

IENNE 2021

2nd International E-Conference on New Normal in Education 2021

Igniting Minds Beyond the New Norms

21 & 22 AUGUST 2021

2nd International E-Conference on New Normal in Education 2021

Igniting Minds Beyond The New Norms

21 & 22 AUGUST 2021

Organizer:



Sponsor:



Collaborators:



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Welcome Address

We are delighted to welcome you to the Second International E-Conference on New Normal in Education (IENNE 2021).

The changing landscape of education has pushed educators to think beyond traditional categories of “formal” and “informal” learning sites and to consider more complex relationships between classrooms and the world beyond them. In the wake of increasing reliance on ever expanding electronic and virtual learning spaces, educators must consider their work from a wide range of perspectives.

IENNE 2021 takes pride in connecting and bringing together academics, scholars, practitioners and others interested in a field that is fertile in new perspectives, ideas and knowledge. We have no doubt that IENNE 2021 will offer a remarkable opportunity for you to join your colleagues from around the world to explore innovative technologies, pioneering pedagogical strategies, and sampling international collaborations that are being used to engage and retain students in the new normal in education.

The conference will be held from 21st to 22nd August 2021 in virtual platform featuring keynote speeches from prominent speakers in their fields, paper presentations, workshop and forum discussion.

We look forward to seeing you online and receiving your full support for our future events!



Foo Kien Kheng
Dr. Foo Kien Kheng
Advisor



Nalini Arumugam
Assoc. Prof. Dr. Nalini Arumugam
Conference Chair

IENNE 2021 Conference Committee

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1. Nur Hidayatulshima Omar (H)
2. Misyana Susanti Husin @ Ma'mor

Speeches:

1. Misyana Susanti Husin @ Ma'mor (H)

Registration & e-Certificates:

1. Nor Afifa Nordin (H)
2. Nursyafiqah Zabidin

Publication:

ERA journals:

1. Dr. Mohammad Nor Afandi Ibrahim (H)
2. Jane Xavierine

e-Proceedings:

1. Dr. Mohammad Idham Hj. Md Razak (H)
2. Dr. Murugan Rajoo
3. AP Dr. A. Nalini Arumugam

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Raihan Ibrahim (H)
Jean Hoo Fang Jing
Dr. Foo Kien Kheng (H)

Julina Muchar
Adam Linoby
Nur Fatima Aisya Jamil

Dr. Mohammad Idham Hj. Md Razak (H)
Adam Linoby and team

Nur Fatima Aisya Jamil
Jane Xavierine A/P M Xavier Thayalan (H)

Dr. Riswan Efendi
Dr. Hamidah Idris
Nofel Nofiadri

Chanti Dianan Seri
Sai Tarishini Sathiyasenani
Dr. Yuhani Mohd Bakri
Kaussalya Verasingam

Abstracts

Reviewers & Jury

Publicity & Promotion

Technical & Multimedia

Moderators

Workshop Committee

AP Dr. Kaarthiyainy Supramaniam (H)
Sheela Paramasivam
Dr. Kuldip Kaur Maktiar Singh
Kausalya Verasingam (Moderator)
Nur Fatima Aisya Jamil (Technical Assistant 1)
Mohamed Aiman Shah Abdul Gaffur John Shaw (Technical
Assistant 2)
Nur Maizura Lin

Emcee

Keynote Speaker I



Prof. Dr. Suresh Govind

Sathya Sai Academy for Human Values, Malaysia
Faculty of Medicine, University of Malaya, Malaysia

09:00 – 09:50, August 21, 2021 (Saturday)

Topic: Adapting to online teaching challenges

Link: meet.google.com/csy-0aor-ghq

Short Bio

Prof. Dr. Suresh Kumar Govind is attached to the Department of Parasitology, Faculty of Medicine in University of Malaya, Malaysia. He completed his Masters at University of Malaya, Malaysia and his PhD at University of Singapore. His illustrious career includes serving as the Head of Parasitology department at University of Malaya, Malaysia, member of the Board of Directors in Yayasan Perpaduan Malaysia or the Malaysian Unity Foundation and member of the committee to promote understanding and harmony among religions which was under the Prime Minister Department in Malaysia. Currently, he is in the Malaysian National Board of Directors for People and Family Development. His area of expertise includes parasitology, In Vitro Culture and Ultrastructure of Protozoans, drug trials and Biology of Parasites.

Abstract

The current Covid 19 pandemic has forced to evolve our teaching approaches which challenges the familiar class and lecture room settings which has generated discomfort and created a challenge to both students and teachers in adapting to this new setting. On the flip side of the coin, however hundreds of research studies since 1920's has shown that learning outcomes in distance education versus face to face instructional setting show no significant differences in learning outcomes achieved by students and this is regardless of the technology medium employed. However, beginning 2000, several reviews reported that the favour appears to slant towards online learning. The presentation will highlight the current challenges using the online approach and suggest innovative approaches to enhance student engagement during teaching. Students studying in isolation and without extrinsic motivation from friends or teachers in the usual face to face classroom situation can pose a hindrance, however as teachers and trainers, there is need to seek newer engagement opportunities when facing such obstacles. The presentation will provide approaches for consideration in order to make the new teaching experience more engaging and rewarding. The presentation will also highlight how these on line platforms have been to trigger transformation in students' character and provide evidence of such transformation in programs carried out in Malaysia, Indonesia and the Philippines.

Keynote Speaker II



Prof. Dr. Faizah Abd Majid

Faculty of Education, Universiti Teknologi MARA,
Malaysia

12:00 – 13:00, August 21, 2021 (Saturday)

Topic: Moving Beyond the New Norm Through Differentiate Instruction

Link: meet.google.com/csy-oaor-ghq

Short Bio

Dr Faizah Abd Majid is a Professor in Adult & Higher Education at the Faculty of Education, UiTM. Currently, she serves as the Director of Academic Development and Management at the Institute of Continuing Education and Professional Studies (iCEPS). She has received both international and national research grants and published in various indexed journals and book chapters all within the areas of Adult & Higher Education, TESL and professional development. Besides training pre- and in-service teachers, Faizah is a master trainer in the Malaysian Higher Education Leadership Academy (AKEPT) in which she develops modules and facilitates the professional growth of fellow academics across the nation. In this regard, she concentrates on the scholarship of teaching and learning (SOTL). In terms of networking, Faizah has been appointed as an academic assessor by both international and national Ministries and higher education institutions. She has also been invited as keynote speakers in several international conferences and of late series of webinar. Based on her involvement and achievements in the field of Adult Education, Faizah was awarded the 'Distinguished Scientist in Adult Education' by Venus International Foundation based in India in 2019. On top of all that, her family and friends have known Faizah as someone who is cheerful and passionate. Married with three children and a daughter to an ailing mother, Faizah believes in 'family is always first'. Travelling, dining and reading are her favourite past time and best done when she is with her loved ones.

Abstract

This paper will explore the theories and principles underpinning 'Differentiated Instruction' in matching the immediate needs of the new norm in education. The Covid-19 pandemic has impacted how education is delivered and the question of engaging the students who are diverse in their profile remains an important factor to be considered in preparing and conducting lessons. Looking ahead and beyond the pandemic, educators need to employ the respective strategies in promoting sustainable education. Thus, the presentation of this paper focuses on the opportunities educators could gain from 'Differentiated Instruction' as the education context moves beyond the new norm. Reflecting on the theme of the conference, the presentation will deliberate on the elements and the relevant practical teaching strategies for any learning instruction as alternatives in 'Igniting Minds beyond the New Norm'.

Keywords: Differentiated Instruction, new norm, sustainable education, teaching strategies

Keynote Speaker III



Prof. Dr. Zulkifley Mohamed

Department of Mathematics, Universiti Pendidikan Sultan Idris, Malaysia

10:00 – 10:50, August 22, 2021 (Sunday)

Topic: The Challenges in New Normal Education

Link: meet.google.com/eoi-yrq-qepd

Short Bio

Zulkifley Mohamed is a professor of statistics at the Department of Mathematics, Faculty of Science and Mathematics, Universiti Pendidikan Sultan Idris, Tanjong Malim, Perak, Malaysia. He earned a PhD degree in Statistics from Universiti Kebangsaan Malaysia in 2007, a MSc Degree in Operational Research and Applied Statistics from the University of Salford, Manchester, UK in 1998 and a Bachelor degree in Statistics from MARA University of Technology, Malaysia in 1988. His research included in applications of statistical modeling in mathematical education, evaluation of the implementation Bachelor of Education programmes, development and evaluation of teaching and learning model through the structural equation model, development of an optimum production model of bioethanol from cassava and ipomoea batatas, evaluation of Science, Technology, Engineering and Mathematics (STEM) innovation projects in public schools in Malaysia. Currently, he is a senior assessor for the mathematics and statistics bachelor, master and PhD degree programmes in public and private universities in Malaysia appointed by the Malaysian Qualification Agency (MQA). He has published several articles in an index journal. He has graduated thirteen PhD students and currently have four new PhD students.

Abstract

The COVID-19 pandemic has wreaked havoc on education systems around the world, impacting for almost 1.6 billion students in over 200 countries. More than 94 percent of the world's student population has been impacted by school, institution, and other learning space closures. This has resulted in significant changes in every aspect of our lives. Traditional educational practises have been severely affected by social distancing and restrictive movement policies. We lost the 2020 academic year globally, and there is concern that we will lose the 2021 academic year or even more in the future. Many researchers have shared their teaching and learning research in a variety of ways. Face-to-face teaching has been phased out at a number of schools, colleges, and universities. Some other area of research and development is utilising user-friendly tools to allow online teaching more creative, innovative, and interactive. This would help and prepare the educational system for future discrepancies. In the midst of the pandemic, this paper will discuss the challenges that come with providing quality education and how to overcome them in the new normal education. Among others this paper will discuss on learning issues, insufficient digital contents and assessments, educators/teachers preparedness to manage distance learning, demand for EdTech, and education funding.

Keynote Speaker IV



Dr. Tatiana Gherman

Faculty of Business and Law, University of Northampton, UK

14:10 – 14:50, August 22, 2021 (Sunday)

Topic: Hindsight and Foresight of Management Education in The Era of Covid-19

Link: meet.google.com/eoi-yrcq-epd

Short Bio

She is a Senior Lecturer, with more than a decade of teaching and research experience. She holds a PhD from the School of Business and Economics, Loughborough University, United Kingdom, who also fully funded my studies. Currently researching how Machine Learning and Artificial Intelligence tools can support various business functions to help make business management practices more effective; with particular interest in how to design Artificial Intelligence techniques grounded in and informed by patterns of social interaction and communication. Her areas of research interests and field of expertise include Artificial Intelligence/Machine Learning, Data Science, Big Data, Advanced Quantitative Analytics (at different levels), Group Decision Support, Human-Computer Interaction, Workplace Studies, Behavioural Studies, Conversation Analysis, and Ethnomethodology

Workshop Speaker I

Prof. Ts. Dr. Murali Raman

Director Postgraduate & Continuing Education, Asia Pacific University and Innovation, Malaysia



Professor Ts. Dr. Murali Raman is both a Rhodes Scholar and Fulbright fellow. His academic credentials include a Phd from SISAT, Claremont, USA; MBA (Imperial College, London); MSc Human Resources (London School of Economics, UK). He was affiliated to Stanford's Technology Venture Program as a Faculty Fellow- where he has had and continue to discuss issues surrounding creating a vibrant entrepreneurship ecosystem and application of innovative thinking via Design-Principles in Malaysia. He is a Stanford certified Design Thinker. Prof Murali Raman is also certified in Neuro Linguistic Programming (NLP) – 2016 as an NLP Certified Practitioner. He is also a Certified Trainer in Colored Brain Communication and Emotional Drivers based on Directive Communication Psychology. Throughout his career in the corporate and academic sector, Prof. Murali has managed, led and director numerous programmes in relation to digital transformation. With Accenture Consulting he managed a total of nine [9] projects of which three were in Singapore with Tier 1 clients. Prof Murali continues to consult and assists corporations to transform digitally, using design thinking and business model canvassing ideals. In recognition of his leadership Prof Murali has received several accolades at the International level. He has published more than 80 papers in International Journals, Conferences, and Book Chapters. With his research team, Dr. Murali and his team has secured close to RM1.5Million in grant funding over the last five years. He was recently appointed as a lead consultant and author of Malaysia's Social Innovation Roadmap, by Yayasan Inovasi under MOSTI. He was also recently appointed by HRD Corp as a SME to develop the Industry Skills Framework for Private University Leadership in Malaysia. He currently serves as the Director of Postgraduate & Continuing Education portfolio at APU.

16:00 – 17:00, August 21, 2021 (Saturday)

Link: meet.google.com/kpp-freo-iwg

Topic: Invigorating Innovation in Teaching via Design Thinking: A Workshop.

- The inherent ideas and ideals beneath Design Thinking (DT) are not necessarily new.
- DT presents a systematic way of injecting creativity and innovative thinking in any company.
- DT offers highly specific tools and techniques in a simplified manner. These tools are then used to derive the magical inspirational values of DT.
- DT is defined as a **user-centric collaborative approach** in **problem solving**. The design school (dSchool) at Stanford University prescribed a five-step DT process—empathy, define, ideate, prototype and testing.
- When used and applied well these steps can in fact shape and transform the DNA of any organization.

Workshop Speaker II

Assoc. Prof. Dr. Kaarthiyainy Supramaniam
Universiti Teknologi MARA Bandar Puncak Alam,
Selangor, Malaysia



Dr Kaarthiyainy Supramaniam is an associate professor at the Faculty of Education, Universiti Teknologi MARA. She has 24 years of experience teaching at the tertiary level including postgraduate students. She also supervises preservice TESL teachers for practicum and has a keen interest in how they relate to Sustainable Development topics in their lessons. Currently she is also serving as the chief editor of Asian Journal of University Education, which is a SCOPUS indexed journal.

Mdm. Sheela Paramasivam
Universiti Teknologi MARA Seremban, Negeri Sembilan,
Malaysia



Sheela Paramasivam is a Senior Lecturer at the Academy of Language Studies, University Teknologi MARA, Negeri Sembilan, Seremban Campus. Her area of expertise includes Academic Writing, Oral Presentations, Workplace Communication, Teaching of Literature and Materials Development.

17:00 – 18:00, August 21, 2021 (Saturday)

Link: meet.google.com/dsh-perp-jst

Topic: The Adventures of Humanity: Developing Materials from Sustainable Development Goals (SDG) for the ESL Classroom.

The workshop is our attempt to create an opportunity to share the 'adventures' of humanity and environment through teaching and learning materials that are authentic, appealing and thought-provoking.

Therefore, by the end of this workshop the participants would be able to:

- develop a critical understanding of SDG
- create their own mental models and repertoires when infusing SDG themes in developing materials for teaching and learning for their students

Forum Speakers

15:00 – 16:00, August 22, 2021 (Sunday)

Link: meet.google.com/eoi-yrcq-epd

Topic: Teaching and Learning in the New Normal

Abstract

The Forum entitled Teaching and Learning in the New Normal focuses on the issues and challenges in relation to our collective efforts to provide a sustainable and meaningful experience in the overall process of teaching and learning. Two speakers will be featured in this forum. The first speaker Dr Jason Turner will speak about issues and challenges in the new normal when it comes to teaching and learning processes and activities. The second speaker Dr Margarete Taplin will touch on the role of human values in this context.



Moderator:

Prof. Ts. Dr. Murali Raman

Director, Postgraduate & Continuing Education
Asia Pacific University

Panels:

Assoc. Prof. Dr Jason James Turner

Head of the School of Business, Asia Pacific University
Malaysia

Dr Jason Turner is an Associate Professor and Head of the School of Business at Asia Pacific University of Technology & Innovation, Malaysia. His areas of expertise include digital and strategic transformation and human capital, with specific focus on graduate work readiness and the digital learning space. Having moved to Malaysia in 2016, following 12 years as an academic in the UK, he has expanded his network across Europe, South America and Asia through external engagement and collaborative research projects. During his time as an academic he has worked with a range of companies and tertiary education providers, teaching specifically at the Masters level and producing internationally recognised research in the form of books, academic journals and practitioner related reports and publications. He holds a number of external positions, grants and editorial roles which compliment his current university position and has a wealth of experience in scholarly and external engagement, managing people and leading initiatives relating to management and research. In his current post, he is responsible for the strategic vision, leadership and management of an academic product portfolio to ensure graduates have the appropriate employability skills set to thrive in a transitional employment market. He holds a number of qualifications include a Masters of Business Administration, Master of Philosophy and a Doctor of Philosophy (PhD) from the University of Edinburgh. He has received a number of awards, with the most recent being the Outstanding Paper in the 2020 Emerald Literati Awards.





Dr. Margaret Taplin Independent Education Consultant

Dr. Margaret Taplin has a PhD in Education. Originally a primary school teacher, she has over 30 years' experience as a lecturer and researcher in teacher education, curriculum and pedagogy. Currently she is an independent education consultant in Australia and Hong Kong. Her main interest is to support mainstream teachers to integrate education in human values into their existing teaching practices. Since 2003 she has been responsible for a series of projects to introduce and develop values education in primary schools in Mainland China. Dr. Taplin has written many articles about education in human values for mainstream teachers and four books published by the Institute of Sathya Sai Education (Hong Kong): *To Teach Not to Punish: A Human Values Approach to Classroom Discipline* (with Anita Devi); *Silent Sitting: A Resource Manual*; *Teacher Survival: A Practical Human Values Approach to Professional Fulfilment and Happiness* and *Education in Human Values Through Mathematics: Mathematics Through Education in Human Values*. Currently she is conducting research investigations into the impacts of human values education on teachers' wellbeing, and the factors that influence teachers' adoption of values in their teaching.

The image features a background with several overlapping, curved, golden-yellow bands that sweep across the frame from the left side towards the right. The right side of the image has a light grey gradient background. The text is centered in the middle of the image.

**Conference Schedule
21st August 2021**

IENNE 2021 CONFERENCE SCHEDULE
DAY 1 | 21 AUGUST 2021

08:40 – 09:00	Opening Remarks Opening Remarks – Assoc. Prof. Dr. Nalini Arumugam <i>Conference Chair</i> Emcee: Nur Maizura Lin meet.google.com/csy-0aor-ghq		
09:00 – 09:50	Keynote Speech 1 Prof. Dr. Suresh Govind, University of Malaya <i>Adapting to online teaching challenges</i> Emcee: Nur Maizura Lin meet.google.com/csy-0aor-ghq		
09:50 – 10:00	Break		
10:00 – 12:00	Parallel Session 1		
	ROOM 1 Moderator: Nofel Nofiadri meet.google.com/eeq-zopx-iyd	ROOM 2 Moderator: Kausalya Verasingam meet.google.com/bsn-baut-smf	ROOM 3 Moderator: Sai Tarishini Sathiyanesan meet.google.com/cqw-ixki-oer
12:00 – 13:00	Keynote Speech 2 Prof. Dr. Faizah Abd Majid, Universiti Teknologi MARA <i>Moving Beyond the New Norm Through Differentiate Instruction</i> Emcee: Nur Maizura Lin meet.google.com/csy-0aor-ghq		

13:00 – 14:00	Lunch Break		
14:00 – 15:50	Parallel Session 2		
	<p style="text-align: center;">ROOM 1 Moderator: Jane Xavierine</p> <p style="text-align: center;">meet.google.com/eeq-zopx-iyd</p>	<p style="text-align: center;">ROOM 2 Moderator: Dr Riswan Efendi</p> <p style="text-align: center;">meet.google.com/bsn-baut-smf</p>	<p style="text-align: center;">ROOM 3 Moderator: Dr Hamidah Idris</p> <p style="text-align: center;">meet.google.com/cqw-ixki-oeer</p>
15:50 – 16:00	Break		
16:00 – 17:00	<p>Workshop for Teachers and Professionals 1</p> <p>Invigorating Innovation in Teaching via Design Thinking: A Workshop</p> <p>Prof. Ts. Dr. Murali Raman <i>Director Postgraduate & Continuing Education, Asia Pacific University and Innovation, Malaysia</i></p> <p>meet.google.com/kpp-freo-iwg</p>		
17:00 – 18:00	<p>Workshop for Teachers and Professionals 2</p> <p>The Adventures of Humanity: Developing Materials from Sustainable Development Goals (SDG) for the ESL Classroom.</p> <p>Assoc. Prof. Dr. Kaarthiyainy Supramaniam <i>Universiti Teknologi MARA Bandar Puncak Alam, Selangor, Malaysia</i></p> <p>Mdm. Sheela Paramasivam <i>Universiti Teknologi MARA Seremban, Negeri Sembilan, Malaysia</i></p> <p>meet.google.com/dsh-perp-jst</p>		
18:00	END OF DAY ONE		

SESSION 1 | ROOM 1

SESSION 1 | ROOM 1

DAY 1 | 21 AUGUST 2021 | 10:00 – 12:00

Link:

meet.google.com/eeq-zopx-iyd

Moderator: Nofel Nofiadri

Paper ID	Malaysia Time	Title
IENNE21 005	10:00 – 12:00	SWOT Analysis of CLS Home Marketing and Management Presenter: Muhammad Hafizi Abdul Aziz
IENNE21 017		A Meta-analysis of Values Education in Schools and the way forward for Malaysian educational policies Presenter: Suma Parahakaran
IENNE21 002		Multifunctional Counting Tablet (McT) as a teaching tool to learn basic mathematics among Malaysian primary school pupils Presenters: Tchong Tui Mui and Bong Sze Sze
IENNE21 034		Client-based Project Learning for Personal Development Skills in Multimedia Project Management Presenter: Lili N. Abdullah
IENNE21 050		Management Perspective in Implementing Work from Home Policy in Corporate Office Presenter: Zam Zam Bin Mohammad
IENNE21 056		Awareness on Cybersecurity Threats for Rural Community Presenter: Norkhushaini Awang
IENNE21 073		Supporting Students Online Learning During Covid-19 Presenter: Nor Amizam binti Jusoh

SESSION 1 | ROOM 1

SESSION 1
IENNE21
005

SWOT Analysis of CLS Home Marketing and Management

Muhammad Hafizi Abdul Aziz
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The SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis has found it to be a helpful tool in Industry. It is involved in an organization or company, a plan, a project or business activity. SWOT analysis is an effective situation analysis method used in marketing, public relations, and advertising, as well as any other industry that requires strategic planning. This article suggests the usage of the SWOT tool as a management tool to solve problem that occur in CLS Home Marketing and Management. Using the SWOT technique requires an internal review of strengths and weaknesses, as well as an external review of threats and opportunities. Internal and external examinations that are structured are unique in the world of real estate business. At the end of this study, author will discuss the recommendation for CLS Home Marketing and Management.

SESSION 1 | ROOM 1

SESSION 1
IENNE21
017

A Meta-analysis of Values Education in Schools and the way forward for Malaysian educational policies

Suma Parahakaran
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A meta-analysis of values education studies globally conducted in schools have reflected a number of pertinent points to be considered by policy makers. Two indicators from the data related to; mental well-being in students and need for developing inner resilience are significant that has become a barrier to students' development. Communities do not generate crime, violence, low esteem or non-supporting behaviours for character development nor control them but lack of facilitation of values education in schools do. The rise of suicidal rates and low mental well-being require social and political attention as much as the rise of poverty and unethical actions. Policy makers miss the point that much of educating students requires to be grounded in values inquiry in their cognitive and affective development as reflected in global research for building a sustainable community.

Two important research questions were used to explore the significance of education in human values in schools. How do researchers view the challenges and strengths of values education in Malaysia? What outcomes have triggered the need to form a compelling case for policy makers to incorporate Education in Human values curriculum in Malaysia? The use of an interpretive and pragmatic theoretical paradigm helped in guiding the study. Qualitative analysis using a thematic approach was used to analyse the findings.

The findings from thematic analyses suggested few important areas for the way forward; collaborative support from leaders, professional development of teachers for specific competencies, policy changes, and knowledge of pedagogical strategies.

Keywords: Education in Human Values, Policy making, Mental well-being, Inner resilience, Policy making

SESSION 1 | ROOM 1

SESSION 1
IENNE21
002

Multifunctional Counting Tablet (McT) as a teaching tool to learn basic mathematics among Malaysian primary school pupils

Tchong Fui Mui, Bong Sze Sze, Muhamad Mukhzani Muhamad Hanifah, Foo Kien Kheng

fmtchong@yahoo.com

Parents, school administrators and teachers who want to find the best teaching aids for their children or pupils may face the problem of selecting the best teaching and learning tools. For the learning and teaching of Numbers and Operations in Primary schools, for example there are many to choose. However, having to learn to use and master the uses of the different aids, do pose a problem for pupils and teachers alike. In addition, there is the cost of multiple purchases and storage of these teaching tools. McT provides the perfect solution to overcome these problems. McT is a multifunctional counting tool specially designed for the teaching and learning of Number and Operations in Primary schools for Year 1-3 pupils where traditionally these topics require the use of different teaching tools. Apart from that, it can be used for problem solving, creative activities and doing assessment.

Keywords: Counting tool, mathematics, primary school, abacus

SESSION 1 | ROOM 1

SESSION 1
IENNE21
034

Client-based Project Learning for Personal Development Skills in Multimedia Project Management

Lili N. Abdullah
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Classroom-based projects are insufficient when preparing students for positions in the multimedia projects management today. Encouraging students to participate with real clients for projects outside the classroom can help build the necessary skill sets in learning how to work in a real-world environment. Client-based Project Learning teaches the student on three distinct levels: intellectually, socially, and emotionally including feelings, values, and meanings. Multimedia Project Management course provides students with comprehensive knowledge and skills in project teams, project leadership, project communications, and stakeholder engagement. They will master theoretical and applied skills in planning, distributing, and managing project communication; identifying and engaging stakeholders; analysing and interpreting project organization and context; and applying best practices in project team management. We will see how they manage effectively the task given as well as their performance effectively increase. The primary objective of this client-based learning is to enable students to develop a clearer understanding of the behaviour needed to be an effective project manager, the behavioural competencies needed to success in an organization, and gaining a realistic assessment of their own skill levels so that they can identify areas of strength as well as areas in need of improvement. The client-based project was completed at the end of the semester, a project that covers all, or at least most of the concepts should cover in the course. At the end of the project, we noticed most of the students developed and improved their self-discipline skills. The real clients were satisfied with the 40 out of 42 students in terms of successfully delivering exactly what the client wanted. From the OBE perspective, we discovered that the blend of soft skills (teamwork, communication, applying entrepreneurship skills and critical thinking) and experience throughout the project development scored an average of 8 out of 10.

Keywords: project management, client-based project learning

SESSION 1 | ROOM 1

SESSION 1
IENNE21
050

Management Perspective in Implementing Work From Home Policy in Corporate Office

Zam Zam Bin Mohammad, Zailin Zainal Ariffin

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During the COVID-19 epidemic, people's working habits have changed dramatically. Many businesses have established a remote working strategy that allows workers to work from home to maintain business continuity. Strategic organizational norms in a company are needed to manage and promote remote working policies. Meanwhile, human resource department opts to improve company performance while working remotely by increasing employee motivation. However, there is a lack of knowledge on how businesses have effectively adapted to remote working policy and the manner how it has impacted remote work performance. The purpose of this study is to explore the effects of job motivation, organization norm and work demand on organizational commitment. Purposive sampling technique is utilised with online survey via Google form is used to facilitate data collection from 300 employee respondents resided in Klang Valley, ranging from various sectors who are currently working from home. The multiple regression analysis will be applied to analyse the intended relationships between the variables. The findings of the research are predicted to shed lights to further improve the newly imposed remote working policies which involve policy makers and academicians.

Keywords: strategic facility management, remote working policy, organizational norms on remote working

SESSION 1 | ROOM 1

SESSION 1
IENNE21
056

Awareness on Cybersecurity Threats for Rural Community

Norkhushaini Awang, Suzana Zambri, Shapina Abdullah, Norkhushaini Awang, Suzana Zambri, Shapina Abdullah
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Network security is an important knowledge as people now use a lot of online applications. Covid-19 pandemic contributes to an increase in network traffic where transactions are made online. However, network security cannot be taken as an uncritical issue and education in network security is important to be taught and given exposure to the community. In our study, we have selected rural communities to be given an education and awareness on the importance of network security. We have developed short videos and using simple Malay language as well as analogies in narrating the threats found in cyberspace. These short videos are then uploaded to YouTube and then asked the community to watch. We then did short quizzes to see their level of understanding of the content of the video. We focus on topics that are important in network security, namely cyberbullying, online shopping scamming, fake news, phishing scamming and network security issues in general. This study indicates that video lessons can convey information more effectively when using effective educational videos.

Keywords: cybersecurity, effective educational videos, rural community

SESSION 1 | ROOM 1

SESSION 1
IENNE21
073

Supporting Students Online Learning During Covid-19

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It has been over a year since the whole world faced with the Covid-19 pandemic and is now still struggling to overcome with it. Most people are still trying to adapt to these massive changes in daily norms including students of higher education institutions who are forced to undergo online learning. As for now, University College of Yayasan Pahang (UCYP) has undergone more than 3 online learning sessions including one short session and the results of monitoring student attendance of each session show that student involvement during online classes is less encouraging and very worrying. Therefore, a study was conducted to identify whether they are still motivated to learn in a pandemic situation that is becoming more acute, factors that affect students' motivation in online learning and whether students are likely to silently facing mental stress in online learning. An online survey was conducted to gain input and feedback based on the objectives of the study. A total of 80 students from the Faculty of Science, Engineering and Agrotechnology were selected in the study and answered the online survey questions distributed. From the results of the study, many students have become demotivated to undergo online learning due to several reasons such as lack of facilities, financial problem, family problem and also struggling in learning by themselves. Based on that, several actions have been implemented at faculty level to support the students learning so it will not be burdening the mental health of students while sustaining and maintaining the effectiveness of learning activities.

Keywords: Covid-19, online learning, mental health, UCYP

SESSION 1 | ROOM 2

SESSION 1 | ROOM 2

DAY 1 | 21 AUGUST 2021 | 10:00 – 12:00

Link:

meet.google.com/bsn-baut-smf

Moderator: Kausalya Verasingam

Paper ID	Malaysia Time	Title
IENNE21 003	10:00 – 12:00	SME Corp. Malaysia (Strategic Swot Analysis Review) Presenter: Muhammad Aidil Arif Bin Nor Azli
IENNE21 030		An Overview of Pandemic Covid-19 and A Repercussion to the Tourism Presenter: Siti Yuliandi Binti Ahmad
IENNE21 011		Finding Comfort: A Study of Reading Habits among Malaysian University Students during the COVID-19 Pandemic Presenter: Alia Farhana binti Anuar
IENNE21 036		Referential Time in Minangkabau Oral Literature Presenter: Arwemi, Sheiful Yazan
IENNE21 051		The Impact of E-Banking Service Quality on Customer Satisfaction from the Banking Sector in Klang Valley Presenter: Muhammad Fariz Nizam Azmi
IENNE21 058		Teacher Adjacent based on Sociological Stimulus during Teaching and Learning to Improves the Acceptance of Special Education Students in Receiving Skills and Information Presenter: Mohd Razimi Husin
IENNE21 074		The Perspectives of Online English Language Teaching and Learning During the Pandemic Presenter: Shamimah binti Haja Mohideen

SESSION 1 | ROOM 2

SESSION 1
IENNE21
003

SME Corp. Malaysia (Strategic Swot Analysis Review)

Muhammad Aidil Arif Bin Nor Azli
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My six-month industrial training at SME Corp Malaysia started on 1 March 2021 and ended in August 2021. The aim of this paper is to highlight the important elements that exist in this SME Corp Malaysia when applying the suitable perspective concept in every department especially in financial institutions which can solve the corruption among society. Based on my experience, within these 6 months of training, there are a lot of things to be discussed in this final year report especially in the Strength, Weakness, Opportunity, and Threat (SWOT) analysis subtopic because this part is the main value of the topic and important. Moreover, what is the strength that supports this organization, then what is the weakness that can be noticed to be overcome, which part will be the opportunity to gain benefits to the organization, and the last part what is the threat that exists in this SME Corp Malaysia. Besides that, there are several parts also discussed in this report which are the discussion, recommendations, and conclusion. In short, we can see this supporting indication clearly focuses that the point of view of the subtopic is significant because based on this perspective is applying to help everyone in the organization and at the same time can preserve the ability of Small Medium Enterprise (SME) industries in our country.

SESSION 1 | ROOM 2

SESSION 1
IENNE21
030

An Overview of Pandemic Covid-19 and A Repercussion to the Tourism

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Novel Coronavirus or COVID-19 is a global pandemic affecting most businesses and sectors worldwide since the first quarter of 2020. Many tour operators and workers are being unemployed and leave unpaid as far as tourism is concerned. Moreover, the airline industry is one of the significant businesses which also suffer severe global losses in the tourist industry. This study synthesizes the current study on the tourist impact of the COVID-19 pandemic via the systemic evaluation of ten influential journals and research publications. The findings show that the tourist business of the nation was indirectly damaged, as a result of the pandemic growth, by most of the non-operated or partially shuttered sectors and industries, such as accommodation, transportation, and airlines. The report shows the worldwide tourism industry with severe repercussions since the COVID-19 pandemic halt airlines and touristic activities from across the world. This paper discusses how other countries attempt to adapt to Malaysia to overcome challenges and barriers. For example, each country can overcome the problem in its approach, and one method is to help the poor financially. The government may assist local businesses such as encouraging domestic shopping to boost the economy and recommend that people support the local products and services since this would indirectly increase the country's economic growth. It also helps small businesses to address the changing demands of tourist companies and new needs not simply by cutting their taxes or through targeted investment in sustainable tourism and a sustainable economy, which is led by a new strategy. Moreover, tour operators are also aware of the need for restructuring and anticipate government financial aid to solve the issue and concentrate more on shortening, persevering, and focusing short-term plans rather than long-term planning, such as innovation in the context of pandemic Covid-19.

Keywords: adaptation strategies, overview, COVID-19, tourism industry, tour operators

SESSION 1 | ROOM 2

SESSION 1
IENNE21
011

Finding Comfort: A Study of Reading Habits among Malaysian University Students during the COVID-19 Pandemic

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This paper is aimed at examining the leisure reading habits of university students in Malaysia during the COVID-19 pandemic. As we know, due to the pandemic, the Malaysian government has imposed a mandatory lockdown. In higher institutions, classes are carried out by using online platforms instead of the traditional learning in the classroom since April 2020. Online courses have changed the learning pattern not only in Malaysia but around the world. The pandemic has undoubtedly brought about enormous changes to all human life. University students are now required to adapt to the new normal of learning. This has affected how they are spending time between following their online classes and doing their assignments in the confinement of their homes or the university residences. Due to this new normal of limiting physical human interaction and spending their time at home or university residency, students turn to reading again to find comfort to handle the accumulated stress during this pandemic. Consequently, this paper explains how the trend of leisure reading habits has helped students wind down from the anxiety of limiting physical human connection and the stress of spending almost most of their time following the new normal of learning. The research method for this study was in the form of quantitative analysis based on the survey conducted on 100 university students throughout Malaysia. This study highlights literature review relating to the reading habits and attitudes towards reading among university students in Malaysia. Therefore, this study is crucial in finding out how the trend of leisure reading habits can help students improve their mood and reinforce good reading habits amongst them.

Keywords: literature, reading habit, reading attitude, leisure reading, pandemic

SESSION 1 | ROOM 2

SESSION 1
IENNE21
036

Referential Time in Minangkabau Oral Literature

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Oral literature generally contains stories about the past. Minangkabau oral literature tells the story of the past, when people did not know the clock as a means of telling time. Oral literature includes utterances about deixis and timing. This article discusses the use of time deixis and referential time markers found in the speeches of *kato pusako*, *petatah-petitih*, and oral literature, such as *Tambo Minangkabau*, and *kaba*. Through a discourse analysis approach, this article explains the indication of time throughout the day, duration, time reference used, and concept of time of past, present, and future in Minangkabau society.

Keywords: Minangkabau, oral literature, deixis, time

SESSION 1 | ROOM 2

SESSION 1
IENNE21
051

The Impact of E-Banking Service Quality on Customer Satisfaction from the Banking Sector in Klang Valley

Muhammad Fariz Nizam Azmi, Zailin Zainal Ariffin
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The banking sector is quickly evolving to embrace e-banking as a cost-effective and appropriate means of satisfying consumers. Traditional banks recommend online banking in order to provide consumers with faster and more dependable services. E-banking has been used to absorb customers and execute financial transactions due to rapid technological advancement. Still, the biggest challenge with e-banking is to retain consumers with many other competing online banking available in the market. Customer satisfaction is an important component in a bank's ability to maintain its competitive edge. The purpose of this study is to look at the elements that influence consumer satisfaction with e-banking services. Cloud services, security, e-learning, and service quality are the four independent variables that might influence consumer satisfaction with e-banking. Multiple regression is employed to assess the relationship between the variables. Random sampling is used in this study with 200 respondents, aged ranging from 18 to 60 years old and resided in Klang Valley. Data were collected using Google form. Understanding these four categories of independent elements may improve consumer satisfaction with online banking and offer banks a competitive edge in developing their business strategies. This integrated framework is expected to give a more thorough understanding on customer satisfaction with online banking systems.

Keywords: online banking, service quality, customer satisfaction

SESSION 1 | ROOM 2

SESSION 1
IENNE21
058

Teacher Adjacent based on Sociological Stimulus during Teaching and Learning to Improves the Acceptance of Special Education Students in Receiving Skills and Information

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This study aims to reveal about the acceptance of students in the skills and information learning carried out in adjacent or next-to-students by teachers during teaching and learning(T&L) sessions in the subject of Islamic Education. This study also aims to understand the specific characteristics of the students' learning style in the subject based on their tendency to learn and the ability to process new information. This study is a case study using qualitative data to answer the questions stated. Researchers used the Dunn and Dunn Model as a guide in analysing observational data of sociological stimuli in a learning style supported by video recordings, field notes, interviews and analysis of student work outcomes. To identify individual learning style stimuli, observations on the behaviours exhibited by students along with the quality of learning and achievement outcomes recorded during the T&L process or after the T&L process. During the T&L process, characteristics or behaviours that reflect certain tendencies or elements of learning styles that exist in students will be assessed. Findings show that the stimulus of sociological learning style that is adjacent or next-to-students by teachers encourages or stimulates student learning. In conclusion, besides good strategies, learning style is an indicator of learning and achievement that improves the quality of student information reception in the subject of Islamic Education. Therefore, these findings unravel the relationship between learning styles and student learning effects that need to be given attention by educators to meet the teaching and the way of student learning.

SESSION 1 | ROOM 2

SESSION 1
IENNE21
074

The Perspectives of Online English Language Teaching and Learning During the Pandemic

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The COVID-19 pandemic has forced classrooms to shift from face-to-face to fully online learning. This requires a great adjustment for teachers and students. There have been comparisons between the two modes and discussions on which one being “better” and face-to-face is generally preferred by both teachers and learners. Before deciding to choose one over the other, we need to understand the advantages and disadvantages of both from the experience of teachers and learners. Therefore, a study was conducted on 71 students taking English courses and about 20 English teachers from Sultan Azlan Shah University. The study found that online classes are more advantageous in convenience, flexibility, availability of teaching and learning resources, economy of time and cost. The responses given by most of the students also show that the switch to online mode has not affected their learning. They were able to absorb their lessons and acquire the skills taught just as well. However, responses from teachers, be they from surveys or qualitative inquiries, found that online classes have limitations in interaction, collaboration, communication and learner discipline among others. Therefore it is necessary to find ways to make learner discipline, interaction, collaboration and communication effective to fully develop the potential of online learning success. It can be concluded that blended learning would be the most ideal since it is a loss to choose one mode over the other. Blended learning has already been implemented in several universities in Malaysia and the rest of the universities can consider following suit.

Keywords: online learning, face-to-face learning, blended learning

SESSION 1 | ROOM 3

SESSION 1 | ROOM 3

DAY 1 | 21 AUGUST 2021 | 10:00 – 12:00

Link:

meet.google.com/cqw-ixki-oer

Moderator: Sai Tarishini Sathiyanesan

Paper ID	Malaysia Time	Title
IENNE21 006	10:00 – 12:00	History of H. Rosen Engineering Sdn. Bhd.: Timeline and Facts Presenter: Radin Nazran Bin Radin Jamzulkomar
IENNE21 012		High Impact Presentation: Do Elite Participants Have the Readiness? Presenter: Tengku Shahraniza
IENNE21 022		An Intervention of a Comprehensive Creative Visual Art Therapy Module through Online Environment Learning. Presenter: Rina Abdul Shukor
IENNE21 039		The Effectiveness of Teaching and Learning through Open Distance Learning (ODL) for Diploma of Art and Design Programs, Faculty Of Art & Design UiTM Kelantan Branch Presenter: Mohd Hakim Mohd Sharif
IENNE21 054		Acquiring Second Language Through Massive Multiplayer Online Role-playing Games (MMORPGs) Presenter: Nasyatul Natasya binti Salehuddin
IENNE21 059		Faktor-Faktor Yang Mempengaruhi Prestasi Pelajar Dalam Matematik Di Sekolah Menengah Presenter: Ngien Hock Wuong
IENNE21 075		Improving Family Health By Promoting Harmonious Relationship Between Spouses Through L.O.T.U.S. Program Presenter: Malar Velli Segarmurhty

SESSION 1 | ROOM 3

SESSION 1
IENNE21
006

History of H. Rosen Engineering Sdn. Bhd.: Timeline and Facts

Radin Nazran Bin Radin Jamzulkomar
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H. Rosen Engineering Sdn Bhd, a well-known asset integrity management business in Malaysia, was the location of my internship program. The company's headquarters is in HICOM Glenmarie Industrial Park in Shah Alam, Selangor, which serves as an important industrial hub in Malaysia. Famously abbreviated as ROSEN, it is a multinational corporation with main activities in Switzerland, Germany, and the United States of America. The company's major business is to employ skilled people who are knowledgeable about inspection technologies to execute integrity management, production, and research and development. ROSEN assist customers in lowering operating costs, better planning maintenance and rehabilitation work, reducing downtime or even prevent costly shutdowns, leveraging hazards, and operating with greater safety. Finally, ROSEN strives to provide solutions that protect customers' essential and expensive assets, improve their operations, and help them to work in new ways. This paper pursues the roots of the company through extensive observation and research from internal and external sources. The findings reveal that the company's history is shaped by core values emphasized by the founder Herman Rosen as the backbone of the company's current success and reputation. To conclude, recommendations for improvement of the company's operation are suggested to strengthen an already stable business organization.

SESSION 1 | ROOM 3

SESSION 1
IENNE21
012

High Impact Presentation: Do Elite Participants Have the Readiness?

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The escalating unemployment rate and inability to secure a job in Malaysia have always been associated with the lack of soft skills of the job applicants. Among the soft skills highly needed by them are oral communication skills, as almost 75 per cent of project management fail due to poor communication skills (New Straits Time, 19 June 2019). The aims of this descriptive research study are to identify the readiness of ELIT participants in their presentation skills and to compare participants' readiness for presentation, as classified by gender, age and field of study. The quantitative non-experimental research method used focuses on gathering information through structured survey questionnaires administered to the ELIT participants. The readiness was trimmed down to 5 categories, and research questions and hypotheses were formed to collect the numerical data and statistics in order to seek precise measurement and analysis of the readiness of the participants. A Google form link through Google Meet chat box was provided to trainees before the online training starts. The results point toward the dire need for training institutions and providers to assess the readiness of participants in high impact presentation skills in order to ensure graduates are successful in the courses and equipped with the employable skills seek by the industries.

Keywords: Readiness, presentation skills, oral communication, training, soft skills

SESSION 1 | ROOM 3

SESSION 1
IENNE21
022

An Intervention of a Comprehensive Creative Visual Art Therapy Module through Online Environment Learning.

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A phenomenological art therapy approach is an exploration of human experience that leashed the physical, sensory, communication, social-emotional and cognitive skills of the clients through creative visual art therapy activities. Narrowing down through fieldwork experience, that psychomotor domain, affective domain, and cognitive domain had provided improvement through creative arts. Creative arts applied in visual art is a particular module that facilitates participant's cognitive, artistic skills and social interaction. Thereby, creativity using imagination and experience creates emotional visuals through art therapy processes. Also, on the other hand, has proven through data interpretation of coded behaviors, Art therapy activities develop pragmatic visuals that address improvement of behavior modification and cognitive ability. As associated with the previous pilot test conducted through Art therapy sessions, a comprehensive Creative Visual Art therapy module designed using CATATIAN & CATO (Rinashukor, 2015) syllabus catering improvement of the psychomotor domain (behavior), affective domain (Feelings), and cognitive domain (thinking) and particular deficits. CATATIAN & CATO or known as the Creative Art Therapy Centre combined with the Creative art Therapy Model which enables the method, approach, and assessment for clients to help develop areas of social-emotional cognitive skills. Therefore, these phenomena study previously conveyed a cooperative improvement in the client's cognitive domain through this creative art therapy model. CATO's (2015) theoretical framework of creative visual art therapy outcome generates the aim, assumptions, expectations, and beliefs of the process. However, in line with phenomena influence in the New Normal Education system, this module designed will be further implemented into a digital environment learning system that contributes to groups and surroundings. It occurs to raise their appreciation towards the new value of the medium and materials that projects function. Hence, this module applies technical, practical, and innovative online learning that concentrates on the clients' weekly achievement progress through creative exploration. Cognitive skills development through grand conversion processes will be interpreted further using the Interpretivism and Post-structural method align with the Digital norm. Therefore, with an improvement of cognitive skills, client's social-emotional experience will be able to improve their physical and affective domain. On the other hand, this will help to develop the understanding of the conversion process through the use of formal elements and principles of design that will contribute to the client's understanding. Meanwhile, this module enables clients to understand creative conversion practice through art. Nevertheless, this social experimental research provides a systematic module developed that could be implemented in educational practice through an online learning environment. Apart from that, an art therapy workbook and techniques will be designed to cater to further information. This module will broaden a combination of curriculum concepts of Post-modern knowledge of, "Is there a there, there?" which facilitates surrounding and experiences applied during online art therapy sessions. In particular, this research experiments and diverges the quality of idea associations with the New hybrid method of cognitive functioning through art will promote, processual skilful concepts, natural or traditional skills, and self-knowledge experience.

Keywords: Visual Art, Art therapy, Creative Arts, Interpretivism, Post-Structural method, Online, environment learning, Visual Art framework, online curriculum

SESSION 1 | ROOM 3

SESSION 1
IENNE21
039

The Effectiveness of Teaching and Learning through Open Distance Learning (ODL) for Diploma of Art and Design Programs, Faculty of Art & Design UITM Kelantan Branch

Mohd Hakim Mohd Sharif, Mohd Zamani Daud, Muhammad Faiz Iskandah, Nur Syafinaz Mohd Anuar
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This research was conducted to identify three main factors, 1) Determine the readiness of the students from the Department of Fine Metal Design (AD113) in teaching and learning through open distance learning (ODL). 2) Identify the new design criteria implementation for the JMD354 course in line with open distance learning (ODL). 3) Measure the student capability for the JMD354 related to open and distance learning (ODL). Quantitative methods are used to achieve research goals by using online survey to collect information and answer from the three major factors above. The questionnaire was a research instrument involving the final year student from the Department of Fine Metal Design (AD113), Faculty of Art & Design of 30 students. The main purpose of this new project is designed to ensure that all students are able to finish the project and achieve the program's learning outcomes (PLOs) where the students are able to plan and implement the product design fabrication processes. The focus of research is to determine the ability of students to produce new final projects design from a teapot in line with the open and distance learning (ODL) method. The results of the study found that this new project can be categorized as very successful because all students are able to complete all the assignments given in the specified time.

Keywords: Teaching and Learning (PdP), Open and Distance Learning (ODL), Faculty of Art & Design

SESSION 1 | ROOM 3

SESSION 1
IENNE21
054

Acquiring Second Language Through Massive Multiplayer Online Role-playing Games (MMORPGs)

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This study aims to investigate how players of Massive Multiplayer Online Role-playing Games assist acquire second language by communicating with other players despite the language barriers among the players. The study also aims to analyse how the players apply communication skills that acquired while playing the game. This research employs a quantitative method to answer the objectives via a set of questionnaires as the primary mode in collecting data. Results showed that the players not only acquired and improved their grasp on the second language as they played the game but also enhanced their communication skills. In addition, this research indicated that some of the respondents had trouble using their newly acquired words in communicating with their peers during the game time. It showed that MMORPGs can be a new mean of learning language as the interaction in game helped the players to one another when learn the new vocabulary specifically while playing the game and also to further enhance their communication skills.

Keywords: MMORPG, vocabulary, communication skill, acquired, interaction

SESSION 1 | ROOM 3

SESSION 1
IENNE21
059

Faktor-Faktor Yang Mempengaruhi Prestasi Pelajar Dalam Matematik Di Sekolah Menengah

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Prestasi akademik dipengaruhi oleh beberapa faktor termasuk status sosioekonomi keluarga (SSE), latar belakang sekolah, latar belakang ibu bapa, faktor peribadi pelajar dan banyak lagi. Faktor sosioekonomi keluarga (SSE) dan keterlibatan ibu bapa adalah fokus utama dalam kajian ini. Tujuan utama kajian ini dilakukan adalah untuk mengenal pasti hubungan antara sosioekonomi keluarga (SSE) dan keterlibatan ibu bapa terhadap prestasi matematik dalam kalangan pelajar sekolah menengah di daerah Mukah, Sarawak. Seramai 510 orang pelajar Tingkatan Empat di daerah Mukah, Sarawak terlibat dalam kajian ini dan soal selidik digunakan sebagai instrumen kajian untuk mendapat maklum balas pelajar tentang SSE (tahap pendapatan keluarga, tahap pendidikan ibu dan tahap pendidikan bapa) dan keterlibatan ibu bapa mereka di rumah. Jenis keterlibatan ibu bapa dibahagikan kepada 3 skop utama iaitu keterlibatan ibu bapa melalui perbincangan, pemantauan dan komunikasi. Analisis deskriptif digunakan bagi memerihalkan dapatan demografi dan tahap bagi setiap pemboleh ubah kajian, manakala analisis inferensi yang digunakan adalah melibatkan ujian parametrik iaitu korelasi Spearman's Rho dan Regresi Berganda. Dapatan kajian menunjukkan tahap SSE di daerah Mukah adalah berada pada tahap yang rendah. Sebaliknya, min skor bagi tahap keterlibatan ibu bapa di daerah Mukah adalah berada pada tahap yang sederhana dan tinggi. Analisis korelasi yang dilakukan turut menunjukkan tahap prestasi matematik mempunyai hubungan positif yang amat kuat dan signifikan dengan tahap pendidikan ibu, mempunyai hubungan positif yang kuat dan signifikan dengan tahap pendidikan bapa serta mempunyai hubungan positif yang lemah dan signifikan dengan tahap pendapatan keluarga. Di samping itu, analisis korelasi yang dilakukan juga menunjukkan tahap keterlibatan ibu bapa melalui perbincangan mempunyai hubungan positif yang kuat dan signifikan, tahap keterlibatan ibu bapa melalui pemantauan mempunyai hubungan negatif yang lemah dan signifikan serta tahap keterlibatan ibu bapa melalui komunikasi mempunyai hubungan positif yang lemah dan signifikan terhadap prestasi matematik. Analisis Regresi Berganda juga mendapati ketiga-tiga jenis keterlibatan ibu bapa iaitu melalui perbincangan, pemantauan dan komunikasi secara bersama mempunyai pengaruh yang signifikan terhadap prestasi matematik pelajar dengan menyumbang sebanyak 57.8% variasi perubahan dalam prestasi matematik. Dapatan kajian ini mencadangkan bahawa ketiga-tiga jenis keterlibatan ibu bapa melalui perbincangan, pemantauan dan komunikasi mempunyai peranan dalam mempengaruhi prestasi matematik pelajar. Oleh itu, adalah penting bagi mana-mana pihak yang berkepentingan untuk mengambil kira dan menimbang aspek SSE keluarga dan keterlibatan ibu bapa dalam merangka dasar dan program yang berkaitan sebagai usaha untuk meningkatkan lagi prestasi akademik pelajar.

Keywords: sosioekonomi; keterlibatan ibu bapa; prestasi matematik.

SESSION 1 | ROOM 3

SESSION 1
IENNE21
075

Improving Family Health by Promoting Harmonious Relationship Between Spouses Through L.O.T.U.S. Program

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Lack of a harmonious relationship between spouses affects the various aspects of family health. Enhancing family health by promoting harmonious relationship between spouses may improve the family dynamics and will be a key to prevent collateral damages such as mental health issues, juvenile issues and other societal issues and the rising divorce rates in Malaysia. The L.O.T.U.S. program is conducted as a workshop, over two days. It is offered to married couples regardless of marital age; it focuses on five core domains in maintaining and harmonizing relationships between spouses. The domains are unconditional love, oneness, trust, unity, and responsibility. These domains are addressed in the forms of interactive modules and identify elements that need to be enhanced through various activities using tools to help them identify the gaps in their communication skills. Participants are expected to have deeper realization on the importance of sustaining their relationship by strengthening values identified in the five core domains above. They are then expected to take the necessary steps to make the required adjustment in daily life to improvise themselves and their relationship by applying the values and information gained throughout the workshop. The workshop is aimed to improve the relationship between spouses through an introspective reflection as an individual and as a couple. It will then improve the wellbeing and mental health of the participant, their spouse and their families. Improved family dynamics will also indirectly contribute to reduction of societal issues.

Keywords: Family health, marriage, wellbeing, mental health

SESSION 2 | ROOM 1

SESSION 2 | ROOM 1

DAY 1 | 21 AUGUST 2021 | 14:00 – 15:50

Link:

meet.google.com/eeq-zopx-iyd

Moderator: Jane Xavierine

Paper ID	Malaysia Time	Title
IENNE21 001	14:00 – 15:50	AREPRENUERNOMICS: Portal Pembelajaran Digital Teknologi Keusahawan dan Ekonomi di Universiti Teknologi MARA Cawangan Melaka Presenter: Mohamad Idham Md Razak
IENNE21 028		Teaching 21st Century Skills in a New Norm among Malaysian English Language Teachers Presenter: Hidayu Shafie
IENNE21 010		Online ESL Learning Hindrances During Covid-19 Period Presenter: Nurul Munirah Azamri
IENNE21 035		Malaysians' Awareness Towards the Importance of Health Waqf Presenter: Nurul Anissa Haroming
IENNE21 052		Work Flexibility affects Job Performance among Malaysian Employees during Covid-19 – Implication for Sustainable Human Resource Management Presenter: Alifah Nurin Izyan binti Kamarulzaman
IENNE21 068		Constructing Teamwork Competency in Recruitment Interviews Presenter: Nur Hidayatulshima Omar

SESSION 2 | ROOM 1

SESSION 2
IENNE21
001

AREPRENUERNOMICS: Portal Pembelajaran Digital Teknologi Keusahawanan dan Ekonomi di Universiti Teknologi MARA Cawangan Melaka

Mohamad Idham Md Razak, Sheela Paramasivam, Profesor Madya Dr. Nalini Arumugam, Profesor Madya Dr. Geraldine De Mello
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Interaksi dan komunikasi yang berkualiti di antara pendidik dan pelajar secara konsisten dilihat sebagai komponen yang penting dalam proses pengajaran-pembelajaran. Walaubagaimanapun, secara amnya, semasa sesi perbincangan di dalam kelas, sering berlaku komunikasi sehalu. Cabaran tambahan termasuk memantau perhatian pelajar dan mendapatkan maklum balas yang berguna mengenai reaksi pelajar terhadap bahan pengajaran. Tambahan pula, pelajar di dalam kelas akan kecewa sekiranya proses pembelajaran tidak cukup menghiburkan bagi mereka. Oleh itu, adalah penting untuk warga pendidik meningkatkan minat dan input pelajar di dalam sesuatu kursus. Platform Digital Interaktif *AREPRENUERNOMICS* adalah salah satu teknologi yang boleh digunakan oleh pendidik untuk meningkatkan komunikasi dan interaksi di dalam kelas. Inovasi ini telah mencadangkan bahawa Platform Digital Interaktif *AREPRENUERNOMICS* boleh membantu pendidik meningkatkan komunikasi, sikap, dan minat di dalam bilik darjah. Platform Digital Interaktif dapat meningkatkan sikap positif pelajar terhadap proses pembelajaran. Di samping itu, pelajar yang dipantau menggunakan Platform Digital Interaktif *AREPRENUERNOMICS* bagi kursus Teknologi Keusahawanan dan Ekonomi bersetuju bahawa penggunaannya menjadikan kursus ini lebih menarik dan mereka berpuas hati dengan kursus ini.

Kata kunci: Platform Digital Interaktif, teknologi interaktif, komunikasi

SESSION 2 | ROOM 1

SESSION 2
IENNE21
028

Teaching 21st Century Skills in a New Norm among Malaysian English Language Teachers

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Teaching and learning process today has become more challenging to teachers and students all over the world due to the Covid-19 pandemic. Most schools are shut down to prevent the virus from spreading widely. In Malaysia too, all schools are closed, hence the teachers and students are required to have online distance learning, where all teaching and learning sessions are conducted virtually. In the 21st century, teachers are not only required to teach subject matters virtually to the students, but they also need to teach and train 21st century skills (skills of critical thinking, creative thinking, communication, collaboration, and values and ethics) to them. This paper presented a pilot study, which was conducted to investigate the techniques of teaching 21st century skills among secondary school English language teachers in Malaysia. A quantitative approach was employed in this study, specifically using the survey research design. A questionnaire was sent to 130 respondents through Google Form, which is an online survey platform. Descriptive statistics analyses were performed to identify the techniques commonly used by the respondents to teach and train 21st century skills. One of the major results revealed through the analyses was that most respondents agreed they trained values and ethics the most, compared to the other 21st century skills.

Keywords: 21st century skills, English language teachers, English language, teaching and learning

SESSION 2 | ROOM 1

SESSION 2
IENNE21
010

Online ESL Learning Hindrances During Covid-19 Period

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Online learning materials have been available globally for every student to access it, especially during this Covid-19 period as they are learning from home. Nevertheless, students still face hindrances in their learning, especially when it comes to their second language. The purpose of this study is to identify ESL students' challenges in learning English online in the midst of a Covid-19 pandemic. Another aim is to identify the supporting applications that are used by lecturers to ease the teaching and learning process. Descriptive qualitative method was employed in this study. The instruments implemented were open-ended questionnaire and interview, which were then being analyzed using thematic analysis. Twenty-five students who are in the first semester in Universiti Teknologi MARA, Perak Campus were selected as respondents in the study. The findings reveal that the students are unprepared to learn English online as it requires a lot of practice to acquire the second language. They find it less effective, and it has led to a reduction in interest to pursue in the subject matter through online learning methods.

Keywords: free online resources, new norm, hindrances, second language.

SESSION 2 | ROOM 1

SESSION 2
IENNE21
035

Malaysians' Awareness Towards the Importance of Health Waqf

Nurul Anissa Haroming, Abg Akmal Azani Izzat Abg Marzuki, Syaheerah Atiqah
Mohammad Amin, Mafarhanatul Akmal Ahmad Kamal
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The Covid-19 pandemic has forced several countries to address social, economic, and health difficulties, all of which eventually affect people's way of life. Malaysia has also been plagued by not just harmful effects on people's health and well-being, but also by an economic crisis, which has led to an increase in the number of people living in poverty. Thus, health waqf is viewed as desirable as a means of assisting and sustaining people's health despite their inability to pay for medical expenditures. Health Waqf is regarded as the charitable income from a waqf investment used to enhance the general welfare of the community by providing medical care to those in need. The purpose of this study is to assess Malaysians' awareness of the critical nature of Health Waqf. 411 respondents from around Malaysia completed an online questionnaire that included 11 demographic questions and 14 questions about health waqf awareness, general opinion about health waqf, and the importance of health waqf. According to the statistics data in this study, Malaysians are uninformed about Health Waqf. However, they believe that Health Waqf is critical in assisting society in attaining the highest possible standard of health. Thus, it is hoped that the findings of this study will provide insights into providing healthcare alternatives, particularly for people with limited financial resources, in dealing with the pandemic, thereby reducing health problems, and increasing societal wellbeing.

Keywords: Waqf, Health Waqf, Awareness, Covid-19 Pandemic

SESSION 2 | ROOM 1

SESSION 2
IENNE21
052

Work Flexibility affects Job Performance among Malaysian Employees during Covid-19 – Implication for Sustainable Human Resource Management

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The pandemic crisis is taking an ever-larger toll on our collective mental health and overall life. The crisis also gives a huge impact to business operations and the world economy at large. In order to sustain in the market, companies are forced to change their normal operations. Traditional working hours have changed tremendously to flexible hours which require employees' effort and commitment. Therefore, there is a need to study work flexibility to boost employees' performance during this difficult period. Among the variables under study are working time flexibility, functional flexibility, new workplace flexibility and its effects on job performance. This study focuses on public and private employees in Klang Valley. Data for this study is obtained from an online questionnaire using Google Form to overcome the problem of movement limitation during the Covid-19 pandemic. The targeted respondents from 250 public and private employees in Klang Valley are randomly selected. The data collected will be analyzed using Statistical Package for Social Science (SPSS) version 24.0. The findings are found to be useful for policy makers, practitioners and academicians in the field of human resource management and it may be applied to further improve government and private sectors' services to the community. During the challenging time due to the pandemic, working flexibility is becoming more relevant to boost job performance.

Keywords: Job performance, work flexibility, COVID-19 pandemic

SESSION 2 | ROOM 1

SESSION 2
IENNE21
068

Constructing Teamwork Competency in Recruitment Interviews

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Recruitment interviews are a pivotal event in the transition from the university to professions. Employment competency criteria have highlighted the increasing importance placed on soft skills in the workplace and the high priority of teamwork on employers' wish lists. However, studies on how candidates construct their identities as competent team players suitable for the job in these gatekeeping encounters remain relatively opaque. Drawing on a corpus of mock recruitment interviews in a local higher institution in Malaysia, this paper explores 20 graduate interviewees' responses to teamwork question using Appraisal analysis (Attitude subsystems) of Systemic Functional Linguistics and Verbal Impression Management. The findings revealed that candidates who possess high linguistic competence are better at constructing the image of good team players and those with low linguistic competence have difficulties in translating the desired image of teamwork identity. It can be concluded that good communication skills are crucial in constructing the employable identity desired by recruiters.

Keywords: Recruitment interviews; Employment competency; Teamwork identity; Systemic Functional Linguistics; Verbal Impression Management

SESSION 2 | ROOM 2

SESSION 2 | ROOM 2

DAY 1 | 21 AUGUST 2021 | 14:00 – 15:50

Link:

meet.google.com/bsn-baut-smf

Moderator: Dr Riswan Efendi

Paper ID	Malaysia Time	Title
IENNE21 004	14:00 – 15:50	Cabaran Guru Prasekolah dalam Melaksanakan Aktiviti Fizikal Semasa Pengajaran dan Pembelajaran di Rumah Presenter: Azizah Zain
IENNE21 008		On-Campus Pocket Parks for Enhancing Outdoor Learning Experience in Malaysian Universities Presenter: Sarah Abdulkareem Salih
IENNE21 019		Study of Sekolah Kebangsaan Segaliud, Sabah Presenter: Elizabeth Joanny Openg
IENNE21 037		In Defence of Online Pedagogy During Covid-19 at Higher Education Presenter: Haza Hanurhaza Md Jani
IENNE21 053		Negotiation and Reputation Management Strategies in Handling Conflict with Customers by Public Service Presenter: Nur Azyan Aszeli
IENNE21 057		Need Analysis for Development of Mobile-Learning Module for Form Two Algebra Presenter: Punethn Superminium Constructing
IENNE21 078		Kajian Tindakan: Tinjauan Persepsi Murid Terhadap Penggunaan Modul Tadabur Karya KOMSAS (TAKAR) Presenter: Mohamed Aiman Shah Bin Abdul Gaffur John Shaw

SESSION 2 | ROOM 2

SESSION 2
IENNE21
004

Cabaran Guru Prasekolah dalam Melaksanakan Aktiviti Fizikal Semasa Pengajaran dan Pembelajaran di Rumah

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Pengajaran dan pembelajaran di rumah (PdPR) dilaksanakan berikutan berlakunya penularan COVID-19 di negara ini. Aktiviti fizikal kanak-kanak agak terbatas apabila Perintah Kawalan Pergerakan menghalang kehadiran mereka ke sekolah. Kajian ini bertujuan untuk mengenalpasti cabaran yang dihadapi oleh guru prasekolah dalam melaksanakan aktiviti fizikal semasa PdPR. Kajian ini menggunakan pendekatan kuantitatif dengan kaedah tinjauan. Seramai 147 guru-guru prasekolah dari sebuah daerah di Kedah telah dipilih secara rawak untuk menjawab soal selidik yang disediakan. Data dianalisis secara diskriptif dengan melihat min dan peratusan. Dapatan kajian menunjukkan 98.2 % guru menyatakan PdPR secara online sangat mencabar dilaksanakan terutamanya dengan kanak-kanak. Kebanyakan guru (74.8%) lebih selesa menggunakan aplikasi *Whatsapp* dalam melaksanakan aktiviti fizikal. Dapatan juga menunjukkan guru (min=2.29) tidak mahir menggunakan aplikasi *online* dalam melaksanakan pengajaran dan pembelajaran dalam aktiviti fizikal. Kajian ini menunjukkan kemahiran dan pengetahuan guru dalam teknologi adalah perlu dalam membantu guru menyampaikan PdPR dengan lebih berkesan. Ibu bapa juga memainkan peranan penting dalam memastikan kanak-kanak melakukan aktiviti fizikal dirumah bagi memastikan tahap kesihatan mereka terjamin.

Kata kunci; cabaran, aktiviti fizikal, PdPR, guru prasekolah

SESSION 2 | ROOM 2

SESSION 2
IENNE21
008

On-Campus Pocket Parks for Enhancing Outdoor Learning Experience in Malaysian Universities

Sarah Abdulkareem Salih, Sumarni Ismail, Nor Atiah Ismail, Norsidah Ujang
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Recently, small nearby outdoor spaces have become an important tool to improve academic outcomes by enhancing students' social-learning experience. However, nearby open spaces and pocket parks of Malaysian universities lack the absorption of informal and formal outdoor education that may affect the academic experience, especially in the outdoor spaces. Therefore, there is a need to enhance students' outdoor learning activities on campus ground in Malaysian universities. This study aims to understand the visually preferred characteristics of pocket parks on Malaysian campus ground to promote students' outdoor learning experience, which is in line with the Twelfth Malaysia Plan for 2021-2025. This study employed a visual preference survey (VPS) conducted in three Malaysian universities, including Universiti Malaya (UM), Universiti Putra Malaysia (UPM), and Universiti Kebangsaan Malaysia (UKM), to assess the visual preferences of 415 students toward six pocket parks sceneries. Multiple regression analysis was used to understand the relationship between students' outdoor learning experience and preferred pocket parks. The results showed that students who lacked outdoor learning tend to prefer pockets that provide a variety in hardscape and softscape elements and a robust shading device. The result indicates that providing pocket parks with the preferred attributes on-campus ground can enhance students' learning experience. Thus, the current study contributes to integrating nearby pocket parks in outdoor learning to improve campus urban design and academic experience. The study's findings are of great importance for policymakers and academic administration, landscape and urban planners, as well as researchers in the field in creating an academically responsive campus.

Keywords: Pocket parks, small nearby open spaces, learning experience, visual preference survey, On-campus activities, Malaysian Universities.

SESSION 2 | ROOM 2

SESSION 2
IENNE21
019

Study of Sekolah Kebangsaan Segaliud, Sabah

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English is a difficult subject for many students in the rural areas of East Malaysia. The Covid-19 Pandemic which has been affecting many countries since early 2020 has made it more difficult for students whose teaching mode has been shifted to online learning. Due to poor connectivity in many rural parts of Sabah where Sekolah Kebangsaan Segaliud is included, many of the students were missing from attending classes. The purpose of this paper is to share with the readers our experience in the use of auditory-based learning on our students as they learn English at home using Whatsapps voice notes. The new method/strategy was well received by students in grades 5 and 6 at the above school. As a result, during the home-based teaching and learning period, the proposed method garners a high level of student participations.

Keywords: Distance Learning, Learning English as a Second Language, Rural, Sabah

SESSION 2 | ROOM 2

SESSION 2
IENNE21
037

In Defence of Online Pedagogy During Covid-19 at Higher Education

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The spread of COVID -19 has changed the contours of pedagogy around the globe. Since Mac 2020, a new educational paradigm at the glocalisation maps out for effective teaching and learning at higher education across Malaysia. The conventional approach of using face-to-face delivery is temporarily paused. To this date, most public universities have opted for online pedagogy. This paper aims to respond to the need to move forwards in teaching a practical course during the pandemic. The digital tools used by authors can evoke innovative and creative skills in students. Thus, the application supports the current Emergency Remote Teaching (ERT). This pandemic transitions many faculty members in all disciplines in the country to venture into multiple choices of technologies. Perhaps some academics who have been around long enough to experience the convenience of face-to-face delivery may find it uncomfortable to migrate to the new norm. This paper defends the online pedagogy of a studio-based subject taught in a public university during the pandemic. The authors combined several digital tools to support the teaching techniques as well as adhering to the course outline. Insight suggests that there is a potential to migrate from the old school style to the new norm without sacrificing the contents of the curriculum.

Keywords: Glocalisation, New norm, Emergency Remote Teaching, Digital tools, and Public university

SESSION 2 | ROOM 2

SESSION 2
IENNE21
053

Negotiation and Reputation Management Strategies in Handling Conflict with Customers by Public Service

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The aim of this study is to examine how public service companies leverage on negotiation and reputation management strategies in handling conflict with customers pertaining to the service rendered by their companies. This study focuses on a domestic accident involving Putra LRT trains on 24 May 2021 resulted in the injuries of 213 passengers. The study adopted a qualitative approach by conducting content analysis on three different sources namely 14 online news from websites, 13 Twitter posts and 11 Facebook postings were analysed. The qualitative data were analysed to assess on the style of negotiation strategy which the company utilized in responding to the public's reaction towards the incident. The result indicated that Rapid KL has different approaches on different media platforms in delivering effective conflict management strategies. Rapid KL prefers to go with a compromising strategy on Twitter whereas leverages negotiation strategies of integrating on online news and Facebook. In reputation management strategy, online news websites focus on rebuilding strategy while bolstering is used more often in Twitter.

Keywords: public services, negotiation strategies, reputation management strategies, handling conflict

SESSION 2 | ROOM 2

SESSION 2
IENNE21
057

Need Analysis for Development of Mobile-Learning Module for Form Two Algebra

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The rapid development of mobile technologies and its affordability compared to laptops and personal computers makes mobile-learning as one of the viable options to ensure the continuity of learning among students in Malaysia. This study aims to determine teachers' perception on the level of difficulties faced by students, the hindering factors and the possibilities of implementing mobile-learning approach in learning the topics under the domain of algebra for Form Two Mathematics. This study uses an online questionnaire involving 178 lower secondary mathematics teachers in Kuala Lumpur. The data collected were analysed using descriptive statistics namely percentage. The findings revealed that 91.0% teachers agreed that Factorisation and Algebraic Fraction is the most difficult topic to be mastered by students in Form Two Mathematics. On top of that, 94.4% teachers agreed that students faced difficulties in representing mathematical statements and problem solving involving algebraic terms. This study also found that 93.8% teachers agreed that mobile-learning will enable students to explore learning through interactive approach and provides opportunity for blended learning for the topics under the domain of algebra. Thus, it is certain that there is a need to develop a mobile-learning module for the topic of Factorisation and Algebra to enhance students' achievement and learning experience in this topic.

Keywords: Algebra, Mobile-learning, Factorisation and Algebraic Fraction

SESSION 2 | ROOM 2

SESSION 2
IENNE21
078

Kajian Tindakan: Tinjauan Persepsi Murid Terhadap Penggunaan Modul Tadabur Karya KOMSAS (TAKAR)

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Komponen Sastera (KOMSAS) merupakan satu elemen pembelajaran mata pelajaran Bahasa Melayu yang kurang diberikan perhatian yang serius oleh murid. Ia merupakan satu cabang pengajian Bahasa Melayu yang penting kerana Penghasilan modul Tadabur Karya KOMSAS (TAKAR) yang mengadaptasi daripada konsep tadabur Al Quran (berfikir, mengamati dan memahami) memberikan naratif baharu kepada sesi pembelajaran dan pengajaran KOMSAS dengan mengaplikasikan tiga strategi utama iaitu baca, faham dan amal. Modul ini telah diadaptasi kepada semua inovasi iaitu Aplikasi Digital TAKAR sedikit sebanyak dapat membantu murid dan guru bagi menjalani sesi PDPr semasa pandemik COVID-19. Objektif kajian ini kepada mengukur tanggapan dan persepsi murid sebelum dan selepas penggunaan modul dan aplikasi TAKAR dan impaknya ke atas pencapaian akademik 40 murid yang terlibat. Kajian ini dijangkakan mampu memberikan input yang lebih meluas kepada institusi Pendidikan menengah bagi melaksanakan sesi PDPr yang interaktif dan berkesan disamping menjana minat murid terhadap elemen KOMSAS Bahasa Melayu.

SESSION 2 | ROOM 3

SESSION 2 | ROOM 3

DAY 1 | 21 AUGUST 2021 | 14:00 – 15:50

Link:

meet.google.com/cqw-ixki-oer

Moderator: Dr Hamidah Idris

Paper ID	Malaysia Time	Title
IENNE21 007	14:00 – 15:50	Kerjasama Pelajar Dalam Talian Bagi Menyiapkan Tugas: Kajian Kes Semasa Pelaksanaan PdPDT Penuh Presenter: Ahmad Muhaimin Bin Mohamad
IENNE21 015		Thinking Skills Infusion of Creativity Development for 21st Century Graphic Design Learning Presenter: Wong Su Cheong
IENNE21 020		Corporate Social Responsibility, Private Sector Organizations' Competitiveness and Growth, and Societal Transformation Presenter: Abdu Kakaire
IENNE21 040		Impact of COVID-19 on the Sport Industry Presenter: Nadia Anuar
IENNE21 055		KEYBOARD PUBLICATIONS: CREATIVE WRITING ONLINE TUTOR CLASS Presenter: Khairul Muzzammel bin Harun
IENNE21 063		The Roles of Food Image on Response Behaviour in Promoting Domestic Tourism: Ipoh, Perak Malaysia Presenter: Afifah Mior

SESSION 2 | ROOM 3

SESSION 2
IENNE21
007

Kerjasama Pelajar Dalam Talian Bagi Menyiapkan Tugas: Kajian Kes Semasa Pelaksanaan PdPDT Penuh

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Perintah Kawalan Pergerakan (PKP) menyebabkan pensyarah dan sesama pelajar tidak bertemu secara fizikal, sebaliknya semua aktiviti pengajaran dan pembelajaran dilaksanakan dalam talian sepenuhnya. Kajian ini bertujuan mengenal pasti tahap kerjasama dan pelaksanaan aktiviti menyiapkan tugas secara kerjasama menyiapkan tugas secara dalam talian sepenuhnya serta kaitan dengan pencapaian penilaian tugas. Objektif pertama ialah mengenal pasti tahap kerjasama kumpulan secara kuantitatif menggunakan borang soal selidik penilaian rakan sekumpulan dari aspek; ketepatan masa, penyertaan perbincangan, sikap dalam kumpulan, idea perbincangan, dan imej personal. Objektif kedua ialah mengenal pasti pelaksanaan aktiviti menyiapkan tugas secara kerjasama oleh pelajar menggunakan aplikasi dalam talian. Instrumen yang digunakan ialah log dan diari aktiviti sepanjang proses menyiapkan tugas oleh pelajar yang dianalisis secara kualitatif. Objektif ketiga ialah mengenal pasti pencapaian atau markah tugas kumpulan laporan akhir subjek. Dapatan kuantitatif dan kualitatif dari pelaksanaan kutipan data dibincangkan bagi mengenalpasti perkaitan antara proses menyiapkan tugas dan pencapaian atau markah tugas. Hasil kajian memberi implikasi panduan penyediaan tugas kumpulan secara kerjasama dalam talian dalam kalangan pensyarah dan pelajar serta membantu pelajar meningkatkan pencapaian tugas kumpulan.

Kata kunci: Pengajaran dan pembelajaran dalam talian, kerjasama kumpulan, pencapaian subjek, aplikasi dalam talian.

SESSION 2 | ROOM 3

SESSION 2
IENNE21
015

Thinking Skills Infusion of Creativity Development for 21st Century Graphic Design Learning

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Graphic design is the art of visual communication that combines images, words, and ideas to convey information to an audience. Educators and scholars have recommended that the future graphic design curriculum should be preparing graduates to be equipped with the ability to apply the discipline of knowledge; communication skills to match the needed aspects in this industry. Of all the competencies required, the active higher order thinking skills is paramount. Without the presence of thinking skills, all these competencies might never be developed fully by the learner. According to the P21 learning framework, creativity is an important skill for graphic design practice. A revised educational approach needs to seriously be taken into account for graphic design educators, so as to produce the next generation of innovative graphic designers in order to support the upcoming global challenges in the IR 4.0. An integrated graphic design pedagogy should be student-centred and should emphasize on the learners' cognitive development. According to Australian researcher John Biggs (2000), the alignment concerns all major components in the teaching system: the curriculum, the learning outcomes expected, and the teaching and learning activities to achieve the expected desired learning outcomes. These processes are found to be appropriate for creativity and flexibility required for the 21st Century. An integrated instructional approach called Integrated Creative Activity Instruction (ICAI) has been developed for the thinking skills infusion of graphic design students in creativity development. The pedagogy of ICAI was inspired by the theory of the New Thinking Taxonomy by Robert Marzano (2000).

Keywords: Graphic Design, Thinking Skills, Creativity, Integrated Creative Activity Instruction (ICAI)

SESSION 2 | ROOM 3

SESSION 2
IENNE21
020

Corporate Social Responsibility, Private Sector Organizations' Competitiveness and Growth, and Societal Transformation

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Corporate Social Responsibility (CSR) is a double-edged sword which can benefit both organizations and the public. It is an effective window and strategy private sector organizations can use and exploit to enhance their visibility and improve their corporate image, accountability, acceptability by the public and ultimately increase their organizational competitiveness but also facilitate community transformation. However, although several studies enumerate the advantages associated with organizations engaging in CSR activities, many organizations, especially in the developing countries continue to pay little attention to it thereby missing out on the advantages that come with it. These organizations view CSR activities as those which are out to drain their resources. As such, these organizations have continued to be seen through only one lens by members of the society where they operate from as entities which are only out to drain their resources and not as partners in development. The aim of this paper is to assess the role of CSR in increasing the competitiveness of private sector organizations as well as the transformation of society. Specifically, this study examined the role of CSR in enhancing the competitiveness and success of private sector organizations and the effect of the involvement of organizations in CSR activities on the transformation of society. Methodologically, secondary data sources were used to collect the required data and this involved an extensive review of both published and unpublished literature which linked CSR to organizational competitiveness and community or societal transformation.

Keywords: Corporate Social Responsibility, organizational competitiveness and growth, private sector organizations, societal transformation

SESSION 2 | ROOM 3

SESSION 2
IENNE21
040

Impact of COVID-19 on the Sport Industry

Nalini Arumugam, Nadia Anuar, Sivajothy Selvanayagam, Sai Dharinee Sathiyasenani

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The study investigates the impact of COVID-19 on the sport industry by eliciting information on athletes' physical and mental wellbeing and the risk of virus transmission during sports events and training sessions. This research employed a quantitative method by distributing questionnaires to 109 respondents in Malaysia through Google Forms. The data were statistically analyzed using SPSS (version 27) tool to determine frequency, mean, and standard deviation. The findings revealed that most athletes agreed to return to their sporting activities after their professional coaches advised them because this approach had a significant impact on their physical and mental growth. Furthermore, results indicated that most athletes in this region found it difficult to stay motivated to exercise because of the restrictions on sporting activities during the pandemic. Most of the athletes in the study concurred that virus transmission increases during sporting events and training sessions. Some of the organizers, on the other hand, did not have any experience or training to deal with the pandemic. Finally, results showed that COVID-19 brought about physical, nutritional, and psychological effects that may impact athletes' ability to return to sports safely and improve their overall health. As a result of missed opportunities and uncertainty about their future finances and sporting events, athletes and the sports business could suffer severe consequences. This study concludes that the government and athletic federations must help athletes by formulating new and improved guidelines and enforcing them immediately to revive the sport industry during these trying times.

Keywords: COVID-19, sport industry, athletes, Malaysia, career development, restrictions, and virus transmission.

SESSION 2 | ROOM 3

SESSION 2
IENNE21
055

Keyboard Publications: Creative Writing Online Tutor Class

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Producing creative writing works has become a choice among adolescents nowadays either as a career or just as a hobby. However, a significant number of these writers do not have sufficient knowledge or skills in creative writing. In addition, the COVID-19 pandemic has hindered their effort in enhancing their creative writing skills. Therefore, this project aims to provide a solution to the issue and aims to understand whether promotional approach and content creation through various platforms contribute to increasing the number of clients. This creative writing online tutor class service is designated to provide online tutorial services at an affordable and reasonable price to assist in enhancing new writers' creative writing skills and knowledge which is difficult to obtain in Malaysia. This project not only focuses on providing creative writing online tutor classes but also provides exposure and knowledge to the public with content related to creative writing on its official website and Instagram account. The approach also functions as a marketing method in introducing the services offered. Moreover, this project also provides a creative work consultation session which is charged separately from the online tutor class service offered. Prospective clients can contact the tutor via WhatsApp or Instagram direct message for any enquiries or booking for service. The sessions for service offered are determined by the clients and will be amended if the tutor is not available at the requested time and date. Feedback given by clients on the project official website are positive especially with the flexibility and inputs given throughout the sessions.

Keywords: creative writing, online tutor, COVID-19

SESSION 2 | ROOM 3

SESSION 2
IENNE21
063

The Roles of Food Image on Response Behaviour in Promoting Domestic Tourism: Ipoh, Perak Malaysia

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The mixed culture in Malaysia creates cultural heritage, including local food. It reflects shared memory and origin. Malaysian celebrates all the cultures and cuisines with a colorful, multifaceted food scene and a tolerant, unified society that is the envy of other nations. However, a fundamental problem remains puzzling to domestic tourists whether the tourist will try out the various local foods; only then can they be interpreted and evaluated. Also, food contribution as the cultural values is still in an incomplete condition. The study focuses on Ipoh, Perak's local food, and the main objective is to investigate the influence of food image and satisfaction on response behavior. By using a snowball sample method, 384 domestic tourists were used to estimate data. The relationship was discovered using multiple regression analysis between food image, and response behavior, and the findings revealed that the local food image of Ipoh, Perak had a significant impact on domestic tourist response behavior. This study proposes that a food image's identity must be created and maintained, and that promoting local food images based on their distinctiveness and diversity is important. Sectors could also develop policies to promote and preserve local food in Ipoh because it is deeply rooted in our cultures and identities.

Keywords: Food image, Local food, Response Behaviour, Ipoh



Conference Schedule
22nd August 2021

**IENNE 2021 CONFERENCE SCHEDULE
DAY 2 | 22 AUGUST 2021**

	Parallel Session 3		
08:00 – 09:50	ROOM 1 Moderator: Chanti Dianan Seri meet.google.com/tca-vesp-ubb	ROOM 2 Moderator: Dr Yuhanis Mohd Bakri meet.google.com/haz-zhyk-fik	ROOM 3 Moderator: Dr Hamidah Idris meet.google.com/bsq-tyeo-jdk
09:50 – 10:00	Break		
10:00 – 10:50	Keynote Speech 3 Prof. Dr.Zulkifley Mohamed, Universiti Pendidikan Sultan Idris <i>The Challenges in New Normal Education</i> Emcee: Nur Maizura Lin meet.google.com/eoi-yrcq-epd		
10:50 – 11:00	Break		
	Parallel Session 4		
11:00 – 13:00	ROOM 1 Moderator: Jane Xavierine meet.google.com/tca-vesp-ubb	ROOM 2 Moderator: Nofel Nofiadri meet.google.com/haz-zhyk-fik	ROOM 3 Moderator: Sai Tarishini Sathiyanesan meet.google.com/bsq-tyeo-jdk
13:00 – 14:10	Lunch Break		

<p>14:10 – 14:50</p>	<p style="text-align: center;">Keynote Speech 4</p> <p style="text-align: center;">Dr. Tatiana Gherman, University of Northampton, UK</p> <p style="text-align: center;"><i>Hindsight and Foresight of Management Education in The Era of Covid-19</i></p> <p style="text-align: center;">Emcee: Nur Maizura Lin</p> <p style="text-align: center;">meet.google.com/eoi-yrcq-epd</p>
<p>14:50 – 15:00</p>	<p style="text-align: center;">Break</p>
<p>15:00 – 16:00</p>	<p style="text-align: center;">Forum</p> <p style="text-align: center;">Teaching and Learning in the New Normal</p> <p style="text-align: center;">Assoc. Prof. Dr Jason James Turner Head of the School of Business, Asia Pacific University Malaysia</p> <p style="text-align: center;">Dr. Margaret Taplin Independent Education Consultant</p> <p style="text-align: center;">Moderator: Prof. Ts. Dr. Murali Raman Director Postgraduate & Continuing Education, Asia Pacific University and Innovation, Malaysia</p> <p style="text-align: center;">meet.google.com/eoi-yrcq-epd</p>
<p>16:00 – 16:30</p>	<p style="text-align: center;">Closing Ceremony</p> <p style="text-align: center;">Closing Remarks – Dr. Foo Kien Kheng <i>CEO Mindware PLT</i></p> <p style="text-align: center;">Emcee: Nur Maizura Lin</p> <p style="text-align: center;">meet.google.com/eoi-yrcq-epd</p> <p style="text-align: center;">Announcement of Awards</p>
<p>16:30</p>	<p style="text-align: center;">END OF IENNE 2021</p>

SESSION 3 | ROOM 1

SESSION 3 | ROOM 1

DAY 2 | 22 AUGUST 2021 | 08:00 – 09:50

Link:

meet.google.com/tca-vesp-ubb

Moderator: Chanti Dianan Seri

Paper ID	Malaysia Time	Title
IENNE21 024	08:00 – 09:50	Personal Shopping During the Pandemic: One Click is All it Takes Presenter: Iman L'Feera Syahril Azhar
IENNE21 016		The Influence of 'Guqin' on Chinese Piano Music Presenter: Hou Jinjin
IENNE21 018		Exploring Values Based- Online Education for Capacity Building for Higher Order Thinking Skills Presenter: Suma Parahakaran
IENNE21 041		Pronunciation Problems Among Japanese English Speakers Presenter: Nur Hamizah Binti Zaki
IENNE21 029		Airline Crisis Communication: A Case Study on AirAsia Presenter: Nurul Huwaida
IENNE21 061		Pragmatic Competence in Requests, Apologies and Refusals: A Study on Universiti Teknologi Mara (UiTM) Students Presenter: Intan Rehana Razali

SESSION 3 | ROOM 1

SESSION 3
IENNE21
024

Personal Shopping During the Pandemic: One Click is All it Takes

Iman L'Feera Syahril Azhar, Geraldine De Mello
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The Covid-19 pandemic has changed how most things operate and this includes the retail and shopping industry. It is understood that the pandemic has accelerated the growth of the e-commerce industry. This project aims to understand how e-commerce acts as a medium in meeting buyer's needs in terms of the health and beauty sector and whether content creation on various platforms contributes to the increase in sales. This personal shopping service is designated to assist buyers in Malaysia to have access to beauty and skincare products that are difficult to obtain in Malaysia especially during the pandemic. Additionally, both makeup and skincare knowledge will be shared for free via Instagram and TikTok to gain buyers' trust and followers, ultimately growing a following for long term benefits. The on-going sales will be posted on Instagram as for pre-order items, while ready stock items will be put up on Shopee. The service is promoted on Instagram and Tiktok, while Shopee ads and "boost" is utilised to reach the targeted audience on the said platform. The potential customer will contact the seller via Instagram direct message or Whatsapp for preorders, or directly place an order on Shopee without prior contact with the seller. Upon payment, the order will be placed, and the customers will be informed via batch number on Instagram story. The survey was sent to 52 volunteers that was obtained via Instagram Story. All customers are satisfied with the service provided and the after-sales service they received.

Keywords: Personal shopping, e-commerce industry, pandemic, platforms, buyer's needs

SESSION 3 | ROOM 1

SESSION 3
IENNE21
016

The Influence of 'Guqin' on Chinese Piano Music

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Guqin is the earliest plucked musical instrument in China. Many composers use the artistic elements of Guqin to explore piano music and produce many piano works related to Guqin. However, there is diversity in the creation techniques of these piano works during different periods. Some are adapted based on the tunes of the traditional Guqin music; some are original piano music according to the western composing techniques; some using 'extended piano technique' to imitate the sound of Guqin. This paper will taking three piano pieces: 'Yang Guan San Die' (composed by Li Haiying in 1978); 'Calligraphy and Qin rhyme' (composed by Wang Lisan in 1981); 'Qin' (composed by Ge Ganru in 1986), which use different techniques, as examples to study how the Guqin influence the Chinese piano music differently. This paper will use the 'comparing analysis' method to compare the three piano pieces and hope that pianists have a deeper understanding of piano works influenced by Guqin.

Keywords: piano; Guqin; Chinese.

SESSION 3 | ROOM 1

SESSION 3
IENNE21
018

Exploring Values Based- Online Education for Capacity Building for Higher Order Thinking Skills

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The curricular focus on environmental education in Malaysia is limited in schools and Universities. The national education framework of Malaysia does not focus on environmental education as a core subject despite the continuous emphasis on larger global environmental issues such as climate change and pertaining to sustainable development in Malaysia as reflected in the UNESCO documentation. A review of studies reveal the lack of pro- environmental attitudes and awareness of protecting the environment within school systems and the general public. The recent statement made by Prime Minister Tan Sri Muhiyuddin Yassin that there is a need to review the compounds and penalties under the Environmental Quality Act 1974 (Environmental Quality Act, 1974) to stop pollution activities by irresponsible people (Secretary Association for Community and Dialogue, March, 2021) asserts the need to educate young people in protecting the environment in schools. The irresponsible disposal of masks and the continued use of plastics are added issues which add on to environmental degradation. Studies on environmental degradation in 2019-2021 also calls for a need to educate the public on plastic waste, contamination and recycling for sustainability purposes. An exploratory study was conducted through documentary analysis and a model is formulated to teach for environmental education integrating human values and ethics. The topics which can be used in the Malaysian curriculum are also explored for higher order thinking skills. Young learners and students in secondary school require sensitisation of environmental conditions in their own country and unless students are taught to think critically on the situations surrounding them, they may not be prepared to face the future problems with the environment.

Keywords: Human Values, Ethics, environmental education, Blended Learning

SESSION 3 | ROOM 1

SESSION 3
IENNE21
041

Pronunciation Problems Among Japanese English Speakers

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This study aims to investigate the mispronunciation problems among Japanese English speakers and their usage of word stress. Four random YouTube videos and one podcast from Spotify with a total of 14 episodes were carefully studied. This study adopts a qualitative approach, in addition to basic ideas from Contrastive Analysis Theory and attributes of Generative Phonology Theory were used in the process of analysing data. The results indicated that vowel /ə/, vowel /æ/, consonant /l/ and /j/, consonant /θ/ and vowel additions at the end of the consonants are five major themes in identifying the commonly mispronounced English words by Japanese English speakers. Japanese English speakers' use of word stress were identified in two main topic, which are lexical stress; stress and rhythm. The study concludes with recommendations that can be done by future research in order to help improve the field of English language all around the world.

SESSION 3 | ROOM 1

SESSION 3
IENNE21
029

Airline Crisis Communication: A Case Study on AirAsia

Alia Izzati, Nurul Izzati, Nurul Huwaida
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The unprecedented Covid-19 pandemic has severely impacted the airline industry, particularly AirAsia forcing the organisation to cancel its flights all over the globe due to travel restrictions. Hence, this study aimed to analyse the airline's flight cancellation and refund issues by exploring and examining how the issue was addressed and rectified by the airline. The crisis and responses were analysed by adopting the Situational Crisis Communication Theory (SCCT) framework by Coombs (2007) to determine the effectiveness of the approaches taken by the airline in communicating the crisis in mitigating reputational damage and preserving stakeholders' trust. This research adopted a qualitative research design and content analysis to examine different documents such as news articles, media statements, and an email sent by the organisation. It was found that the airline was prompt in its response to address the issues and adopted different crisis communication responses throughout the crisis. The airline faced a mild reputational threat resulting from the situation. In terms of crisis communication strategies, the airline adopted both primary and secondary crisis communication strategies to amend the reputational threat.

Keywords: Covid-19, AirAsia, Airline, Aviation Industry, Crisis Communication

SESSION 3 | ROOM 1

SESSION 3
IENNE21
061

Pragmatic Competence in Requests, Apologies and Refusals: A Study on Universiti Teknologi Mara (UiTM) Students

Intan Rehana Razali, Nor Eleyana Abdullah
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Pragmatic competence is the ability to understand and responding appropriately to the context of utterances (Farashaiyan & Muthusamy, 2016). Without it, disruptions in communication will occur and this will result in pragmatic failure. In correlation, studies have found out English as a Second Language (ESL) students, albeit being in the targeted language environment (ESL), they still experience pragmatic incompetence (Wyner, 2014). Thus, this paper aims to identify the level of pragmatic competence among non-English majors at Universiti Teknologi Mara (UiTM) using the theoretical framework of request and apology by Blum Kulka and Olhstain (1984) and refusal by Beebe et al. (1990). Next, the analytical framework is adopted from Al-Aghbari (2016). Qualitatively, a discourse completion task (DCT) with nine different scenarios using three different speech acts was distributed to 41 UiTM students who have at least completed an English course in UiTM. The findings suggest that the students are identified to possess intermediate level of pragmatic competence. However, some parts of their responses are still considered as inappropriate in the social standards while using the English language. It is hoped that this study contributes more insights into pragmatics, especially on pragmatic competence in ESL context among university students and is also useful and helpful for other similar studies in the future.

Keywords: pragmatic competence, speech act theory, request, refusal, apology

SESSION 3 | ROOM 2

SESSION 3 | ROOM 2

DAY 2 | 22 AUGUST 2021 | 08:00 – 09:50

Link:

meet.google.com/haz-zhyk-fik

Moderator: Dr Yuhanis Mohd Bakri

Paper ID	Malaysia Time	Title
IENNE21 027	08:00 – 09:50	Let's go for a Tour.... the Smart Way Presenter: Nurin Uzma Eizzaty Noor Eizamly
IENNE21 031		An Overview of the Adaptation Strategies During Pandemic in the Tourism Industry Presenter: Siti Yuliandi Binti Ahmad
IENNE21 023		An Analysis of Using LMS Software Systems in English Language Teaching Presenter: Anis Jazilah binti Azmin @ Che Wan
IENNE21 043		Body Shaming: Ramifications on an Individual. Presenter: Mohammad Radzi Manap
IENNE21 062		A Cloud Computing Adoption Challenges in Financial Institution Presenter: Ganthan Narayana Samy
IENNE21 067		Bibliometric Analysis of Global Research Trends on Leadership Using Scopus Database Presenter: Mohd Faisal Mohd Hama

SESSION 3 | ROOM 2

SESSION 3
IENNE21
027

Let's go for a Tour.... the Smart Way

Nurin Uzma Eizzaty Noor Eizamly, Sheela Paramasivam, Dr Ena Bhattacharyya
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Pandemics are not new, and like other crises and disasters, they can have long-term consequences for individuals, businesses, communities, and countries. This Covid-19 pandemic has also affected tourism industry all over the world, having to face challenges to sustain in the international market. Hence, to address limitations to travel, smart tourism technology is seen as rapidly advancing and opening new potential for tourism growth. With the pandemic highly impacting the tourism industry globally, tourist managers and operators have to resort to the use of smart technology to ensure the sustenance of the tourism industry. As such, smart tourism technology is now being practiced by many tour operators to attract visitors and enhance their trip experience. Many tourism-related firms have implemented a variety of smart technologies to promote and market their locations, where Malaysia is of no exception. In order to explore innovative ways to create memorable experiences for visitors, Malaysia has also taken steps to embrace this technology. The site on "Animal Park" reflected as a zoo is one of the examples that has implemented live virtual tour in order to attract visitors to at least experience "visiting" the zoo by seeing the view of the zoo through virtual technology. Differences in visitor experiences need to be captured to create impact on smart tourism experiences. Thus, this study is to measure the visitor's satisfaction to the smart tourism technology experiences (informativeness, accessibility, interactivity, personalization, and security) that have been practiced in Malaysia's virtual animal park. The anticipated study will assist destination managers and local authorities in gaining information on smart tourism technology and understand the visitor's satisfaction and their experience in live virtual tours implemented via smart tourism technology. This is in line with the National Tourism Policy (NTP) launched in December 2020 to ensure the continuity of the country's tourism industry and make Malaysia a preferred tourist destination globally.

Keywords: Smart tourism, virtual tour, visitor's satisfaction, sustainability

SESSION 3 | ROOM 2

SESSION 3
IENNE21
031

An Overview of the Adaptation Strategies During Pandemic in the Tourism Industry

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The world was catastrophic when an illness pandemic known as novel coronavirus COVID-19 occurred. The virus is widespread, and the pandemic impacted most industries in the first quarter of 2020. The tourism activities stopped to maintain safety and prevent the virus from spreading further. Thus the tourism industry hit the hardest. Travel agencies, hotels, and the aviation industry were among tourism-related businesses that had to close. This research aims to identify the adaptation strategies by the tourism industry for increasing and reactivating post-covid tourism activity. The secondary data from the previous studies were analysed. The main findings show that the tour operators are preparing a few new strategies to adapt to the pandemic and new norms in the tourism industry. As a result, the tourist sector was reopened in a few phases in line with government guidelines to slow the pandemic and revive the tourism economy. The research illustrates how the global tourism sector is attempting to adjust to the new normal and develop new strategies to resurrect the business. The recommendations are that Malaysian tourism operators can adapt and emulate some of the methods used by other countries to restore the tourist industry's glory. For example, travel agencies can collaborate with hotels, airlines, and tourist destinations to do some new tourist packages that include a few days of quarantine. This approach can assist small businesses to recover from the effects of the covid-19 epidemic while indirectly contributing to the economy. With the cooperation of various parties in the tourism industry and tourists, it is possible to help boost its economy. To some extent, while also allowing tourists to return to travel with a new normal and adhere to the rules set by certain national governments to control the spread of covid-19.

Keywords: adaptation strategies, overview, COVID-19, tourism industry, tour operators

SESSION 3 | ROOM 2

SESSION 3
IENNE21
023

An Analysis of Using LMS Software Systems in English Language Teaching

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The popularity of learning management systems (LMSs) in ELT has been enhanced due to extensive availability of technological infrastructure for educational institutions. Previous studies reveal the fact that adoption of new technologies is always supported by the positive insights of the practitioners. University language instructors have attempted to respond to this challenge with the creation of online courses that enable such students to adapt their learning to their individual schedules and lifestyles. However, the vast majority of learning management systems used in these online courses are not designed with language learning in mind. Thus, they are not always the most suitable platform for the building of an effective language course. This research aims to determine the essential functionality required by a learning management platform that seeks to provide a flexible learning process capable of adapting to the language learning needs of university students. This paper examines mechanisms for the integration of online learning environments into blended learning courses. It focuses on the following parameters; course requirements, assignment types, linguistic range or activity, and course administrator requirements. It finds that successful integration is achieved through the implementation of pedagogical strategies that enhance and consolidate the knowledge of language learners through individualization of the learning process. The paper concludes by considering the creation of courses that achieve individualization of learning paths through the utilization of multiple learning paths that result in courses that are more flexible and efficient in terms of adaptation to the learning style of a particular user.

Keywords: Learning management system, blended learning course, high-level learner, English language teaching and learning.

SESSION 3 | ROOM 2

SESSION 3
IENNE21
043

Body Shaming: Ramifications on an Individual.

Nalini Arumugam, Mohammad Radzi Manap, Geraldine De Mello, Sai Dharinee Sathiyasenan
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This study aims to investigate the effects of body shaming to individuals in society. This study employed a quantitative method where a set of questionnaires regarding body shaming was distributed to members of the public randomly through social media. A total of 101 respondents responded to the questionnaire and it was further analysed by using SPSS software to find mean and standard deviation value. The findings show that respondents agreed that being fat, being skinny and having body weight that is not in harmony with their height are the reasons why people body shamed others. The findings further revealed that people felt distressed, being treated differently and feeling uneasy or embarrassed in public situations are the effect of body shaming on individuals. Therefore, we need to spread awareness to people so that they will stop body shaming because it is very dangerous as it could affect mental and physical health. It is recommended for people to cope with being body shamed by having more respect for themselves and feeling self-conscious about their appearance.

Keywords: Body shaming, weight, appearance, respect, self-esteem

SESSION 3 | ROOM 2

SESSION 3
IENNE21
062

A Cloud Computing Adoption Challenges in Financial Institution

Nor Elsa Furzanne Mohd Kamil, Ganthan Narayana Samy, Sundresan Perumal, Pritheega Magalingam

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Cloud based technology is constantly on the rise due to its dynamic characteristic. Especially during pandemic, the organizations have invested so much in cloud infrastructure. Moving business strategy to cloud leads to unknown threats and vulnerabilities. These threats are intertwined with the fact that businesses committed to adopt cloud technology without understanding the risks. The absence of consistency has a substantial impact on how financial institutions should execute risk assessment framework based on cloud computing environment. Thus, there is a need for a comprehensive risk assessment framework for highly regulated industries such as financial institutions, which more prone to threats due to these industries hold valuable customers' data that may bring financial gains to the attackers. Therefore, the objective of this paper is to identify and discuss about the existing cloud computing adoption challenges in financial institution to help financial institutions in assessing the risks that they face for adopting cloud computing applications. Moreover, the studies revealed that there are various cloud computing adoption challenges faced by financial institutions include a number of security issues such as breaching sensitive data, tampering with integrity of the data, the issues with ownership of the data, data recovery and loss and involves other legal issues such as regulatory and compliance. In summary, the identified adoption challenges will be used as an element for risk assessment framework for cloud computing applications in financial institutions.

Keywords: Cloud Computing, Financial Institution, Information Security, Risk Assessment Framework

SESSION 3 | ROOM 2

SESSION 3
IENNE21
067

Bibliometric Analysis of Global Research Trends on Leadership Using Scopus Database

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The subject of leadership is endless. As the generation evolves, the leadership expectancy also changes to adapt with the changes in the environment it governs. For that reason, components of leadership evolve with time. The search inquiries are coming from many approaches and the discoveries have offered a range of solutions to address leadership challenges. Measuring and analysing scientific publications in leadership nevertheless is incomparable to the many publications that have been published. This paper attempts to empirically evaluate global research trends on leadership based on publication output, prolific authorship, citations and affiliated countries using VOS viewer software. In addition, the study highlights the co-occurrence keywords associated with leadership in literature meant for insights into future work opportunities. 6,593 publications between the years of 1917 and 2019 retrieved from the Scopus database. Through bibliometric analysis results, several observations have emerged. Firstly, the growth in publications number has seen significant increase in the last 20 years with anticipation of the trends further to continue in the future. Secondly, the United States region presently dominates publication output in this area as well as leading in authorship citation compared to the other 98 countries. This suggests big research influence from this region on the present research. Thirdly, emotional intelligence, innovation, capability, knowledge management and management are some of the elevated keywords with high associations with leadership suggesting areas such as leadership capability as a growing area. Lastly, under-explored keyword associations were noted such as digital leadership, leadership competencies, teams and social media, which can be potential research themes for future studies.

Keywords: leadership; empirical analysis; trends; Scopus

SESSION 3 | ROOM 3

SESSION 3 | ROOM 3

DAY 2 | 22 AUGUST 2021 | 08:00 – 09:50

Link:

meet.google.com/bsq-tyeo-jdk

Moderator: Dr Hamidah Idris

Paper ID	Malaysia Time	Title
IENNE21 014	08:00 – 09:50	Persepsi Guru Mengenai Keperluan Latihan dan Kemahiran Pedagogi Dalam Kalangan Guru-Guru Pulau Di Daerah Semporna, Sabah Presenter: Najamuddin Hj Bachora
IENNE21 026		Engaging Recycling in Mathematics Education: A Study in SJKT, Seberang Prai District, Malaysia Presenter: Nurain Syafiqah Shukri
IENNE21 038		The Efficacy of L.I.G.H.T. Program Presenter: Ajantha Segarmurthy
IENNE21 049		Factors Influencing Consumer Behaviour Towards Online Purchasing in Klang Valley Presenter: Aiman Mukhrif Bin Zainon
IENNE21 064		SME's Processed Frozen Food Packaging Perceived Utilitarian Influence Customers Buying Decision Presenter: Aidza Ashikin Alias
IENNE21 065		Mispronunciation of English Monophthong and Diphthong Among Malay Native Speakers Presenter: Nurul Izzah Kamarudin

SESSION 3 | ROOM 3

SESSION 3
IENNE21
014

Persepsi Guru Mengenai Keperluan Latihan dan Kemahiran Pedagogi Dalam Kalangan Guru-Guru Pulau Di Daerah Semporna, Sabah

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Kajian ini bertujuan untuk mengenalpasti tahap persepsi guru mengenai keperluan latihan dan kemahiran pedagogi dalam kalangan guru-guru yang mengajar di sekolah-sekolah pulau sekitar daerah Semporna, Sabah. Sampel kajian seramai 106 orang guru yang mengajar di pulau-pulau sekitar daerah Semporna sahaja. Kajian ini merupakan kaedah tinjauan awal dengan menggunakan soal selidik skala likert 5 mata yang diubahsuai dari kajian lepas sebagai instrumen untuk mengutip data dan diedarkan menggunakan *google form*. Prosedur analisis data di dalam kajian ini hanya melibatkan statistik deskriptif sahaja. Dapatan kajian menunjukkan bahawa sebahagian besar guru-guru merasakan memerlukan latihan khusus dan kemahiran pedagogi terutamanya mengaitkan sukatan pelajaran dengan kehidupan pelajar di pulau. Dua aspek ini perlu diberi perhatian khususnya, Institut Pendidikan Guru, Pejabat Pendidikan Daerah, Jabatan Pendidikan Negeri dan seterusnya Kementerian Pelajaran agar guru-guru lebih bersemangat untuk menabur bakti di sekolah-sekolah pulau.

Kata Kunci: Guru pulau, latihan guru, pedagogi,

SESSION 3 | ROOM 3

SESSION 3
IENNE21
026

Engaging Recycling in Mathematics Education: A Study in SJKT, Seberang Prai District, Malaysia

Shalini Surianarayanan, Murugan Rajoo, Siti Fazlieya Jaffar, Nurain Syafiqah Shukri

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Global citizenship education (GCE) encourages all learners to be provided with knowledge and skills to promote sustainable developments, contributing to a more pleasant and tolerant society. As a result, this study was conducted to improve students' positive attitudes toward waste management issues, focusing on recycling methods. The objective of this study is to develop a proper lesson plan on recycling to increase student awareness; to identify students' awareness of global issues involving the application of the recycling method by comparing the data from pre-survey and post-survey lessons and to determine the students' awareness on recycling based on gender. The study sample involved 25 respondents from a primary school in the Seberang Prai district. A questionnaire was used as the instrument for this study. The instrument was distributed online before and after the lesson was conducted. The data were analysed using descriptive analysis and a paired sample t-test, which revealed a significant difference in the students' awareness before and after the lesson ($p < 0.005$). The findings showed no significant difference in male and female students' awareness of recycling issues ($p > 0.005$). Thus, these findings imply that continuous efforts are required to encourage recycling among students to increase their awareness of the global issues.

Keywords: Global Citizenship Education (GCE); recycling; global issues

SESSION 3 | ROOM 3

SESSION 3
IENNE21
038

The Efficacy of L.I.G.H.T. Program

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The study aims to nurture and empower women to unleash their potential to create that self-love to lead a dynamic life and to expand the happiness in family as well as community. This study adopted a qualitative research design by conducting a six-week workshop. There were 25 women who participated in this workshop. The program consists of a 90 minutes interactive workshop for six continuous weeks. Module one aims at guiding the participants to enhance self-love while Module two encourages participants to focus more on their strengths rather than weaknesses. As for Module three, it facilitates participants to experience more happiness in whatever they do. The module starts off by identifying their happiness Index to change their perceptions of life. Module four goes deeper where it teaches participants to balance their healthy thoughts, words and deeds. Indirectly, this module teaches participants to walk the talk. The last module anchors on the transformation of the participants. After going through the modules for six weeks, the theoretical knowledge needs to be internalized and practiced in their daily routine. Upon completion of the modules, all participants are to share their in-sights and how they benefited from the program. Their testimonial indicated that the participants have changed their view of them and learned to take good care of themselves, be it physically and mentally. Many of them started their daily physical exercise and were mindful in their speech and actions. Moreover, they also expressed that their change is pervasive as it has brought a positive and harmonious environment at home. They strongly recommend their family members and friends to attend this workshop.

Keywords: self-love, positivism, happiness, pervasive, mindful

SESSION 3 | ROOM 3

SESSION 3
IENNE21
049

Factors Influencing Consumer Behaviour Towards Online Purchasing in Klang Valley

Aiman Mukhrif Bin Zainon, Zailin Zainal Ariffin
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Consumer behaviour has changed tremendously due to the pandemic crisis. Businesses are forced to remain relevant and maintain their competitive edge in the market. The present study investigates the relationship between hedonic motivation, perceived usefulness, internal, external subjective norms, and its effect on purchase intentions among residents in Klang Valley. Snowball sampling technique will be employed in this research. The research findings are believe to shed new light on crucial aspects of achieving online purchasing satisfaction to ensure business sustainability. The integrated framework will benefit consumers, practitioners, and academicians in providing a comprehensive understanding of behaviour among consumers.

Keywords: consumer behaviour; COVID-19, social distancing, hedonic motives

SESSION 3 | ROOM 3

SESSION 3
IENNE21
064

SME's Processed Frozen Food Packaging Perceived Utilitarian Influence Customers Buying Decision

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This study investigates the impact of utilitarian values on food packaging design toward customers buying decisions. It concentrates on processed frozen food manufactured by Malaysian small and medium enterprises (SME). There are substantial numbers of SME that were registered in Malaysia. However, these enterprises lack of knowledge in marketing strategy particularly in food packaging design to compete in highly competitive market. Three (3) elements of food packaging design which is shapes, sizes, and materials are investigated. Domestic products have an opportunity to compete with international products by improving their food packaging based on a better understanding of the consumers' needs. A successfully planned of food packaging design have an obvious significant relation with utilitarian values. The data were collected by online survey questionnaire among customers that aware, consumed and purchased SME processed frozen food in Selangor, Malaysia. As for the finding of the study, it is found out that the right elements of food packaging design have relationship in customers buying decision. Moreover, utilitarian attributes have a considerable contributing proportion in influencing customers buying decision. Overall, this research presents a great opportunity to enhance the understanding of food packaging design with the perceive of utilitarian value on customers to purchase SMEs processed frozen food.

Keywords: Food packaging design, Processed frozen food, Utilitarian, Small medium enterprise (SME)

SESSION 3 | ROOM 3

SESSION 3
IENNE21
065

Mispronunciation of English Monophthong and Diphthong Among Malay Native Speakers

Nurul Izzah Kamarudin, Mafarhanatul Akmal Ahmad Kamal
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Due to phonological processes such as assimilation, certain vowels in Malaysian English (MalE) are pronounced differently than in Standard English. Vowel assimilation occurs frequently in MalE and results in pronunciation errors. Thus, the purpose of this study is to ascertain the most frequently mispronounced English vowel sounds by Malay native speakers as a result of the adaptation of sounds or phonemes from the Malay language (L1) to the English language (L2). The current study used a descriptive qualitative method to collect data by having 30 Malay native speakers participate in a pronunciation test. The error analysis approach is used to analyse the participants' pronunciation of 12 English words, which are then converted to phonetic transcription. The transcriptions of the participants' pronunciations are compared to the correct transcriptions in the Oxford Advanced Learner's Dictionary: International Student Edition (2010) to identify the participants' pronunciation errors. The findings revealed that Malay native speakers have difficulty pronouncing the monophthong /u:/ and diphthongs /əʊ/ and /ɪə/. In conclusion, the mispronunciation of monophthongs and diphthongs among Malay native speakers is a result of the assimilation and substitution of sounds that are absent from Malay phonology in comparison to the English phonological system.

Keywords: pronunciation, error analysis, diphthong, monophthong, Malay native speakers

SESSION 4 | ROOM 1

SESSION 4 | ROOM 1

DAY 2 | 22 AUGUST 2021 | 11:00 – 13:00

Link:

meet.google.com/tca-vesp-ubb

Moderator: Jane Xavierine

Paper ID	Malaysia Time	Title
IENNE21 009	11:00 – 13:00	Tahap Pengetahuan Mengenai Covid-19 dan Kesiediaan Guru Mengajar dalam Normal Baharu Pasca Perintah Kawalan Pergerakan (PKP) Presenter: Najamuddin Hj Bachora
IENNE21 044		Can I Hug You, Little One? Presenter: Anees Ayunni Binti Abdul Pateh
IENNE21 032		Pandemic Burnout: A Case Study Among University Lecturers Presenter: Charanjit Kaur
IENNE21 042		Technology Acceptance Model and Its Relationship with Student Acceptance of Distance Learning Assisted by Various Applications Presenter: Adelia Alfama Zamista
IENNE21 047		Impact of Online Learning on The Satisfaction of Students During Covid-19 Pandemic Presenter: Nur Muhammad Adi Azwar Mohd Adnan
IENNE21 069		The Use of Google Classroom as A Digital Tool in Teaching and Learning During Pandemic among PPISMP Students Presenter: Nor Kamilah Makhtar
IENNE21 076		The Effect of Music That Serves as A Source of Distraction and Enjoyment During Physical Activity Among University Students Presenter: Azzura Kamarudin

SESSION 4 | ROOM 1

SESSION 4
IENNE21
009

Tahap Pengetahuan Mengenai Covid-19 dan Kesiapan Guru Mengajar dalam Normal Baharu Pasca Perintah Kawalan Pergerakan (PKP)

Najamuddin Hj Bachora
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Kajian ini bertujuan untuk mengenalpasti tahap persepsi guru mengenai tahap pengetahuan mengenai covid-19 dan kesiapan guru mengajar dalam normal baharu pasca Perintah Kawalan Pergerakan (PKP). Aspek-aspek yang dikaji adalah tahap pengetahuan guru mengenai covid-19, serta kesiapan guru mengajar dari aspek kemahiran pedagogi, pengurusan tingkah laku pelajar dan keperluan latihan. Sampel kajian seramai 216 orang guru baharu yang datang berkursus Program Transformasi Minda (PTM) di IPG Kampus Tawau. Kajian ini merupakan kaedah tinjauan menggunakan soal selidik skala likert 5 mata yang diubahsuai dari kajian lepas sebagai instrumen untuk mengutip data. Prosedur analisis data melibatkan statistik deskriptif sahaja. Dapatan kajian menunjukkan bahawa sebahagian besar responden mempunyai tahap pengetahuan yang tinggi mengenai covid-19. Begitu juga dengan tahap kesiapan yang agak tinggi dalam kalangan guru baharu ini dari aspek yang dikaji. Sehubungan dengan itu, dapatan ini memberikan kesan yang positif Kementerian Pendidikan Malaysia (KPM) kerana guru-guru baharu ini tidak mempunyai masalah untuk mengajar walaupun kaedah dan cara yang berbeza sebelum era pandemic covid-19 ini. Adalah diharapkan agar halangan yang dihadapi di dalam melaksanakannya di era pandemik covid19 ini bukan penghalang kepada mereka untuk terus mengajar dengan cemerlang di sekolah.

Kata Kunci: Covid-19, guru baharu, tahap kesiapan, normal baharu

SESSION 4 | ROOM 1

SESSION 4
IENNE21
044

Can I Hug You, Little One?

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Sexual abuse of children is an issue that is of concern as cases continue to rise in Malaysia. Past studies reported on the prevalence of child sexual abuse (CSA) and it was revealed that within the first few months of 2021, 30% of the 2,040 child abuse cases reported were related to physical and sexual abuse. Although child sexual abuse is known long before the pandemic, importance of creating awareness regarding this issue has only come to light recently. As creating awareness of sexual abuse is pertinent to help combat the issue, thus the Ministry of Education has stipulated in the National Primary School Curriculum on teaching body boundaries. This project 'Can I Hug You Little One' aims to enhance the teaching of body boundaries that is being taught currently to the lower primary pupils. This e-book is designated to spread further awareness regarding consent to touch for children by teaching young children and parents about this topic. The project is a children's storybook that includes an authentic story, informative posters about consent to touch for children and a *Kahoot* game. The project was completed over a duration of 14 weeks involving researching, proofreading, getting feedback, and interviewing parents and teachers about the project. Overall, the project targets parents, teachers and children with the idea of helping educate children and increase their awareness level on how to act appropriately when situations arise. The e-book was also promoted on social media platforms such as Youtube and Instagram to increase and attract the target readers in engaging with the e-book. Positive feedback was received during interviews with parents and teachers.

Keywords: Sexual abuse, children, consent, short story,

SESSION 4 | ROOM 1

SESSION 4
IENNE21
032

Pandemic Burnout: A Case Study Among University Lecturers

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The education sector is undergoing major changes in order to fulfil their function, allowing teaching and learning to take place even in a new normal context. As Malaysia embarks on MCO3, it is critical to investigate the issues encountered by university lecturers who have a greater social responsibility than just teaching. Thus, the purpose of this paper is to investigate the extent to which university lecturers' job performance is impacted by chronic stress and how they manage the demands of work in new normal conditions as a result of the Covid-19 epidemic. This study employs ERG theory, which focuses on three major elements: Existence, Relatedness, and Growth. The findings of the study were obtained through a structured questionnaire and semi-structured interview in which a total of 30 females and 30 males participated. Thematic analysis was used to look for common patterns in data that were related to the research questions. According to the research, female lecturers exhibited a greater new normal impact than men. When compared to male respondents, most female respondents report experiencing chronic tiredness, feeling stressed, missing job deadlines/targets, and social isolation from family/friends. Nonetheless, both of these professional genders admit that the Key Performance Index (KPI) is the primary cause of their burnout. In this study, participants sought social and emotional support from family members and co-workers. Employers, interestingly, do not provide them with moral or emotional support. This study should be given special attention by the university management so that they do not overlook their obligation to guarantee that university lecturers' physical and mental health is protected.

Keywords: burnout, chronic stress, education, new normal, ERG theory

SESSION 4 | ROOM 1

SESSION 4
IENNE21
042

Technology Acceptance Model and Its Relationship with Student Acceptance of Distance Learning Assisted by Various Applications

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Micro teaching courses are courses that are carried out to prepare prospective teachers to teach in school. The COVID-19 pandemic changed the pattern of implementation of lectures' from being usually face-to-face to distance learning assisted by various applications. The purpose of this study was to see the relationship between the external variables (distance learning self-efficacy, lack of time and complexity) with the variables in the technology acceptance model. Ex post-facto research with a quantitative approach is used in this study. The data sources in this study were students who attended micro-teching lectures in the even semester of the 2020/2021, totaling 66 people. With the Slovin formula, the number of samples is 57 people. Data analysis was carried out by path analysis. The results showed that: 1) The distance learning self efficacy factor had an effect on perceived usefulness and perceived ease of use on TAM variables, 2) the lack of time factor affected the behavioral intention variable on TAM, and 3) the complexity factor affected perceived usefulness, perceived ease of use and behavioral intention.

SESSION 4 | ROOM 1

SESSION 4
IENNE21
047

Impact of Online Learning on The Satisfaction of Students During Covid-19 Pandemic

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The outbreak of the novel COVID-19 pandemic at the end of 2019 and early 2020 has shifted the traditional landscape of education system to an alternative way of learning. The pandemic has severely caused governments and educational institutions around the world to launch various policy initiatives to cater to students' online learning. Therefore, this study sought to examine the impact of online learning on the satisfaction of students during the Covid-19 pandemic. The present research involves 5 research universities in Malaysia. Purposive sampling technique is used involving 350 students ranging from foundation to undergraduate level. This survey aims to assess the quality of instructor, course design, instructors' prompt feedback, and students' expectation and its effect on satisfaction of students from public Malaysia research universities. This study employs multiple regression to analyse the effects of independent variables on the satisfaction of students. Findings from this research will benefit the academicians, education institutions and policy makers particularly in Malaysia Ministry of Higher Learning (MOHE). More importantly, we envision that the research findings will offer a new perspective on how to improve the higher education system in Malaysia towards an era of digital learning transformation.

Keywords: Online learning, students' learning, teaching pedagogy

SESSION 4 | ROOM 1

SESSION 4
IENNE21
069

The Use of Google Classroom as A Digital Tool in Teaching and Learning During Pandemic among PPISMP Students

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The current development of information technology has changed the paradigm of society especially the lecturers, teachers, and also students. Education is one of the fields that is getting a significant impact within this scenario, where education is a process of communication and information from teachers to students and vice versa, that contains the information education, that sparked the birth of the idea of using e-learning. E-learning launched by Google, the Google Classrooms, is one of many e-learning systems that currently used in the education field by the majority of students in Malaysia. Technology Acceptance Model (TAM) is a model of user acceptance of information systems and information technology assume that there are two individual beliefs, they are the perception of benefit (Perceived Usefulness abbreviated as PU) and ease of use (perceived ease of use, abbreviated as PEOU). Therefore, this study was developed by adopting the model of TAM to see the perception from the perception in the TAM on the use of Google Classroom by Semester 2 Program Persediaan Ijazah Sarjana Muda Perguruan (PPISMP) students. The population of this research is the students who are already using Google Classroom in the lecture. Data obtained as much as questionnaires distributed by using purposive sampling technique to all students active in the Semester 2 PPISMP Programme. Results from this study showed that there is strong positive feedback on the students' perception of the use of Google Classroom in their learning process in IPG.

Keywords: Google Classroom, IPG, Learning Process, PPISMP, TAM

SESSION 4 | ROOM 1

SESSION 4
IENNE21
076

The Effect of Music That Serves as A Source of Distraction and Enjoyment During Physical Activity Among University Students

Azzura Kamarudin, Muhamad Umarulnaz Haikal Ramli, Muhammad Aidil Raziq Abdul Razak, Muhammad Haikal Aiman Abdul Jalil
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Music is indeed a way of expression that mixes sounds in an amusing or entertaining way for people. It also had been related to many multitasking activities such as studying while listening to the music. However, there is no clear data or a proper research that relate music and physical activity which resulted the distraction and enjoyment towards young adult. Thus, the purpose of this study is to analyze the effect of music that serve as a source of distraction and enjoyment during physical activity among university students. Total 300 participants from three different universities includes Universiti Malaysia Perlis (UNIMAP), Universiti Teknologi MARA Arau, Perlis (UiTM) and Universiti Utara Malaysia (UUM). The respondents range from 18 to 25 years old who volunteered to respond to the questionnaires survey via Google Form. The survey was passed through the WhatsApp application. The survey was divided into three parts. Part A-demographic data, Part B-The International Physical Activity Questionnaire (IPAQ) and Part C-The Physical Activity Enjoyment Scale (PACES) were used in this study. The hypothesis was statistically analyzed via Partial Correlation of total of work and enjoyment categories and four main genres is significant. From the result, all of four genres that been used for this study indicated that the students from these 3 universities does experienced both enjoyment and distraction during physical activity. In conclusion, most of the University students enjoyed listening to music during physical activity and the most preferred genres of music were Pop and Dance.

Keyword: Physical Activity, Music, University Student, Enjoyment, Distraction

SESSION 4 | ROOM 2

SESSION 4 | ROOM 2

DAY 2 | 22 AUGUST 2021 | 11:00 – 13:00

Link:

meet.google.com/haz-zhyk-fik

Moderator: Nofel Nofiadri

Paper ID	Malaysia Time	Title
IENNE21 013	11:00 – 13:00	Pembelajaran Dalam Talian: Persepsi Siswa Guru Terhadap Tahap Pelaksanaannya Presenter: Tiwi Binti Kamidin
IENNE21 077		Kemahiran Digital: Penilaian Tahap Penerimaan Pelajar Terhadap Inovasi Pentaksiran Kerja Berkumpulan Presenter: Norhuda Salleh
IENNE21 045		Determinants of Stress During Pandemic on Workers' Performance from Government Hospital Presenter: Ras Akilin Ab Ghapar
IENNE21 046		Determinants of Perceived Service Satisfaction in Food Delivery Services During Covid-19 Pandemic: Klang Valley, Malaysia Presenter: Afiq Asyraf Qamarudin Ahmad
IENNE21 060		An Analysis of Teachers Preferred Leadership Style Among Senior and New Teachers in a Private School in Selangor Presenter: Uma Devi Jenes Nayagam
IENNE21 070		Personal Explorations of Intersectional Discrimination and Support Challenges Presenter: Vemel (Resh) Ramasamy
IENNE21 025		Analysis Results of Animated Infographics Mobile Augmented Reality (AIMAR) for Heritage Contents Using SPSS Software Presenter: Fatin Norsyafawati Binti Mohd Sabri

SESSION 4 | ROOM 2

SESSION 4
IENNE21
013

Pembelajaran Dalam Talian: Persepsi Siswa Guru Terhadap Tahap Pelaksanaannya

Tiwi Binti Kamidin
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Kajian ini bertujuan mengkaji persepsi siswa guru terhadap tahap pelaksanaan pembelajaran dalam talian di IPG Kampus Batu Lintang. Seramai 260 orang siswa guru dari pelbagai pengkhususan Program Ijazah Sarjana Muda Perguruan (PISMP) dan Program Persediaan Ijazah Sarjana Muda Perguruan (PPISMP) yang terlibat sebagai responden dalam kajian ini. Kajian dijalankan secara deskriptif dengan menggunakan soal selidik yang diedarkan dalam talian. Kaedah pengutipan data secara kualitatif juga digunakan bagi mendapatkan cadangan dalam kalangan responden. Data kuantitatif dianalisis menggunakan analisis deskriptif yang merangkumi taburan frekuensi, peratusan, min dan sisihan piawai dan dapatan inferensi dianalisis menggunakan ujian t. Dapatan kajian menunjukkan tahap pelaksanaan pembelajaran dalam talian adalah pada tahap sederhana namun responden bersetuju bahawa mereka berjaya mencapai hasil pembelajaran, kemahiran pengendalian pembelajaran dalam talian, masih boleh berkolaboratif, berfikir secara kritis pada tahap sederhana. Dapatan juga menunjukkan tidak ada perbezaan signifikan skor min tahap pelaksanaan pembelajaran dalam talian antara jantina dan kumpulan pengajian. Lima kekangan utama yang dihadapi ialah terlalu banyak tugas, kelajuan jalur lebar tidak mencukupi, mengekalkan motivasi sepanjang pembelajaran, mendengar kuliah terlalu lama dan kos pembelajaran data jalur lebar yang digunakan.

Kata kunci: pembelajaran dalam talian, kekangan, jalur lebar

SESSION 4 | ROOM 2

SESSION 4
IENNE21
077

Kemahiran Digital: Penilaian Tahap Penerimaan Pelajar Terhadap Inovasi Pentaksiran Kerja Berkumpulan

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Pandemik COVID-19 yang melanda dunia pada Disember 2019 memberikan kesan bukan sahaja kepada aktiviti ekonomi, sosial dan politik malahan juga pendidikan di seluruh dunia. Malaysia tidak terkecuali apabila norma baharu dalam kehidupan diperkenalkan bagi mengekang penularan pandemik ini. Penjarakan sosial yang menjadi salah satu kunci pengekangan pandemik ini telah menjadikan mod pengajian pelajar di semua peringkat diaktifkan kepada mod secara dalam talian sepenuhnya. Kajian ini menilai tahap penerimaan pelajar dalam kemahiran digital sebagai tugas kumpulan bagi kursus penyuntingan (AK20903) yang ditawarkan kepada pelajar tahun kedua semester keempat pelajar Program Komunikasi (UH6321001) di Fakulti Sains Sosial dan Kemanusiaan. Kemahiran digital pelajar dinilai menerusi penerbitan akhbar digital Utusan Kampus yang sebelum pandemik menggunakan perisian aplikasi grafik yang dibekalkan oleh pihak universiti, di mana perisian tersebut hanya boleh dicapai dalam kawasan kampus. Pandemik Covid-19 bagaimanapun merubah landskap lokasi pelajar bilamana pelajar telah tidak berada dalam kawasan liputan penggunaan. Bagi mengatasi isu ini, pendekatan penggunaan perisian aplikasi grafik dalam talian secara sumber terbuka diaplikasi. Kajian ini menggunakan pendekatan kuantitatif. Sampel kajian terdiri daripada 125 orang responden terdiri daripada pelajar semasa yang mengikut kursus AK20903 (Penyuntingan). Hasil kajian menunjukkan 95 peratus responden bersetuju kaedah ini berkesan meningkatkan prestasi mereka dalam pelaksanaan tugas. 97.6 peratus responden mengakui inovasi yang diperkenalkan menyumbang kepada cara mudah dan menjimatkan masa dalam menyelesaikan tugas penerbitan digital. Kajian kepuasan pentaksiran alternatif ini telah berjaya membuktikan dalam tempoh pandemik ia paling sesuai dilaksanakan. 94 peratus pelajar amat seronok dalam pelaksanaan tugas mereka.

Kata kunci: aplikasi, digital, inovasi, pentaksiran alternatif, digital, perisian aplikasi.

SESSION 4 | ROOM 2

SESSION 4
IENNE21
045

Determinants of Stress During Pandemic on Workers' Performance from Government Hospital

Ras Akilin Ab Ghapar, Zailin Zainal Ariffin
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Stress has significant psychological, physiological and performance effects on human resources of an organization. Though, the stress has some performance effects among the workers but stress is not destructive in nature. The work stress is found in all sectors during the age of Covid-19 pandemic. However, most impacted sector is the health sector where the frontlines are involved. This study sought to examine the determinants of stress during pandemic on workers' performance from government hospital and their consequences. The present research will involve five fully government COVID-19 hospital in Klang Valley which are Kajang Hospital, Banting Hospital, Shah Alam Hospital, Tunku Ampuan Rahimah Klang Hospital, Selayang Hospital, Serdang Hospital, Ampang Hospital and Sungai Buloh Hospital. Sampling technique used in this research is purposive. An online survey is to be conducted involving 400 hospital employees ranging from clinical and non-clinical employees. This survey aims to assess the traditional hospital-work stressor, unstable and more demanding hospital-work environment stressor, unethical hospital-labour-practice borne stressor and turnover intention reactions to stress and its effect on workers' performance from the government hospitals. This study will employ multiple regression to analyse the effects of independent variables on the worker's performance. A few research impacts forecasted from this research which involve academicians, healthcare industry and policy making in Health Ministry of Malaysia. Findings from this research will contribute to the betterment of the healthcare industry services in Malaysia.

Keywords: COVID-19 Stressor, Workers' performance, Turnover intention

SESSION 4 | ROOM 2

SESSION 4
IENNE21
046

Determinants of Perceived Service Satisfaction in Food Delivery Services During Covid-19 Pandemic: Klang Valley, Malaysia

Afiq Asyraf Qamarudin Ahmad, Zailin Zainal Ariffin
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Food delivery services are becoming more popular in Malaysia's food and beverage business. In addition, the increasing demand for food delivery services supports business sustainability across different business entities. It is crucial for us to understand the new customer norm and challenges faced by business owners during the restricted movement order. The aim of this study is to investigate the influence of food delivery service quality on customer satisfaction during Covid-19 pandemic in Klang Valley, Malaysia. Using an online questionnaire approach, this research studies on the satisfaction level of Malaysian consumers in using the food delivery platform. The conceptual framework that is proposed in this study is believed to help improve service quality (information quality, product quality, social quality, and system quality) in food delivery services. Moreover, it will improve the food delivery companies' services to cater for a wide range of customers' requests. SPSS version 24.0 is used to analyse the data collected from the questionnaire. It is forecasted that the present research findings will provide further insight on consumers' behaviour during this era of rapid technology. Also, the influence of the information quality and product quality on service satisfaction among the service quality factors was thoroughly verified.

Keywords: Food delivery, service quality, service satisfaction

SESSION 4 | ROOM 2

SESSION 4
IENNE21
060

An Analysis of Teachers Preferred Leadership Style Among Senior and New Teachers in a Private School in Selangor

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Teaching can be a challenging occupation for both new and senior teachers. Teachers expect help, direction, and leadership from their principal in all phases of their careers, even more during a crisis. In order for a school to improve and enhance its teaching and learning environment, it is essential for a positive connection between teachers and principal. However, there is a call for a study if there is a difference of preferred leadership styles between new teachers and senior teachers. The aim of this paper is to identify the preferences of leadership styles by new teachers and senior teachers in a private school, in Selangor, Malaysia. 11 teachers responded to the “Vansimpco Leadership Survey”, which evaluates nine leadership styles. The respondents, who were teachers, reported their preferred qualities of specific styles in their teaching setting. They were also asked questions that provided information regarding their expectations of the leaders providing sufficient support during the COVID19 pandemic. Data analysis showed that senior teachers prefer the Transformational style, while new teachers do not have a specific leadership style. Further to address the research question regarding the support from the leadership team during the COVID19 pandemic, both senior and new teachers were confident with the school being there for them in times of need. The results from this study could be used by school principals to identify the right leadership styles preferred by the senior and new teachers, which will eventually promise academic success through staff development and training.

Keywords: Leadership style; motivation; organizational performance; teaching setting; pandemic support.

SESSION 4 | ROOM 2

SESSION 4
IENNE21
070

Personal Explorations of Intersectional Discrimination and Support Challenges

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I contributed to a chapter (Chapter 10) titled *'Personal explorations of intersectional discrimination and support challenges'* in book titled *'Young, Disabled and LGBT+: Voices, Identities and Intersections'* published in the UK by Alex Toft and Anita Franklin (2020). The chapter explored the experiences of young LGBT+ disabled people. Customarily disabled queer people experience ableism and queerphobia as result of being situated in a leading ableist, heterosexist and gender conforming society. Due to upholding social memberships with stigmatised identities, many have been oppressed and pathologized. The discriminatory experiences of disabled queer people are for more complex and intricate rendering deeper exploration into their subjugated lives. An increasing body of research have lobbied for the use of intersectionality as a theoretical tenet to discern the complex multilayered discrimination experienced by disabled queer people. In this chapter, two self-reflective autobiographical accounts, being myself and my client who identify as autistic and queer were referred to when delineating the intersectional discrimination and support challenges we endured. The focus of the chapter is on the 'young aspect' of queer disabled people as young voices remain under-represented within the wider literature. Consequently, I reported on my experiences in retrospect with reference to my earlier years between the ages of 17 and 23 whilst my client narrated on his life where at the time, he was 18 years of age. Recommendations to support development at a policy and practice level were also made to improve and privilege the lives of disabled queer people.

SESSION 4 | ROOM 2

SESSION 4
IENNE21
025

Analysis Results of Animated Infographics Mobile Augmented Reality (AIMAR) for Heritage Contents Using SPSS Software

Fatin Norsyafawati Binti Mohd Sabri, Nik Zulkarnaen Khidzir, Ahmad Rasdan Ismail

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Augmented reality (AR) is a new area in computer science that fuses multiple technologies in the fields of computer graphics, user interfaces and computer vision into a single system that enhances a human or a machine's perception of an environment. Heritage is usually referred to the study of human activity not only in the case of technology in narratives, arts, cultural evidence but also tradition. Basically, it is talking about the process where people use them to examine our history and to increase the awareness about ourselves. Visually, infographics are one of the new educational environments used to provide information to their readers which are designed using various visuals such as diagrams, graphs, texts, pictures, drawings etc. Lately, the use of infographics becomes increasingly widespread both in advertising activities of commercial organizations and educational environments. Therefore, integrating the wearable devices with animated infographics mobile AR technology (AIMAR) into the heritage field can promote higher engagement in an increasingly heritage world to make it more interesting to be learned. In a nutshell, this study proposed some elements that are appropriate to develop a mobile application specifically for heritage contents which fulfil the human's requirements and satisfaction. This paper will briefly explain the method of designing a research instrument regarding implementing heritage elements using AIMAR. Furthermore, it will also describe the correlation and multicollinearity results between the independent variables (IV). The analysis process was done using SPSS software. Results show that there is a moderate correlation and no multicollinearity between the IV.

Keywords: augmented reality, heritage, infographic, mobile augmented reality, correlation

SESSION 4 | ROOM 3

SESSION 4 | ROOM 3

DAY 2 | 22 AUGUST 2021 | 11:00 – 13:00

Link:

meet.google.com/bsq-tyeo-jdk

Moderator: Sai Tarishini Sathiyanesan

Paper ID	Malaysia Time	Title
IENNE21 021	11:00 – 13:00	Kesan Trauma dari Aspek Emosi dalam Kalangan Kanak-Kanak Presenter: Nur Farhana Abd. Wahid
IENNE21 033		Engaging the Practice of Recycling Through Data Handling Topic in Batang Padang District Presenter: Selvarani A/P Uthra Kummaran
IENNE21 048		Customer Loyalty in Online Food Delivery in Klang Valley During Intra Period Covid-19 Pandemic Presenter: Amir Ikhwan Dzulqarnain Bin Fahmi Amir
IENNE21 066		Usability Evaluation of Information Accuracy Assessment Framework for Malaysia Tourism Industry Presenter: Ganthan Narayana Samy
IENNE21 071		Public Speaking Anxiety in Oral Presentation Class among Undergraduates Presenter: Najah Adnin Mohd Naser
IENNE21 072		The Past Meets the Present: Resuscitating Malaysian Folklore Through Technology With 'Maidens of Malaysia: A Folklore AR Storybook' Presenter: Irdina Batrisyia binti Ismail

SESSION 4 | ROOM 3

SESSION 4
IENNE21
021

Kesan Trauma dari Aspek Emosi dalam Kalangan Kanak-Kanak

Mohamad Azam Samsudin, Nur Farhana Abd. Wahid, Azirah Ibrahim & Shu Bo Yue

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Trauma merupakan satu gangguan tekanan yang sering dihadapi oleh individu akibat daripada sesuatu peristiwa dan kanak-kanak merupakan salah satu golongan yang menghadapinya. Trauma bukan sahaja memberi kesan terhadap perkembangan kognitif, tingkah laku, kesihatan mental, fizikal dan perhubungan, malah memberi kesan terhadap emosi kanak-kanak. Kesan trauma dari aspek emosi dapat dilihat apabila kesukaran mengawal emosi, kurang keyakinan diri dan rasa bersalah, serta kebimbangan yang berlebihan. Terdapat juga perkaitan hubungan antara kanak-kanak dengan penjaga yang membantu mereka belajar mempercayai orang lain, menguruskan emosi dan berinteraksi dengan dunia di sekeliling mereka. Apabila kanak-kanak mengalami trauma yang mengajar bahawa mereka tidak boleh mempercayai atau bergantung kepada penjaganya, kanak-kanak itu mungkin percaya bahawa dunia di sekelilingnya adalah tempat yang menakutkan. Semua orang dewasa dianggap berbahaya dan menjadikannya sangat sukar untuk mereka membentuk hubungan pada fasa kanak-kanak. Oleh itu, kertas konsep ini membincangkan kesan trauma dari aspek emosi dalam kalangan kanak-kanak.

Kata kunci: Trauma, Hubungan, Emosi, Perkembangan, Kanak-kanak.

SESSION 4 | ROOM 3

SESSION 4
IENNE21
033

Engaging the Practice of Recycling Through Data Handling Topic in Batang Padang District

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Mathematics plays a significant role in our life, especially in developing 21st-century learning in global citizenship. Towards the 21st century, it is essential to create awareness about global issues through mathematics education to emphasize how important Global Citizenship Education (GCE) is for global citizens to gain multiple coping skills in facing the global challenges they encounter. Waste management is not given enough priority, and irregular rubbish disposal to adjacent communities and dumping on soil and in water sources endangers the health of nature and the environment. This study aims to develop a lesson plan to engage the students' awareness about recycling through Data Handling topic, to identify the difference of students' awareness about recycling before and after the lessons of Data Handling topic and to identify the difference of students' awareness about recycling after the lessons of Data Handling topic based on gender. The research design used in this study is Design and Development Research (DDR) approach with the pre-experimental method by using pre and post-survey. The sample of this study consists of 30 students from one school in Batang Padang District, Perak. The first result showed a significant difference in recycling awareness before ($M=2.65$) and after ($M=4.67$) the lessons of Data Handling topic. The second result showed no significant difference in recycling awareness based on gender boys ($M=4.73$) and girls ($M=4.62$) after the Data Handling topic. The implication of this study can act as guidance to educators, students, and the Ministry of Education to take the responsibility in practicing and spreading awareness of recycling in education among students.

Keywords: Global Citizenship Education; Global issues; Mathematics; Recycling

SESSION 4 | ROOM 3

SESSION 4
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048

Customer Loyalty in Online Food Delivery in Klang Valley During Intra Period Covid-19 Pandemic

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As Malaysia is hit by Covid-19 pandemic, consumers have shifted to online food delivery (OFD) as part of the new normal. Due to the movement control order, activities like dine-in is prohibited thus, OFD services seem favourable among Malaysians to cater the needs of consumers to get their food delivered. This study assesses the direct influence of food quality, e-service quality, perceived severity of COVID-19 and time saving orientation on customer loyalty in OFD service. The current research employs multiple regression to analyse the effects of independent variables on customer loyalty in OFD service. Snowball sampling technique is used to capture the intended respondents. Google form is utilised to facilitate the process of data collection. The conceptual framework is expected to benefit OFD investors, IT engineers, and even academicians. Finally, this research is expected to identify elements that influence customer loyalty in OFD during the new COVID-19 normal in other nations.

Keywords: food quality, customer loyalty, online food delivery (OFD) service

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066

Usability Evaluation of Information Accuracy Assessment Framework for Malaysia Tourism Industry

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The usability evaluation of the Information Accuracy Assessment (TIAA) framework evaluates the framework's in a tourism information environment in terms of framework suitability, efficiency, satisfaction, adaptability and safety. The usability evaluation method of the framework holistically includes the usability attributes in tourism information phenomena's such as information source, information development, information gathering, information collection and information assessment. The framework consisted of accuracy as the main factor and the sub factors include tourism institutional and information environment. The framework dimensions were information organizational and business, and information quality, which consisted of accuracy characteristics, accuracy assessments, accuracy assessment processes, and accuracy assessment result interpretations. The framework able to assess tourism information using the accuracy and assessment indicators in the assessment stages. The framework assessment process covered 12 assessment indicators in determining the information accuracy ratings and accuracy levels. The information accuracy rate and levels were classified into 5 levels of information accuracy, whereby level 1 was the lowest level and level 5 was the highest level of information accuracy assessment. The framework usability evaluation conducted using the expert review methodology. The objective of the framework expert review evaluation is to seek information and recommendations from tourism experts to perform the usability assessment and to suggest the framework improvements.

Keywords: Tourism Information Assessment, Expert Review in Tourism, Usability Evaluation, Information Usability Attributes.

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071

Public Speaking Anxiety in Oral Presentation Class among Undergraduates

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English speaking skill is deemed as an essential skill required by every employer globally. Locally, employers frequently mentioned that they chose not to offer employment to candidates because of their incapability to communicate well, especially in the English language. One of the reasons is due to the level of speaking anxiety experienced by second language learners. Hence, this quantitative study aimed to identify the level of public speaking anxiety and the correlation between students' public speaking anxiety in oral presentation class and English-speaking classroom performance among UiTM Shah Alam undergraduates. 150 students from UiTM Shah Alam were selected randomly for this study. Items from the Public speaking classroom anxiety scale (PSCAS) questionnaire by Yaikhong and Usaha (2012) were adapted to measure students' level of anxiety in speaking English. Inferential statistics (Pearson correlation) was used to analyze the correlation between students' public speaking anxiety in oral presentation class and English-speaking classroom performance. The findings showed that the majority of respondents experienced a moderate level of anxiety. However, it is prevalent that despite having good academic results, most respondents had speaking anxiety during public speaking presentations. The findings of this study were consistent with prior studies conducted in the same area of language skill, and it is hoped that this may provide insights into developing speaking strategies to overcome speaking anxiety.

Keywords: public speaking anxiety, oral presentation, English as Second Language (ESL) learners

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The Past Meets the Present: Resuscitating Malaysian Folklore Through Technology With 'Maidens of Malaysia: A Folklore AR Storybook'

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The influx of modern entertainment options has pushed local Malaysian folklores to the sidelines as a mere bygone of the past. In an endeavour to resuscitate and re-introduce known and forgotten folklores to children of the current generation, a storybook containing five penned adaptations of local folklores, with accompanying illustrations that literally 'come to life' with Augmented Reality technology was produced. The designated medium for the book also addresses the need for digital reading materials fit for children in this global pandemic, where learning is done remotely. The integration of Augmented Reality also allows for the storybook to be used as a form of edutainment whereby children's visual, auditory, and kinaesthetic senses are actively engaged throughout the book's reading experience. Developing 'Maidens of Malaysia' required the meticulous processes of researching, writing, illustrating, animating, integrating the AR features, and finalising the product's outcome. Thus, the storybook aims to introduce a remnant of the past with future technology by re-telling Malay folklores through a modern medium.

Keywords: Adaptation, augmented reality, edutainment, folklore, literature.

