic architecture was an inauguration of Islamic tourism in Malaysia back then.

In 2008, Islamic tourism receives its focused as early as 2008 under the second phase of the Halal Industry Development Master Plan (2010-2015 and several other national policies. At a policy planning level, compliance to Shariah law is the ultimate challenge as it requires both policy implementation and obedience from the stakeholders. Operationally, acceptance due to misconception among the operators and the public pose another challenge that Islamic tourism needs to deal with.



In terms of hospitality service standards, the MS 2610: 2015, the international level Crescent rating standard and the MS1500:2009 certification for the food providers requires the business operators to comply with strict operational guidelines in its production, preparation, handling, and storage (ITC, 2021; Malay Mail, 2021). In practice, the execution poses partial compliance as in the halal meat cartel scandal and counterfeit halal certification as it depends on the individual attitude and perception of business operators' and the authority bodies' integrity.

Besides, the notion about vast manpower requirement to accommodate gender segregation hampers business providers which do not fit into the economic concept of scale and scope.

Most of the statistical data is produced by Crescent Rating, a Singapore-based consultancy company in Halal travel and Travel barometer. Perhaps, producing sound statistics may entice the stakeholders with the worth of the sector. From a travel package perspective, there is lack of Islamic tourism niche elements as some tourism spots are non-Islamic compliant. Besides, Muslim Friendly Tour Guide (MFTG) certification is among positive to boost the industry (ITC, 2021) which requires continuous monitoring. In its online marketing, (Murphy, 2007) stated that Malaysian Destination management Organisations (DMOS) employ liberal and moderate Islamic approach in their tourism activities. To address most of these discrepancies, organization must provide continuous training and in ensuring effective interaction between service providers and the customers (Olya & Al-ansi, 2018).

From the demand perspective, ensuring halal travel experience is the desired outcome especially for the Muslim. Customers rely on the business provider to convince them that the entire travel arrangement is shariah compliant. This because in Islam, the consequences of engaging in haram elements are detrimental to the mind, body and soul.

### **Technology Influence**

The influence of technology in tourism industry has become a widely studied area. The inclination towards technology adoption is influenced by perceived benefits (PB) and perceived risks (PR). Perceived benefits (PB) include the ease of use and usefulness (Davis et al., 2014; Venkatesh et al., 2003), social influence (family and social circle references and personal and professional networking) and potential business growth (Agrawal, 2021; Kansakar et al., 2019; Mandal, 2019; Nuryyev et al., 2020; Ordóñez et al., 2020; Wise & Heidari, 2019). Perceived risks (PR) on the other hand are attributed by investment and maintenance cost, safety and security, customer satisfaction as well as obsolete/out-dated risks (Go et al., 2020; Haddad, 2020; Nuryyev et al., 2020).

Information technology is vital to facilitate tourism agility and resilience (Mandal, 2019). As tourism is dependent on other related components as accommodation, transportation, attractions and shopping and merchandise, smart technology that utilizes the internet of things (IoT) offers ease of accessibility from extensive information sources (Wise & Heidari, 2019), provide competitive advantage to business operators and the destination (Ordóñez et al., 2020), foster collaborative efforts and effective risk mitigation strategies to meet customers' satisfaction (Mandal, 2019).

Furthermore, global distribution system provides real-time information and products inventory from the tourism suppliers which enable the stakeholders to conveniently access the information 24/7 and may efficiently result in business growth at all levels. Similarly, Agrawal (2021) and Kansakar et al. (2019) noted that big data enhance service quality, greater target market and business models through energy efficiency, confined information and services, mass data accumulation, security and privacy, and minimal inactivity.

Metadata management and Artificial intelligence (AI) is the future trend in tourism (Fortuna et al., 2012; Go et al., 2020; HTF, 2019, 2020). However, technology adoption has its own limitations which require the tourism stakeholders to weight carefully prior to make investment. Haddad (2020), for instance illustrate “tech realism over tech optimism” which he quoted from Dr Björn Schuller, a Professor of AI at Imperial College London & University of Augsburg & CSO, audEERING phrase to described Henn na Hotel situation,

The first hotel solely manned by robot in Tokyo, Japan commenced its operation in 2015. However, the management suffered huge investment and maintenance cost in training and retraining, software update, loss potential customers and business, disgruntled guests and stressful employees due to the ineffectiveness of the AI robots and no/lack human touch (Haddad, 2020). The manifold implications resorted the management to rehire human staffs.

In addition, technology adoption in tourism business is subject to safety and security issues, violation of privacy, data authenticity and business threat as information leakage and product and services can easily be copied by others. Furthermore, as technology is changing rapidly, it requires state-of-the art facilities as equipment may be obsolete over time, continuous training and retraining which is time and energy consuming and incur strong financial investment.

As tourism suppliers agreed to pool the data, metadata management may result to cyber-attacks, security breaches, technological challenges to all tourism stakeholders due to insufficient knowledge and social influence reliance (Agrawal, 2021; Fortuna et al., 2012; Nuryyev et al., 2020). Besides over dependence on technology poses threat as we are experiencing resource depletion and the prophecies in all divine religions pertaining end time trials including Malhamah al Kubra (the greatest battle) or Armageddon and ad Dukhan (the smoke that blanketed the earth for forty days) which results to technology disruption.

The value of each entity with vested interest in the business needs to be recognized (Bidhan et al., 2010) in Islamic tourism symbiotic relationship which coexist in its product and service provision. Thus, understanding the challenges of Islamic tourism and the role of technology help the stakeholders to tap the full potential of the tourism product and ensures that the mutual benefits are shared across the business continuum.

## 2.1 Problem Statement

The significant value of Islamic tourism and technology development in Malaysia has become one of the main focused to achieve sustainable tourism development growth (EPU, 2021b, 2021a; MOTAC, 2020). However, halal tourism in Malaysia is still unexploited (Malay Mail, 2021; The Star, 2018). Further, it is argued that over dependency on the government and individualistic approach employed in the industry is catastrophic to the industry survival (MOTAC, 2020). The national tourism policy 2020-2030 report further highlighted that the lacklustre industry is



attributed by service culture, poor destination management as well as outdated marketing strategies which requires a holistic approach in understanding both supply and demand sides.

This is because the main market for Islamic tourism comprises of the millennials who are technology-savvy, young and educated segments which rely heavily on online platforms in making their travel decisions (Debra Kamin, 2019; HTF, 2019) with Gen Z and Gen Alpha to be next in line (HTF, 2020). Thus, personalized service involving smaller volume and re-designed visitor experiences is the best approach for the industry players during this endemic and in its recovery stage (GMTI, 2021).

As such, it is urged that tourism stakeholders leverage the technology to stay resilient (EPU, 2021a; Malay Mail, 2021; MOTAC, 2020). Therefore, tourism stakeholders must collaborate while competing at the same time as the industry requires the support of other related sectors in its ecosystem. With the above problems stated, the researchers were keen to investigate technology influence in tapping the potential of Islamic Tourism in Malaysia. The objectives were i) to investigate the influence of technology in tapping the potential Islamic Tourism and ii) to discuss the extent to which technology influence the potential of Islamic tourism.

### 3. Method

To answer the objectives, two research question were formulated. They are i) How does technology influence the potential Islamic Tourism? and ii) To what extent does technology influence the potential Islamic Tourism? This descriptive study employs secondary data from reputable sources as ScienceDirect, Emerald, connectedpapers.com, Sage and Taylor & Francis using Boolean search. In addition, reports, media release and newspapers articles as well as government blueprint from credential organisations related to the scope of study as Crescent Rating, MOTAC, Tourism Malaysia and Economic planning Unit.

The information from these sources were group based on the identified construct that measures technology influence through the independent variables namely perceived benefits and perceived risks; and dependent variable Islamic tourism which was measured by concept and operation. Islamic tourism stakeholders comprising of all parties with vested interest in the tourism product formed the unit of analysis.

This include both Islamic tourism suppliers as travel agencies, accommodation sectors, transportations sectors, entertainment and other tourism-related operators, government, associations at all level and the demand side namely the customers. Data were then organized according to the variables measured and analysed based on their significance importance to answer the research objectives.

### 4. Results and Discussion

This paper aims to discuss the influence of technology in tapping the full potential of Islamic tourism in Malaysia. Perceived benefits positively influence Islamic tourism stakeholders' adoption of technology. Since the main market for Islamic tourism is the millennials (Debra Kamin, 2019; HTF, 2020) and the future market dominated by the Gen Z and Alpha (HTF, 2020), the industry needs to leverage technology in every single aspect of its business encounter to build, maintain and sustain the relationship with the customers and other stakeholders. Further, Halal Travel frontier 2019 report released by Crescent rating identified seventeen (17) trends that will

influence future development of Islamic tourism products facilitated by technology. The authors have classified them into four major categories tabulated below.

**Table 1: Halal Tourism Future Trends**

CATEGORY	TREND
<b>Technology Aided Travel</b>	2. Continuous provision of Artificial Intelligence (AI) via Chatbots & Intelligent Personal Assistants (IPA) in the travel space to empower Muslim travellers.;  3. Real time Halal status and assurance through Augmented Reality (AR) and Artificial Intelligence (AI).;  4. Provision of Augmented Reality (AR) to aid better visitor interpretation especially in understanding Islamic Heritage;  7. Engagement of VR for intense hajj and umrah courses
<b>Sustainable Development Goals</b>	1. Destinations are utilising Muslim travellers' obligations for responsible tourism towards achieving sustainable development goals
<b>Shift in Consumer Preferences</b>	5. Consolidation of Muslim Travel Space Will Result in Emergence of Stronger Muslim Lifestyle/ Travel brands;  6. The rise of DIY Umrah will disrupt conventional umrah market.;  8. Proliferation of digital technology across generations in travel behaviour.;  9. non-OIC regions are increasing their capability and capacity to attract Muslim travellers.;  12. The influence of educated female with higher buying power to make travel planning and decision.  14. Decline in Muslim travellers to Islamophobic destination.
<b>Industry Demand</b>	11. Competitive business and demand for better hospitality service requires hotel sector to tap the Muslim travel market.;  13. Destination needs to be aware of diversity issue.;  15. Business operators need to upgrade manpower capital to stay resilient;  16. Rise in demand for travel advisory board.;  17. Business operators to maximize big data advantages

Note: Adapted from "Halal Travel Frontier 2019 Report" by Crescent Rating

Islamic tourism requires collaborative effort from the stakeholders to survive. Based on the above table, almost all tourism stakeholders are employing artificial intelligence such as chatbot and big data/metadata in its service provision especially airlines, hotel and other transportation sectors. The symbiotic relationship requires the stakeholders to cooperate and compete at the same time to stay competitive. Keeping abreast with the advent technology is one of the key successes in today's marketplace. Likewise, to tailor to different generation gap, the shift in consumer behaviour and meeting the industry standard while embracing the sustainable development goal, Islamic tourism stakeholders must be able to fully utilize technology-driven travel.



Beside the conveniency of using the internet to get information 24/7, social influence in decision making process, the ability to foster personal and professional networking and the opportunity for business expansion has made technology adoption as the best platform. Technology innovation and adoption in tourism ecosystem is expected to increase productivity of all sectors by 30% and provision of greater service quality by 2030 (EPU, 2021a; MOTAC, 2020)

Consistent with other studies findings on technology influence in tourism, Islamic tourism in Malaysia managed to leverage technology with the expansion of Muslim-friendly tourism scope which include hospitality, Muslim Friendly Accommodation Recognition (MFAR) programme with forty-four (44) participative local and international hotel brands, the appointment of Islamic Tourism Centre (ICT) as an MFTH training provider, Muslim Travel Package, Muslim-Friendly Tour Guide Certification Programme (MFTG) and collaboration with educational institutions and private sectors in research agenda, human capital development and M.I.C.E growth as well as regional cooperation with Indonesia and Thailand in Islamic tourism development (ITC, 2021).

We found perceived risks (PR) as positively significant in influencing technology adoption in developing the potential of Islamic tourism in Malaysia. The higher the perceived risks, the more vigilant the stakeholders will be. This is because Islamic tourism does not confine with halal food provision, prayer-time and Muslim-friendly facilities only. Instead, it covers the pre-during and post - provision and consumption of halal travel experience on both supply and demand side.

Employing state-of-the art and energy efficiency technology, promotion of green practices, careful selection of supply chain and effective meta data management involve extensive financial implication especially if they involve litigation. Halal meat cartel scandal, counterfeit halal logo, Umrah scam were all exposed with the aid of technology. Failure to comprehend the concept and characteristics may hamper the success of Islamic tourism. Therefore, it requires greater understanding, strict implementation and compliance from all the tourism stakeholders (Derigs & Mazban, 2009; Malay Mail, 2021) and greater risks management through technology adoption.

Similarly, users wanted free apps or minimal investment with good functions and internet security, Islamic tourism suppliers including the government desire greater return on investment while customers want quality service and value for money travel experience. Hence, early intervention is plausible with the right technology adoption in addressing these trade-off, Islamic tourism challenges and coping with the future trend.

In addition, greater and more accurate information about Islam helps to reduce Islamophobia. provide greater security for stakeholders to prepare the back-up plans to face technology disruption and outdated facilities and equipment due to fast technology transformation. Furthermore, greater function of watchdog organisations in providing the latest tips and techniques in ensuring safe internet surfing can enhance users' acceptance and adoption.

## 5. Conclusion

As understanding about halal and Islamic tourism opportunities is still in its infancy (Malay Mail, 2021), knowledge about current challenges, the perceived benefits and perceived risks that stakeholders must consider before adopting technology enable Islamic tourism stakeholders to devise the right strategies incumbent to operate the Islamic tourism sector. Therefore, it is vital for tourism stakeholders to devise strategies, enrol into the relevant training program especially during the initial stage and promote positive IT environmental adoption to ensuring a resilient and sustainable business (Nuryyev et al. 2020).

This study extends current literatures in Islamic tourism study through organized information and coverage of the Islamic tourism stakeholders. The practical implications help future researchers to understand current trend and prospective research areas to embarked into. On the supply side, understanding the projected Islamic tourism trends enable the stakeholders to strategize and devise the best plan of action by choosing the right technology adoption and the possible consequences. As conceptual study formed the limitation, it is recommended that future research to look into misunderstanding about Islamic tourism among tourism suppliers because the concept and operation are still unclear.

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# THE PROBLEMS RELATED TO THE EXPERIENCE ARRANGEMENT OF ENGLISH LEARNING FOR PRESCHOOL

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**Abstract:** *The objective of this study was to problems related to the experience arrangement of English learning for preschool Thai children. The respondents comprised 364 teachers at the Child Development Center under the jurisdiction of the Local Administrative Organization nationwide. Descriptive statistics was used to analyze the data. The findings revealed that most of the teachers were female aged between 31–40. They held a Bachelor's degree in preschool education and they had been working at the center for more than 15 years while 63.46% had no experience in teaching English to preschool children aged 3–5 years. The research finds that the major problem found in this study were that most of the teachers found the availability of staff development related to English was not consistent with the demand, there was not enough budget to support the learning of English and the lessons and the instructional media did not facilitate both the teachers and the students.*

**Keywords:** Problems of experience arrangement of English learning, English, preschool children.

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## 1. Introduction

The English learning and instructional approaches in Thailand have been improved to enhance the learners' English skills. The communicative approach focuses on the practical use of a language, learners and practices, which is in line with the behavioral approach believing that language learning depends on the environment and stressing mimicking, drilling and reinforcement so that learners can accumulate such knowledge throughout the course of learning. In Thailand, English has been a required course in the national curriculum since 1960 (Bureau of Academic Affairs and Educational Standards, 2008).

The Bureau of Academic Affairs and Education Standards (2008) realizes that Thai people have to be better at English so that they can use it as a tool to keep up with the changing world; consequently, it requires educational institutions to teach English using approaches that develop the students' usage, thinking skills and learning process (Bureau of Educational Innovation Development, 2004). The earlier age the children start learning a second language, the more proficient they become. Hu et al., (2018), According to the findings, learning a second language should start at a very young age with a natural approach in that children should not be forced to memorize words or learn too many languages at a time. Different instructional media should be used and the teaching should be reinforced through conversation and play.

## 2. Literature Review

Preschool children's learning of English language, McLaughlin (1985) mentions that preschool children learn another language in the same way as they learn their mother tongue. Moon (2000) illustrates that preschool children devise their own strategy to learn English such as a natural approach as they learn their mother tongue through stimulation. The stimulation of a second language depends on the teacher's style and the more the stimulations (Feza, 2016), the faster children learn the language. Stimulation can be done by repetition, imitation, practice and interaction in a trusting and accepting environment along with various and enjoyable activities. Children will be able to translate the meaning of the second language to fit the meaning of their mother tongue.

According to studies conducted literature review, the language development of young children is different from that of older children or adults in that young children have better listening skills than older children because young children respond better to oral commands (Guo, 2007; Lefever, 2007). In addition, they can produce some sounds better than older children. Speaking development begins when children have been exposed to listening materials for some time. The mother tongue is essential for learning English as a foreign language.

### 2.1 Problem Statement

The English learning and instructional management for Thai students, as a result, should be in line with the nature of learning and the appropriateness for each development stage of the age groups (Early et al., 2005; Justice et al., 2008). Although the aims of learning and instructional management for preschool children at the Child Development Centers of the Local Administrative Organization are the same, they are different in policies and approaches; consequently, a study on the problems about their English learning should be conducted to see whether they are in line with the policy and objectives set by the Local Administrative Department and the Ministry of Education. The Thai context, problems related English of instructors are not well equipped with English teaching skills and teaching techniques in addition to a lack of motivation and positive attitude towards the learning and teaching of English. In addition, even though the English learning and teaching in Thailand has been established for a long time, students' performance is still not satisfactory. The writer, therefore, would like to the study problems of English theaching of teachers at the Child Development Center under the jurisdiction of the Local Administrative Organization nationwide. Various aspects are analyzed and synthesized. The findings from this study will be used to improve the learning and teaching of the English language.

## 3. Method

This study was based on quantitative research.

### 3.1 Population and Samples

The population in this study comprised teachers at the Child Development Centers of the Local Administrative Organizations throughout the country (Department of Local Administrative Promotion, 2019), 397 of whom were the sample selected based on the multi-stage sampling of Taro Yamane's principles whose significance was at .05. The Child Development Center in each region, province and district were also used to select the sample.



### **3.2 Research Tool**

The research tool which is applied to this research is the questionnaire type that can be divided into two main parts.

Part I: General Information of the teachers at the Child Development Centers. The queries included gender, age, education, working, and experience in teaching English.

Part II: the problems of experience arrangement of English learning for preschool Thai children.

#### **3.2.1 Reliability of the Research Tools**

The researcher had developed the questionnaire form by gathering information from two sources. The first source that stated about the English learning theories. The second source was from the concept of factors related to the preschool.

Later on, the form had been submitted to research experts of three people to inspect Index of Consistency (IOC). They examined the accuracy and clarity of the questions whether using right objectives and appropriate wording.

After the form had been reviewed and returned from the experts, the researchers made revision accordingly as per their recommendations and suggestions. The form was again submitted and overviewed. Furthermore, the revised form had launched the try out with 30 teachers at the Child Development Center who were not in the sample group. The outcomes of the entire test were examined to find reliability value by the alpha coefficient method. As of the finding, the reliability of the questionnaire was .88.

### **3.3 Collected Data**

The quantitative data was collected from mailed questionnaires distributed to teachers at the Child Development Center under the jurisdiction of the Local Administrative Organization nationwide. A total of 397 questionnaires were distributed and 364 were returned, giving a return rate of 91.6%.

### **3.4 Data Analysis**

Descriptive statistics was used to analyze the data includes percentage, mean, and standard deviation (SD)

## **4. Results and Discussion**

### **4. 1 Results**

The findings revealed that most of the teachers were female (96.70%) aged between 31–40 (42.31%). They held a Bachelor's degree in preschool education (55.50%) and 34.07% had been working at the center for more than 15 years while 63.46% had no experience in teaching English to preschool children aged 3–5 years as shown in figure 1.

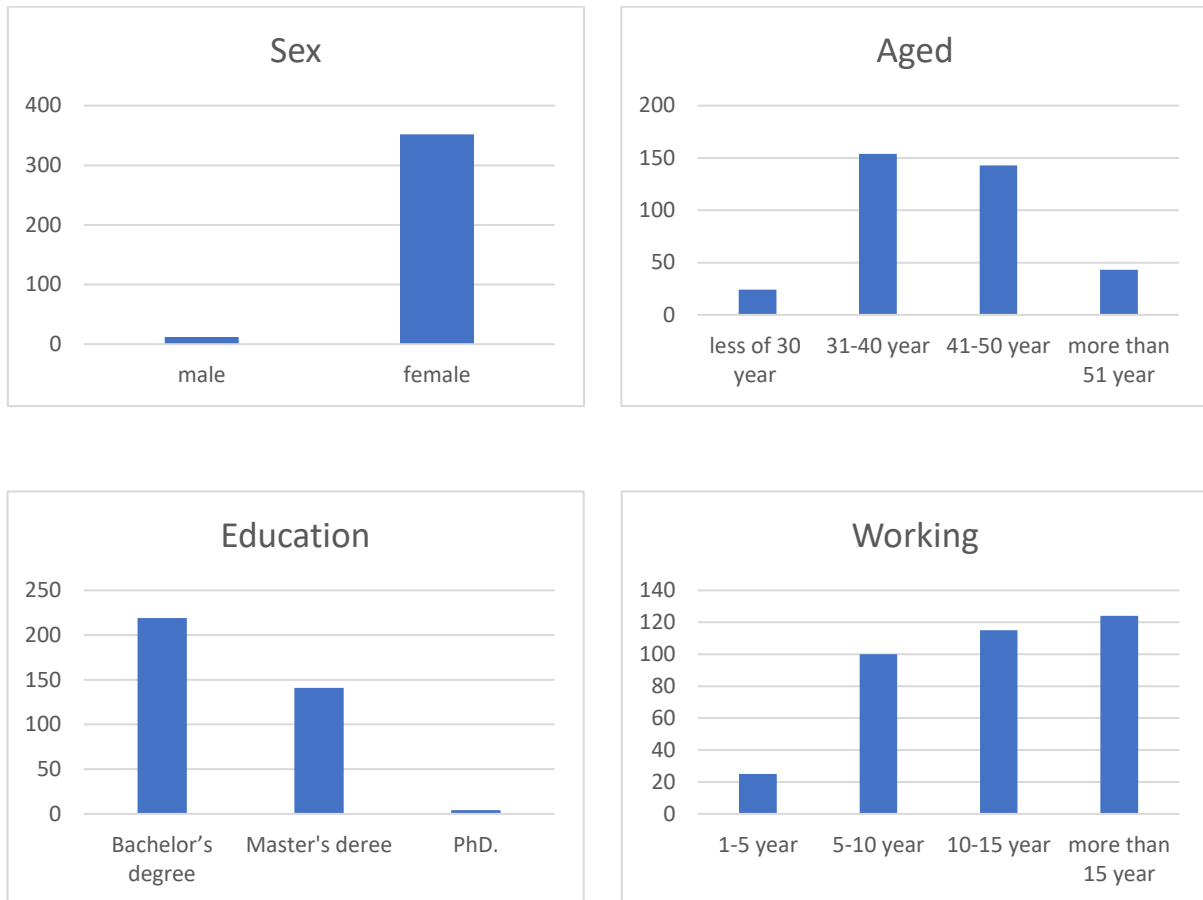


Figure 1: Frequency Distribution of Teachers

The current problems about the experience arrangement of English learning for preschool children as shown in Table 1-2.

Table 1: Mean and SD of Ways of Arranging Experience of English Learning

Items	Mean	SD	Level
1. Organize an activity focusing on listening and repeating after	3.51	1.14	High
2. Organize an activity focusing on reading and writing alphabets	2.81	1.23	Moderate
3. Ask students to recite and drill	3.50	1.17	Moderate
4. Teach by using role play and observing gesture response	2.61	1.23	Moderate
5. Teach by telling a story, watching an English animation, singing songs and playing games etc.	3.06	1.32	Moderate
6. Provide the content and the language that are suitable for the students' age group	3.46	1.26	high
7. Students' readiness and ability to learn the language	2.96	1.22	Moderate
8. Students' cooperation in participating in an activity	3.32	1.05	Moderate
9. Atmosphere and environment of the classroom	3.37	1.08	Moderate

10. Ask students to do art work and answer questions	3.14	1.15	Moderate
11. Ask students to tell a story based on the picture	2.91	1.29	Moderate
12. Provide instructional media and equipment for each activity as needed	3.02	1.09	Moderate
13. Can carry out an activity in the classroom as planned	3.48	1.04	High
14. Team teach with colleagues and clearly define the roles such as content preparation, instructional media production	3.21	1.28	Moderate
total	3.17	1.18	Moderate

Table 1, above shows that the overall current problems about the ways of arranging the experience of English learning was at a moderate level (mean =3.17), most of the teachers organized an activity that focused on listening and repeating (mean= 3.51), followed by recital and drill (mean =3.50), and can carry out an activity in the classroom as planned (mean =3.48). The item with the lowest mean score was teaching with role play and observation of gesture response (mean =2.61).

**Table 2: Number and Percentage of Problems about Experience Arrangement of Learning English for Preschool Children**

Items	Number (n=364)	Percentage
1. Lessons and instructional media do not facilitate both teacher and students.	225	61.81
2. Environment is not appropriate and does not lend itself for teaching and learning.	117	32.14
3. Application of the Thai curriculum is not consistent to that of the English curriculum.	186	51.10
4. Lack of instructional media and equipment	209	57.42
5. Students are not interested in learning and improving their English skills.	139	38.19
6. Parents do not support the learning of English.	154	42.31
7. The availability of staff development related to English was not consistent with the demand.	<b>290</b>	<b>79.67</b>
8. The budget to support the learning of English is not enough.	245	67.31

The problems that the teachers faced were that the availability of staff development related to English was not consistent with the demand, there was not enough budget to support the learning of English and the lessons and the instructional media did not facilitate both the teachers and the students

## 4.2 Discussion

In terms of the ways of arranging the experience of English learning, most of the teachers prepared activities that focused on listening and repeating after and entertained students, in addition to familiarizing students with the English language and improving their English skills so that they could converse in English appropriately. These findings corresponded with the results of the interviews with the representative of each center in that the representative viewed that teaching preparation was necessary and activities should encourage students to participate. The content should be arranged from the easiest to the most difficult and the learning management of English





should be integrated into the 6 core activities of experience arrangement. This is in line with Çarkir's concept (2004) stating that teaching English to children should be carried out through various types of classroom activities to promote their curiosity in learning. Such activities include projects, drawing pictures, color painting, paper cutting, solving problems and using reasons. Children can learn by doing and this will help them use their imagination and creativity. Games can have a role in this teaching because they can make children realize that learning English is fun and knowledgeable.

In terms of problems, the teachers were aware that the availability of staff development related to English was not consistent with the demand, and the lessons and the instructional media did not facilitate both the teachers and the students. According to the studies conducted by Brown (2007) and Ellis (1994), factors that affected the management of teaching and learning English were instructional materials, teaching and learning activities, students' and teachers' personal problems, all of which affected the students' English learning development. Teachers' problems included their workload that was too much for them, their lack of qualifications to teach English and the lack of confidence in teaching English (Goh et al, 2020). Another problem was there was not enough financial support for the teaching and learning of the English language.

## 5. Conclusion

This research found that the Child Development Center should have a budget should be set aside for the staff development and acquisition of instructional media and other necessary devices to improve the learning experience of preschool children. The instructors should use stories or story telling as instructional media. The stories should be short and simple and contain easy vocabulary so that the students can memorize the words and learn how to pronounce the words correctly.

## 6. Acknowledgement

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# THE RELATIONSHIP BETWEEN L2 VOCABULARY KNOWLEDGE AND READING PROFICIENCY BASED ON META-ANALYSIS SEM

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**Abstract:** *The correlation between lexical knowledge and reading proficiency has been examined in details. However, there are very large variation on the correlation between the two among different researchers. Here we investigated why there were so large variation on the correlation between lexical knowledge and reading proficiency based on some moderator factors. Based on the Meta analysis, this study quantitatively and comprehensively analyzed the results of 31 independent empirical studies from the year of 2000-2021 on the relationship between L2 vocabulary knowledge and L2 reading comprehension. Through bi-variate correlation analysis and moderating effect analysis, it was found that L2 vocabulary size and vocabulary depth had direct positive effects on L2 reading comprehension, but their relationship was significantly affected by some moderator factors such as publication time, age groups and measurement instruments and so on. By Structure Equation Model (SEM), path analysis confirmed that the significance of L2 vocabulary size on L2 reading comprehension with ( $\beta = .41, p < 0.001$ ) was higher than that of vocabulary depth on L2 reading comprehension with ( $\beta = .29, p < 0.001$ ). Finally, the impact of these research results was discussed.*

**Keywords:** vocabulary knowledge; reading comprehension; meta-analysis; SEM.

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## 1. Introduction

Words to language is what bricks to building. It is definitely critical in second language to develop lexical knowledge in improving reading proficiency of language learners (Nation, 2006; Stæhr, 2008; Zhang & Zhang, 2020). There is a threshold of language knowledge, which marks the boundary between not having enough language knowledge to use the language successfully and having enough language knowledge to use language successfully (Nation, 2013, p.205). Then, for reading comprehension, some scholars proposed that the vocabulary knowledge threshold should be 95% and 98% coverage of various types of text, that is to say, in order to adequately understand written texts, L2 learners should command 8,000-9,000 word families (Hu & Nation, 2000; Laufer, 1998). The significance of vocabulary knowledge can also be proved by its correlation with L2 reading (Al-Khasawneh, 2019; Bae & Joshi, 2018; Qian, 2002). But it should be noted that the correlation between vocabulary breadth/size and L2 reading has very big differences with a correlation range of .21-.85 (Shiotsu, 2007; Zhang & Koda, 2012) and a gap between vocabulary depth and L2 reading is .19-.87 (Liu, 2018; Rashidi & Khosravi, 2010). The main reason that caused such big differences between lexical knowledge and reading comprehension is likely to be

some factors such as research setting, participants, association between L1 and L2, measurement instruments and so on.

Meta-analysis serves as a powerful tool for synthesize different empirical results, applicable to theoretical testing and solving theoretical disputes (Hunter & Schmidt, 1990). Therefore, this paper, by Meta-analysis research methods, used 31 independent studies including 9665 sample size to study the average effect size between lexical knowledge and reading under some moderator factors.

## 2. Research Background

In previous studies, the correlation between lexical knowledge and reading proficiency has been examined in details. These studies include the following points: firstly, some researchers examined that vocabulary breadth/size had strong association with L2 reading with .72-.85 (Golkar & Yamini, 2007; Mehrpour et al., 2011; Moinzadeh & Moslehpour, 2012; Pathan et al., 2019; Qian, 2008; Rashidi & Khosravi, 2010; Shiotsu, 2007; Stæhr, 2008; Tannenbaum, 2006), while some researchers thought they had moderate correlation with .41-.67 (Al-Khasawneh, 2019; Bae & Joshi, 2018; Binder, 2016; Chiang, 2018; Dong et al., 2018; Güngör & Yaylı, 2016; Ibrahim et al., 2016; Junyu, Cheng & Joshua, Matthews, 2018; Karakoç & Köse, 2017; Li & Kirby, 2014; Proctor et al., 2006; Qian, 2002; Quinn et al., 2015; TaŞÇI & Turan, 2021; Zhang & Koda, 2013) and others declared they only existed low correlation between the two with .21-.39 (Eun-Jou, 2016; Nouri & Zerhouni, 2016; Zhang & Koda, 2012). What's more, some researchers showed that vocabulary depth had strong correlation with reading comprehension with .73-.87 (Mehrpour et al., 2011; Moinzadeh & Moslehpour, 2012; Qian, 2002; Qian & Schedl, 2004; Rashidi & Khosravi, 2010; Tannenbaum, 2006), while some manifested that vocabulary depth had moderate correlation with reading with .43-.68 (Aryadoust & Baghaei, 2016; Bae & Joshi, 2018; Binder, 2016; Nouri & Zerhouni, 2016; TaŞÇI & Turan, 2021; Zhang & Koda, 2014) and other researchers found that vocabulary depth only had low correlation with reading with .12-.28 (Li & Kirby, 2014; Liu, 2018; Zhang & Koda, 2013), however, few scholars tried to make a clear why there were so large variation on the association between lexical knowledge and reading capability from some moderator factors.

Based on the studies above, we constructed a conceptual framework (see Figure1), describing the association between lexical knowledge and reading proficiency under the regulation of the related factors.

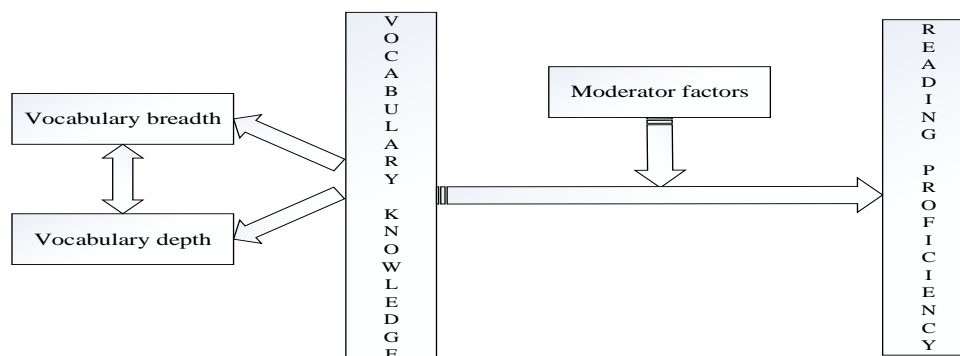


Figure 1: Conceptual Framework

## Concept Definition

### *Vocabulary Breadth and Depth*

Vocabulary breadth is also called vocabulary size which means the number of known words and typically operationalizes as the form–meaning connection knowledge (Schmitt, 2014). Gyllstad et al. (2015) holds that from an opinion of teaching and learning, language learners with relatively large vocabulary size are much more proficient than ones with smaller vocabulary. In addition, because vocabulary breadth testing grades have been presented to correlate strongly with language ability test, it is also used to be an agent for general capability in language research (Alderson, 2005). In contrast to vocabulary breadth, vocabulary depth is another dimension of lexical knowledge, which means how well those words are known. Schmitt (2014) argues that the richest depth can be regarded as the mastery of all these words knowledge, but individual knowledge (collocations, derivative forms, polysemy meanings) can also be regarded as a contribution to the depth of knowledge.

### *Reading Comprehension*

Reading comprehension proficiency is one of language skills. In many English level tests, such as TOEFL, IELTS and GRE, it is indispensable to measure reading comprehension. However, vocabulary is not only foundation of reading but also a prediction indicator for reading comprehension. So, many researchers investigated the relationship between lexical knowledge and reading capability. Most researchers probed the relationship between vocabulary breadth and reading (Al-Khasawneh, 2019; Chiang, 2018; Dong et al., 2018; Güngör & Yaylı, 2016; Ibrahim et al., 2016; Karakoç & Köse, 2017; Pathan et al., 2019; Qian, 2008; Shiotsu, 2007) and so on. Many researchers explored the association between lexical knowledge, including breadth/size and depth, and reading (Bae & Joshi, 2018; Binder, 2016; Moinzadeh & Moslehpour, 2012; Nouri & Zerhouni, 2016; Qian, 2002) and so on. Some probed the relationship between vocabulary depth and reading (Aryadoust & Baghaei, 2016; Liu, 2018; Qian & Schedl, 2004; Zhang & Koda, 2014). No matter which dimension they chose, there was a large variation from low correlation to high correlation between vocabulary knowledge and reading comprehension.

## Related Factors

### *Factors Related Publication Time*

Publication time may be related to the magnitude of correlation between vocabulary knowledge and L2 reading ability. Due to updating of study methods and measurement instruments, it may be reasonable to produce some differences among researches conducted in both early and recent years.

### *Factors Related Learning Setting*

It may be sensible to believe that there are different research results for different learning setting including ESL and EFL learning setting. Dóczy (2016) argued that different learning settings led to different learning effect on the lexical knowledge development and language proficiency promotion.





### ***Factors Related Areas***

Areas may be a potential variable moderating the correlation between vocabulary knowledge and L2 reading ability because L1 of language learners who are from different regions might have big differences.

### ***Factors Related Age Groups***

Age should be a moderator variable because literacy experience of adult readers is substantially different from that of young children and cognitive ability of adult readers is totally different that of young children. Consequently, the effect of cross-linguistic transfer may be different among different age groups of L2 readers.

### ***Factors Related Research Software***

Different researchers applied different software to analyze the data in their studies. Most scholars used SPSS which is considered as First-generation statistics, while some scholars chose SEM which is regarded as Second-generation statistics with some advanced function that can check measurement error and model fit.

### ***Factors Related Language Family***

Language family is used to be a moderator variable because there must be big differences if L1 and L2 belong to different language family such as Sino-Tibetan or Indo-European language family with totally different phonetics, vocabulary and grammar rules.

### ***Factors Related Script Distance***

Script distance between First Language and Second Language also may be related to the correlation between lexical knowledge and reading ability. If both L1 and L2 are alphabetic language, it means script distance is shorter. But if L1 is alphabetic language and L2 is not alphabetic language, it manifests script distance is greater, vice versa.

### ***Factors Related Breadth Measurement Instrument***

Vocabulary breadth refers to knowledge of form-meaning mapping (Schmitt, 2014). The researchers usually use receptive multiple-choice to assess vocabulary breadth. There are currently a series of influential English vocabulary size measurement tests: the Vocabulary Levels Test (VLT) (Nation, 1990; Schmitt, Schmitt, & Clapham, 2001), the Vocabulary Size Test (VST) (Nation & Beglar, 2007), the CATSS (Laufer & Goldstein, 2004), and checklist (also known as the Yes/No test) tests (Meara & Buxton, 1987; Pellicer-Sánchez & Schmitt, 2012), and the Peabody Picture Vocabulary Test (Dunn and Dunn, 2009). Different measurement instruments may be a moderator factor to affect the correlation between lexical knowledge and reading ability.

### ***Factors Related Depth Measurement Instrument***

Vocabulary depth is complicated and multidimensional because it includes not only all aspects of vocabulary but also individual aspects such as association knowledge and morphological awareness (Schmitt, 2014). Consequently, corresponding measurements are developed by some researchers such as WAF (Read, 1993, 1995) and VKS (Paribakht & Wesche, 1997). However, because each measurement instrument has its advantages and limitations, it is reasonable to believe



that different depth measurement instruments may be a moderator variable to check the association between lexical knowledge and reading capability.

### ***Factors Related Reading Measurement Instrument***

In order to check language learners' reading ability, TOEFL and IELTS reading comprehension measurement version are most popular with researchers. In addition, some self-designed reading testing items are common in language teaching and research. It is believable that reading measurement instruments can be a moderator factor to intervene the correlation between lexical knowledge and reading proficiency.

### **Research Questions**

In the best of my knowledge, only two studies were conducted to check the relationship between lexicon and reading ability by meta-analysis (Jeon & Yamashita, 2014) and (Zhang & Zhang, 2020). According to Jeon and Yamashita (2014), there are two dimensions of lexical knowledge related to moderator factors: productive and receptive, but these two dimensions of lexical knowledge have often been mixed with comprehension and use (Read, 2000). Moderator factors in Zhang and Zhang (2020) were mainly focused on form-meaning recognition-recall model. Both of them didn't use SEM to further test and verify the exact correlation between lexical knowledge and reading proficiency after analyzing by meta-analysis. In the current study, except for additional moderators being used in meta-analysis, SEM is also applied to check the relationship between lexical knowledge and reading ability. In summary, the following questions are proposed.

Q1 How are two dimensions of receptive vocabulary knowledge related to L2 reading proficiency?

Q2 What factors moderate the correlation between vocabulary knowledge and L2 reading proficiency?

## **3. Methods**

### **Literature Retrieval**

As Figure 2 shows, relevant studies were searched in electronic databases including Web of Science, Google Scholar, Springer Nature, Taylor & Francis and Elsevier Science Direct by using these key words like L2 vocabulary/lexicon/word knowledge, vocabulary breadth/size, vocabulary depth, reading comprehension, correlation, receptive vocabulary knowledge, productive vocabulary knowledge, second language and foreign language. Major journal articles screened by researchers were from the field of applied linguistics and education from year of 2000 to 2021. Individual studies together with books and book chapters finally resulted in almost 1756 studies which may include information relevant to this meta-analysis. 118 studies came out of them by reading abstracts and 31 studies were included into this meta-analysis based on whether or not they offered Pearson Correlation Coefficient.

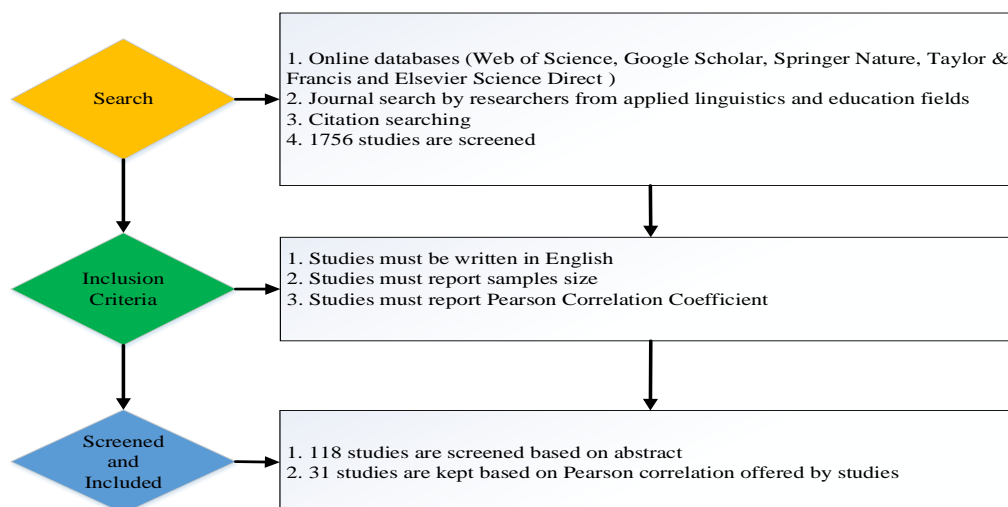


Figure 2: Searching Steps and Studies Inclusion

## Coding Scheme

After retrieved, studies were organized into a database and coded to get moderators for meta-analysis. The coding scheme in Table 1.

Table 1: Coding Prepared for Meta-Analysis

Factors	Variable	Description
descriptors	study ID	the order of study e.g. 1, 2, 3
	author's name	the name of author
	publication time	the year of publication e.g. 2020
	areas	region in which participants are from
	software	analysis tools used for study
participants	age groups	primary, secondary and university
	learning setting	ESL or EFL
	L1 of participants	mother language of participants e.g. Chinese
	L2 of participants	target language of participants e.g. English
	language family	SF or DF (whether both L1 and L2 are the same language family),
measurement	script distance	greater or shorter (whether both L1 and L2 are alphabetic language)
	instruments for breadth	VLT, VST, others and self-designed
	instruments for depth	WAT and self-designed
	instruments for reading	TOEFL, IETLS, others and self-designed
	sample size	the number of participants, e.g. 254, 123
effect size	correlations	correlation coefficient between vocabulary and reading, e.g. $r=.85$

Note: SF=same family, DF=different family

#### 4. Analysis

CMA3.0 was used to conduct statistical analysis in the current study. Each study in meta-analysis is considered as a sample. Firstly, because sample size in each study is different, the weight should be considered and all correlations were first converted to Fisher's  $z$  scores, which were used to calculate the aggregated correlations and their confidence intervals. In other words, the weighted average correlation coefficients were calculated along with their respective 95% confidence interval (CI). Secondly, classic fail-safe  $N$  was used to check if there existed a file drawer problem. The merging of all studies must have a consistent scale, so it is indispensable for the results of research analysis to be transformed into a specific effect size ( $r$ ). Thirdly, the  $Q$  test of homogeneity (Hedges, 1985) was used to check if the  $Q$  test was significant and also reasonably large, indicating the presence of moderator variables, consequently, a series of moderator analyses were run to identify the source of variation. Fourthly, based on values of  $I^2$  of heterogeneity, all analyses were done by using the random effect model. Lastly, because it is impossible to collect all similar papers, so, publication bias may be produced, that is missing data.

#### 5. Results

A total of 31 independent studies with 9665 sample size were included in this current meta-analysis, from which some related results were analyzed in the following.

##### Outlier Diagnosis

First of all, we used descriptive statistic of SPSS to do outlier diagnosis and finally found there were not outlier values in selected studies, so, 31 independent studies were involved in the current meta-analysis.

##### Effect Size of Correlation

Generally, the effect size of  $r$  will first be converted to Fisher's  $z$ , then return to the  $r$  value after the calculation is completed. As Figure 3 shows in the following.

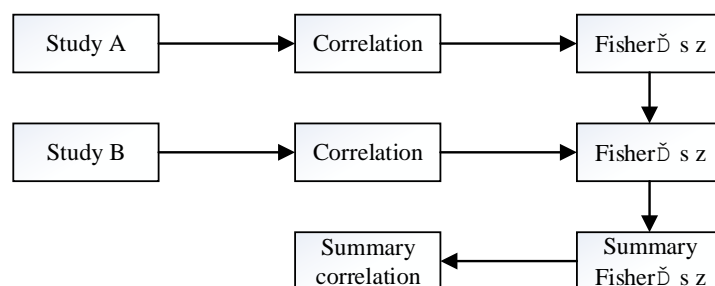


Figure 3: Fisher's  $r$ -to- $z$  Transformation

Table 2 summarizes the results for L2 lexical knowledge and reading ability, among which both L2 vocabulary breadth and depth had a moderate correlation with reading comprehension with .62 ( $Q = 286.147$ ,  $p < .001$ ) and .59 ( $Q = 265.213$ ,  $p < .001$ ), and vocabulary breadth had a relative high correlation with vocabulary depth with .75 ( $Q = 457.547$ ,  $p < .001$ ). For three pairs of relationships, a very high proportion of the observed heterogeneity ( $I^2 = 90.914$ ,  $p < .001$ ;  $I^2 = 94.721$ ,  $p < .001$  and  $I^2 = 98.252$ ,  $p < .001$ ;) were made up by between studies differences. Since a high proportion of heterogeneity is attributed to differences between studies, moderating analysis

later should be identified on the basis of the source of heterogeneity.

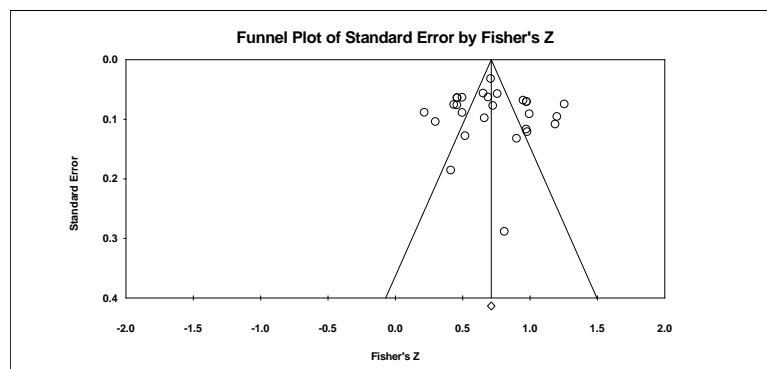
**Table 2 Bivariate Correlation Analysis**

Relationships	Number Studies	Sample Size	Weighted Average Correlation		95% CI		Heterogeneity		Publication Bias
	<i>k</i>	<i>N</i>	<i>r</i>	<i>SE</i>	LL	UL	Q-value	I <sup>2</sup>	Fail-sale N
VLT to RC	27	5021	0.621	0.042	0.558	0.677	286.147	90.914	5437
DVKT to RC	15	3181	0.589	0.071	0.475	0.683	265.213	94.721	4430
VLT to DVKT	9	1463	0.735	0.160	0.493	0.872	457.547	98.252	2642

Note:  $p < 0.001$

### Publication Bias

Funnel plot is the primary visual tool for checking publication bias and a simple scatter chart of each study and effect size. In the chart each circle represents an individual study. The circles that appear at the top of the chart represent that the studies have large sample size and small standard error. The circles that appear at the bottom of the icon indicate that the sample size is small and the standard error is large. If the funnel plot shows a symmetrical pattern, it means that all the studies should be found, that is, no publication bias existed (Borenstein, 2011). For Figure 4 and Figure 5, the circles are mainly distributed in the upper parts of the triangles, indicating that there are no obvious signs of publication bias in the research on the relationship between vocabulary breadth and reading, and between vocabulary depth and reading. In Figure 6, the chart is relatively asymmetric, indicating that there may be potential publication bias. In addition to the funnel plot, publication bias was also identified by more objective measurements such as classic fail-safe N test, the trim-and-fill analysis and Orwin's fail safe *N* test and so on. Here, we used classic fail-safe N test to check publication bias. As showed in Table 2, Fail-sale N on three pairs of correlation are 5437, 4430 and 2642. Rosenthal (1991, pp. 103-106) argued that more than 100 articles could prove no publication bias existed.



**Figure 4**



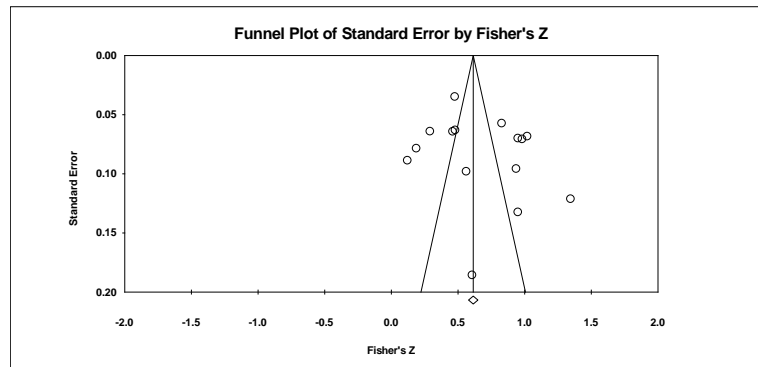


Figure 5

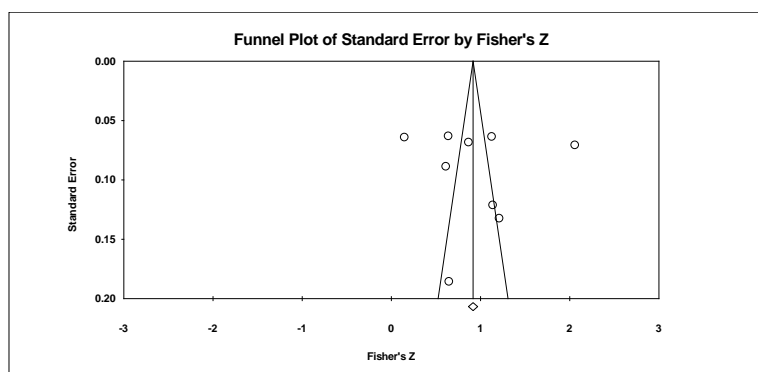


Figure 6

## Moderator Analysis

As Table 3 showed, there were ten moderator variables which had a significant or moderate or low influence on the correlation between lexical knowledge and L2 reading proficiency. Publication time was considered as a moderator variable to influence relationship between words and reading skill. In the studies from the year of 2000-2010, overall correlation was .80,  $p < 0.001$ , correlation between vocabulary breadth and reading was the same with that of vocabulary depth and reading with .78,  $p < 0.001$ , and vocabulary breadth and vocabulary depth had a significant correlation with .88,  $p < 0.001$ . While during the year of 2011-2021, their corresponding correlations were respective .54,  $p < 0.001$ , .54,  $p < 0.001$ , .48,  $p < 0.001$ , .62,  $p < 0.001$ . The second moderator variable was learning setting including ESL and EFL, in ESL setting, overall and other three pairs of correlation were .68,  $p < 0.001$ , .64,  $p < 0.001$ , .66,  $p < 0.001$ , .80,  $p < 0.001$ , while in EFL setting, .57,  $p < 0.001$ , .60,  $p < 0.001$ , .51,  $p < 0.001$ , .56,  $p < 0.001$ . The third moderator variable was age groups which included elementary, secondary and university, for primary student test takers, their correlations were respective .74,  $p < 0.001$ , .66,  $p < 0.001$ , .64,  $p < 0.001$ , .97,  $p < 0.001$ . For secondary student participants, respective correlations were .49, .60, .28, .15 ( $p < 0.001$ ). For university participants, corresponding relationships were .62, .61, .58, .69 ( $p < 0.001$ ). Area or region was also considered a moderator variable which showed their relationship with .61, .60, .58, .67 ( $p < 0.001$ ) in Asia and .71, .68, .63, .88 ( $p < 0.001$ ) in other areas (mainly North America). The fifth moderator variable was software used in studies including SPSS and SEM, correlations in studies were .63, .63, .61, .68 ( $p < 0.001$ ) by SPSS and .64, .55, .69, .87 ( $p < 0.001$ ) by SEM. The sixth moderator variable was language family, which showed their correlations with .72, .69, .67, .85 ( $p < 0.001$ ) in same family and .54, .54, .51, .59 ( $p < 0.001$ ) in

different family. The seventh moderator variable was script distance which included greater and shorter distance. Their correlations were .63, .63, .59, .68 ( $p < 0.001$ ) under greater distance and .66, .60, .59, .87 ( $p < 0.001$ ) under shorter distance. The last three moderator variables were about measurement instruments for vocabulary breadth, vocabulary depth and reading. On vocabulary breadth, most researchers used VLT or VST to check participants' vocabulary size, their corresponding correlation were .66, .64, .65, .71 ( $p < 0.001$ ). Some researchers used other measurement instruments like Peabody Picture Vocabulary Test and Gates-MacGinitie Vocabulary Test for which we named them "others" by which their correlation was .67, .64, .61, .80 ( $p < 0.001$ ) and some researchers also designed testing tool by themselves, by which their correlation were .52, .44, .58 ( $p < 0.001$ ) and correlation of the last pair was not given. Let's move to vocabulary depth measurement instruments including WAT and self-designed. Their corresponding correlations were .65, .65, .61, .69 ( $p < 0.001$ ) when WAT was used and .51, ( $p < 0.001$ ) when tool was designed by researchers. The last moderator variable was about measurement instruments for reading comprehension. Three kinds of tools were used, including TOEFL reading pattern, other tool like The Gates-MacGinitie Reading Comprehension Test and so on, and self-designed testing tool. Correlations were .73, .69, .73, .83 ( $p < 0.001$ ) by TOEFL, .63, .61, .55, .74 ( $p < 0.001$ ) by others and .48, .49, .31, .70 ( $p < 0.001$ ). Analysis in details will be seen in discussion.

**Table 3 Moderator Variable Analysis in L2 Reading**

Moderators	Reading			Moderators	Reading		
	k	r	95% CI		k	r	95% CI
<b>1. Publication time:</b>				<b>6. Language family:</b>			
<b>2000-2010</b>	15	.80***	.73-.86	<b>Same family</b>	25	.72***	.63-.79
VLT to RC	8	.78***	.74-.81	VLT to RC	14	.69***	.61-.75
DVKT to RC	4	.78***	.71-.82	DVKT to RC	7	.67***	.52-.78
VLT to DVKT	3	.88***	.63-.76	VLT to DVKT	4	.85***	.47-.97
<b>2011-2021</b>	36	.54***	.48-.59	<b>Different family</b>	26	.54***	.45-.62
VLT to RC	19	.54***	.48-.61	VLT to RC	13	.54***	.44-.63
DVKT to RC	11	.48***	.37-.58	DVKT to RC	8	.51***	.30-.67
VLT to DVKT	6	.62***	.36-.79	VLT to DVKT	5	.59***	.28-.79
<b>2. Learning setting:</b>				<b>7. Script distance:</b>			
<b>Second language</b>	31	.68***	.60-.75	<b>Greater</b>	37	.63***	.56-.68
VLT to RC	16	.64***	.57-.70	VLT to RC	18	.63***	.55-.70
DVKT to RC	9	.66***	.50-.77	DVKT to RC	12	.59***	.45-.70
VLT to DVKT	6	.80***	.48-.93	VLT to DVKT	7	.68***	.46-.82
<b>Foreign language</b>	22	.57***	.49-.64	<b>Shorter</b>	14	.66***	.50-.77
VLT to RC	12	.60***	.49-.70	VLT to RC	9	.60***	.50-.69
DVKT to RC	7	.51***	.37-.62	DVKT to RC	3	.59***	.33-.76
VLT to DVKT	3	.56***	.49-.62	VLT to DVKT	2	.87***	-.04-.99
<b>3. Age group:</b>				<b>8. BMI:</b>			
<b>Elementary</b>	8	.74***	.54-.86	<b>VLT &amp; VST</b>	31	.66***	.70-.72
VLT to RC	4	.66***	.54-.74	VLT to RC	17	.64***	.55-.71
DVKT to RC	3	.64***	.43-.78	DVKT to RC	7	.65***	.44-.80
VLT to DVKT	1	.97***	.96-.98	VLT to DVKT	7	.71***	.60-.80
<b>Secondary</b>	6	.49***	.29-.65	<b>Others</b>	12	.67***	.49-.79
VLT to RC	4	.60***	.34-.75	VLT to RC	7	.64***	.54-.72

DVKT to RC	1	.28***	.16-.39	DVKT to RC	3	.61***	.29-.80
VLT to DVKT	1	.15***	.02-.28	VLT to DVKT	2	.80***	-.65-1.00
<b>University</b>	34	.62***	.55-.68	<b>Self-designed</b>	6	.52***	.36-.64
VLT to RC	18	.61***	.52-.69	VLT to RC	3	.44***	.29-.58
DVKT to RC	10	.58***	.43-.70	DVKT to RC	3	.58***	.33-.75
VLT to DVKT	6	.69***	.57-.70	<b>9. DMI:</b>			
<b>4. Region:</b>				<b>WAT</b>	21	.65***	.55-.72
<b>Asia</b>	39	.61***	.55-.66	VLT to RC	7	.65***	.48-.77
VLT to RC	20	.60***	.53-.67	DVKT to RC	8	.61***	.38-.76
DVKT to RC	12	.58***	.45-.69	VLT to DVKT	6	.69***	.58-.78
VLT to DVKT	7	.67***	.48-.80	<b>Self-designed</b>	4	.51***	.31-.67
<b>North America</b>	12	.71***	.54-.83	DVKT to RC	4	.51***	.31-.67
VLT to RC	7	.68***	.57-.77	<b>10. RMI:</b>			
DVKT to RC	3	.63***	.39-.78	<b>TOEFL</b>	27	.73***	.67-.79
VLT to DVKT	2	.88***	-.02-.99	VLT to RC	14	.69***	.63-.74
<b>5. Software:</b>				DVKT to RC	8	.73***	.64-.80
<b>SPSS</b>	43	.63***	.58-.68	VLT to DVKT	5	.83***	.55-.94
VLT to RC	24	.63***	.56-.69	<b>Others</b>	14	.63***	.42-.77
DVKT to RC	12	.61***	.48-.72	VLT to RC	7	.61***	.45-.74
VLT to DVKT	7	.68***	.48-.81	DVKT to RC	4	.55***	.24-.75
<b>SEM</b>	8	.64***	.36-.82	VLT to DVKT	3	.74***	-.43-.98
VLT to RC	3	.55***	.23-.76	<b>Self-designed</b>	13	.48***	.35-.59
DVKT to RC	3	.49***	.13-.73	VLT to RC	7	.49***	.34-.63
VLT to DVKT	2	.87***	-.08-.99	DVKT to RC	4	.31***	.15-.49
				VLT to DVKT	2	.70***	.35-.88

Note:  $p < 0.001$

### Path Analysis

No outliers existed through checking. The data of Meta path analysis was derived from 31 independent studies (9, 665 sample size). Table 4 is the correlation coefficient matrix which is imported into the AMOS24.0 software for Meta- SEM analysis, in which sample harmonic mean ( $n = 2, 506$ ) was calculated by SPSS. Because most studies didn't report reliability, "0" was set to be standard deviation and "1" was set to be mean reliability.

Table 4: Correlation Based on Meta-Analysis

ROWTYPE_	VARNAME_	VLT	DVKT	RC
CORR	VLT	1.000		
CORR	DVKT	0.735	1.000	
CORR	RC	0.621	0.589	1.000
N		2506.000	2506.000	2506.000
STDDEV		1.000	1.000	1.000
MEAN		.000	.000	.000

As Figure 7 showed, based on average effect size of all 31 studies, we got a moderate correlation between vocabulary breadth and reading capability with  $\beta = .41$ ,  $p < 0.001$ , a low correlation between vocabulary depth and reading ability with  $\beta = .29$ ,  $p < 0.001$  and a high correlation

between vocabulary breadth and vocabulary depth with  $\beta = .74$ ,  $p < 0.001$ .

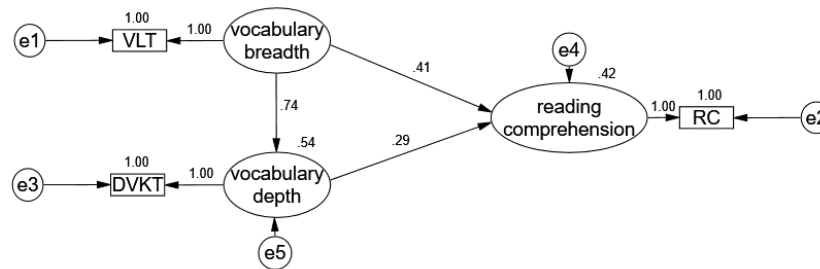


Figure 7: Path Analysis

## 6. Discussion

The current study used Meta-analysis SEM to quantitatively and comprehensively analyze the relationship between vocabulary breadth and depth and reading proficiency. Through bivariate correlation analysis, it is found that there is a direct and significant positive correlation between vocabulary breadth/size and reading, vocabulary depth and reading, and vocabulary breadth/size and vocabulary depth. However, there existed heterogeneity among different studies. Through moderator analysis, it was found that ten moderator factors, including publication time, learning setting, age groups, region, software, language family, script distance, vocabulary breadth measurement instruments, vocabulary depth measurement instruments and reading comprehension measurement instruments were the influencing factors of heterogeneity. And ten moderator factors' influence would be discussed in details one by one in the following.

Firstly, during recent twenty years, whatever overall or individual effect size in the year of 2000-2010 were higher than those in 2011-2021. The former ten years were all high correlation from .78-.88 and the latter ten years were moderate correlation from .48-.62. This result is different from Zhang and Zhang (2018) who declared that studies in recent years tended to report higher correlations between vocabulary knowledge and L2 comprehension. One possible reason to the *Publication Time's* moderator effect on the vocabulary knowledge and L2 comprehension correlation may be that on the one hand, the number of studies on relationship between vocabulary and reading during the year of 2000-2010 were more than twice as much as those in the year of 2011-2021, on the other hand, vocabulary measurement instruments in recent years might be improved based on others' research results or own research experience so that the research results could be more moderate and objective.

Secondly, we took learning setting as a moderator variable into consideration and found that there were not too big differences under ESL learning setting and EFL learning setting as moderators because all the average effect sizes lied in moderate level. From the overall view in Table 3, the average effect size under ESL setting was only larger .11 than that of EFL setting, and from three pairs of relationship, average effect size between vocabulary breadth and reading under the setting of ESL was only higher .04 than that of EFL setting and average effect size between vocabulary depth and reading under the setting of ESL was higher .15 than that of EFL setting, while there were .24 gap on breadth and depth between ESL and EFL. The most probable reason might be that both ESL and EFL setting were a new and unfamiliar language for learners compared with native language.



Thirdly, according to Jeon and Yamashita (2014), age didn't have a significant moderator effect on the correlation between decoding and L2 reading comprehension. In accordance with the results of Zhang and Zhang (2018), we found that the overall correlation between vocabulary knowledge and reading among three age groups including elementary, secondary and university were .74, .49, .62 respectively ( $p < .001$ ), suggesting that vocabulary knowledge played an significant role for L2 reading comprehension among different age groups learners.

Fourthly, 31 independent studies were conducted respectively in Asia and North America. We compared these correlations to those of the two areas and found that although both two regions had significant moderator role, the average correlation in North America was largely higher than that of Asia and the probable reason was that L1 of participants from North America might be the same or similar with their L2.

It was noting that Software also played a significant moderator role in influencing the relationship between lexical knowledge and reading ability. The results showed that the overall correlation by SPSS with .63 ( $p < .001$ ) was almost equal to that of SEM with .64 ( $p < .001$ ), indicating that two research tools are the same important and it doesn't matter which research tool you use and the important thing is that it can be used properly and if it is suitable for your study.

We then compared these correlations to those of samples of different language family and script distance. The results showed that the correlations for the fame family and shorter script distance were higher than those from different family and greater script distance, suggesting that logographic readers such as Chinese and Japanese, who belong to different language family based on their L1 and L2 script distance, rely less on phonological information presented in graphemic form to access an orthographic representation. So, we found that both language family and script distance moderated the correlation between vocabulary knowledge and reading comprehension, which is partly not consistent with Jeon and Yamashita (2014) and Zhang and Zhang (2018) because these researchers examined language family didn't have moderator effect on relationship between words and reading. However, one point that needs to be explained here is that the current study used different standard to define script distance of L1 and L2, for example, Korean was considered by them as alphabetic language so that it had shorter script distance with L2, that is, English. But the standard used in our study was that if the alphabet of L1 was largely similar with English alphabet just like Malay language and Dutch, it was defined to shorter script distance. However, Korean alphabet (가, 나, 마), totally different from English, was lined to non-alphabetic language in this study. That's why the different research result was probed.

The last three moderator variables were about measurement instruments on vocabulary breadth, vocabulary depth and reading proficiency. The first one we would discuss was vocabulary breadth measurement instruments which included three kinds, VLT (Nation, 1990 and Schmitt, 2001) and VST (Nation and Beglar, 2007), others like Liao's scale revised from Juel's (1988) work and Woodcock (1991) and so on, and self-designed tools. The results showed that all the three types of tools had moderate moderator effect, but the overall average correlation of the first two types were obviously higher self-designed tools and the first two nearly had the same correlation with .66 and .67 ( $p < .001$ ). The probable reason for this was that self-designed instruments might not have perfect validity and reliability or the measurement tools designed by the researchers themselves were not scientific and rigorous enough. The second one was about vocabulary depth measurement instruments which included WAT (Read, 1993 and 1995) with .65 and self-designed ones with .51, indicating WAT vocabulary depth measurement tool played a more significant moderator effect. As for reading comprehension measurement instruments, most researchers used TOEFL reading



paper, some applied other tools like Woodcock Language Proficiency Battery Measures, and SAT reading comprehension test and so on, and self-designed tools. Their overall correlations of these three types of reading measurement instruments were .73 .63 .48 ( $p < .001$ ) which also showed that self-designed tools had less significant influence than the first two tools.

Last but not the least, through the analysis of Meta-SEM, the current study verified the path that vocabulary breadth/size and vocabulary depth had a positive impact on L2 reading comprehension. The impact power of vocabulary breadth/size on L2 reading was totally equal to the result of Güngör et.al.(2016) with .41 and nearly similar with that of Zhang and Koda (2013) Li, M., and Kirby, J. R. (2014), Karakoç and Köse (2017) with .43; Ibrahim et.al. (2016) and Cheng and Matthews. (2018) with .46; Al-Khasawneh, F. (2019) with .48. The impact power of vocabulary depth on L2 reading was almost similar with Zhang & Koda (2013) with .28. Compared to too high or low influence of vocabulary knowledge on L2 reading, the results found in this study are relative objective based on a weighted average correlation.

## 7. Conclusions

Based on the findings in this current study, a series of conclusions are achieved. First of all, vocabulary breadth/size should be more important than vocabulary depth for L2 reading proficiency because the former was found to have the moderate correlation with L2 reading ability, while the latter was found to have low correlation with L2 reading capability. So, both teachers and language learners should teach and learn selectively for learning purposes such as looking forward to improving reading ability rather than remembering all the lexicons appeared in the words list. Secondly, lexical knowledge accounted for 42% of the variance in the reading testing grades, suggesting that although words are very important for L2 reading comprehension, other factors like grammar and background knowledge are also indispensable for learners. Therefore, teachers and learners should not exaggerate the role of vocabulary and should look at this issue dialectically. What's more, measurement instruments played a positive moderator effect on the relationship between vocabulary knowledge and reading ability, however, self-designed tools including two dimensions of vocabulary and reading were found to have lower influence on the relationship between lexical knowledge and reading than the developed vocabulary measurement instruments such as VLT, VST and WAT which might be more comprehensive. So, we recommend that researchers should choose the developed instruments rather than design by themselves. In addition, learners who has the same language family with target language could face less difficulties in the process of learning, that's why teachers should teach students in accordance with their own condition, for example, learners like Chinese and Japanese learners should be paid more attention to phonology development, while for students like Malaysian and Dutch, it is more important to strengthen morphological development. Lastly, there are other factors like publication time, learning setting and age groups and so on to play a positive moderator effect on the relationship between vocabulary and reading comprehension, therefore, we suggest that researchers should comprehensively consider influence factors related to their studies.

## 8. Limitations

It is necessary to point a series of limitations of this study. First, the number of the independent studies being into the current meta-analysis may be not large and we only searched the studies in recent twenty years for our research. In the future research, earlier and more studies should be included. Second, target language of all the included studies is English which limited us examining



the moderator impact of other L2s as target language. Third, only two dimensions of vocabulary were taken into consideration in the current study, we do believe that other dimensions of words such as productive vocabulary knowledge might influence L2 reading comprehension.

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# THE TIE THAT BINDS: ENVIRONMENTAL POETRY OF MUHAMMAD HAJI SALAH AND ABDULIZIZ AL-MAQALEH

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**Abstract:** *Ecologies in both Malaysian and Yemeni Literatures are truly a potential and original contribution to the rapidly growing field of Environmentalism. Ecocriticism, as a literary theory examining the relationship between literature and environment, is still under-scrutinized within both Malaysian and Arabic literary settings. This paper explores the environmental link in the contemporary poetry of the two poets, namely, Muhammad Haji Salleh and Abduliziz Al-Maqaleh. Thus, it aims to place the two poets within one of the key movements of ecological thought whereby both human and non-human co-exist and interconnected with each other via poetic matter. Despite these two poets' varied settings, they share the harmony in how environment is foregrounded and its relationship with human is augmented. The finding of the study exposes the ecological promise that entwine the shared aspects of environmental icons of Malaysian and Arabic sceneries which are centralized in the field of ecocriticism. By invoking the ecological concerns manifested in their poetry, the environmental bond can be explored and celebrated while upholding the fact that it is a trans-national work. Yet, it places this paper in the vanguard of research in the Southeast Asian environmental literature. What is particularly exciting, is the fact that the authors of this paper come from the two settings they are writing about and are thus able to express both local perspectives and authoritative scholarly interpretations of the issue they studied and thus broaden the scope of environmental awareness in poetry of both countries and elsewhere in the world.*

**Keywords:** Ecologies; Ecocriticism, Environmentalism Literature; Poetry and Poets.

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## 1. Introduction

Ecologies in both Malaysian and Arabic Literatures is actually an exciting and original contribution to the rapidly growing field of environmentalism which is used as a general term to refer to concern for the environment. Ecocriticism, as a recent literary theory, examines the relationship between literature and the natural world. It remains under-researched within both Malaysian literary settings. With the landmark establishment of the Southeast Asian chapter of the Association for the Study of Literature and Environment (ASLE) in August 2016, it is both timely and crucial for member states of the Association of Southeast Asian Nations (ASEAN), particularly those of Malaysia, to pay greater attention to assess their literary works from an ecocritical perspective. From the opening survey of the studies of ecocriticism within Malaysian and Arabic literary settings to its closing match with poetic writing, the poets of the two literary settings successfully maintain a critical generosity while engaging a wide range of primary and



secondary views of nature and local environment. This generosity establishes a dialogic environmentalism as a vehicle for perhaps the most satisfying discussion and analysis of their poetry written in decades. The depicted eco-images of their local landscape have budded into a fully extended ecocriticism development. By analyzing the poetry of the Malaysian poet Muhammad Haji Salleh and the Yemeni Poet Abduliziz Al-Maqaleh in the current study, the authors try to trace the major ethical and environmental implications of their organic human connection to their local natural world and achieve with clarity and coherence in their intention to find some common environmental ground between the two environmentally oriented settings of the two poets' still-relevant poetry. A brief overview of the two poets' environmental contexts will be discussed in the following section which provides the readers with a window to the contexts of ecocriticism within both Malaysian and Arabic literary settings.

## **2. Literature Review**

### **Malaysian And Yemeni Literary Contexts of The Study**

The contemporary environmental and ecocritical approaches and concerns of literature are, on the one hand, still innovative and under-researched in Malaysian literary context. Over the last decade, however, it has been developed dramatically. M. Mamat et al. (2011) argued that the ecological movement is still new and under-researched by any literature association. They inspected two environmental issues written by Sarawak writers. They argued that the novels of Sarawak writers are gorgeous in features, elements, and issues related to the Malaysian environment. Using ecocriticism, their study focused on the impact of land use on the environment. Similarly, in this paper, we pursue the same trajectory which relates to environment and how its properties are being cared for. There is not a particular Malaysian poet who can be identified as an enthusiastic disciple of environment. However, some of them do write and celebrate landscape in their works, namely, Ee Tiang Hong and Muhammad Haji Salleh. In a country deified with an outstandingly green land and beautiful landscape like Malaysia, environment inspires the poets to write about it and celebrate its beauty and values. This is because their poems are the result of their experience and relationship with landscape of the country. Similarly, Hamoud Mohsen and Ruzy Hashim (2012) conducted an ecocritical study of the Malaysian poet Muhammad Haji Salleh's selected poems in English using ecocriticism as a literary lens for the analysis, they exposed the poet's environmental awareness and consciousness. By explicating the intrinsic features of environment in the selected poems, they could inculcate environmental awareness and inspire ecological consciousness among scholars in Malaysia literary context. With the launch of the Southeast Asian chapter of the Association

for the Study of Literature and Environment (ASLE) in August 2016, many Malaysian literary writers have paid greater attention to assess their literary works from an ecological perspective. In a recent essay, Zainor Izat Zainal (2019) argued that many writers had written about the environmental activism in the realm of Malaysian literature in English. She remarked that environmentalism in Malaysia had evolved as 'a social and political force'. This study of Zainal demonstrated the indispensability of four contemporary Malaysian novels in English, namely, Keris Mas' *Jungle of Hope* (2009), Yang-May Ooi's *The Flame Tree* (1998), KS Maniam's *Between Lives* (2003), and Chuah Guat Eng's *Days of Change* (2010) in the history of environmentalism in Malaysia. Most recently, Arbaayah Termizi, Nur Aainaa Mohd Said (2020) undertook an ecocritical reading of works by selected post-independence Malaysian writers



namely Shahnnon Ahmad, Kamarul Zaman Ariff and Rehman Rashid. They attempted to broaden the scope of the environmental thought in Malaysian literary context.

Muhammad Haji Salleh is a prominent poet of Malaysia and one of the country's literary laureates. Writing both in Malay and English, he has dedicated his life to the development of the Malaysian literary tradition. He has not only eminent himself as a poet but also as a literary scholar (Yaapar,2003). As a poet, Salleh has been predisposed by the natural world of his homeland of Malaysia. To him, every aspect of Malaysian environment is poetic including all the aspects of the landscape. In the preface to his poetic collection entitled *Rowing Down Two Rivers*, he states that As a poet, all things are 'poetic' to me, all are legitimate themes for wonderfully flexible verse form. Things and events that I live with and experience, which touch me visually or emotionally, light up certain frames of experience, insight or meaning, they are recreated as the centre of these poems. (2000:14).

The environmental prophecy of Salleh's poetry is exposed by his varied eco-images that include the coals and seas, the mountains and the valleys and the birds and roses of the

Malaysian land and landscape to all of which he owed his distinguished poetic production. (Salleh, 2000). Commenting on the budding of the poet's environmental sense, Hamoud M. and Ruzy H. (2012: 4-5) asserted in their study that

Thus, it can be logically assumed that most of his poems are written based on his personal feelings towards nature in Malaysia as well as the other places he has been in various sojourns. In the poetry of Muhammad Haji Salleh, nature is one of the most recurrent themes and it seems to be a formative aspect of his poetry.

A close approach of Salleh's poetry can show a frequent reference to Malaysian environment in which the aspects of natural world are directly tangled with the human world. His various eco-images of the Malaysian landscape overflowed in his poetry are insightful to his sense of the human-environment connections. His environmental visualization presents natural world of Malaysia with its minute details by depicting the several parts of the landscape such the different Malaysian trees of cengal, meranti, merbau, pulai, seraya, nyatuh, resak, halban, nibung and rattan. The sight of the morning coming, with promising propaganda of flowers is environmentally meaningful. The moon melts and falls and grass will make the world green one more time; birds will sing and happiness appears in the nature. Brightness prevails. It is time to grow, to reproduce, and change the world of the landscape. He also presents the need of man environment for survival. Apart from that, his poetry shows the significance of landscape to human beings. it reveals the power of environment as a source of living and as aficionada of the human world. Consequently, his poetry echoes his environmental sense that establishes a new way of looking at Malaysian landscape. Furthermore, Salleh's poetry proves that Malaysian landscape is a potential setting of ecocritical studies as he sees Malaysian landscape through new environmental eyes and rebuilds the role of environment in human life. He also highlights the interconnectedness between the natural world and the human world and reminds of the necessity for the two worlds to co-exist peacefully. The recent advent of



environmental and ecocritical studies shed light on the same ideas that are imbibed by the Malaysian poet Muhammad Haji Salleh even before the birth of such studies in the Southeast Asian literary context.

The twentieth century literature increasingly raises environmental issues of the proper relationship between nature and literature. These issues present an opportunity to analyse the literature of nature from an ecocritical lens. Ecocriticism theory is perceived as the most significant development in literary studies and criticism worldwide (Hamoud & Hashim 2015). Such recent environmental and ecocritical studies are, on the other hand, still in its infancy in Arabic literary context. Though some Arab scholars started to undertake some attempts to introduce ecocriticism into Arabic literary academy, it seems to remain unknown in the context of Yemeni literature.

In Arabic literature, however, ecocriticism remains in its infancy (Hamoud et al., 2012). It remains quite unknown, and opening up the field in Arab academia is immensely valuable for incorporating Arab voices in the recent ecocritical arguments. Such a project is, as Nadine A. Sinno (2013) remarked, ‘a two-way street. It requires a genuine cooperation between Arab scholars and writers who are interested in environmental scholarship and existing ecocriticism scholars, writers, and editors in the West’ (p.125). We further argue that it could become appropriate in Arabic literary context, because most Arabic literature dwells in the natural environment. We argue that the green imprints of the Arab poets can add to the largely Western studies of ecocriticism. Most of the Arabic literary works written during the post-colonial period expressed the intense relationship between Arab writers and their homeland from which they obtained the spirit and inspiration to resist the colonizers. Amongst these Arab literary works, poetry and poets were present and took a central role in resistance during the Western colonialism of the Arab world. This kind of resistance was depicted in several poems in which the poets engaged their environment in terms of nature.

With the rise of modern Yemeni poetry, Abdulaziz Al-Maqaleh is a pioneer figure and a famous Yemeni poet of land who is, perhaps, the first Yemeni poet who presented man’s connection to the land. He adopts land as the essential stream of his poetic production. As a talented poet, he uses different representations of the Yemeni land in his poetry to further his agendas. His poems represent his green and environmental sense and adjacent interconnection to the land of his home country, Yemen. Because the city of Sana’a, the capital of Yemen, is addressed and dressed as an environmental icon of the poet’s green imagery throughout his poetry, this paper focuses on investigating the poet’s environmental poetics as represented in his selected poems through the lens of ecocriticism. Although this approach is interesting, it has failed to consider the ecocritical analysis of Yemeni studies. Accordingly, this paper incorporates the ecocritical perspective as a lens to study the potentiality of the poet’s environmental poetic vision as manifested in the selected poems by the prolific Yemeni poet Abdulaziz Al-Maqaleh.

### **3. Methodology**

#### **Ecocriticism as A Lens**

An ecocritical approach is applied as the lens to explore the environmental concerns in the poetry of the two poets. Ecocritical studies are also acknowledged as ecocriticism, “green” criticism and natural studies, entailing the interaction between literary texts and the physical environment. Ecocriticism establishes the area for dialogue within the natural world or the ecology and the



literary text. However, Rueckert (1996, 115) remarked that ecocriticism employs ecological concepts not only to study literature, but also to explore the insights of the literature with an ecological vision. Ecocriticism engages in the integration of humans, animals and nature in literature with the intent to bridge the common thread between humans and non-humans so as to demonstrate in various ways that both entities can co-exist. Ecocriticism can be an instrument to connect the elements between human and environment. Under the umbrella term of ecocriticism, Glotfelty (1996, xviii)

asserted that the notion of interconnections denotes the incorporation of the relationship between nature and culture, humans and non-humans, and the ecological landscape with literature. Generally, the notion of interconnections implies the blending of the study of natural ecosystem with the human social system. This concept also meets the synchronization between environment conservation and human awareness. Thus, the aspect of environmental awareness is significantly and vividly reflected in the study of poetry. Therefore, the selected poetry of the two poets will be read from the ecological window since their poems engage readers with intermingled issues between human and environment. The selected poems will be approached with a new attentiveness, giving environment its due appreciation with the hope of rising certain and imaginative eco-consciousness among readers. Contrariwise, this study elucidates inevitable cohabitation between human and environment while determining the poets' shared awareness of the natural landscape they lived in. The analysis will be carried through the lens of ecocriticism to show the environmental link that manifests clearly in their poetry.

#### 4. Analysis and Discussion

The two poets Muhammad Haji Salleh and Abdulziz Al-Maqaleh share a common environmental concern in their poetry. Despite these two poets' varied settings, they share the harmony in how environment is foregrounded and its relationship with human is augmented. The analysis will be carried out to expose such ecological promises that entwine the shared aspects of environmental icons of Malaysian and Yemeni sceneries which are centralized in the field of ecocriticism. The first shared environmental poetics is the concept of interrelationship between humans and their environment. This because the focal point of ecocriticism is the interrelationship between human world and the natural world. Glotfelty (1996:105) presents a definition of ecocriticism that "takes as its subject the interconnections

between nature and culture". Therefore, this concept involves analysing the interplay between humans and their environment and the relationships that exist between them and the degree to which it can be echoed in the literary work. In this vein, the poems of the two poets reflect this kind of interrelationship between the humans and the environment which is central to the field of ecocriticism. This environmental concern can be traced in Salleh's poem entitled "Seeds" when he asserts:

These seeds in the hope-bowel of my palms I wet water of the new season.

In my grasp I feel their skins burst and slap my hands  
Yellow shoots creeping into my blood. Now  
as I drop them into Morning earth, they are plants within me,  
Growing on my blood and my sweat-belt





These lines, with a sleight of hand, reveal Muhammad Haji Salleh's environmental sense by which he could inaugurate the connection between the humans represented by the poet himself and the landscape represented by the seeds via the eco- images of “yellow shoots creeping into my blood” and “they are plants within me”. He develops that kind of interconnection when he asserts that such plants are a part of him and even grow in his body. Further, their interconnections seem to both physically and emotionally built up by the poet's environmental poetic sense as can be seen below:

Fall in love with the seasons Evenings and mornings Nurture me  
Penetrate my fruits  
And return me to my new blood.

In the same vein, Al-Maqaleh's connection to his landscape of birth manifested in two main representations that shaped the environmental perspective. In the opening poem of his poetic collection entitled " the Book of Sana'a ", the poet symbolically depicted his close physical and organic attachment to his homeland as can be traced in the following lines of the poem, "Sana'a by All Means":

The indispensable Sana'a Beneath our eyelids  
we loaded her wounds and sorrows she sprouted leaves  
and has borne fruit.

These lines reveal both physical and emotional interconnections between the poet and the landscape of birth symbolised in the poem by the city of Sana'a. This connection is revealed in the sense that the land is symbiotically attached to him. He presented the land in an anthropocentric view by using words, such as ‘her wounds and sorrows’, which this reflects their mutual shared feelings of pain and suffering. In Salleh's poem entitled “Rain”, he emphasizes that humans are found at their best when they live close to the landscape from which humans are originally created. He denounces the essence of the interrelationship with nature in the following lines:

Water is here In season In earth  
In man

The word “water” stands for the whole picture of the interrelationship as it is the essence of life in human and non-human world and this image of “water is here” symbolizes the chain of relationship that binds all elements of these two domains. Indeed, the ordinary things of life and nature assume a new appearance and acquire a new meaning through the poet's ecocritical slant. Similarly, the land is represented as an iconic organ of Al-Maqaleh. The relationship between them has grown to be a one-to-one symbiotic relationship. In the same way, he carries on building such a symbiotic attachment with the landscape as can traced in the following lines of his poem entitled "The only Pathway":

Your stems are rooted in my eyes In my heart  
and In my bleeding veins

Thus, these poems reveal that a perceived symbolic interconnection exists between the poet and Sana'a—the homeland of his youth and adult life. The stems of the trees of the land, from which

he was displaced, symbolise the physical environment of the healthy, wealthy and worthy man when he was closely associated with the landscape. By referring to his heart and veins, the poet restates that land is the place that nurtures future generations; he is, therefore, wistful that the people of his homeland will never know their heritage. This kind of connection is central to the recent trends in environmental studies. By the way, it worthy to note that such interrelationship between human and their physical environment articulated by the two poets in their poetry show their eco-Quranic background and beliefs. This is because the Holy Qur'an presents the human-land interconnection clearly as we can find in the following:

‘There of (the earth) We created you, and into it We shall return you, and from it We shall bring you out once again’. (20:55).

By doing so, the two poets have triggered ecological consciousness that can link the Malaysian and Yemeni settings. The two poets' eco-consciousness seems to be the mainstream in their poetry in general. In their poems landscape has acquired environmental significance as well. In a developed country like Malaysia, technology and the growth of the modern city life have divorced Malaysian people from the unique natural landscape of Malaysia. Therefore, Salleh's poems re-establish vital contact of the locals with the world of environment. We cannot actually reside in the woods in this technological era but we should try to be in the company of environment which has healing effects. In Salleh's poem

“Forest's Last Day”, the poet reflects a sense of environmental awareness towards the current trends of destroying the Malaysian forests and replacing them with modern cities and industries. He depicts that kind of practice towards the natural world when he declares:

The full epic of the forest  
Is ended by a convoy of Lorries with tyres of concrete,  
A gang of paid lumberjacks who wear no pity in their eyes.

In these lines, the poet reveals the current inconsiderateness of Malaysian people who have become materialistic in the era of technology and their tendency to destroy the natural world. The image of “a gang of paid lumberjacks who wear no pity in their eyes” is a humanistic cry of the poet against the modern ways of erasing the forests and other aspects of natural world. The poem ends with a very suggestive image of constructing ecological consciousness among people in the present era. The poet implicitly depicts the future of Malaysia and the world as unaware of the ecological values of the natural world when he writes:

And a bloated logger  
Who stands on the red desiccated desert The world of future

The image “the red desiccated desert” reveal Muhammad Haji Salleh's sense of ecological consciousness and serves as a environmental cry and an ecological calling for being aware of the recent phenomenon of desecrating the forests and natural areas and replacing them by cities and factories in Malaysia and elsewhere in the world. The poet depicts the forest as a prey of humans represented by a “bloated logger”. The ecological implications are echoed by the poet's awareness of the deserted future of the world. In the second poem “Seeds”, the poet's ecological consciousness becomes more overt when he says:



I flow with the youth of my blood,  
Fall in love with the seasons Evenings and mornings Nurture me  
Penetrate my fruits  
And return me to my new blood

These lines reveal the poet's ecological consciousness. He has shared a close relationship and love in the world of nature and nature and its various forms are looking after him, provide him with intangible values, and even make him aware of the regeneration of life. Indeed, Muhammad Haji Salleh's ecological consciousness arises out of his true awareness of the recent environmental crisis sweeping the entire world. This poem reminds us of our need to be close to nature to which we, humans, are related as if it were in a blood-relationship. In the third poem "Rain", Muhammad Haji Salleh has implicitly expressed his intense sense of ecological consciousness when he describes the rain that nurtures padi to thrive:

It is the beginning of a gift Usin's muscles quiver  
As leaves and young coconuts, The water washes death off Dust and drain

The poem in general and the lines above reveal the poet's philosophy of existence drawn from nature. His attentiveness seems to have two aspects. Firstly, he is conscious of the external values as represented by the blessed rain that is important for growing padi. Secondly, he is aware of the environmental danger to nature in the era of industrialization and pollution which are symbolized by the "dust and drains". Therefore, the poet reminds us of the therapeutic and healing properties of water and how it regenerates and nurtures life.

To conclude, Muhammad Haji Salleh's poems provide one of the best examples through which we can imbue environmental awareness and inspire ecological consciousness among people. He has succeeded in highlighting the visible and invisible relationship between human world and the world natural environment. Indeed, he has a direct appeal to the core of the field of ecocriticism. In the poem entitled 'The Trip of Sun' rihlat shams, he says:

Don't be brokenhearted Sana'a,  
Don't be upset the hill of Nuqum and Tahreer

The Nile is rapidly flying with him the sun is carrying him to you. To the darkness of your nights  
On the farms of coffee, The darkness of your nights Disappears soon Sana'a.  
The poet seems to be in a direct but wireless environmental attachment with the landscape of Sana'a from a distance. In the poem entitled 'The Echo and Voice' a'sawtwaa'sada, the poet reveals the personal consequences for landscape displacement and its green refreshment through winds:

A twenty-year-sleepless person am I My eyes are dead  
Dark and painful Voiceless and mouthless crying; My voice died within my depth  
The winds around me built My dreams of home.  
In his poem entitled 'See You' Ela-lika the poem depicted the overall environmental connection through the shadow of his homeland's sea, seashore and port upon his exile:  
See you!  
When were separated



Your eyes disappeared at the end of the horizon I could find a path for my eyes  
Neither in the port nor on the beach I felt I deeply drowned

Lastly, the poem 'To My Mother, Ela-omi', the environmental connection between them advocated in the poem by the poet's mother, is depicted through emotional sharing of the landscape suffering as being controlled by the oppressed rule of Ima'm Ahmed during the poet's displacement.:

To My Mother,  
Your voice slaughtered me Scattered my soul and mind into pieces  
As you are seen over there Oppressed, deserted and painful.

The lines are a green message to us expressing the poet's environmental attachment with the Yemeni landscape he left behind.

In the poem entitled 'Hita'am' (Concluding), the poet draws out emotions involving shared by the displaced people and their land when he stated:

You filled Our plains and mountains with mourning and poetry  
So what did you grow? but thorns and cactus.

These lines reveal the poet's suffering and pain symbolised by 'thorns and cactus'. Thus, here the cactus is not only a symbol of steadfastness and perseverance but also of pain and suffering. The reason why we associate cactus with pain is because the poet mentioned mourning and thorns the ecology of the land and its biological cultivation is connected to the poet's state of mind and thought across boundaries. Farming land makes him lively and thoughtful. Land, to expand the earlier discussion, is a source of scrutiny and livelihood to human beings. He goes on elaborating the aspects of the connection between them as can be a trace in the extracts of the following poems, such as the poem entitled 'Buka'iyah' (Mourning) in which he states:

Yesterday he was here Loving the land and its rocks Worshipping its raindrops  
He carried my image and name; I know him and his secrets  
and today, after my return,  
i did not find neither my identity nor a shadow for my voice

In these lines, the poet reveals the intimate relationship of human-land connections. This relationship is expressed by using terms as love, passion and worship. He loved land and rocks worshipped rains, these natural concepts used as ties to link man to his land.

In the poem entitled 'Mawajeed Mughtrib' (the Expatriate's Affections), the poet declares:

My eyes gazed at yours wondering when you're gonna get me back  
To kiss your soil and sew from your trees my shroud.

The poet in the above lines relates to the land of Sana'a and he yearns to see his homeland by the phrase, which states that his eyes are firmly fixed to the land's eyes. The pairs of eyes gazing at each other and asking one another about the poet's return to his homeland. The poet not only shows



the two eyes as a representation of physical appearance but also shows his eyes in a near and polite conversation. This is a literary device known as personification and the poet used it in his poetry to humanise the natural world and embody his country, Yemen, with eyes that attribute human characteristics. Further, through Yemen's eyes, we can see her deep sadness and grief, and we can deduce this feeling when she asks when he is coming back to her territory.

Another aspect of the environmental concern of Muhammad Haji Salleh's poetry can be traced in his poems such as the poem entitled "The Forest's Last Day" in which he addresses the harmony of the landscape:

In its canopy birds still play  
Its air made fragrant by the essence of the forest. The sky is the witness with clear eyes

These lines expose the environmental sense of the poet through which he could express the interactions between the living beings and the natural landscape in a sustainable way. The whole eco-image presents the poet's landscape in harmony and connection.

Similarly, Al-Maqaleh's poetry echoes the same synchronization of the landscape through the eco-image of the bird as can be traced in the poem entitled 'Emotion' when he says:

As a bird is flying On the sad rainy night  
No winds to hear or darkness to see  
I looked for two eyes in millions of faces around.

In these lines, the poet seems to capture the interaction of the landscape's birds, rains and winds. He is deceived by the natural flashback of his homeland. The wind drives him away, the rain falls to wet his soul and the trees refuse to extend their arms to pull him out of the environmental capture. Salleh's environmental sense changes to show the interference of human and how they tend to spoil the harmonious scene of the environment as can be traced in the same poem "The Forest's Last Day" when he depicts how the trees of the beautiful forest were victimized by the humans' act of distraction and cruelty:

Fallen is the cengal Fallen is the meranti Fallen is the merbau Fallen is the pulai Fallen is seraya  
Consequently, the whole environmental harmony of the forest gets troubled by the human action as can be echoed in the following lines:

The frame of balance is broken, since trees became earth. The quiet beauty filtered by the light fades out  
Leaves are dumb, branches speechless, no song, and no echo  
No deer, no baboon, no elephant herd No pulse of mouse deer's bleat, no question

Al-Maqaleh shares him the same sense of human insensitivity towards the environment in his poem entitled "Sana'a by all Means" when complains the dryness of the landscape because of human actions and tyranny:

My land becomes dry,  
I fed its small birds with my flesh, So my bones become naked, They could be used firewoods,





To lighten your wreckage and shambles. The poems of my blood have reshaped Each home and village in the deserted land.

The poet shows us that many creatures which thrive within his home landscape will be spoiled and irreversibly damaged due to the human actions that changed the whole environment into a deserted land. The same image is expressed by Salleh in a different manner when concluded his poem with the following lines:

The full epic of the forest

Is ended by a convoy of Lorries with tyres of concrete, A gang of paid lumberjacks who wear no pity in their eyes

Thus, it seems that the two poets share a vibrant environmental image of human inattentiveness towards the landscape. This implies that the interaction between human world and the sphere of environment has been spoiled due to greed and ill-managed industrialization. The image of humans being hostile and destructors of the elements of the ecosystem of the two worlds of human and non-human will eventually ravage the environment.

## 5. Conclusion

The analysis of the poetry of the two poets has exposed the green tie that binds Malaysian and Yemeni landscapes. On the one hand, it seems that environment, for them, is an ultimate source of inspiration for humans. It serves as the key provider in the welfare of people and the sole source of man's well-being. Landscape looks beautiful and valuable because of how people perceive it and it links the human world and the natural world. This view of environment in their poems reflects, to a large extent, the opinion of an environmentalist who artistically places emphasis on the vital and constant relationship between the humans and the natural environment surrounding them and their mutual and close dependency on each other. On the other hand, Salleh and Al-Maqaleh have proved that the slightest interference of human beings into the world of nature results into much disruption of the relationship that humans try to establish with the sphere of environment. Above all, the two poets attempted to establish an environmental bond of affection and benevolence and a vital interrelationship between human world and the world of environment as can be understood from the analysis of their poetry. Thus, the analysis exposes the ecological promise that entwine the aspects of environmental icons of both Malaysian and Yemeni sceneries which are centralized in the field of ecocriticism. It also reveals insights of the aspects of the two poets' environmental poetics that integrate ecocritical interpretations by applying several eco-images, including those of land, landscape and other forms of nature. By invoking the natural elements manifested in their poetry, the required environmental bond can be explored and celebrated while upholding the fact that it is a trans-national work. Yet, it places this paper in the vanguard of environmental and ecocritical research in the Southeast Asian environmental literature. Hence, it will appeal widely to scholars in the environmental humanities and ecocriticism fields. What is predominantly exciting, is the fact that the authors of this article come from the two settings they are writing about and are thus able to express both local perspectives and authoritative scholarly interpretations of the issue they study and add a new vista to previous ecocritical approaches to literature in this part of the world.



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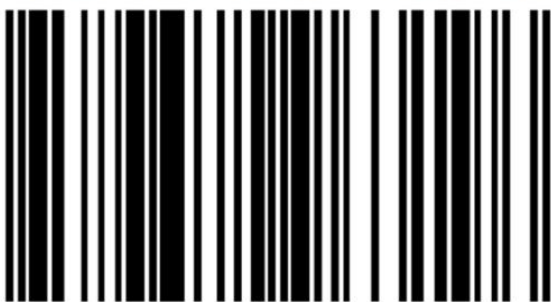
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