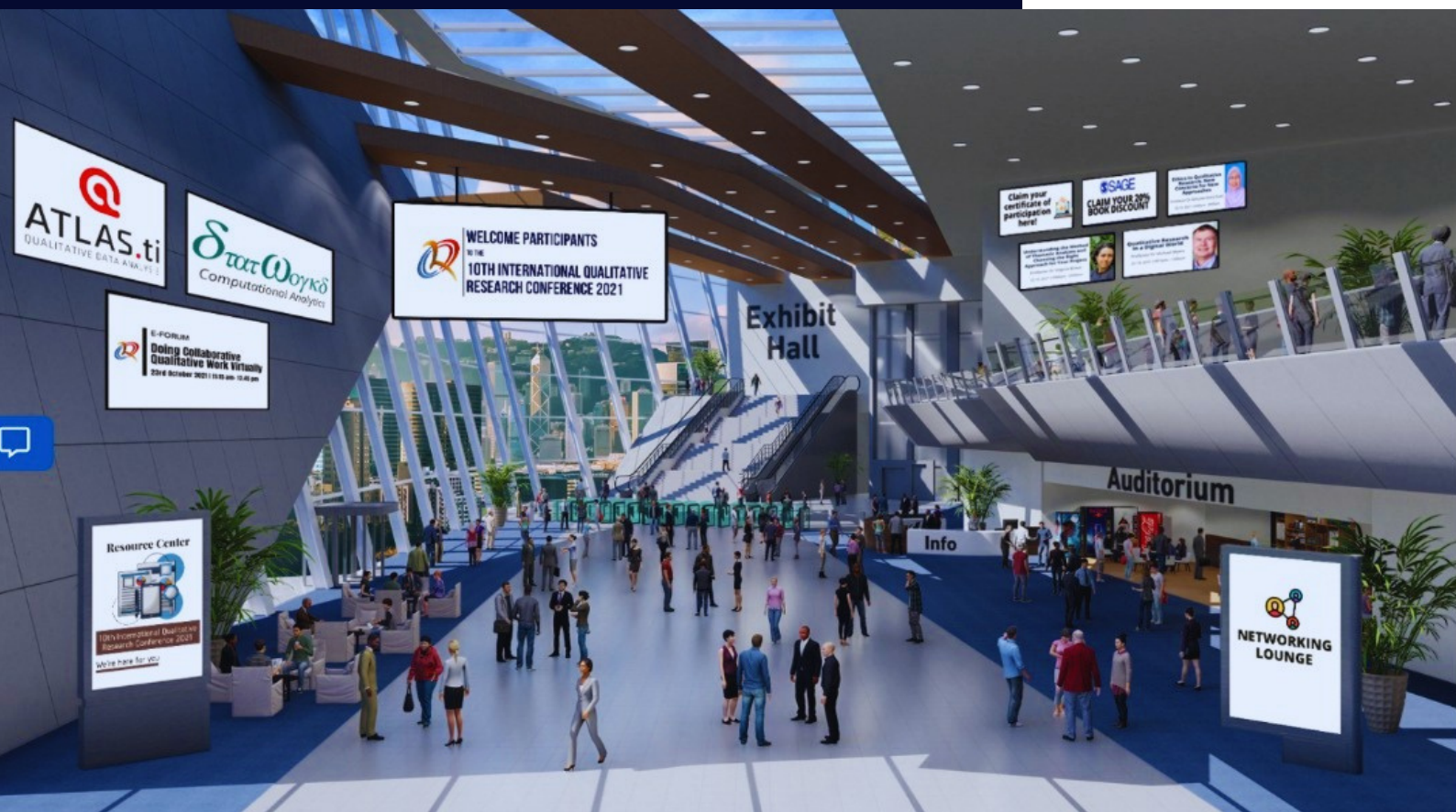


# 10TH INTERNATIONAL QUALITATIVE RESEARCH CONFERENCE 2021

*HUMANNESS & TECHNOLOGY FOR  
QUALITATIVE RESEARCH: NEW  
APPROACHES IN NEW TIMES*



# PROGRAMME BOOK

OCTOBER 21-23, 2021  
0900AM - 0100PM  
VIRTUAL CONFERENCE

**QUALITATIVE  
RESEARCH  
ASSOCIATION OF  
MALAYSIA**

# TABLE OF CONTENTS

---

1

## WELCOME MESSAGE FROM QRAM PRESIDENT

*Meet our QRAM President and welcome to the IQRC2021!*

2

## MEET YOUR SPEAKERS AND E-FORUM PANELISTS

*Know your speakers and e-forum panelists!*

11

## IQRC2021 ORGANISING COMMITTEE MEMBERS

*We are happy to assist you!*

12

## CONFERENCE PROGRAMME

*Know your plenaries and parallel sessions.*

19

## ABSTRACTS

*Check out your abstract! See page 20 until page 75*

20

## DEVELOPING A FENGSHUI-BASED STRATEGIC DECISION-MAKING MODEL FOR MALAYSIA'S PROPERTY INDUSTRY

*Chua Caik Leng*

21

## THE MOVEMENT OF TRADITIONAL MALAY KUIH IN MERSING TOWARDS VIABILITY OF MALAYSIA'S HERITAGE FOOD: A PILOT STUDY

*Mohd Yusof Kamaruzaman , Shahrin Ab Karim , Farah Adibah Che  
Ishak, Mohd Mursyid Arshad*

22

## INTEGRATING CORPORATE SOCIAL RESPONSIBILITY (CSR) WITH HUMAN RESOURCE MANAGEMENT (HRM) PRACTICES: A PROPOSED FRAMEWORK FOR SMALL MEDIUM ENTERPRISES (SMES) IN MALAYSIA

*Salasiah Maerat, Dr. Siti Sarah Omar, Mohd Asmadi Mohd Angsor*

23

## DOUBLE-TRACKING IN QUALITATIVE RESEARCH: CONFRONTING AND THEORIZING DATA COLLECTION CHALLENGES IN LITERACY AND LANGUAGE EDUCATION IN NEW TIMES

*Chong Su Li, Raihana Abu Hasan, Le Ha Van*

24

## USING ONLINE FOCUS GROUP INTERVIEW VIA WHATSAPP TO IDENTIFY LITERACY NEEDS AND RELIGIOUS COPING OF REFUGEES

*Dini Farhana Baharudin, Hazlina Abdullah, Suraini Mohd. Ali*

25

## AN ANALYSIS OF THE EXISTING CHALLENGES IN THE INDIAN NEWS MEDIA-MILITARY RELATIONSHIP FROM INDIAN NEWS MEDIA PERSPECTIVE: A GROUNDED THEORY STUDY

*Dr Kriti Singh*

26

## POSITIVITY DURING THE GLOBAL PANDEMIC AMONG MALAYSIAN COVID- 19 FRONTLINERS: A PILOT STUDY

*Syasyila, K, Lim I.Gin & Zhooriyati, S.M*

27

## AN EXPLORATION OF THE EXPERIENCES OF FIRST-BIRTH WOMEN IN EXCLUSIVE BREAST-FEEDING: A QUALITATIVE STUDY

*Sirajo Mohammed*

28

## EXPLORING THE SOCIAL-CULTURAL AND PSYCHOSOCIAL FACTORS, DRIVERS AND BARRIERS TO MALARIA PREVENTIVE BEHAVIOR IN COMMUNITY EXPOSED TO PLASMODIUM KNOWLESII INFECTION IN SABAH, MALAYSIA

*Nurul Athirah Naserrudin, Rozita Hod, Muhammad Saffree  
Jeffree, KamruddinAhmed, Mohd Rohaizat Hassan*

29

## EXPLORING THE ACCEPTANCE OF ONLINE LEARNING BY UNIVERSITY UNDERGRADUATE STUDENTS

*Nyankson Christabel Kukuwa, Kalei Joethi Sahadevan, Joanna  
Claire Miranda*

# TABLE OF CONTENTS

---

**30**

## **USING REFLECTIVE-CASE BASED LEARNING TO EXPLORE PERSONAL SELF**

*Hadijah Jaffri*

**31**

## **CONSTRUCTING AN EVALUATION TOOL FOR VIRTUAL LABS IN SCIENCE TEACHING**

*Fatma Al-Duhani, Rohaida Mohd Saat, Mohd Nor Syahrir Abdullah*

**32**

## **USING THE TRADITIONAL RECIPE AS DOCUMENT ANALYSIS: DEVELOPING CRITERIA OF CHECKLIST**

*S Ibrahim, Ab.Karim, M.S, SE, Krauss., R Karim*

**33**

## **AN EXPLORATORY STUDY ON WORKPLACE INCLUSION STRATEGY FOR THE UNTAPPED LABOUR POOL OF EX-OFFENDERS**

*Teh Beng Soo & Dewi A. Sapuan*

**34**

## **EXPLORING THE DEVELOPMENT OF A CLOTHING PROTOTYPE TO IMPROVE THE QUALITY OF LIFE AMONG WOMEN AFFECTED BY BREAST CANCER**

*Norazeen Miswat*

**35**

## **THEMATIC ANALYSIS USING EXCEL FOR ANALYZING ETHICAL AND SOCIAL ISSUES IN SOCIAL MEDIA**

*Muhammad Fadzrin Othman, Maslin Masrom, Nik Hasnaa Nik Mahmood, Hasniza Yahya, Wan Normeza Wan Zakaria, Juliana Jaafar, Nor Raihana Mohd Ali, Aslinda Hassan*

**36**

## **USING META-SYNTHESIS IN A NARRATIVE REVIEW: LESSONS AND REFLECTIONS**

*Nur Faraheen Abdul Rahman, Nathan Davies, Sophie Park*

**37**

## **CHALLENGES AND FACILITATORS OF DIETARY DIABETES PREVENTION INTERVENTIONS FOR MALAYSIAN WOMEN WITH GESTATIONAL DIABETES: A QUALITATIVE STUDY**

*Irmi Zarina Ismail, Nur Hafizah Mohamad Sobri, Madeleine Benton, Anisah Baharom, Faezah Hassan, Angus Forbes, Siew Mooi Ching, Hanifatiah Ali, Kimberly Goldsmith, Helen Murphy, Nicola Guess, Barakatun Nisak Mohd Yusof, Nurul Iftida Basri, Mazatulfazura Sf Salim, Ikli Iman Mohd Sa'id, Boon How Chew, Khalida Ismail and Iliatha Papachristou Nadal*

**38**

## **WHAT ARE MALAYSIAN ORAL CANCER PATIENTS' HEALTH SEEKING BEHAVIOR THAT RESULTS IN DELAYED PRESENTATION AT CLINICS?**

*Nurizyani Azhar and Jennifer Geraldine Doss*

**39**

## **PERCEIVED BARRIERS, FACILITATORS AND POTENTIAL TECHNOLOGY SUPPORTED STRATEGIES TO INCREASE PHYSICAL ACTIVITY IN ADOLESCENTS WITH OVERWEIGHT AND OBESITY: A QUALITATIVE STUDY USING THE THEORETICAL DOMAINS FRAMEWORK AND COM-B MODEL**

*Puteri Shanaz Jahn Kassim, Noor Azimah Muhammad, Cecilia A. Essau, Sherina Mohd Sidik, Shamsul Azhar Shah*

**40**

## **REFLECTIONS OF CONDUCTING ONLINE INTERVIEWS: BENEFITS, CHALLENGES AND PRACTICAL SOLUTIONS**

*Azrina Ely Ahmad Azhari, Jim Chai, Claire Anderson*

**41**

## **FACTORS INFLUENCING THE RISE OF ONLINE NEWSPAPERS IN NORTHWESTERN NIGERIA**

*Isyaku Hassan, Usman Ibrahim Abubakar, Qaribu Yahaya Nasidi, Mohd Nazri Latiff Azmi, Abubakar Shehu*

**42**

## **A POST PANDEMIC PHENOMENOLOGICAL STUDY OF MANAGER'S RESPONSE TO PSYCHOLOGICAL STRESS IN THE CONSTRUCTION INDUSTRY**

*Leong Yee Nam, Kap & Dewi A. Sapuan*

# TABLE OF CONTENTS

---

43

**BUSINESS MODEL TRANSFORMATION DURING COVID-19: A CASE OF ELECTRICAL APPLIANCE DEALERS IN JOHOR MALAYSIA**

*Kua Ee Ven & Dewi A. Sapuan*

44

**INDUCTIVE CONTENT ANALYSIS ON THE LIVE REEF FOOD FISH TRADE (LRFFT) IN TUN MUSTAPHA PARK (TMP), SABAH: KEY STAKEHOLDER INTERACTIONS AND TRADE OPERATIONS**

*Mithoo-Singh P.K, Manjaji-Matsumoto B.M. & Sulehan*

45

**USE OF HUMOUR AS A COPING STRATEGY IN THE WORKPLACE DURING A PANDEMIC: A MALAYSIAN CONTEXT**

*Wong Seow Chee & Dewi A. Sapuan*

46

**A QUALITATIVE BEHAVIORAL STUDY EXPLORING USER ADOPTION OF SECURITY MEASURES IN MALAYSIA FOR MOBILE DEVICES**

*Prasad Krishnapillai & Dewi A. Sapuan*

47

**DEFINING THE CONCEPTS OF A SMART NURSING HOME AND ITS POTENTIAL TECHNOLOGY UTILITIES THAT INTEGRATE MEDICAL SERVICES AND ARE ACCEPTABLE TO STAKEHOLDERS: A SCOPING REVIEW**

*Yuanyuan Zhao, Fakhrul Zaman Rokhani, Shariff-Ghazali Sazlina, Navin Kumar Devaraj, Jing Su, Boon-How Chew*

48

**THE SOFT SKILLS EMERGENCY MANAGEMENT SOFT SKILLS THAT MATTER AT THE HARDEST TIMES: A PHENOMENOLOGICAL STUDY OF HEALTH CARE WORKERS' EXPERIENCES DURING KELANTAN FLOOD 2014**

*M. Maznieda, Dalila.R, M. Nurhanie, Rosnah, I. Rohaida, R. Norhayati, A.M Mohd Rizal*

49

**AN INVESTIGATIVE OF PERSONAL FITNESS TRAINERS' TRAINING STRATEGIES IN PLANNING AND IMPLEMENTING FITNESS PROGRAMMING**

*Dr. Jesslyn Oi-Bozeman*

50

**A STUDY ON LIVED CHANGES EXPERIENCES AMONG TRAUMATIC BRAIN INJURY SURVIVORS IN MALAYSIA**

*Nor'ain Abdul Rashid, Lee Khuan, Anisah Baharom, Mohd Mursyid Arshad*

51

**PARENTS' LIVED EXPERIENCE OF ENGAGEMENT IN CHILDREN'S PSYCHOTHERAPEUTIC INTERVENTION**

*Hooi Mei Chuah, Diana-Lea Baranovich, Melati bt. Sumari*

52

**STUDENTS' VIEW ON STEM LESSONS: ANALYZING THE NEEDS TO DESIGN INTEGRATED STEM INSTRUCTIONAL PRACTICES THROUGH SCIENTIST-TEACHER-STUDENTS PARTNERSHIP (STSP)**

*Mohamad Hisyam Ismail, Hidayah Mohd Fadzil\*, Rohaida Mohd Saat, Muhamad Furkan Mat Salleh*

53

**TEACHERS' BELIEFS TOWARDS TEACHING KINEMATICS OF LINEAR MOTION**

*Siti Alifah Syed Jalal & Suzieleez Syrene Abdul Rahim*

54

**A STUDY OF RESEARCHER'S LEARNING EXPERIENCE IN CONDUCTING QUALITATIVE INQUIRY OF ADOLESCENTS WITH AUTISM SPECTRUM DISORDERS ON THEIR SOCIAL EXPERIENCE IN MAINSTREAM CLASSROOM: CHALLENGES AND OPPORTUNITIES.**

*Hasrul Hosshan*



# TABLE OF CONTENTS

---

**55**

**INQUIRY BASED TEACHING OF FRACTIONS  
AMONG PRIMARY MATHEMATICS SCHOOL  
TEACHERS**

*Salmiah Md Salleh & Suzieleez Syreen Abdul Rahim*

**56**

**“IT IS NOT EASY TO BE A HOUSEWIFE, MOTHER,  
STUDENT AND TEACHER. AT THE SAME TIME”  
STORIES OF STRUGGLES AND COPING AMONG  
MALAYSIAN FEMALE TEACHERS AS  
POSTGRADUATE STUDENTS DURING THE  
COVID-19 PANDEMIC**

*Narina A. Samah*

**57**

**ARE THEY TELLING THE TRUTH?  
COGNITIVE DISSONANCE IN IN-DEPTH  
INTERVIEW OF A MULTIPLE-CASE STUDY**

*Wan Safuraa Wan Osman, Fatiha Senom, Shanina Sharatol  
Ahmad Shah*

**58**

**MUSLIM PATIENTS WITH CHRONIC  
KIDNEY DISEASE: A PRELIMINARY  
STUDY**

*Yuzana Binti Mohd Yusop, Zakirah Binti Ahmad Nawi,  
Harmy Mohamed Yusoff*

**59**

**A STUDY ON THE EFFECTIVENESS OF  
TRAINING NEED ANALYSIS (TNA) IN  
SELECTED MANUFACTURING COMPANIES IN  
JOHOR BAHRU DURING A PANDEMIC COVID-  
19**

*Jayakumar s/o Raj, Prof Dr Balakrishnan Muniapan*

**60**

**EXPLORING THE CHALLENGES,  
FACILITATORS, AND NEEDS OF DIETITIANS  
IN DELIVERING DIABETES PREVENTION  
INTERVENTIONS TO WOMEN WITH  
GESTATIONAL DIABETES MELLITUS IN  
MALAYSIAN HEALTHCARE**

*Nur Hafizah Mohamad Sobri, Irmis Zarina Ismail, Iliatha  
Papachristou Nadal, Anisah, Angus Forbes, Nicola Guess,  
Siew Mooi Ching, Hanifatiah Ali, Kimberly Goldsmith, Helen  
Murphy, Barakatun Nisak Mohd Yusof, Choiriyatul azmiyat,  
Ikliil Iman Mohd Sa'id, Boon How Chew, Khalida Ismail and  
On behalf of the MYGODDESS Project Team*

**61**

**THE EXPECTATIONS AND ACCEPTABILITY OF A  
SMART NURSING HOME MODEL AMONG CHINESE  
OLDER PEOPLE AND THEIR FAMILY MEMBERS: A  
QUALITATIVE STUDY**

*Yuanyuan Zhao, Shariff-Ghazali Sazlina, Fakhrol Zaman Rokhani,  
Jing Su, Boon-How Chew*

**62**

**THE PERKS AND DRAWBACKS OF E-MAIL  
INTERVIEW**

*Faizah Mohd Fakhruddin & Fadilah Zaini*

**63**

**THE EXPERIENCE OF DONOR AND RECIPIENT  
MOTHERS IN MILK SHARING VIA LOCAL  
BREASTFEEDING AND BREASTMILK  
DONATION COMMUNITIES ON FACEBOOK**

*Nurul Akma Jamil, Lee Khuan, Cheong Ai Theng, Siti Mariam Muda*

**64**

**STRATEGIC FORESIGHT FOR MICRO  
ENTREPRENEURSHIP GROWTH:  
A STUDY ON EMPOWERING MARGINALISED  
WOMEN IN PENANG**

*Yusnidar Abd. Rahman & Dewi A. Sapuan*

**65**

**EXAMINING POST-PANDEMIC BEHAVIOURAL  
CHANGE IN MANAGING TEAM AGILITY:  
A STUDY OF LEADERS IN MULTINATIONAL  
CORPORATIONS IN MALAYSIA**

*Cheah U-Meng & Dewi A. Sapuan*

**66**

**WATCHING OUT FOR BLIND SPOTS: TOWARDS A  
BALANCED CONCEPTION OF SPIRITUAL WELL-  
BEING IN MANAGEMENT RESEARCH AND  
PRACTICE**

*Jeffrey Yee Khong Loong*

# TABLE OF CONTENTS

---

**67**

## **UNIVERSITY WEBSITES: THE WINDOW INTO THE FUTURE SOJOURN FOR INTERNATIONAL STUDENTS**

Noor Saazai Mat Saad, Sarifah Nurhanum Syed Sahuri, Raudhah Nurdin Muhammad

**72**

## **PUBLIC PERCEPTION ON HEALTH SYSTEMS' RESPONSE TOWARDS EARLY PHASE COVID-19**

Nur Zahirah Balqis-Ali, Munirah Ismail, Rui Ji Ng, Faeiz Syezri Adzmin Jaaffar, Fun Weng Hong, Lee Lan Low

**68**

## **THE ETHNIC MISMATCH IN "MENTOR-MENTEE PAIRING" AND ITS IMPACT ON THEIR ENGAGEMENT: A QUALITATIVE STUDY**

Bharathi Sengodan, P.K. Rajesh, Remya Vallathol, Parthiban Govindarajoo

**73**

## **EXPLORING THE LIVED EXPERIENCES AND COPING STRATEGIES OF FAMILY CAREGIVERS STROKE PATIENT DURING THE COVID-19 PANDEMIC**

Muhammad Iqbal Haji Mukhti, Mohd Ismail Ibrahim, Tengku Alina Tengku Ismail, Iliatha Papachristou Nadal, Suresh Kumar Kamalakannan, Sanjay Kinra and Kamarul Imran Musa

**69**

## **USING ATLAS.TI WEB FOR COLLABORATIVE QUALITATIVE ANALYSIS DURING PANDEMIC: CASE OF CYBERBULLYING**

Ani Munirah Mohamad, Yusramizza Md Isa @ Yusuff, Ahmad Shamsul Abd Aziz, Nor Azlina Mohd Noor

**74**

## **AFTER BREAST CANCER TREATMENT: WOMEN'S PERSPECTIVE ON THEIR INTERPERSONAL RELATIONSHIP**

Shveta a/p Jayaraman

**70**

## **HOW DO PARENTS INTERACT WITH INFORMATION RELATED TO THEIR CHILD'S CANCER? A QUALITATIVE STUDY**

Chai-Eng Tan, Sie Chong Doris Lau, Zarina Abdul Latiff, Kok Hoi Teh, Chee Chan Lee, Sherina Mohd Sidik

**75**

## **EXPLORING THE CHALLENGES IN ROUTINE HEALTHCARE DATA COLLECTION IN PRIMARY CARE SETTINGS: ORAL HEALTHCARE PERSONNEL EXPERIENCES**

Syirahaniza Mohd Salleh, Mohd Zulkarnain Sinor2 Mohd Zarawi Mat Nor, Badariah Tambi Chek

**71**

## **THE GROUNDED THEORY APPROACH: EXPERIENCE FROM A COVID-19 STUDY**

Kalvina Chelladorai, Low Lee Lan, Nurul Iman Jamalul-lail, Tan Yui Ping, Tong Seng Fah

**76**

## **CLOSING REMARKS**

Appreciation post to our sponsors, ATLAS.ti and Statworks, reviewers, speakers, e-forum panelists, the IQRC2021 participants and visitors.



## WELCOME MESSAGE FROM QRAM PRESIDENT

Hi everyone,

A very warm welcome to our distinguished plenary speakers, forum panelists, paper presenters, and workshop and conference delegates of the 10th International Qualitative Research Conference, IQRC 2021 virtual conference.

Thank you for your participation in IQRC 2021. IQRC is a biennial event, where our last conference was conducted a few months before the COVID-19 pandemic in 2019. As we chart our journey through this pandemic, many of us, willingly or unwillingly, had to move to the digital platform in conducting research work along with a whole lot of other activities. It has transformed our lives tremendously. The digital platform is not new; prior to the pandemic, but perhaps, it is our hesitancy and discomfort in adopting it. We were afraid of losing that human touch, which is so central to qualitative work. However, when forced to stay home during the restricted order, many began to discover the advantages of digital platforms. Our participants too, have learned and are getting accustomed to the digital platform. This creates an opportunity to re-examine the rigour and quality of knowledge generation in qualitative work, consistent with the constructivist paradigm, which most qualitative work subscribes to.

Thus, this conference has adopted the theme “Humanness & Technology for Qualitative Research: New Approaches in New Times” to stimulate the discussion and exchange of ideas in establishing a new relationship between people and digital platforms. We are deeply honoured and privileged to have our plenary speakers talk about qualitative research in the digital world, using the right approach to reflective thematic analysis and ethics in this newfound relationship.

GRAM certainly hopes this conference will bring new experience, knowledge, discussion, networking and generate new ideas to your endeavour in the qualitative journey.

Best wishes,  
Professor Dr. Tong Seng Fah  
GRAM President 2020-2022





## **MEET OUR SPEAKER: PROFESSOR MICHAEL MYERS**

### **QUALITATIVE RESEARCH IN A DIGITAL WORLD**

Michael D Myers is a Professor of Information Systems at the University of Auckland Business School, New Zealand. His research interests are in the areas of digital transformation, the social, organizational and cultural aspects of digital technologies, and qualitative research methods in information systems.

He won the Best Paper Award in the Journal of Strategic Information Systems in 2019 (with Simon Chanias and Thomas Hess) for a paper titled “Digital transformation strategy making in pre-digital organizations: The case of a financial services provider.” He also won the Best Paper award (with Heinz Klein) in MIS Quarterly in 1999. Michael served as President of the Association for Information Systems (AIS) in 2006-2007 and as Chair of International Federation of Information Processing (IFIP) Working Group 8.2 from 2006-2008.

He also served as a Senior Editor of MIS Quarterly from 2001-2005 and as a Senior Editor of Information Systems Research from 2008-2010. He currently serves as Editor-in-Chief of the European Journal of Information Systems. Michael is a Fellow and LEO award winner of AIS.





## **MEET OUR SPEAKER: PROFESSOR VIRGINIA BRAUN**

### **UNDERSTANDING THE METHOD OF THEMATIC ANALYSIS AND CHOOSING THE RIGHT APPROACH FOR YOUR PROJECT**

Virginia Braun is a Professor of Psychology from the University of Auckland. She has co-authored with Associate Professor Victoria Clarke on a heavily cited method – thematic analysis in 2006. It is now called reflexive thematic analysis. The original paper on thematic analysis received close to 100,000 citations.

As an academic psychologist, her interest is in examining the relationship between the social, the scientific and the individual, in relation to bodies, sexuality and health. Together with Dr Clarke, they have written an award-winning textbook - Successful Qualitative Research: A Practical Guide for Beginners.

Her new book focuses on data collection: Collecting Qualitative Data: A Practical Guide to Textual, Media and Virtual Methods (co-edited by Victoria Clarke & Debra Gray; Cambridge University Press, 2017). She is also recently edited a Special Issue of Qualitative Research in Psychology on the exciting data collection method called story completion, together with her co-editors - Victoria Clarke, Naomi Moller and Hannah Frith.





## **MEET OUR SPEAKER: PROFESSOR ROHAIDA MOHD SAAT**

### **ETHICS IN QUALITATIVE RESEARCH: NEW CONCERNS FOR NEW APPROACHES**

Dr Rohaida Mohd. Saat is an Honorary Professor at the Department of Mathematics and Science Education, Faculty of Education, University of Malaya. She was the former dean at the faculty and prior to that, she was the Head of Quality Assurance and Accreditation Unit, Quality Management Enhancement Centre (QMEC), University of Malaya.

Her area of specialization and research is in science education, teacher education and qualitative research methodology. She headed several research projects in science education, funded by various agencies. She has authored and co-authored several books, journal articles and research reports in the area of science education and education in general.

She has served in the Editorial Boards of Eurasia Journal of Science, Mathematics and Technology Education, European Journal of STEM Education and Journal of Science and Mathematics in Southeast Asia. She has served the Ministry of Higher Education Malaysia (MOHE) as a MyRA Auditor and on the panel of evaluators for MOHE research grants. She is a trained ISO auditor and lead academic programme assessor in the ASEAN University Network Quality Assurance (AUNQA).





## Meet our e-forum panelists: Doing Collaborative Qualitative Work Virtually



### **Assoc. Prof. Dr. Adina Abdullah** **Universiti Malaya**

Assoc. Prof. Dr. Adina Abdullah is associate professor in the Department of Primary Care Medicine, Faculty of Medicine, University of Malaya. She obtained her first degree and MBBS from University of Nottingham, Nottingham, UK and obtained her PhD degree in University Malaya. Assoc. Prof. Dr. Adina Abdullah is actively engaged in teaching, research, and management work. She is a member of Malaysian Primary Care Research Group. Her research interests are in Primary Care Medicine, Qualitative Research, Health Literacy, Digital Health and Patient Empowerment.



### **Asst. Prof. Dr. Melati Nungsari** **Asia School of Business**

Asst. Prof. Dr. Melati Nungsari is an Assistant Professor of Economics at Asia School of Business (ASB). She also holds an appointment at MIT Sloan School of Management as a Research Affiliate. She's a microeconomist whose research is on labor informality, entrepreneurship, and labor market integration of vulnerable groups, such as refugees, undocumented persons, and urban poor. She has consulted for and worked on research projects with the UN High Commissioner of Refugees, the UN Development Program, and the World Health Organization. She is also the Research Lead for the Rapid Youth Success in Entrepreneurship Program, a Citi-Foundation funded program designed to empower young Malaysians start businesses through business and entrepreneurship training, as well as the Faculty Director for the ASEAN Research Center at ASB, endowed by Maybank. Before joining ASB, Dr. Melati was an economics professor at Butler University and Davidson College in the US.



### **Dr. Chong Su Li** **Universiti Teknologi PETRONAS**

Chong Su Li is Senior Lecturer at the Department of Management and Humanities, Institute of Self Sustainable Building, Universiti Teknologi PETRONAS (UTP), Malaysia. She is also Head of UTP's University Social Responsibility (Education Pillar). She obtained an MPhil and a PhD in Education from University of Cambridge, UK where she was the recipient of St. Edmund's College Dean's Award (2014). Her research interests are in literacy and language education, particularly in the intersections of multilingualism, multimodality and meaning-making. Her latest edited book published by Routledge is Charting an Asian Trajectory for Literacy Education: Connecting Past, Present and Future Literacies (2021). She is the 2021 recipient for United Kingdom Literacy Association's (UKLA) Brenda Eastwood Award for Inclusion and Diversity in recognition of her work in multilingual, multiethnic and multicultural communities.



PROFESSOR VIRGINIA BRAUN  
UNIVERSITY OF AUCKLAND

## **DOING (REFLEXIVE) THEMATIC ANALYSIS: A PRACTICAL INTRODUCTION**

**20 October 2021 | 9 am - 1 pm**

This workshop will introduce participants to the popular qualitative analytic method of thematic analysis. The workshop will mix information and practical activities. I will describe different approaches to thematic analysis, and key design and conceptual considerations for good thematic analysis practice. Activities and tools for doing thematic analysis will be focused particularly on a reflexive approach. In particular, we will give attention to the early phases of coding and theme development.

Participants will all work on a shared dataset and individually and collaboratively build towards analytic insight. Participants will be provided materials ahead of the workshop, and will be asked to do some preparatory work in this regard, so that they can get the most from the practical activities.



PROF. DR STEVEN ERIC KRAUSS@ABDUL  
LATEEF ABDULLAH  
UNIVERSITI PUTRA MALAYSIA



PROF. DR ISMI  
ARIF ISMAIL  
UNIVERSITI  
PUTRA MALAYSIA



ASSOCIATE  
PROFESSOR DR  
MOHD MURSYID  
ARSHAD  
UNIVERSITI PUTRA  
MALAYSIA

## **SUPERVISION AND RIGOUR IN QUALITATIVE RESEARCH**

**20 October 2021 | 9 am - 1 pm**

This workshop will consider several key issues on supervision and facilitating rigour in qualitative research. The workshop agenda will also touch on how the supervisory relationship is experienced by supervisees and colleagues ranging from issues and challenges to recommendations and possible implementation strategies. Making use of personal stories and reflections to describe their experiences, we set out to provide and share the supervisory process of qualitative researchers. The discussion will also focus on the importance of facilitating rigor in qualitative research projects.



DR CHONG SU LI  
UNIVERSITI TEKNOLOGI  
PETRONAS



DR VIGHNARAJAH  
VERITAS UNIVERSITY  
COLLEGE

## WRITING EFFECTIVELY FOR QUALITATIVE RESEARCH: MAKING CRITICAL CONNECTIONS

**20 October 2021 | 9 am - 1 pm**

This workshop introduces key principles and approaches to making critical connections in writing effectively for qualitative research. Using hands-on activities, we will discuss the essence of qualitative writing and the role of various chapters in documenting qualitative research work. We will also scrutinize philosophical underpinnings of qualitative research and how it connects with the narrative and analytics of data interpretation.

Finally, participants will be given time to engage in the writing process to make their own critical connections to get their writing going. This workshop targets postgraduate students and researchers who would like to further explore effective qualitative writing. Participants are encouraged to bring along their research questions and preliminary dataset to facilitate the writing exercise.





PROF. DR TONG SENG FAH  
UNIVERSITI KEBANGSAAN  
MALAYSIA



DATIN CHM. DR NG SOO BOON  
SEGi University

## GROUNDING THEORY FOR BEGINNERS

**20 October 2021 | 2 pm - 6 pm**

Beginning grounded theory methods (GTM) may seem to be a daunting task. Well, it need not be so. This workshop aims to introduce the concepts and methods of GTMs for you to begin a project using this method. Thus, it covers an introduction and justification for GTM and skills to start doing a grounded theory study, i.e. data collection and analysis. It helps if the participants have some basic understanding of the qualitative approach, but this is not a pre-requisite.

The workshops will have exercises in between short didactic sessions. Further reading materials will be given to strengthen participants' understanding and skills in undertaking GTM.



PROF. DR KHATIJAH LIM  
ABDULLAH  
SUNWAY UNIVERSITY



DR IRMI ZARINA ISMAIL  
UNIVERSITI PUTRA  
MALAYSIA



## PHENOMENOLOGY WORKSHOP: BACK TO 'BEING THEMSELVES'

**20 October 2021 | 2 pm - 6 pm**

Although phenomenological research provides rich grounds to investigate our being in the world, there are questions raised to the lack of 'methods' or procedural system in conducting the human scientific study of phenomena. Its actual use in research has been hampered by widespread misunderstandings of its central tenets and by too superficial or too theoretical engagements with philosophical texts. This workshop is targeted at an audience that is interested in the phenomenological tradition and concepts such as "the transcendental subject," "phenomenological reduction," "intentionality," and "embodiment". It is believed that a return to the tradition can help grasp the essential philosophical concerns from which the theories derive. Participants will be introduced both to the practice of phenomenological research and its foundational philosophical concepts in the philosophy of Edmund Husserl, and drawing also upon the work of Martin Heidegger. In addition, students will have an opportunity to dialogue with the facilitator about the applicability of phenomenology to their own research interest. The workshop will focus on methodological questions, practical exercises and possible solutions on how to practice phenomenological research – more specifically:

- How to assess which theoretical background suits the object of investigation.
- How to handle epistemological and ontological questions.
- Exercises and group discussions on participants' projects: how to handle methodological challenges as related to phenomenological research





**Conference Chair:**

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# CONFERENCE PROGRAMME

Pre-Conference Workshop 20 <sup>th</sup> October 2021			
8.00 am 9.00 am	Participants Registration		
9.00 am 1.00 pm	<p><i>Workshop 1 :</i></p> <p><b><i>Doing (Reflexive) Thematic Analysis: A Practical Introduction</i></b></p> <p><i>Professor Dr. Virginia Braun</i></p>	<p><i>Workshop 2 :</i></p> <p><b><i>Supervision &amp; Rigour in Qualitative Study</i></b></p> <p><i>Professor Dr. Ismi Arif Ismail</i>  <i>Professor Dr. Steven Eric Krauss @ Abdul Lateef Abdullah</i>  <i>Associate Professor Dr. Mohd Mursyid Arshad</i></p>	<p><i>Workshop 3 :</i></p> <p><b><i>Writing Effectively for Qualitative Research: Making Critical Connections</i></b></p> <p><i>Dr Chong Su Li</i>  <i>Dr Vighnarajah</i></p>
10.00 am 10.30 am	Morning Break		
1.00 pm 2.00 pm	Lunch		
2.00 pm 6.00 pm	<p><i>Workshop 4 :</i></p> <p><b><i>Grounded Theory for Beginners</i></b></p> <p><i>Professor Dr. Tong Seng Fah</i>  <i>Datin Dr Ng Soo Boon</i></p>	<p><i>Workshop 5 :</i></p> <p><b><i>Phenomenology: Back to “Being Themselves”</i></b></p> <p><i>Professor Dr. Khatijah Lim Abdullah</i>  <i>Dr Irm Zarina Ismail</i></p>	

\* Break times are indicative and subject to the respective speakers' discretion.





21 <sup>st</sup> October 2021: Conference Day 1 (Thursday)				
8.30 am 9.00 am	Participants Registration			
9.00 am 9.15 am	<b>Opening speech : Prof Dr Tong Seng Fah</b> President, Qualitative Research Association of Malaysia (QRAM)			
9.15 am 10.00 am	<b>Plenary 1: Prof Dr. Michael Myers</b> <b>Chair: Prof. Dr. M. Shahrin Ab Karim</b> <i>Qualitative Research in a Digital World</i>			
10.00 am 10.30 am	Break			
Venue	Session 1a	Session 2a	Session 3a	Session 4a
Parallel Sessions	Business, Management	Research design & methodology in qualitative research	Health Sciences	Education
10:30 am 11:30 am	<b>Chair:</b> <i>Prof. Dr Geetha Subramaniam</i>	<b>Chair:</b> <i>Dr Jeya Velu</i>	<b>Chair:</b> <i>Dr Irmi Zarina Ismail</i>	<b>Chair:</b> <i>Prof Dr Rohaida Mohd Saat</i>
Parallel Paper Presentation Session 1:	<b>Presenter:</b> <i>Chua Caik Leng</i> Developing a Fengshui-based strategic decision-making model for Malaysia's property industry	<b>Presenter:</b> <i>Chong Su Li</i> Double-tracking in qualitative research: Confronting and theorizing data collection challenges in literacy and language education in new times	<b>Presenter:</b> <i>Zhooriyati Sehu</i> Positivity during the global pandemic among Malaysians COVID-19 front liners: A pilot study.	<b>Presenter:</b> <i>Joanna Miranda Claire</i> Exploring the acceptance of online learning by university undergraduate students
	<b>Presenter:</b> <i>Muhd Yusuf Kamaruzaman</i> The movement of traditional malay kuih in Mersing towards viability of Malaysia's heritage food: A pilot study	<b>Presenter:</b> <i>Dini Farhana Baharudin</i> Using online focus group interview via WhatsApp to identify literacy needs and religious coping of refugees	<b>Presenter:</b> <i>Sirajo Mohamed</i> An Exploration of the Experiences of First-birth Women in Exclusive Breast-feeding: A Qualitative Study.	<b>Presenter:</b> <i>Hadijah Jafri</i> Using reflective-case based learning to explore personal self
	<b>Presenter:</b> <i>Salasiah Maerat</i> Integrating corporate social responsibility (CSR) with human resource management (HRM) practices: a proposed framework for small medium enterprise.	<b>Presenter:</b> <i>Kriti Singh</i> An analysis of the existing challenges in the Indian News Media- Military Relationship from Indian News Media perspective: A grounded theory study	<b>Presenter:</b> <i>Nurul Athirah Naserrudin</i> Exploring the social-cultural and psychosocial factors, drivers and barriers to Malaria preventive behavior	<b>Presenter:</b> <i>Fatma Al Duhani</i> Constructing an Evaluation Tool for Virtual Labs in Science Teaching
11:30am- 11:45am	Break			

	Session 1b	Session 2b	Session 3b	Session 4b
<b>11:45 am- 12:45 pm</b>	<b>Business Management</b>	<b>Research design &amp; methodology in qualitative research</b>	<b>Health Sciences</b>	<b>Reconciliation &amp; partnership in technology</b>
<b>Parallel Paper Presentation Session 2:</b>	<b>Chair:</b> <i>Prof. Dr. M. Shahrin Ab Karim</i>	<b>Chair:</b> <i>Mr Hariz Zainal Abidin</i>	<b>Chair:</b> <i>Prof Dr Khatijah Lim Abdullah</i>	<b>Chair:</b> <i>Dr Chong Su Li</i>
	<b>Presenter:</b> <i>Shalawati Ibrahim</i> Using the traditional recipe as document analysis: Developing criteria of checklist	<b>Presenter:</b> <i>Muhd Fadzin Othman</i> Thematic Analysis Using Excel for Analyzing Ethical and Social Issues in Social-Media	<b>Presenter:</b> <i>Irmis Zarina Ismail</i> Challenges and facilitators of dietary diabetes prevention interventions for Malaysian women with gestational diabetes: a qualitative study	<b>Presenter:</b> <i>Azrina Ely Ahmad Azhari</i> Online Interview: Benefits, Challenges and Solutions
	<b>Presenter:</b> <i>Teh Beng Soo</i> An Exploratory Study on Workplace Inclusion Strategy for the Untapped Labour Pool of Ex-Offenders	<b>Presenter:</b> <i>Nur Faraheen Abd Rahman</i> Using meta-synthesis in a narrative review: lessons and reflections	<b>Presenter:</b> <i>Jennifer Doss</i> What are Malaysian Oral Cancer patients' health seeking behavior that results in delayed presentation at Clinics?	<b>Presenter:</b> <i>Isyaku Hasan</i> Factors influencing the rise of online newspapers in Northwestern Nigeria
	<b>Presenter:</b> <i>Norazeen Miswat</i> Exploring the development of a clothing prototype to improve the quality of life among women affected by breast cancer		<b>Presenter:</b> <i>Puteri Syahnaz Jahn Kassim</i> Perceived barriers, facilitators and potential technology supported strategies to increase physical activity in adolescents with overweight and obesity: A qualitative study using the Theoretical Domains Framework and COM-B model	<b>Presenter:</b> <i>Leong Yee Nam</i> A Post Pandemic Phenomenological Study of Manager's Response to Psychological Stress in the Construction Industry

22 <sup>nd</sup> October 2021: Conference Day 2 (Friday)				
9:00 am – 9:45 am	<b>Plenary 2: Prof Virginia Braun</b> Understanding the method of thematic analysis and choosing the right approach for your project <i>Chair: Dr Jeya Velu</i>			
9:45am-10:00am	Break			
	Session 1c	Session 2c	Session 3c	Session 4c
Parallel Sessions	Business Management	Research design & methodology in qualitative research	Health Sciences	Education
	<i>Chair: Prof. Dr. Geetha Subramaniam</i>	<i>Chair: Associate Professor Ts Dr Maslin Masrom</i>	<i>Chair: Prof Dr Khatijah Lim Abdullah</i>	<i>Chair: Datin Dr Ng Soo Boon</i>
10:00am-11:00am  Parallel Paper Presentation Session 3:	<b>Presenter: Yvonne Kua Ee</b> Business Model Transformation during Covid-19: A Case of Electrical Appliance	<b>Presenter: K.Prasad A/L S.Krishnapillai</b> A Behavioral Study in Malaysia on User Adoption of Security Measures for Mobile Devices	<b>Presenter: Jesslyn Oi-Bozeman</b> An investigative of fitness trainers' training strategies in planning and implementing fitness programming	<b>Presenter: Mohamad Hisyam Ismail</b> Students' view on stem lessons: analyzing the needs to design integrated stem instructional practices through scientist-teacher-students partnership (STSP)
	<b>Presenter: Paramjeet Kaur</b> The Live Reef Food Fish Trade (LRFFT) in Tun Mustapha Park (TMP), Sabah: Key Stakeholder interactions and trade Operations	<b>Presenter: Zhao Yuanyuan</b> Defining the concepts of a smart nursing home and its potential technology utilities that integrate medical services and are acceptable to stakeholders: A scoping review	<b>Presenter: Nor 'Ain Abdul Rashid</b> A study on lived changes experiences among traumatic brain injury (TBI) survivors in Malaysia.	<b>Presenter: Siti Alifah Syed Jalal</b> Teachers' Beliefs towards Teaching Kinematics of Linear Motion
	<b>Presenter: Wong Seow Chee</b> Use of Humour as a Coping Strategy in the Workplace During a Pandemic – a Malaysian context	<b>Presenter: Maznieda Mahjom</b> The soft skills emergency management that matters at the hardest time: a phenomenology study of health care worker's experiences during Kelantan flood 2014	<b>Presenter: Mary Chuah Hooi Mei</b> Parents' lived experience of engagement in children's psychotherapeutic intervention	
11:00 am-11:15am	Break			



	Session 1d	Session 2d	Session 3d	Session 4d
<b>11:15 am 12:15pm</b>	<b>Education</b>	<b>Research design &amp; methodology in qualitative research</b>	<b>Health Sciences</b>	<b>Reconciliation &amp; partnership in technology</b>
<b>Parallel Paper Presentation Session 4:</b>	<i>Chair: Assoc Prof. Dr. Irene Tan</i>	<i>Chair: Prof Dr Khatijah Lim Abdullah</i>	<i>Chair: Dr Irmi Zarina Ismail</i>	<i>Chair: Mr Jason Raj</i>
	<b>Presenter:</b> <i>Hasrul Hosshan</i> A study of researcher's learning experience in conducting qualitative inquiry of adolescents with autism spectrum disorders on their social experience in mainstream classroom: challenges and opportunities.	<b>Presenter:</b> <i>Wan Safuraa Wan Osman</i> Are they telling the truth? Cognitive dissonance in in-depth interview of a multiple-case study	<b>Presenter:</b> <i>Nur Hafizah Muhamad Sobri</i> Exploring the challenges, facilitators, and needs of dietitians in delivering diabetes prevention interventions to women with gestational diabetes mellitus in Malaysian healthcare	<b>Presenter:</b> <i>Faizah Fakhrudin</i> The perks and drawbacks of e-mail interview
	<b>Presenter:</b> <i>Salmiah Md Salleh</i> Inquiry based teaching of fractions among primary mathematics school teachers.	<b>Presenter:</b> <i>Yuzana Md Yusop</i> Muslim patients with chronic kidney disease: a preliminary study	<b>Presenter:</b> <i>Zhao Yuanyuan</i> The expectations and acceptability of a smart nursing home model among Chinese older people and their family members: A qualitative study	<b>Presenter:</b> <i>Nurul Akma Jamil</i> Malaysian Mothers Experience in Milk Sharing via Local, Breastfeeding & Breastmilk Donation Community in Facebook
	<b>Presenter:</b> <i>Narina A. Samah</i> "It is not easy to be a housewife, mother, student and teacher at the same time": Stories of struggles among Malaysian female teachers as postgraduate students during COVID-19 pandemic.	<b>Presenter:</b> <i>Jayakumar S/O Raj</i> A Study on the Effectiveness of Training Need Analysis (TNA) in Selected Manufacturing Companies in Johor Bahru		

23 <sup>rd</sup> October 2021: Conference Day 3 (Saturday)				
9:00am-9:45am	<b>Plenary 3: Prof Rohaida Mohd Saat</b> <b>Chair: AP Dr Irene</b> Ethics in Qualitative Research: New Concerns for New Approaches			
9:45am-10:00am	<b>Break</b>			
<b>Venue</b>	<b>Session 1e</b>	<b>Session 2e</b>	<b>Session 3e</b>	<b>Session 4e</b>
<b>Parallel</b>	<b>Business Management</b>	<b>Education</b>	<b>Health Sciences</b>	<b>Health Sciences</b>
	<i>Chair:</i> <b>Prof. Dr. M. Shahrin Abd Karim</b>	<i>Chair:</i> <b>Dr Erda Wati Bakar</b>	<i>Chair:</i> <b>Associate Professor Ts Dr Maslin Masrom</b>	<i>Chair:</i> <b>Mr Hariz Zainal Abidin</b>
10:00 am 11:00 am  <b>Parallel Paper Presentation Session 5:</b>	<b>Presenter:</b> <b>Yusnidar Abdul Rahman</b> Strategic foresight for Micro Entrepreneurship growth: A study on empowering marginalised women in Penang	<b>Presenter:</b> <b>Noor Saazai Mat Saad</b>  The window into the future sojourn for international student	<b>Presenter:</b> <b>Tan Chai Eng</b>  How do parents interact with information related to their child's cancer? A Qualitative Study	<b>Presenter:</b> <b>Muhammad Iqbal Haji Mukhti</b> Exploring the Lived Experiences and Coping Strategies of Family Caregivers Stroke Patient During the COVID-19 Pandemic
	<b>Presenter:</b> <b>Cheah U-Meng</b> Examining Post-Pandemic Behavioural Change in Managing Team Agility: A Study of Leaders in Multinational Corporations in Malaysia	<b>Presenter:</b> <b>Bharathi Sengodan</b> The ethnic mismatch in "mentor-mentee pairing" and its impact on their engagement: a qualitative study	<b>Presenter:</b> <b>Kalvina Chelladorai</b> The Grounded Theory Approach: Experience from a COVID-19 Study	<b>Presenter:</b> <b>Shveta a/p Jayaraman</b> After Breast Cancer treatment: Women's Perspective on their interpersonal relationship
	<b>Presenter:</b> <b>Jeffrey Yee</b> Watching out for blind spots: towards a balanced conception of spiritual well-being in management research and practice	<b>Presenter:</b> <b>Ani Munirah Mohamad</b> <i>Using ATLAS.ti web for collaborative qualitative analysis during pandemic: case of cyberbullying</i>	<b>Presenter:</b> <b>Nur Zahirah Balqis-Ali</b> Public perception on health systems' response towards early phase COVID-19	<b>Presenter:</b> <b>Syirahaniza Md Salleh</b> Exploring the challenges in routine healthcare data collection in primary care settings: oral healthcare personnel experiences
11:00am-11:15am	<b>Break</b>			
11:15am-12:45pm	<b>Forum</b> <b>Moderator: Datin ChM. Dr Ng Soo Boon</b> <b>Speakers: Assoc Professor Dr Adina Abdullah (UM), Asst. Prof Dr Melati Nungsari (Asia School of Business) and Dr Chong Su Li (UTP)</b> Doing Collaborative Qualitative Work Virtually			





# ABSTRACTS





## **Developing a fengshui-based strategic decision-making model for Malaysia's property industry**

Chua Caik Leng

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In the property industry, stakes are high. The perfect condition of a reasonable time and information for stakeholders to get a sense of confidence to make well-guided decisions is unheard-of. To compound the problem, opinion-based factors like Fengshui is pervasive in Malaysia's property industry. Although this phenomenon significantly impacts strategic decision (SD) making in the property industry, few mainstream academics would like to indulge too much in an esoteric subject like Fengshui. Whether we choose to ignore this phenomenon or not, Fengshui is still a serious concern to the local players and any global players operating or wishing to invest in Malaysia. This study aims to develop a model for Malaysia's property industry to address Fengshui-based SD making. Transcendental phenomenology is adopted to examine the Fengshui subscribers' experience without losing its lived, first-person character. Fourteen participants of Malaysia's captains of the property industry formed the purposive sample. The researcher has prior familiarity, his own lived experience and prolonged engagement with the subject matter. Therefore, the Modified Stevick-Colaizzi-Keen method is employed, including pre-reflective descriptions by the participants and interpretive reflections by the researcher to examine the lived experience of factoring in Fengshui to SD making. Criteria of this method also require that the researcher's profile fits the purposive sample, and the research question under investigation is also his passion. Data were simultaneously collected via in-depth interviews, analysed by coding, and organised into themes until saturation. The final model lets the business leader know whether the SD stakeholder he is dealing with is an Aliever SD maker, Acquiescer SD maker, or a Believer SD maker. Understanding how Fengshui subscribers make SD enables business leaders to adapt to their environment and act according to the way (Dao) the situation naturally encourages.

**Keywords:** Fengshui, Strategic decision making, Phenomenological Research, Malaysia's property industry

## **The movement of traditional Malay kuih in Mersing towards viability of Malaysia's heritage food: a pilot study**

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Food has long been associated with the sustenance of human beings and since civilizations, it has also developed into an important and valuable heritage of differing communities. Especially to Malaysia, the multi ethnicity nuances bestowed the land with a complex food heritage. Even the traditional Malay kuih offers delicacies ranging from sweet to savory, together with different textures, aromas, and colors. However, the traditional Malay kuih itself barely surviving in the local diet. Evidently, reports are increasing on the loss of some of the kuih from the local market. Thus, this pilot study was aimed to establish initial knowledge for an-ongoing research. Qualitative research method is employed and administered using the phenomenological case study approach. The primary outcomes were generated from three experts of traditional Malay kuih in Mersing, Johor. In-depth interviews were utilized to explore the efforts of keeping the viability of traditional Malay kuih in the contemporary diet era. This study seeks to explore the viability of such delicacies through the sustenance of its production and consumption between the supply and demand, theorized by the transactional communication model. Through the transactional communication, the experts and consumers developed mutual relationships as to keep the sustenance of traditional Malay kuih existence. This can be seen from themes analyzed by the thematic analysis employed. The emerged themes include 1. Innovating production practicality; and 2. Varying business scales with regards to the efforts on how the traditional Malay kuih being made. Both are to equilibrate supply and demand which recognized as the effective interactions between both parties that expand the niches of at-home productions as well as commercial productions. This is further supported by other themes of 1. Communicating openly between experts and consumers, 2. Allowing exposure to inculcate heritage appreciation, and 3. Expanding business networks, in the attempt to make the traditional Malay kuih to be widely acknowledged, appreciated and thus, viable in the local diet. These themes revolve around the communication of both experts and the consumers which then implies to the existence of the traditional Malay kuih. The findings of this pilot study are sought to legislate future research with regards to the viability of traditional Malay kuih, and further, the sustainability of Malaysia's food heritage. As the transactional communication theoretically explains the effectiveness of nurturing the viability of traditional Malay kuih between experts and consumers, inputs from the consumers are suggested to triangulate the main data for more rigorous future research. After all, both parties are the senders and receivers whose communications are vital to strengthen the existence and exposure of the delicacies in the local market and potentially to future enthusiasts.

**Keywords:** Resilience, Wheat Crop Production, War Zone

## **Integrating corporate social responsibility (CSR) with human resource management (HRM) practices: a proposed framework for small medium enterprises (SMEs) in Malaysia**

Salasiah Maerat<sup>1</sup>, Dr. Siti Sarah Omar<sup>1</sup>, Mohd Asmadi Mohd Angsor<sup>1</sup>

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Developing and implementing CSR has become a critical component of an organization's social responsibility. Due to growing concern and value of CSR to HRM in an organization, researchers have emphasized an increased interest in debating the integration between these categories. The study on integration of CSR and HRM has been interest by many researchers. However, the lack of empirical research on the integration between CSR and HRM in practice among SMEs in Malaysia has led to a lack of understanding of how these two ideas are linked in dynamic and complex organizational CSR in Malaysia's SMEs perspective. In order to bridge this knowledge gap, this exploratory study examines what CSR practices have been implemented in HRM functions, examines to what extent CSR is embedded in HRM functions, and proposes a framework for integration between CSR and HRM. This study provides both theoretical and practical contributions, especially in identifying the linking between CSR and HRM as well as role of HRM for the success of CSR operations. In resource-based view theory, HRM is critical in order to achieve effective CSR practice through programme run by companies, such as training and development, employment recruitment and compensation provided. Addition, in stakeholder theory businesses must consider and respond equally to the interests of shareholders, employees, customers and communities. CSR is about change management at the organizational level in an ethical manner. From an internal perspective, socially responsible practices are focus on employees such as human capital investment, health and safety, and management change. External influences also involve a diverse range of stakeholders, including suppliers and customers. Therefore, CSR and HRM are intimately connected and serve the same purpose. The population will be SMEs in Malaysia, which have implemented CSR in their organization's HRM function. This is positioned in an explanatory paradigm and uses qualitative research methods, as it is deemed the most suitable method to explore subjective nature of the data under study. Data collection methods are in-depth interview, documents analysis and observation. Researcher employs interview method to collect data from the selected SMEs using certain criteria of purposive sampling. The number of SMEs and respondents will be determined based on the data saturation. The interviewees will be the owner-managers of SMEs, the HR Manager and employees of the companies. Triangulation of data will be gathered from various parties and various documents. These data will be analyzed by using thematic analysis and NVivo software. This software is relevant to be used in order to identify the meaning, features, and integration of CSR and HRM functions in SME companies. This study will provide exploratory findings for SMEs on the opportunity to enhance their understanding of how CSR is embedded in HRM functions in SMEs. The result of this study attempts to make a contribution to the management of HRM in SMEs by exploring the impact of CSR and functions of HRM in the private sectors of SME companies. For instance, provide individual benefits to the improvement of employee well-being. It improves organizational performance by improving employee satisfaction and organizational commitment contribute to societal well-being through favorably influencing the community in which companies operate and developing labour practices that adhere to CSR ideals.

**Keywords:** Corporate Social Responsibility, Human Resource Management, Small and Medium Size Enterprises (SME), Embedding of CSR in HRM



**Double-tracking in qualitative research: Confronting and theorizing data collection challenges in literacy and language education in new times**

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This paper highlights the experience of three researchers' projects located within the field of literacy and language education, all adopting some aspects of qualitative research paradigm, caught in the crosswinds of Covid-19 restrictions during the data collection phase. Particularly, the research objective of the projects is focused on the way language and literacy education intersect in the lived literacy experience of research participants who are in primary school, pre-university and university levels. Although different in their research questions and objectives, these three research projects share the same expectations with regards to eliciting talk through qualitative interviewing from research participants who are assumed to navigate the world of language learning and literacy practice. These research participants are expected to share a part of their lived literacy experience. This is made more complex when these research projects are positioned in multilingual and multicultural contexts. This is because potential complexities emerging from translation, cross-linguistic choices and cross-cultural messages may confound the data collection process. Where previously, these complexities could be mitigated through the use of exchanged gestures and the understanding of facial expression or body language, with traditional methods like face-to-face interviewing now becoming unsustainable, new questions of how digital platforms can be equally trustworthy, are raised. Central to this query is whether or how a research participant's conveying of lived human experience can be fully captured when done through the digital medium. Following this, two main issues pertaining to the re-shaping of practical fieldwork (i.e., confronting problems) and research paradigm (i.e., theorizing ideas) respectively will be explored. Using the concept of double-tracking to engage with changes in theory and practice, the paper offers both practical and theoretical guides for how qualitative data can be collected with trustworthiness, at a time when physical, face-to-face communication is no longer feasible.

**Keywords:** Literacy education, Language education, Double-track, trustworthiness, digital platform

## **Using online focus group interview via WhatsApp to identify literacy needs and religious coping of refugees**

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Online interview method in qualitative research is considered relatively new in Malaysia. However, due to the COVID-19 pandemic outbreak, the use of this online method has become more common as it provides an alternative to researchers in collecting data. The purpose of this paper is to describe reflections and gain insights from the experience of using WhatsApp as a tool in conducting online focus group interview with a vulnerable population. Reflecting on a study to identify refugees' literacy needs and religious coping, the research team comprising of three researchers and six student enumerators unfold the advantages and challenges of online focus group interview using WhatsApp. The participants were recruited from a non-governmental organization (NGOs) which promotes human rights specifically of women, children, refugees, and migrants. Informed consent for the study was gained with the help of the refugee's community leader. The analysis of the participant interviews and researcher reflections reveals three key advantages and challenges of online group interviews with refugees. The advantages are familiarity with use, engaging and convenience, as well as safety and comfort. On the other hand, the challenges include uncertainty of language/ vocabulary, platform limitations, and network issues. This study shows that with careful planning, it is possible to conduct online focus group interviewing via WhatsApp successfully with minimal technological issues. There is also the potential to recruit more diverse participants whether in terms of geography or demography as they can be connected via online. It is evident that further research is merited since this fully online approach enables uninterrupted data collection to the research process, particularly when working with vulnerable populations.

**Keywords:** online focus group, qualitative, literacy, religious coping, refugees

## **An analysis of the existing challenges in the Indian News Media-Military relationship from Indian News Media perspective: A grounded theory study.**

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Media plays an important role in our everyday lives. It plays multiple roles like a source of information, watchdog, gatekeeper, agent of change, mobiliser, educator etc. Media prominence and role become more critical and crucial, during a conflict situation, which can be either due to internal threats or external threats like war. Reporting during conflicts is another challenging task for journalists. Every conflict is fought on at least two grounds: on the battlefield and in the minds of the people via propaganda. This research study made an attempt to understand and analyse the challenges of Indian news media while reporting from the conflict zone, with special reference to Jammu and Kashmir (J&K) conflict. The research paper was a part of a qualitative research study, based on grounded theory as advocated by Juliet Corbin and Anselm Strauss. The objective of the research paper was to understand the existing challenges in the Indian News Media- Military Relationship from Indian News Media Perspective. The media-military relationship, in the Indian context, appeared to be marred by a certain degree of mistrust and a lack of mutual understanding and knowledge. One of the key reasons being differences in institutional objectives. There was scope to analyse this issue in the Indian context in more depth, from the perspective of the media and the military. In the context of military/defence reporting, the Indian media has often been under criticism for the quality of the reportage, lack of the set journalistic standards and military understanding. This provided scope to investigate this issue further and identify elements of good or bad journalism, which this paper endeavoured to answer. This research study was based on the techniques and procedures suggested by Juliet Corbin and Anselm Strauss's Grounded Theory (GT). The approach adopted by the research study included a collection of data and its analysis and documenting observations based on analysis of the data. This was followed by coding, identifying categories, recognising properties and dimensions in categories, identifying relationships between generated categories and identifying the core category, which paved the way to a substantive theory. The primary data collection was done through in-depth, semi-structured interviews. The selection of participants was done by non-random sampling technique, under which purposive sampling was done. The respondents in this group were from the Indian armed forces veterans and defence reporters with conflict reporting exposure. The defence journalists who were interviewed have worked for both print and television news media. In total twelve respondents were interviewed till theoretical saturation was achieved. The research paper made an attempt to analyse the existing Indian media-military relationship in Jammu and Kashmir conflict post-Kargil war with reference to the Kargil Review Committee Report. It strived to bring new knowledge, revisit the old concepts and observe emerging patterns. It made an attempt to bring out the hidden opportunities for interaction between two institutions and open up vistas for future researchers. The research tried to bring out the challenges, faced by the two institutions during their interaction. This will provide scope for further research, which might result in a paradigm shift in the present state of affairs of the Indian media-military relationship or explore a new dimension to the existing relationship.

**Keywords:** Media, Military, Conflict, Grounded Theory

## **Positivity during the global pandemic among Malaysian Covid-19 frontliners: A pilot study**

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The positive COVID-19 cases in Malaysia have reached up to 24,599, which is unsolicited and often seen as a challenge for frontliners. The medical system in Malaysia is at stake, while the frontliners find it hard to accept the hurdle as days go by with situations that cause them to not only be exhausted physically but psychologically. The purpose of this study aims to improve the interview questions, let alone upgrades the overall research. It also objectifies to discover the meaning in life as an intervention among the Malaysian COVID-19 frontliners during the outbreak. This study emphasized the qualitative research method with the interpretative phenomenological research design to collect data. With purposive and snowballing sampling techniques, two COVID-19 hospital and clinic healthcare workers, with inclusion criteria of giving service during the pandemic by caring and supervising patients directly or indirectly, were recruited from Selangor and Kuala Lumpur. The themes that emerged from the data analysis including principle progression, mutual inclusion, religious affiliation, community empowerment, unique mannerism, and self-actualization. (1) Upon discovery, this study found that Malaysian frontliners could preserve their meaning in life by mainly contributing to career engagement. They could be responsible for the coming generations since they recognize it as the progression of their life. (2) As perceived by the frontliners, home is where their love and inspiration are bound to confront occupational stress. The support and motivation from their wives, children, and other family members, is the factor that makes them remain positive and understand their meaning in life. Understanding companions that could foster their human connection could defeat the dreadful COVID-19 infection. (3) Also, Malaysia is a multicultural country where religion is one of the clearest telescopes through which the frontliners can behold the beauty of meaning in life, and it allows them to undergo personal devotion by the concept of life after life while referring to the spiritualism that they believe. (4) In that manner, their heart would be surrounded by generosity, and they call attention to social welfare. They strive to give back to the community and be role models to the patients by enlightening the illiterate. Frontliners are apt to depend on the social circumstances accompanying emotional support from their peers, as they receive collective reinforcement to form social inclusivity and achieve social transformation. (5) They are considerate of their action by utilizing the happiness set-point theory, together with the try-and-error concept. Undeniably, the COVID-19 outbreak has diminished their meaningful life, while they strive to have the positive anticipation by owning a characteristic to count on blessing with genuineness and gratefulness. (6) Despite having the desire for acknowledgment like recognition, Malaysian frontliners contemplate for the better with self-motivation and self-reflection to look after their mental and physical health. Meaning in life for Malaysian COVID-19 frontliners is abruptly declining due to the recent spike in cases with critical variants. Fortunately, they could achieve their life satisfaction with their meaning in life belatedly to generate positivity during the global pandemic as a frontliner.

**Keywords:** Meaning in Life; COVID-19 Pandemic; Frontliners; Malaysia; Qualitative Study



## **An Exploration of the Experiences of First-birth Women in Exclusive Breast-feeding: A Qualitative Study**

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The joint World Health Organization (WHO)/UNICEF Baby-Friendly initiative have identified ten steps towards successful breastfeeding. Step number five focuses on teaching mothers how to breastfeed and how to maintain lactation for optimum breastfeeding. However, poor first-time mothers in rural areas and some working-class women in urban areas of Kebbi state, Nigeria have low rates of exclusive breastfeeding mainly due to lack of proper teaching and awareness. A recent study of urban mothers living in informal settlements in Kebbi State, Nigeria has indicated low application of the WHO recommendations on breastfeeding with very few working mothers expressing breast milk (EBM) for housemaids to give their infants. Meanwhile, rural mothers in the community do not receive adequate teaching on the importance of exclusive breast feeding. These mothers are not given proper health talk and health teaching at the antenatal care appointments (ANC) due to poor health system. In view of the inadequate information available on infant feeding strategies among rural and urban first-time mothers in Kebbi state, Nigeria, the present study aims to explore the experiences of first-time mothers on exclusive breastfeeding (EBF); as well as the possible factors that cause negative experience. The research questions for this study are:

1. What do participants learn about EBF during antenatal appointment?
2. What programme design factors influence learning about EBF among first-time mothers?

A qualitative research method in which participants play an active, rather than a passive, role will be used, thus allowing the abstraction of a particular aspect of human behaviour (experience of first-birth women). I will apply phenomenological approach because it describes the experiences of the participants. A purposive sampling will be used to recruit the sample, hence individuals and sites selected will be based on the purposeful information they can give about the research problem and central phenomenon in the inquiry. The strategy of snowballing involves initially locating a few individuals with relevant criteria and interviewing them, and then, asking these participants to introduce the names of other people who meet the same criteria as they do. The criteria for recruiting the samples are:

- Mother giving birth for the first time.
- Have attended ANC appointment.

Data will continue to be collected until saturation point is achieved. Different sources of data will also be utilized such as personal interviews, non-participation observations and documents. Hence, there will be data triangulation as a qualitative research approach. The data obtained will be analysed using the constant comparative and thematic analysis method. The timeframe of the present study will be six months for data collection and analysis considering the duration of the interview and transcription. It is expected that the findings of the present study will be helpful toward redesigning the campaign on EBF in Nigeria. It is hoped that, some new ideas will contribute towards encouraging women on EBF.

**Keywords:** First-time Mothers, Exclusive breastfeeding, first birth women, milk supply, supplement



### **Exploring the social-cultural and psychosocial factors, drivers and barriers to Malaria preventive behavior in community exposed to Plasmodium Knowlesi infection in Sabah, Malaysia**

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*Plasmodium knowlesi* (*P. knowlesi*) is a zoonotic infection involving the Macaque monkey, the Anopheles mosquito, the environment, and humans. The increasing incidence of *P. knowlesi* is an emerging public health threat, despite the decline of human malaria cases worldwide. The World Health Organization established the need to prevent and mitigate more strategies to combat this zoonotic disease. According to the Special Programme for Research and Training in Tropical Diseases (TDR), an effective and sustainable malaria intervention programme requires understanding the community's socio-cultural aspect and human behavior from the local context. The majority of previous studies on *P. knowlesi* were built on quantitative studies. They have made assumptions, despite their significance, about the risk factors and exposure to *P. knowlesi* malaria. This study takes a step back -aiming to explore the socio-cultural and psychosocial factors to malaria preventive behavior using multimethod design. In Phase 1, the study will involve experts – selected using purposive and snowball sampling - to achieve a consensus on the proposed socio behavior change framework to *P. knowlesi* malaria. The experts are individuals from the study field either academician or the government bodies. The consensus on the study framework, will be based upon iterative processes of three Delphi study rounds. The framework will acts as a theoretical lens in guiding the Phase 2, the exploratory study among the adult, living in a subdistrict with high incidence of *P. knowlesi* malaria in Sabah, Malaysia. Besides exploring the socio-cultural and psychosocial factors, we also aim to translate the community views and concern to policymakers for future *P. knowlesi* programs. The exploratory study will use different methods such as Focus Group Discussion (FGD) among adults with history of *P. knowlesi* malaria, in depth interviews with influential person in the village such as the head of villages and faith leaders, and photovoice method among adult residence in the village who shows interest to participate by responding to shared pamphlets in the villages. The participatory approach using photovoice will recruit participants using purposive and convenience sampling method. Each method will have questions guide to assist with the data collection. The multimethod approach will complement, initiate more discovery and perspectives of the theoretical framework, and expand the breadth and range of the study inquiry. All participants require consent to allow participation in the study. The researcher is the research tool and will be reflexive with the data collection, analysis, and interpretation. Electronic communication using software will also be used considering the current COVID-19 pandemic status and movement control order. All data will be analyzed by thematic analysis. To ensure the trustworthiness of the study, member checking, thick description of data, and peer debriefing will be performed alongside triangulation of data by multiple qualitative methods. A record of the research paths will be kept for the audit trail. Although this research is specific to a particular geographical area, the results of this study may provide fresh insights for other geographical locations and spur future studies to investigate related-research.

**Keywords:** Plasmodium knowlesi, malaria, preventive behavior, participatory research

**Exploring the acceptance of online learning by university undergraduate students**

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The rapid spread of the novel coronavirus (COVID-19) starting from China to the rest of the World has caused World Health Organization (WHO) to quickly declare it as a pandemic in March 2020. Everything was brought to a standstill. Many governments including Malaysia went into total lockdown bringing almost all aspects of life, including education to a temporary halt. Subsequently all educational institutes had to move to teaching online to restart educational activities. Lectures and student began to get connected virtually. Technological advancement made possible a quick shift from the traditional way of learning to modern online learning using various online tool. This shift required quick adaptation by lecturers and students. Before this pandemic, only a few universities used online learning as a supplementary method. Most of the universities were not prepared to move into full online learning when the pandemic hit. To provide uninterrupted education in the future, optimization of online learning is crucial. The aim of this study was to explore the acceptance of online learning by students from a private university in Ipoh, Perak in West Malaysia. The theoretical model adopted for this research was the Technology Acceptance Model (TAM). It has been used to predict the use and acceptance of information communication and technology (ICT) by individuals as well as verified through different studies in technologies such as e-mail, hospital information system under different circumstances. Others have used it to examine the individual technology acceptance behavior in different information systems. In this study, a qualitative research was used with the thematic data analysis approach. The informants were students pursuing an undergraduate degree at a university. Two methods of sampling were used to gather informants, namely purposive and convenience sampling method. There were twelve students who agreed to be the informants, of which eight were females and four were males. Their age ranged from 20 years to 24 years old. The informants came from different areas of specialization. The information was collected through two separate focus groups discussion. Each focus group consisted of six participants. The main researcher took on the role as the moderator for both the groups. At the beginning of the session, the moderator asked introductory questions to engage her informants. It was followed by probing open ended questions. The sessions were recorded and then transcribed. The data was coded and then categorized into themes. Three major themes emerged. Perceived usefulness of e-learning tools, perception of ease by using e-learning tools and attitudes towards e learning. The major findings of this research showed that the informants, irrespective of their areas of specialization found the online tools to be useful and they were acceptable to study through online learning. In conclusion, most of the informants were able to adapt to the technology with ease. They became comfortable learning online using different online learning tools. The results from this study can be used to inform the government that they may want to consider to give incentives to university to change to online learning platforms for courses that does not involve use of laboratories. The university ranking system should also incorporate online learning as part of the ranking.

**Keywords:** Online learning, qualitative research, convenience sampling, purposive sampling, focus group, thematic analysis

## Using reflective-case based learning to explore personal self

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Reflective-case based learning is a learning strategy which combines the elements of reflective thinking with case-based learning which I use in one of my postgraduate courses (Psychology of Personality). Reflective-case based learning is a term I coined which incorporates Gibb's reflective cyclical phases (1988) and case-based learning principles as proposed. Gibb's reflective cycle comprises of six cyclical phases: description, feelings, evaluation, analysis, conclusion, and action plan. Other than Gibb's reflective cycle (1988), reflective-case based learning also embeds principles of case-based learning. According to Rosenstand case-based learning involves using a case in which a work method, problem and discipline can take in any form. In this course, cases are not specified or readily accessible but rather it would be crafted based on students' personal reflective narrations which contain behavioral description of their personality traits. Other than crafting cases, discussion in forums and analyzing cases using lexical analysis are a part of the reflective-case based assignments which incorporated Rosenstand's case-based learning principles and Gibb's six reflective cyclical phases. In this case, students were given sequential mini assignments that needed to be completed within eight weeks of study. For this course, normally there would be two categories of students attending it. The first category of students would take the course as an elective. The second category of students are those who would take the course as a requirement for a Master in Counselling education to obtain licensing as professional counsellors in Malaysia. My awareness on my post-graduate students' specialization necessitates me as the instructor to ensure that they not only learn about various personality theories but also have the appreciation towards various personality theories in enhancing their understanding about their personal selves. In this case, students are expected to be able to propose insightful interpretation of personality traits based on relevant personality theories. Thus, in line with the objectives of the course in which it emphasizes on engaging students to participate actively in class, reflective case-based learning is implemented to enhance students' understanding and ability in differentiating individual personality in terms of unit of analyses, structure of personality, factors which influence personality as well as the relationship of personality with other aspects of human life with reference to existing personality theories. For this course, even though appreciation towards personality theories is not a part of the course learning outcomes, but I believe it is important to inculcate students' appreciation towards personality theories. For continuous quality improvement of this course, I assessed students' appreciation towards various personality theories through an open-ended questionnaire which was given to the students at the end of the semester. In general, students were asked about their perceptions and understanding about themselves in terms of their personality traits by relating it to relevant concepts based on personality theories. In specific students were asked about their appreciation of personality theories in terms of its applicability in explaining principles of personality that are relatable to their personality traits. Data collected through the open-ended questionnaire show that students can relate personality theories with their personality traits, and they also show appreciation in relating personality theories to examine human's unique personality traits.

**Keywords:** active learning, case-based learning, personality psychology, reflective activity



## Constructing an Evaluation Tool for Virtual Labs in Science Teaching

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Virtual laboratories are one of the recent advances in Information and Communication Technologies (ICT)-based learning which exist alongside the traditional school laboratory. They provide students with materials, tools, and lab sets on computers to perform experiments individually or in a group anytime and anywhere. To be effective in students' learning, virtual laboratories must be well-designed and should have the required usability characteristics. There are numerous virtual lab software and websites which educators need to choose from if not going for the option of creating their customized virtual lab. However, there aren't any universal criteria for assessing the quality of these virtual laboratories. Therefore, this study, investigate on the development of a virtual laboratory in teaching Electricity, intends to identify the main criteria for the evaluation of the existing virtual science laboratories. The criteria that have been identified in this study will be used to construct an evaluation tool. This evaluation tool is expected to be useful in guiding educators in the selection of the appropriate and suitable virtual lab for the teaching and learning of science. The identified criteria are also expected to be beneficial for instructional designers, content developers, and educational technology specialists in designing and developing new virtual laboratories. To address this issue, basic qualitative research was employed which involved seven instructional design and educational technology specialists including academics, web designers and teachers. A semi-structured interview was utilized in this study. The interview protocol was constructed based on the literature and discussion with science educators and instructional designers. The protocol was reviewed and validated by six science educators, including two professors in science education, two senior lecturers in science education, and two science teachers. Thematic analysis was utilized to analyse the collected data. Three main criteria emerged from the analysis. These are technical, pedagogical, and teaching and learning environments. Each one of these main criteria has several sub-criteria. The technical criteria comprise usability, accessibility, interactivity, and social interaction. Whereas pedagogical criteria include content, guided instructional materials, and self-assessment. The teaching and learning environment criteria include collaborative learning as well as the presence and support of teachers. As a result, these three main criteria served as the rubrics for the development of the Evaluation Tool. These criteria will also be applied in designing and developing a virtual laboratory for teaching electricity.

**Keywords:** Virtual lab, Science, Criteria, Evaluation tool

## Using the traditional recipe as document analysis: developing criteria of checklist

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There is a lack of information about the Malaysian consumption interest of Bajau food in comparison with other Malaysian cuisines. The unavailability of data on authentic Bajau food is limited and is unknown to the public, and if there is data available, most are not done scientifically. Bajau food's complexity is not confined to just the arrays of unique and delicious dishes, but it is also a rich embodiment of the culture, traditions, and practices of the Bajau community. Thus, there is a need to use the ethnography case study to understand the Bajau food culture. An ethnography case study is when the researcher employs the ethnography method in a case study and focuses on building an argument about culture, group or community. In ethnography, a researcher learns about the participant from the inside. Data collection such as in-depth interviews, focus group discussions, and observation is employed to answer the research questions. Scientific documents on Bajau food are scarce; the analysis of their traditional recipes is crucial as it will contribute to new knowledge. This study highlight (i) the attribute of Bajau food, (ii) the practice of Bajau food and (iii) the culture of Bajau people. Findings such as this are essential to the Bajau community and the public as this finding introduces the ethnic group to society. Aside from pictures, interview transcripts, and videos, documents such as recipes are crucial to be collected during actual fieldwork. These collected recipes are traditional recipes used and practised by the families and passed among the generation of Bajau. It must be sorted and analyzed so that assumptions can be confirmed about Bajau food. These recipes usually consist of the recipe for the breakfast item to the main meal. Once this collection of recipes is gathered, the researcher will read thoroughly and familiarize herself with the data. The recipes are grouped according to the type of food or meals. The recipes are recorded into a Microsoft Excel table according to the coding unit. The data then summarize in a table by the frequency it appears in the recipes. A total of 102 recipes were accumulated during the data collection period. Through document analysis, criteria of the checklist were then developed using Microsoft Excel. The objective is to classify the characteristic of Bajau food by the expert and the Bajau community. From the recipes, twelve attributes were chosen as the checklist criteria. The attribute is the number of ingredients used, the primary ingredient used, essential ingredients, flavour builder, style of cooking, cooking technique and its flexibility, explicit instruction shared, level of difficulty (simple to complicated), preparation and cooking time, cooking equipment, type of meal and number of time recipe repeated.

**Keywords:** ethnography case study, document analysis, traditional recipe, Bajau food, criteria



## **An exploratory study on workplace inclusion strategy for the untapped labour pool of ex-offenders**

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The decades long troubling situation on the employment of foreign workers has been further exacerbated by the Covid-19 pandemic. Manufacturing, plantation, services, and construction sectors bear the brunt as a result of foreign workers returning to their home countries and the concurrent recruitment freeze imposed by the government. On the one hand, Malaysia is experiencing a shortage of unskilled labour in such sectors. On the other hand, there is also a looming crisis facing the country in terms of the increasing number of prisoners. Local prisons are overcrowded as they are currently being occupied by over 20,000 more prisoners than the total space is intended for. The purpose of this study is to design a mechanism in hiring ex-offenders or offenders under probation to fill the void for unskilled labour, and at the same time increase the chances of ex-offenders successfully returning to and integrated into society. Ideally, this mechanism will serve as a multi-pronged intervention to address economic and societal issues. This qualitative inquiry is designed to gain insights into the current situation of inclusion or non-inclusion of stigmatised minority in the workplace, and capture the lived experiences of ex-offenders returning to society. Narratives by those who are involved in successfully transforming ex-offenders into functioning and contributing members of society will be weaved into the convergence of multi-sourced data for sense-making and to elucidate meaning. In practical terms, this research intends to advocate for a transformational human resource policy through the design of a workplace inclusion strategy that recognises ex-offenders as worthy workers. The main question this research seeks to answer is, "How do human resource policies influence the hiring, retaining, and the development of ex-offenders as employees?" It then seeks to gain further insights by probing about factors that enable cross-sector collaborations in the employment of ex-offenders, influence ex-offenders in securing employment after re-entry, employers' perceptions of ex-offenders in relation to their considerations of employing ex-offenders, and employers' apprehensions in investing for the career upskilling and development of ex-offenders. This study takes on a phenomenological approach to capture experiences from a variety of stakeholders as informants. The population sample will be drawn from companies there have been successful cases of ex-offender employment. Data will be collected via semi-structured interviews with successfully employed ex-offenders, their employers, and key representatives of the prison authority and non-governmental organisations. A total of twenty in-depth interviews will be conducted and interviews of additional informants shall continue until data saturation is achieved. A narrative analysis will then be carried out, followed by a triangulation exercise for an extensive process of sense making to generate findings. It is hoped that the research findings will be used to inform policy makers in developing a robust, and sustainable integration mechanism in promoting the hiring and career progression of ex-offenders.

**Keywords:** workplace inclusion strategy, ex-offenders, phenomenology study, transformational, strategic human resource

## **Exploring the development of a clothing prototype to improve the quality of life among women affected by breast cancer**

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Breast cancer is one of the leading cancers afflicting Malaysian women. Due to advancement in technology, various types of cancer treatment have now emerged. Despite the cancer treatment being successful, the effect of the treatment still remains. These include physical changes, pain dimensions, as well as negative perceptions of self. The impact of these effects changes the patient's quality of life. In normal circumstances, clothing plays a role as a protector to the wearer. However, for women affected with breast cancer treatment, clothing is used to hide the impairment caused by the treatment they underwent. One of the most important issue for breast cancer survivors is to be able to put on and take off clothes their clothes without the help of others. The purpose of the study was to explore attributes that could contribute to the development of clothing prototypes for women who are affected by breast cancer treatment. Qualitative case studies were used in this study. The study began with the use of a questionnaire that served as a basis for the construction of a semi-structured interview protocol. In addition, the use of technical drawings as probing material, and the construction of clothing design sketches was also utilized. The informants for this research were selected using purposive sampling approach, where a homogeneous sample of  $n = 10$  women who had received cancer treatment. The informants' age ranges from 30 to 60 years old and there were from several states like Melaka, Selangor and Kuala Lumpur. The development of adaptive clothing was based on Functional, Expressive and Aesthetic (FEA) consumer needs model and Universal Design Principles in order to accommodate the needs of those with disabilities. Thematic analysis was used to analyze the data in which four themes have been derived. The themes are types of design, fastening button, fabric and fit. The ten breast cancer survivors had chosen the prototype that best fits the four themes. The prototype was successfully developed and adaptive in nature, which serves as an extension to the existing clothing. The features of the prototype consist of button down on front opening, suitable button width, high quality thermal fabric to absorb moisture and heat, also to reduce friction at the treatment area. Although the use of adaptive clothing in Malaysia is still in early stages, the need is not denied by those involved. All the features incorporated in the prototype can improve the quality of life because survivors become more confident and able to go on with life as usual. In conclusion, the concept of adaptive clothing might be extended to other treatment effects of other diseases. It can be regarded as a tool to allow survivors to be more independent and confident. In this regard, information on how to dress and the role of adaptive clothing need to be explored and communicated effectively so that the public is aware of the adaptive products developed.

**Keywords:** adaptive clothing, breast cancer, prototype, qualitative

## **Thematic analysis using excel for analyzing ethical and social issues in social media**

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Social media (SM) is rapidly evolving set of technologies primarily encompassing a group of social networking sites, such as Facebook, Instagram, Tik-Tok, and Twitter, that enable efficient, free global communication within a social network. For many people, SM is reshaping their social world, rewriting the rules of social engagement and sociability. The use of SM has grown drastically in the past decade. Referring to the data released by the Malaysian Communication and Multimedia Commission (MCMC), more than half of the population are internet users and more than 90 percent of the internet users visit social networking platforms as their online activities. Referring to the same data, most of internet users are between the ages of 20s to 40s. Despite the drastic changes in SM uses, many ethical and social issues arise. The critical issues that occur in the existence of the SM among others are the spread of fake news, online harassment, privacy issues, and cyberbullies. Therefore, this research aims to gain some insights about the ethical and social issues in SM among university student in Malaysia. Ethnography will be the qualitative approach for the study whereby this approach is the best approach to study people in their own environment through the use of methods such as participant observation and face-to-face interviewing. The research will apply purposive sampling as an approach to seek subjects who have some specific knowledge or expertise relevant to the topic. In other words, they are rich in the information needed for this study. Online interview will be conducted as a method for data collection from 28 students from Universiti Teknologi Malaysia (UTM). The data will be analyzed using thematic analysis whereby Microsoft Word and Microsoft Excel will be used as a tool to code and organise the key point and themes. The thematic analysis is a data analysis process in which themes and relationships are established by identifying statements or phrases of the data. This research involved six phased, from i) familiarization the data set from both respondents and moderators, and ii) generating systematic codes, by identifying the relevant data within the data set, and iii) tagging the data with specific phrases or words. Next, iv) process the pattern formation, and v) identification of the first version of theme development. Theme development involves examining codes and combining, clustering, or collapsing the codes together into bigger or more meaningful patterns. Finally, vi) generate and review the top five key points per theme in addition to the key points related to the research. The approach integrates a widely used application software suite for organizing, coding, and classifying data. The features that Microsoft Excel offers as a tool to organize the key points or themes, crucially do not require advanced knowledge of the software. This research will emphasize the importance of the data analysis step in increasing the validity and reliability of findings and outline a method of analysis that is accessible to the researchers.

**Keywords:** Ethical Issues, Social Issues, social media, Thematic Analysis, Excel

**Using meta-synthesis in a narrative review: lessons and reflections**

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Systematic review is a secondary data study that has been burgeoning for the past decades. Unprecedented global crisis such as Covid-19 pandemic has ushered qualitative ways of conducting systematic review to a new dawn, as fieldwork research and social interactions are put on halt. Meta-synthesis as a method of qualitatively analysing evidence in the literature has been used in the health professions research. Still, its use is limited compared to a better-established method such as meta-ethnography. In this paper, we would like to share our experience of using meta-synthesis in the analysis of a systematic review study on clinical reasoning teaching and learning in undergraduate primary care medical education. The protocol for this systematic review study was registered, peer-reviewed and published with the Best Evidence in Medical Education (BEME) website. Six review questions guided the data mining. Data of the included studies were extracted using a pro forma based on a set of priori. Meta-synthesis was conducted in three-orders of synthesis. First order involved describing findings based on the review questions. Second-order accrued inductive thematic analysis using constant-comparative methodology. We were being deliberate when choosing a qualitative paper as the first anchor study for this phase due to the richness of its findings. Third order synthesis used a deductive approach of mapping out themes from the ten steps of transformative learning theory cycle (the codes), with evidence from the included literature. We also inferred facilitators and barriers to transformative learning in clinical reasoning within the primary care context. At the end of the synthesis process, we reflected on our experience of using meta-synthesis, focusing on its utility, feasibility, strengths, and limitations. Based on our experience, the utility of meta-synthesis as a method of analysing systematic review was encouraging. It provided us with the ability to interpret and integrate findings from qualitative, quantitative, and mixed-method research. Given the exploratory nature of our systematic review, the use of a narrative synthesis was deliberate. However, because meta-synthesis was less used by qualitative reviewers, there was a sense of vulnerability and uncertainty about what the final output should look like. These precarious feelings were overcome with the structure of three order synthesis, that allowed for a systematic data analysis. The iterative exercise of constant-comparison method ensured rigour. Further, a guiding theoretical framework also allowed us to balance between achieving the bigger picture research objectives, with emerging knowledge that was meaningful. The limitation to this method, that it was a protracted process, and can only be achieved with adhering to the structure, good planning, diligence, and patience. In conclusion, we share about the use of meta-synthesis as a feasible method of qualitative review analysis of heterogeneous studies. Its utility is enhanced with the integrative and interpretive nature of its process. Meta-synthesis is an alternative for qualitative researchers in embarking in systematic review projects, not just for health professions educators, but beyond.

**Keywords:** systematic review, narrative synthesis, meta-synthesis, primary care, medical education research, Patient-clinician consensus.



### Challenges and facilitators of dietary diabetes prevention interventions for Malaysian women with gestational diabetes: a qualitative study

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Women with gestational diabetes mellitus (GDM) are at higher risk to develop diabetes. Dietary modification is essential in diabetes prevention interventions (DPI) for women with GDM prevent future diabetes. Limited information is known regarding women's experiences of diabetes prevention during pregnancy with GDM especially in Malaysia, a country with multi ethnic population. This study explored women's experiences of dietary modification during pregnancy for the prevention of future diabetes and factors (challenges and facilitators) that influence them. This qualitative study was conducted as the first phase of a larger study to provide women with GDM with a mobile application. Individual interviews and focus group discussions with women in the antenatal period with GDM from three public health clinics in the Greater Klang Valley, Malaysia were conducted from September 2020 to February 2021. The interviews were transcribed verbatim and analysed using thematic analysis. Five focus groups and seven in-depth interviews were conducted with 20 women with GDM aged 26-41 years old. The dietary interventions that women with GDM underwent during pregnancy to prevent diabetes included: 1) healthy snacking, 2) home cooked meals and 3) consuming a balanced diet. Challenges that influenced the interventions for healthy diet during pregnancy included: 1) difficulty in accessing healthier ingredients, 2) inadequate information regarding diabetes and DPI 3) resisting food norm, 4) limited time for DPI, and 5) health concern (hunger spells and concurrent illness). Meanwhile, the factors that facilitated the dietary interventions included: 1) intrinsic motivation (self-experience and personal preference), 2) knowledge and information acquisition (Asian based food and from trusted sources), 3) health concern, 4) social circle and 5) social media and digital application. The experiences of women with GDM in Malaysia in preventing future diabetes were similar to previous research conducted in other countries. However, women in this study indicated several personal limitations to dietary modification including adjusting to their typical cultural family meals and overall lack in knowledge. Factors that facilitated DPI included having information in digitalized platform that are personalized to culture and their first language. These factors can be utilized in future diabetes prevention intervention to motivate women and increase adherence to dietary modification. This study gives an insight to the policy makers to incorporate digital tools when developing personalized DPI tools for Malaysian women who are at risk of diabetes.

**Keywords:** diabetic prevention intervention, dietary changes



**What are Malaysian oral cancer patients' health seeking behavior that results in delayed presentation at clinics?**

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Oral Cancer ranks as the sixth most common cancer worldwide. Recent research in Malaysia has shown that about two-thirds (67.1%) of oral cancer patients present only when the disease is advanced. Notably, patient delay constitutes the majority of overall total delay time and is influenced by the patients' characteristics especially their health-seeking behavior. Patient delay is defined as the time from the onset of symptoms to first contact with medical person, and has been attributed as the main reason for poor patient survival rates. The aim of this qualitative study was to explore the patterns of health-seeking behavior among Malaysian oral cancer patients and identify behavior that led to their delayed presentation at clinics. This is a qualitative exploratory study. In-depth semi-structured interviews were conducted with 35 oral cancer patients having disease stages ranging from TNM stage III to IV, who were treated at six tertiary regional centers managing oral cancer throughout Peninsula Malaysia, Sabah and Sarawak. Interviews were audio-recorded, transcribed verbatim, coded using NVivo (version 10.0) qualitative software and analyzed using framework analysis. Patients tended to interpret their early disease symptoms as a minor condition and did not consider it as requiring immediate attention. Those from a low education background failed to interpret their symptoms most likely due to a lack of knowledge. Four main types of patients coping procedures causing to delay in seeking help emerged: 1) self-remedy 2) self-medication using unconventional medicine 3) seeking traditional healers/medicine and 4) consulting general medical practitioners (private sector) instead of the dentists. Patient-related factors cultural beliefs and religious practices; socio-economic status did not universally contribute to delay. Malaysian patients' preference to seek private sector general medical practitioners as their first option of seeking care was another reason for professional delay. In conclusion, low levels of public education and awareness as well as medical practitioners' inability to detect early signs of oral cancer were found to influence patients' health-seeking behavior which resulted in their delay in seeking help and being diagnosed early. The findings of this study have pertinent implications to oral cancer control strategies in Malaysia whereby an expanded focus on awareness and training is urgently needed to target front liners of our healthcare system, in particular, medical practitioners and pharmacists, who play a crucial role in reducing oral cancer patient's delayed seeking of care for their cancer diagnosis.

**Keywords:** Oral cancer, health seeking behavior, awareness, self-regulatory model, patient related factors.

**Perceived barriers, facilitators and potential technology supported strategies to increase physical activity in adolescents with overweight and obesity: A qualitative study using the Theoretical Domains Framework and COM-B model**

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Many adolescents today do not meet the recommended guidelines on physical activity due to sedentary behaviour, which in turn leads to the increasing prevalence of obesity in this population. Obesity in youth will not only pose risk towards obesity in adulthood, but also predispose to many other non-communicable diseases and other adverse health outcomes. It is crucial to gain understanding of the barriers faced by overweight and obese adolescents to engage in regular physical activity and reduce their sedentary behaviour, as their perceptions may differ from adolescents in general. Behavioural determinants can be explored using the Capability, Opportunity, Motivation, Behaviour (COM-B) model from the Behaviour Change Wheel (BCW), along with the application of Theoretical Domains Framework (TDF) to further explore the psychological determinants of behaviour. The identification of barriers and facilitators to increase physical activity among adolescents with overweight and obesity will enable tailoring of behaviour change interventions to encourage and sustain physical activity behaviour in this target population. This study aims to explore perceived barriers and facilitators to increase physical activity and reduce sedentary behaviour in adolescents with overweight and obesity using the TDF and COM-B model, as well as to ascertain their needs and preferences regarding implementable strategies with an emphasis on technology supported interventions. Participants will be recruited using convenience sampling through social media advertisements. Interested participants will be screened for eligibility, which are: 1) aged 10-19, 2) overweight or obese (based on CDC/IOTF criteria), 3) does not meet the minimum amount of physical activity by WHO, defined as at least 60 minutes of moderate to vigorous intensity of physical activity per day; following which participant information sheet will be given. A minimum of ten adolescents will be recruited for this study. Prior to the interview, written informed consent will be acquired by both participants and their respective parents, and participants' demographics will be obtained. In-depth semi-structured interviews (IDIs) will be conducted online with all participants, using a topic guide which is informed by the COM-B and the TDF domains to explore perceived barriers and facilitators to increase physical activity and reduce sedentary behaviour. In addition, the participants will also be asked on their needs and preferences for a digital health intervention. All interviews will be digitally recorded, anonymized and transcribed verbatim. Further IDIs will stop at point of saturation. Descriptive statistics will be reported to summarise participant characteristics. Thematic analysis will be used to analyse the interview using Atlas.Ti software, first using an inductive approach, followed by a deductive mapping to link to the TDF which could then be mapped to the COM-B. Quotations from participant responses will be selected to illustrate key themes. The findings from this study will not only provide a detailed description of the perceived barriers and facilitators to increase physical activity among adolescents with overweight and obesity but will also inform the design and development of a theory-based digital behaviour change intervention to address this target behaviour in this population, by matching identified determinants to appropriate behaviour change techniques in the intervention.

**Keywords:** Adolescent, obesity, behaviour change, physical activity, sedentary, health technology, digital intervention.

## Reflections of conducting online interviews: benefits, challenges and practical solutions

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Collecting data online is nothing new in the qualitative research world and researchers from different range of disciplines have been using the internet as a medium of conducting interviews, focus groups, observations and document analysis. With the sudden emergence of SAR-Cov-2 at the end of 2019, most researchers have been forced to shift from using the traditional way of collecting qualitative data to using digital tools. The implementation of the Movement Control Order (MCO) in Malaysia has also significantly affected the recruitment of participants and data collection in my research. Due to that, I was pushed to think of different ways of collecting data without further delaying my research and recruited and interviewed participants online. Currently, there are several digital tools available that researchers can utilize to interview participants virtually, for example, Zoom, Microsoft Teams and Google Meet. Some even have functions to help researchers to record the conversation and transcribe at the same time, for example, Microsoft Teams. Apart from that, researchers can also use social media and instant messaging applications to recruit participants by disseminating posters or details of their research. When conducting my research, I found that by using the internet I could reach more people from all over Malaysia that fitted my sampling frame, and the interviews could be done at any time and any place which suited the participants without both the interviewers and the respondents having to leave their houses. However, there are some challenges that I faced when conducting interviews online. Issues around technology such as internet connection and participant's level of technological competence, getting the right timing to do the interviews, developing rapport with participants as well as missing nonverbal cues and eye contact are some of the things that need to be thought about when interviewing people online. Careful planning is needed before conducting the interview to ensure these issues are kept to the minimum. For example, the need to use digital tools participants are familiar with and letting the participants know if there is disruption of internet connection, coming up with alternative mode of communication, confirming and reminding participants on the date and time of the interview via instant messaging applications, having small talk before starting the interview and listening attentively when participants are talking. Conducting interviews online is a suitable alternative to use during this New Time. However, areas around accessibility, inclusion and equality should also be considered as not everyone has the equal access to digital tools. Qualitative researchers who are using online methods also must be engaged in deeper self-reflection and reflexivity to ensure the suitability of using the internet for collecting qualitative data and interacting with participants.

**Keywords:** Qualitative research, interview, digital tools, online, internet

## Factors influencing the rise of online newspapers in northwestern Nigeria

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Advancements in communication technology have greatly facilitated news delivery and readability. However, this development has led to a significant decline in print newspaper readership globally. As such, many newspaper owners have fully embraced new technology, while others are still hesitant of “going digital”. Thus, understanding how online newspapers gain popularity can guide media owners’ decisions. In Nigeria, the daily sales of print newspapers have been in decline at an alarming rate since 2010. According to the Advertisers’ Association of Nigeria (ADVAN), only one in every 470 Nigerians buys a newspaper daily. Research shows that this decline could be due to internet proliferation and the introduction of online newspapers. Therefore, this study aims to explore the factors influencing the rise of online newspapers in Northwestern Nigeria from the perspectives of media experts and readers of local newspapers. The study employed a mixed-method approach in which standardized open-ended interviews and survey questionnaires were used as data-gathering instruments. The data were collected and analyzed using inductive thematic in two phases. First, interview data were gathered from a purposive sample of six educated professionals (two newspaper marketing and circulation managers and four news production experts). Subsequently, findings obtained from interviews were further examined from newspaper readers’ perspectives using a descriptive survey. The survey data were collected from a random sample of 330 local newspaper readers via self-developed questionnaires and analyzed using descriptive statistics. The study is guided by the theoretical assumption of the Uses and Gratification theory that audiences are powerful in the course of media impact. Findings from the interview data showed that factors responsible for the rise of online newspapers include accessibility, affordability, timely updates, convenience, the emergence of social media, ability to verify news stories, readers’ demography, tabloidization of print newspapers, the general decline in reading culture worldwide, as well as reluctance to reinvent print newspapers technologically. Findings from the survey data further revealed that timely updates and the emergence of social media are the most significant factors influencing the rise of online newspapers. Despite continuous improvements in technology, print newspapers may continue to exist. However, publishers must integrate the Web and strengthen their online presence, and simultaneously, employ technical decisions to provide quality print. This is because readers, most of whom have migrated to the Web, are influential in the course of media impact, as specified in the central theoretical assumption of Uses and Gratification theory. It was envisaged that this study would influence the decisions of media owners, journalists, and media professionals in strategizing ways to fully embrace the new technology by highlighting the importance of integrating the Web. This study is limited to factors influencing the rise of online newspapers in Northwestern Nigerian, further research may include other parts of Nigeria to provide more generalizable results in the Nigerian context.

**Keywords:** Digital news, new media, newspaper, readership, online reading



## **A post pandemic phenomenological study of manager's response to psychological stress in the construction industry**

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Psychological health has developed into a global concern in the modern era. Psychosocial hazards such as work stress and fatigue have a detrimental effect on mental health over time, effecting both individual focus and organizational production. Unmet timetables, a lack of complete control over staff, project environment pressures, and inter-organizational friction and conflict are all well-known sources of tension for strategic and operational stakeholders. In the construction industry, time stretching is an additional crucial concern as it jeopardizes workplace safety and workers' physical and mental health. The 2017 National Health and Morbidity Survey states 29% of Malaysians have depression and anxiety disorder, an increase by 17% recorded within a duration of 6 years. This scenario continues to perpetuate as complexities in work life heightens due to the pandemic. More recently, a 2019 study by AIA Malaysia finds that 20-29% of employees in the country's healthiest workplaces experience work stress due to lack in perceived authority at work. Evidently, construction companies cannot afford to downplay the issue of employees' mental health as poor judgments can cause detrimental effects on the companies' reputation, their going concern, and most importantly, human lives. This research aims to gain insights into how managers in the construction sector strategically and tactically respond to psychological stress. Questions in this study revolve around construction managers' response to psychological stress, the decision-making process and factors influencing such process. A conceptual framework is designed based on Human Factors Theory, explaining human error as the main cause of an accident, General Adaptation Syndrome on physiological changes caused by stress, and Transactional Coping Theory which gives a phenomenological description on how human copes when experiencing stress. Dimensions from Malaysia's occupational safety and health regulatory framework are also considered in the framework for sense-making on findings to be carried out within the current and anticipated future local setting and context. This research employs a phenomenological approach in soliciting construction managers' lived post pandemic experience in responding to workplace psychological stress. Purposive sampling is used to help in the identification and selection of information-rich cases related to the phenomenon of interest. Focus group interviews will be conducted with two categories of five construction managers with a minimum of three years in leadership role. The first category comprises of companies with project value of RM5 million and below, or G1 - G5 segments according to the Construction Company Development Board (CIDB), whilst the second, above RM5 million. Semi-structured in-depth interviews will also be conducted with three management level informants, as well as three professionals representing the regulatory bodies, specifically CIDB, and National Institute of Occupational Safety and Health (NIOSH). Thematic analyses will be conducted to identify repeated patterns as well new themes that will shape the emergent framework. If required, more informants will be identified through a snowballing technique to ensure data saturation is achieved. It is hoped that findings from this research can inform players in the sector in managing or overcoming present and future pandemic occupational, and psychosocial challenges for business sustainability.

**Keywords:** psychological stress, construction managers, post pandemic, phenomenological study

## **Business Model Transformation during Covid-19: A Case of Electrical Appliance Dealers in Johor Malaysia**

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The pandemic Covid-19, along with the wave of digitalization, concocted an unprecedented challenge for retailers all over the world. Over 300,000 SMEs closed down within the first eight months of MCO (Movement Control Order) in Malaysia in year 2020. Furthermore, Malaysia was slow in the evolution process as far as digitalization is concerned. E-wallets, e-commerce and online shopping were not accepted as the norm or even considered necessary for many, but it all changed during the lockdown due to the pandemic. The less expected impacts include global logistical costs increment, supply chain interruptions and disrupted manpower allocation, should also serve as a wake-up call for Malaysian retailers to rethink their business models and to transform it, in order to survive in the market. This article aims to study the Business Model Transformation of the Electrical Appliances Retail Industry in Johor, Malaysia with qualitative methodology using the thematic analysis. Members of Johor Electrical Appliances Dealers Association (JEADA) will be studied to identify the constructs of each business' transformation, whether obvious or underlying. As of the year 2020, the association has 115 members from all over the state of Johor. Three focus groups of five members each are planned. The focus groups are designed to include members of similar level, such as business owners, strategic management members and second generations or heir apparent to the businesses. In addition, in-depth interviews are planned to be carried out with five electrical business owners. However, in-depth interview will continue with additional business owners until a saturation point is achieved, that is, the responses given are similar and no new information is obtained. Social research methods will also be adopted here, such as site survey and field research at the participants' physical outlets, to support or enhance the data collected. The thematic analysis method is deemed appropriate here because of the vast, fresh data that can be collected in these interviews, the concepts need to be sorted into broad themes or blocks. The blocks of Business Model Canvas will be used after the data collection, to funnel the various transformations ideas or experience into one of nine categories: customer segments, value propositions, channels, customer relationships, revenue streams, key resources, key activities, key partnerships, and cost structure. However, the data collected might reveal newer categories of the business models utilized by the SMEs. The expected outcome of the paper is the equifinality of business survival, but we hope to discover an emerging model that can be replicated by struggling SMEs in the same or a similar industry. Resources are scarce in SMEs, especially time- and finance-wise. SMEs need to know what to focus on. The emergent model aspires to provide new angles and dimensions for business owners, with a certain degree of ready market acceptance and hence, can be translated to practical industrial applications especially during or post-pandemic period.

**Keywords:** Business Model Canvas, Business Model Transformation, Covid 19, SME Malaysia, Electrical Appliance Retail Industry, Thematic Analysis

## **Inductive content analysis on The Live Reef Food Fish Trade (LRFFT) in Tun Mustapha Park (TMP), Sabah: key stakeholder interactions and trade operations**

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The concept of 'seafood tourism' in relation to luxury species targeted in the Live Reef Food Fish Trade (LRFFT) in Sabah is a cause for concern, as dwindling supply of key species can be observed. Globally, this relatively new luxury seafood commodity chain involves extraction of high value reef fish from source regions across Coral Triangle countries: Malaysia, Indonesia and the Philippines that are then passed on to global consumer focal points of Hong Kong and mainland China. The World-Wide Fund for Nature (WWF) Coral Triangle Program (2009) has identified Kudat and Banggi Island under the jurisdiction of Tun Mustapha Park (TMP), a multiple-use Marine Protected Area in Northern Sabah as primary source locations for Live Reef Fish (LRF) in the rich Sulu-Sulawesi waters of Malaysia. Due to a shared maritime boundary with the Philippines, elements of illegal transboundary trade, illegal, unreported and unregulated fishing and development of transnational social networks are also apparent. Hence, in this article, we: 1) highlight key stakeholder interactions and transboundary trade operations, 2) add to the limited literature available for LRFFT in Sabah, Malaysia and 3) discuss unsustainable fishing practices and perceptions of coastal communities involved in the LRFFT in TMP waters using a mixed-methods research methodology. Primary data collection was conducted via 92 semi-structured key informant interviews using the snowball and expert sampling methods, and participatory observations on field in TMP from October 2018 to March 2020. Key stakeholders interviewed include trade linked individuals / organizations (LRF fisherfolk, cage operators, cage caretakers, exporters, local seafood restaurant owners), and governmental / non-governmental organizations involved in management of TMP and its coastal communities. Meanwhile, secondary data collection involved literature review and analysis of raw data obtained from Department of Fisheries (DoF Sabah). The inductive content analysis approach was chosen; with open coding, creation of categories and abstraction steps to organize data as prior knowledge of the phenomenon is limited and fragmented. Units of analysis included interview transcripts, researcher reports upon each fieldtrip completion and relevant published literature describing prior issues related to the LRFFT in TMP. Outcome of analysis disclosed several pressing issues: 1) destructive fishing methods (major categories: cyanide and juvenile fishing) and 2) conflict, cooperation and dependence relationships amongst key stakeholders (major categories: transboundary illegal trade, unequal income distribution and indebted servitude). It is hoped information shared through this paper would potentially assist in increasing support towards regulatory activities conducted by officials of Sabah Parks, Department of Fisheries Sabah and WWF Marine Program to enhance management of the LRFFT in TMP waters.

**Keywords:** Coral Triangle, Live Reef Food Fish Trade (LRFFT), transdisciplinary research, local ecological knowledge (LEK), qualitative methodology, fisheries management.



## **Use of humour as a coping strategy in the workplace during a pandemic: A Malaysian context**

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This research explores the use of humour by leaders and employees in their everyday work during a pandemic in Malaysia. To achieve this end, the study shall explore the nature of humour as a social phenomenon at the workplace. In times like these, organisations fighting to stay afloat oftentimes succumb to drastic measures such as pay cuts and worker retrenchment. By creating an inclusive environment through the use of humour to lighten the working atmosphere, both leaders and followers can maintain employee engagement especially when a business' going concern is at risk. Even with employees now gradually returning to work in offices, the working dynamics have certainly changed along the shift in communication mode, from physical interactions to digital via online mode. Aside from the need to get accustomed with using technology for communication, interpersonal communication skills and other soft skills should also need to be relooked into how these might change. Employees who experience stress and anxiety especially during the current times of uncertainly needs to learn a more effective coping skill. Coping is a basic process integral to adaptation and survival, depicts how people detect, appraise, deal with, and learn from stressful encounters when working in the new "normal". Work colleagues can therefore also infuse some humour into their daily routine amongst themselves in order to liven up a tense work atmosphere as there is a high need for social support and a sense of security for worklife post pandemic. The main research question in this qualitative research aims to solicit insights into the sense of humour being a newly essential leadership trait required to maintain workplace camaraderie and working dynamics. Using humour as a functional skill is not something new as psychological theorists such as Sigmund Freud, and Gordon Allport have studied relationships between humour and health, and well-being. In this qualitative study, phenomenology is used to examine participants' hidden meanings about their experiences. It shall also dig into how workplace context, culture and languages, and leadership style influence the functionality of humour in fostering positive atmosphere. The use of memes and digital medias which are in line with our growing dependency on technology and digital communication devices will also be examined. This study is delimited to the Klang Valley. Data will be collected using five focus group interviews. Each group consists of five intergenerational employees representing a specific organisation selected based on their differences in scale, origin, and sector. This selection design is made in anticipation of the differences in influences these factors may bring. In-depth interviews will subsequently be carried out with five leaders who hold strategic level position to understand their position and perception of applying a sense of humour at work, and their own reality pertaining to work communication during the grim post pandemic times. This research hopes to provide an emerging framework that illustrates how a sense of humour needs to be the new skill leaders must master to apply as a workplace stress coping strategy.

**Keywords:** humour, leadership trait, post pandemic, coping strategy



## **A qualitative behavioral study exploring user adoption of security measures in Malaysia for mobile devices**

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Cases of cybercrimes have gone rampant globally where significant losses have been reported as a result of personal information being stolen via mobile devices. In Malaysia, such data leaks have been monitored by the Royal Malaysia Police together with the Malaysian Communications and Multimedia Commission (MCMC). In 2018, cybercrime cases contributed to losses amounting to almost RM400 million, and this amount increased to almost RM500 million in a span of a year. These statistics confirm that we have taken the safety and security of our integral mobile devices for granted. This study will explore how user behavior can be changed in order to adopt security measures for one's mobile devices. It seeks to gain insights into understanding user perception of risks and their attitude toward potential risks in terms of security, breach of privacy and confidentiality. Past studies in this scope are largely quantitative in nature, examining relationships between user behavior and technology adoption, and usage. Qualitative studies explaining mobile user behavior, specifically, with regard to risk taking is scarce. The objective of this research is to gain an understanding of user behavior, and their lived experience in response to the grim cybercrime phenomenon. The research questions will revolve around the different ways users execute controls or take measures in ensuring privacy and security of their information. In short, this study explores perceived behavior and behavioral predictions using dimensions such as perceived benefits, behavior motivation, and behavioral intentions adopted from theories such as the Protection Motivation Theory, and Unified Theory of Acceptance and Use of Technology 2. The qualitative research methodology approach is exploratory as it discusses the subject of security threats which people are generally aware of but uncertain about how to overcome. A survey questionnaire is designed based on behavioral intention constructs and will be disseminated to 100 mobile users in three main cities in West Malaysia, namely, Johor Bahru, Kuala Lumpur, and Penang, where population is dense, hence, have a higher number of mobile device subscribers compared to other areas in the country. The descriptive quantitative findings will then be used to inform the design of semi structured interview questions for in-depth interviews and well as focus group interviews. A total of three focus group of five respondents of mobile users of various demographic backgrounds will be carried out at the same three cities. This exercise is then followed with in-depth interviews with key informants which includes six strategic level representatives of regulatory bodies and service provider organizations. More of such key informants will be sourced through a snowballing technique if required to reach saturation. Findings from various sources are then triangulated for sense-making to solicit insights that could pinpoint how mobile owners can be coaxed into taking greater responsibility in ensuring the safety of the contents of their mobile devices. Ultimately, it is hoped that this research can inform policy makers and service providers in designing mechanisms to reduce cybercrime cases and their related financial and social implications in Malaysia.

**Keywords:** qualitative methodology, behavioral change, cybercrime, mobile devices, user adoption

## Defining the concepts of a smart nursing home and its potential technology utilities that integrate medical services and are acceptable to stakeholders: A scoping review

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Smart technology in nursing home settings has potential to elevate an operation that manages a larger number of elderly residents through efficient services and safer 24-hour functional care. However, the concepts, definitions and scopes of ‘smartness’, integrated medical services and stakeholders’ acceptability of smart nursing homes are less clear. This scoping review defined a smart nursing home and examined the extent (size), range (variety) and nature (characteristics) of evidence on technological feasibility and integration of medical services in a smart nursing home and acceptability of it by older people and their caregivers. Comprehensive searches were conducted on stakeholders’ websites and 11 electronic databases for existing definitions, concepts and criteria of a smart nursing home (Phase 1), and on what and how technologies and medical services were implemented in nursing home settings, as well as acceptability assessment by the stakeholders (Phase 2). The publication year was limited to and inclusive of January 1999 to June 2020. Included articles must report nursing home settings and related to older people  $\geq 60$  years old with or without medical demands. The Framework Method was used to summarize and reduce texture data by applying thematic analysis in both inductive and deductive approaches. We synthesized and provided a definition of a smart nursing home, and evaluated the feasibility of technologies by adopting Technology Readiness Level assessment to measure the new technology developments. The analysis was guided by a theoretical model proposed by Golant (2017) and reported according to the PRISMA-ScR. A total of 159 literature were included and data retrieved. A clear concept of smart nursing homes was defined. As a collective or individual aged care model, the smart nursing homes were supported by IoT, digital health, information management system (IMS), big data and artificial intelligence (AI), computing technologies and cloud computing to provide integrated and personalized nursing care. The feasible technologies related to ‘smartness’ in nursing home settings were mainly implemented on monitoring of abnormal events, remote clinical services, clinical information management, big data analysis and device developments for activities of daily living assistance. Electronic clinical information, telemedicine and mHealth were more likely to be integrated with other forms of medical services in the nursing care delivery to support the complexed nursing and medical cares that would be convenient, comfortable and safe to their residents. The technology appraisal process was determined by the perceived efficaciousness, perceived usability and perceived collateral damages of adopting smart technology. The attributes of direct users (sociodemographic factors and the severity of elderly residents’ illnesses) were associated with stakeholders’ acceptability. This was also influenced by the persuasiveness of external and internal information of the smart solutions. In conclusion, smart nursing homes with integrated medical services have great potential to improve the quality of care. With a clear concept of smart nursing homes, the stakeholders and policymakers will be able to effectively develop the smart nursing home models that embed with appropriate technologies, integrate relevant medical services to benefit the ageing societies.

**Keywords:** Smart technology, integration of medical services, healthcare, quality of care

## **The soft skills emergency management soft skills that matter at the hardest times: a phenomenological study of health care workers' experiences during Kelantan flood 2014**

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The annual monsoon floods which occur towards the end of the year in east Malaysia was inevitable. Nevertheless, no one expected it would be as severe as the one that occurred in Kelantan in 2014. Total collapse of communication disruption made it difficult for centric top-down emergency management to reach out to the affected health care workers. Not only was the public severely affected, even health care workers and their families felt the impact of that disaster. This study aims to explore the challenges faced by health care workers and explore the management that helped them survive this crisis during those floods. The study used qualitative approach by analysing nine field note experiences of health care workers under the Ministry of Health, working at severely affected hospitals, as well as affected clinics in the Kuala Krai district. These health care workers would include specialists, medical officers, nurses, medical attendants, and health inspectors. The document analysis was carried out by a panel of experts which consists of public health experts that have been gazetted from Ministry of Health and Hospital Universiti Kebangsaan, Malaysia. After discussion among the panel experts, the researcher included, a document analysis was carried out according to themes and subthemes. These were then thematically coded into four themes; loss of necessities, self-inner conflict, Emergency Case Management, and communication breakdown. It was found that the common challenge occurred when they had to deal with patients and emergency circumstances with total cut down of necessities like electric supply, clean water, medical supplies and food. Most of these health care workers were burnt out when there were limited human resources during that critical phase. They also had to deal with their own inner turmoil and psychological concerns while mending the needs of their patient, family, neighbour and other staff. Breakdown of communication, multiple instruction from different levels of leaders and handling emergency cases with insufficient resources really put them to the test. In handling most of these challenges, all agreed on the importance of having a leader to coordinate and motivate them, to form a crises management centre as the core place for communication to be synchronised and the importance of soft skills in getting help from locals and the Non-Governmental Organizations. This study affirms the need and the importance of emergency management to focus on creating proactive response in empowering the bottom-up flow of management to complement the existing preparedness system. Hence there is no better way to do that than to pay heed to the soft skills aspect of an emergency management plan in the future.

**Keywords:** health care workers, flood, soft skills, burnout, communication breakdown

## **An investigative of personal fitness trainers' training strategies in planning and implementing fitness programming**

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Personal fitness trainers (PFTs) are widely in demand to provide personalized fitness training in many countries, including Malaysia. PFTs who are qualified and experience are capable to help their clients to achieve exercise goals, ensure their clients' health and wellbeing, and reduce sedentism lifestyle. However, the services delivered by PFTs have not been reliable across the fitness industry. This has resultant reservations about PFTs' acumen notably their decisions on exercise programs for the public. An investigation on the how PFTs strategizes exercise programs for their clients have previously been overlooked. This research is a qualitative phenomenology study on PFTs decision-making processes in curating exercise programs. The researcher utilised a semi-structured interview method to gather data on 13 PFTs in commercial fitness centres in Malaysia during COVID-19 pandemic. Face-to-face interviews and observation; obeyed strict COVID-19 SOP; were reserved to capture significance of every interviewee's experience. Data saturation was attained when there was no new experience emerged when analysed the 13th participants' data. Theory-driven data coding was performed with QDA Miner. Trustworthiness features and strategies, in particular transparency, methodical and adherence to evident were systematically established throughout the data collection and data analysis stages. Certified PFTs operate in a multifaceted setting and practice with scientific-based knowledge. Their decisions exemplify a higher level of cognitive skills, analysis and strategies. PFTs have to navigate all the technical know-how to design effective exercise program for their clients. Fundamentally, PFTs are strategic planners in exercise programming. They scientifically customised exercise execution to meet individual's goals. This study helps PFTs, fitness educators, and the general public understand the four monumental themes with the lens of Cognitive Continuum Theory (CCT) to make suitable decisions in exercise programming. Such new insight and tool could explicate how qualified PFTs should function to raise the bar to be the trusted exercise and healthy lifestyle advocates besides the health professionals.

**Keywords:** Personal Fitness Trainers, Strategies, Decision-Making, Cognitive Continuum Theory



## **A study on lived changes experiences among traumatic brain injury survivors in Malaysia**

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Traumatic brain injury (TBI) imparts a long-term effect on their survivors. This includes lived changes for the survivors. The purpose of this study is to understand the lived changes experienced by post-TBI survivors. A hermeneutic phenomenology approach was applied in this study. The recruitment of the participants was done at one rehabilitation hospital in Malaysia. A total of 20 participants were involved in this study of which 14 were TBI survivors and 6 were relatives of the survivors. The data collection was done using semi-structured interviews with both TBI survivors and their relatives. Others data collection method also were used such as field notes, reflective journal and completion story telling technique. All the raw data collected using these collection methods were triangulated to obtain rich and thick data. Thematic analysis was applied in the data analysis process using Nvivo software version 1.0. There were two themes for lived changes experiences as described by the participants; direct and indirect changes. Direct changes were defined as the lived changes directly undergone by the survivors after the injury and could be identified by others such as physical changes, cognitive changes, behavioural changes, post-injury trauma and fatigue. Indirect changes were defined as the lived changes experienced by the survivors that people could not see directly, although these changes affected the survivor in terms of emotions, stigma, role changes and financial difficulty. TBI survivors often have a long-term recovery process that might be influenced by internal and external problems. In order to assist and improve the care of the TBI survivors throughout their recovery period, understanding their lived changes experiences is an important aspect that health care providers and family members need to know. Policy implication/significance: The health care provider will get qualitative data of the lived changes experiences among post-TBI survivors. It will help the health care provider to have a deeper understanding of the lived changes experiences of TBI survivors. The nurses can implement patient-centered care by providing the information needed by the survivors and to guide the survivors on the effective coping practices against those changes for the short-term and long-term period.

**Keywords:** Traumatic Brain Injury, Lived Changes, Experience, Phenomenology

## **Parents' lived experience of engagement in children's psychotherapeutic intervention**

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Poor parental engagement in child's psychotherapeutic intervention is a significant problem in child mental health services. Research investigating factors associated with poor parental engagement in child's psychotherapeutic intervention has produced inconsistent results and failed to reflect the complexities of parental engagement process. Thus, in-depth studies that are embedded with individualized and contextual variables are necessary to improve current clinical practices. This qualitative, phenomenological study will obtain a deeper understanding of parents' lived experience of engagement in their child's psychotherapeutic intervention. Samples for this study include Malaysian parents whose children present emotional and behavioural difficulties (EBD) and have received psychotherapeutic intervention for a minimum duration of two months within two years prior to the interview. EBD experienced by children may include presentation of characteristics such as aggressive behaviours; inattentiveness, distractibility, and impulsiveness; impaired social interactions; a general inability to cope with the routine of daily tasks; obsessive and repetitive behaviours; attention-seeking behaviours such as negative interactions or a poor attitude towards work, peers, or teachers; and depressed behaviours such as withdrawal, anxiety, and mood swings. Children who are diagnosed with neurodevelopmental disorders and have presented EBD because of the disorder are not included in this study. Besides, this study will include biological parents, stepparents, legal guardian, or any person who plays the role of primary caregiver to the child. Additionally, mental health professionals who have a minimum of one-year clinical experience in providing psychotherapeutic intervention to children and their family will be recruited for this study. Interview, personal document, and focus group interview are three methods to be used to collect data from parents and clinicians. While secured video conferencing platform is the main medium of communication during pandemic, face-to-face meeting is an alternate medium that will be applied with strict adherence to the Ministry of Health's Standard of Operation. The Stevick-Colaizzi-Keen analysis method and thematic analysis will be used to analyse data collected from parents and clinicians respectively. The findings of this study could further elucidate contextual challenges, parents' coping mechanisms and its implications for improvement in clinical practices.

**Keywords:** Parental Engagement, Child Counselling, Psychotherapeutic Intervention

## **Students' view on stem lessons: analyzing the needs to design integrated stem instructional practices through scientist-teacher-students partnership (STSP)**

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Learning is a process of acquiring knowledge and forming identities. The process empowers individuals by providing a meaningful and engaging context in which they can make sense of their entire experience. Previous research found that students failed to make connections between what they learned in class, the skills they learned, and the applications of the knowledge and skills in real life when learning STEM subjects. Furthermore, STEM subjects are perceived by students as rigid, drab, fixed, and a limited platform for realising their desired identities. For the benefit of students, this study explores students' views on STEM lessons to incorporate their needs in developing integrated STEM instructional practices through Scientist-Teacher-Students Partnership (STSP) initiative. Embracing a qualitative research design, the researchers adopted a purposive sampling strategy to select six (6) secondary school science students as informants. Semi-structured interviews were used to explore the informants' insights on STEM lessons. Based on the analysis of the interviews, three (3) themes have emerged, which are (1) instructional practices in the science classroom, (2) issues in STEM learning, and (3) students' demand for effective STEM lessons. The study found that the current instructional practices in science classrooms are more teacher-driven, lack instructional aids, content laden and using drilling techniques. Besides, the learning engagement, the use of practical activities and also the application of STEM knowledge are also amongst the issues discovered. To have effective STEM lessons, the students demand an environment of active and contextual learning, and also exposure to mastery STEM skills through the designed activities in the instructional practices. The study concludes that teachers' instructional practices for STEM lessons still heavily focus on preparing students for the examination. Hence, aspects like students' involvement, practical knowledge and meaningful learning which are lacking in practice will be considered by the researchers in designing integrated STEM instructional practices through STSP.

**Keywords:** Integrated STEM, instructional practices, scientist-teacher-student partnership (STSP), STEM lesson, teaching and learning

## Teachers' Beliefs towards Teaching Kinematics of Linear Motion

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The world is marching into a new development era when the concept of Industrial Revolution 4.0 assumes blurring the differences between the work of people and the work of machines. Humans are therefore being challenged by machines in terms of work due to the machines' capability to perform various tasks for a longer period with precision, as compared to a human. Thus, human capital development is vital in creating a better future for our nation. This leads to the curriculum reform in Malaysia where the focuses on the development in science, technology, engineering, and mathematics (STEM) education as the STEM-related careers is in demand these days. In mathematics, kinematics is the study of the type of movement of an object without regard to the forces that cause the object to move. It is important because it can be used to solve problems in engineering, robotics, biomechanics, sports science, and astronomy. Kinematics of linear motion (KLM) is one of the topics in Additional Mathematics that teachers find difficult to deliver effectively as it is the application to the other calculus topics known as differentiation and integration. These topics are most complex and require a long teaching period due to their massive content. Thus, teachers need good pedagogical content knowledge in teaching these topics. Furthermore, studies have shown that teachers' beliefs can influence their instructional and curricular decision making, the effectiveness of teaching and learning practices on their lessons, motivation to teach, demonstrate greater persistence in guiding challenging students, and students' performance. However, there are not many studies on mathematics teacher's beliefs at the national level. Thus, this study intends to explore the teachers' beliefs towards teaching kinematics of linear motion in Malaysia through these objectives: (1) to explore the teachers' beliefs on the content and (2) importance of KLM and (3) to identify the challenges faced by the teachers in teaching KLM. Teachers' beliefs, according to Ajzen's theory of planned behaviour, are the basic contributing factor of any behaviour that is an indicator of unconsciously held ideas of manifestations on verbal commitments to abstract ideas that may be thought as part of a general teaching ideology. This study will use a qualitative multiple case study approach. Data will be collected through semi-structure interviews using interview protocol and non-participant classroom observations using fieldnotes. The study will involve eight Additional Mathematics teachers in West Malaysia who graduated with Bachelor of Science degree program and has at least 5 years of teaching experience. Data will be analysed through thematic analysis. In conclusion, this qualitative study cannot be generalized statistically. Nevertheless, the findings of this study may benefit other educators by providing insights on teachers' beliefs on the content and importance of KLM, challenges faced when teaching KLM, and the best practices in teaching KLM.

**Keywords:** Teachers' beliefs, kinematics of linear motion



## **A study of researcher's learning experience in conducting qualitative inquiry of adolescents with autism spectrum disorders on their social experience in mainstream classroom: challenges and opportunities.**

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Research on inclusive education issues in the Malaysian general education is primarily dominated by a focus on teachers and parents' perspectives. Qualitative approaches in getting to know the social experience of adolescents with Autism Spectrum Disorders (ASD) in Malaysian mainstream classroom is sparse. There is a need for more rigorous research to examine the effect of adolescents with learning disabilities contact with typically developing peers on their social participation in the mainstream learning, such as in the inclusive classrooms. This paper discusses the many challenges and opportunities faced in designing and undertaking a qualitative research study in two secondary schools in Lembah Klang, Malaysia. By using a qualitative multiple case study approach, the study applies semi-structured interviews as a main approach to examine the social participation of adolescents with ASD in inclusion environment, bolstered by several features' combination of observation procedure, inside and outside of the classrooms. The larger study aims at exploring the benefit of general education in the lives of adolescents with ASD participating in inclusive environments. A central focus of this paper is to engage with the adolescents with ASD themselves and to understand how they construe their school lives and social experiences. Due to the widened population of learning disabilities in Malaysian education settings, there are various diagnoses and characters of disability to face in the researching processes. This paper discusses two issues that are centre point to the projected challenges in talking, especially with adolescents with ASD and appropriateness of the research methods towards students with disabilities. Research epistemology of study concentrated social experience by adolescents with ASD was the contemporary phenomenon and inclusive classrooms in Malaysian secondary schools was the real-life context. Semi-structured interviews with adolescents with ASD were challenging because they were unable to elaborate extensively on their thoughts and required additional support information or from a close person to clarify the information. Data analysis used inductive and deductive thematic processes. Findings of the study demonstrated adolescents with ASD might be vulnerable at most of the unstructured activities and settings, as a consequence both of adolescents with ASD shown no real friend in their respective inclusive classrooms. Additionally, interactions with adolescents with ASD and without ASD required careful and sufficient support from the adults. The current research provides a depth insight into the experiences and perceptions of two adolescents with ASD, and which chances to support their meaningful social experiences. In addition, the exploration of the social experience of adolescents with ASD filled the knowledge gaps in inclusive education practice research from developing systems of education, like Malaysia. The researcher needed to take precautions when interpreting this kind of qualitative data and clarify the interview information from other sources, such as multiple perspectives and observations of data. Future research recommended an alternative self-report data collection method such as to look at photovoice methodology in discussing their experience by explaining the places pictured within the school area.

**Keywords:** Adolescents with Autism Spectrum Disorder; Challenges; Opportunities; Social Experience; Inclusive education; Multiple case studies.

## **Inquiry based teaching of fractions among primary mathematics school teachers**

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Fraction is a fundamental concept and has become one of the basic foundations of more complex mathematical concepts such as algebra, ratio, and trigonometry. The importance of fractions in our daily life has also become the reason why it is a focus in the mathematics curriculum of primary schools. However, fractions are a challenging topic for primary school students because of their complexity and abstractness. Teaching fractions using an inquiry-based approach is found to increase the students' understanding and achievements on this topic. Nonetheless, the result from the previous study showed that the teachers have a lack of knowledge on inquiry-based teaching making it hard to be implemented in classrooms. Numerous studies have been made regarding inquiry-based teaching on mathematics but the focus is not on inquiry-based teaching of fractions. Hence, this study is conducted to explore the inquiry-based teaching of fractions among mathematics teachers in primary school. In conducting this research, three research questions have been made to achieve the purpose of this study. The research questions are as such (a) how does primary schools' mathematics teachers implement inquiry-based teaching of fractions in the classroom?; (b) what are the roles of mathematics teachers in implementing the inquiry-based teaching of fractions?; and (c) what are the challenges in implementing the inquiry-based teaching of fractions in the classroom? This study is based on the social constructivism theory and using the case study as the research design. The participants of this study will be chosen among mathematics primary teachers that already attended the professional development course on inquiry-based mathematics teaching organized by the Ministry of Education Malaysia. The participants also practice inquiry-based teaching in their mathematics classroom. The participants are chosen using the purposive sampling method. The data will be collected using observations, semi-structured interviews, and document analysis. The data will be analyzed using the qualitative content analysis method. It is hoped that the findings of this study can provide in-depth information on inquiry-based teaching of fractions and can benefit various stakeholders in the field of mathematics education such as primary school mathematics teachers, textbook writers, and school curriculum development in particular.

**Keywords:** inquiry-based teaching, fractions, social constructivism

**“It is not easy to be a housewife, mother, student and teacher. At the same time”  
stories of struggles and coping among  
Malaysian female teachers as postgraduate students during the covid-19  
pandemic**

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This presentation describes my experience teaching an offshore postgraduate course and managing adult learners during the first phase of the COVID-19 lockdown in 2020. While I was puzzled by the sudden shift to online learning, I was unaware of the genuine struggles of my students, most of whom were primary school teachers. This led me to rethink my course assessment, which through my reflexivity allowed me to seriously reconsider how adult learners cope with finding a balance while juggling multiple roles in life. During the first Movement Control Order (MCO), I redesigned one of the course assignments, refining the questions for the student learning reflection assignment. In a sense, my main aim was to understand my students' current situation by focusing on their personal reflections. The two questions formulated to elicit responses that became personal reflections of my students' lived experiences were: (1) What are the challenges of lockdown? and (2) How do you manage your life while working and studying? My narrative inquiry included all 36 students who attended my course. The research informed consent was explained to students as part of the refined reflection assignment. All 36 submitted written reflections were considered narratives, thus plot-driven texts. I then chose three texts that best represented the overall narrative from the 36 texts. As data consisting of actions, events, and occurrences, narrative analysis was performed on the three texts. The analysis yielded three stories. Helen, Susan, and Linda (not their real names) shared their experiences of juggling multiple roles during the lockdown. Life in isolation posed similar challenges in all three stories, both personal and professional. However, each narration highlighted the three students' unique coping strategies. Insight gained from this inquiry has prompted me to reevaluate my own personal challenges in teaching. I recognised that rather than making naive assumptions about my adult learners, I should attempt to understand their struggles and provide relevant support that could help them complete their academic programmes during this time of uncertainty.

**Keywords:** Narrative inquiry, reflexivity, reflection, online learning, stress, coping, COVID-19 pandemic, scholarship of teaching and learning, higher education.

## **Are they telling the truth? Cognitive dissonance in in-depth interview of a multiple-case study**

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In this qualitative multiple-case study which explores the second language writing anxiety experience of five local postgraduate students in dissertation writing, the participants appear to have experienced episodes of cognitive dissonance or psychological discomfort resulting from conflicting thoughts and feelings, during the in-depth interview sessions. As they sometimes changed their existing beliefs, added new beliefs, and/ or reduced the importance of particular beliefs, their integrity as participants seemed questionable at first. But upon closer examination of the accumulated data, these acts often serve as self-justifications. For instance, despite believing that they have the capacity to achieve their writing goals, they were unsuccessful at accomplishing a specific goal. In this case, they may reinterpret the failure as a success by telling themselves and the researcher that the goal was really not in their best interests. This act of defending the ill effects of own thoughts and actions, is one of their ways to reduce the mental conflict the dissonance created and thus, allow them to escape the possibility that they have wasted efforts and resources. In this view, Festinger's Theory of Cognitive Dissonance (1957) highlights the interplay of cognition, motivation, and emotion. As such triangulating the in-depth interview data using personal documents analysis, audio journals to document their state writing anxiety and writing experience, and supporting instruments, such as Cheng's (2004) Second Language Writing Anxiety Inventory to describe their levels of trait writing anxiety, it can be concluded that cognitive dissonance seems to be connected to the participants' emotions, specifically writing anxiety. It appears to be triggered when they recall emotionally charged experience of writing anxiety or emerged as they experience intense anxiety and other emotions that requires them to appraise themselves, their writing situations and writing performance during the interviews. As a clarification, this study had received the necessary research ethics clearance from University of Malaya Research Ethics Committee (UMREC). Nevertheless, under those circumstances, data triangulation was able to provide either corroborating or contradicting evidences for their claims. Therefore, the possibility of the participants to experience cognitive dissonance during in-depth interview makes it imperative to conduct multiple interview sessions, to analyze the data concurrently with data collection, and to triangulate the data in qualitative studies, to ensure that the individual's perspective, reality, and experience have been extensively explored, accurately documented, and thus, understood, before attempting interpretation and abstraction. The participants may unconsciously alter their beliefs and the details of their experiences, in an attempt to reduce cognitive dissonance, and this becomes noticeable as early as the second interview session (5 weeks into the 24-weeks research duration), as data became available to be compared and contrasted within and across the cases. Thus, the problem with cognitive dissonance becomes apparent during the analysis process as it interferes with the researcher's attempt to identify emergent categories and possible patterns. For this reason, novice qualitative researchers in particular, should be wary of any indications of this psychological phenomenon which could influence their overall findings and research implications.

**Keywords:** Qualitative research; multiple-case study; in-depth interview; cognitive dissonance; data triangulation.



## **Muslim Patients with chronic kidney disease: A preliminary study**

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Many studies on the quality of life of chronic kidney disease patients have marginalised Muslim patients' demands. With their situations as dialysis patients, Muslim patients choose to accept and decide to spend their lives with hopeful thoughts, feelings, lifespans, support, religious practices, as well as way of thinking. In terms of carrying out their accountabilities and wellbeing as a Muslim, they are being disregarded. Numerous studies are being undertaken around the world for chronic kidney Muslim patients, but they are all concentrating on the Ramadhan fasting pattern. As a result, completing this specific study concentrating on the quality of life of patients with chronic kidney disease from an Islamic perspective is important. The goal of this research is to determine whether and how research questions regarding Muslim patients with chronic kidney disease may be made more understandable. The participants in this study were asked to answer seven questions about the issue. Researchers would use this information to alter the interview questions and incorporate several evoking questions about the subject for possible study participants in the real study. Narratives research design was applied for this study. A thematic analysis method was used to examine the data. The study included chronic kidney patients from a recognised dialysis centre in Kuala Terengganu. A reduced sample size is required because this is a pilot project. To begin, the researchers searched over the transcripts of the five interviews for any signs of probable themes. The interviews were analysed by assigning codes to meaning units, surfacing material, and analysing what was said during the conversation. The data was then organised into topics. The process included an item-by-item analysis as well as a cross-item evaluation of common themes to get themes. Three significant themes emerged from this research: 1.) Life before and after dialysis treatment in a flashback, 2.) My social life has been impacted by my health, and 3.) Treatment and illness cause them to adjust their ibadah. This small-scale preliminary study was conducted to assess if the interview questions were appropriate for gathering information on the study's background. Many of the participants appear to comprehend the questions being posed. However, not all the participants responded to our questions in the way that the researcher expected, therefore the information capacity was not attained. As a result of these circumstances, it is possible that researchers would add further questions following the study's key questions to provoke the participants. This study allows the researchers to practice interviewing procedures as well as the adjustments, adding and suggestions provided in this paper, which are based on personal interviewing experiences. It is hoped that this article will serve as a starting point for additional qualitative study in this area.

**Keywords:** Chronic kidney disease, Muslim, patients, life quality

## **A Study on the effectiveness of training need analysis (TNA) in selected manufacturing companies in Johor Bahru during a pandemic Covid-19**

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The COVID-19 pandemic has caused one of the most serious and devastating crisis in this century. Although the affected countries responded instantly to help the displaced workers with supporting packages and funding for training, further actions and measures will be needed. Providing the employees with the right reskill and up-skill the employees is vital in meeting the challenges faced by companies. The COVID-19 pandemic restricts the companies to exercise the essential levels in training need analysis (TNA) when conducting and planning their training plan. It is more informal and not systematic without conducting any specified analysis. Hence the companies faced difficulties in training their employees properly. Training that is commonly carried out in the companies no longer reflects the company's strategic objectives. In addition, the efforts would no longer be contributed back to the organization due to the fact the training needs are not appropriately analyzed as they have less manpower to work with during the pandemic. The objectives of this paper are to explore and analyze the current practices of the TNA in the manufacturing companies in Johor Bahru, to focus on how TNA can be approached effectively and get it implemented in companies, and to propose methods that will match with current pandemic situation which can lead to better understanding and practices of the TNA. This exploratory research is qualitative in nature which employs case studies of the selected manufacturing companies in Johor Bahru. Fifty-one respondents selected in this study are twenty human resource managers, eleven trainers and twenty trainees from four different manufacturing companies in Johor Bahru. The selection of the four manufacturing companies is based on the accessibility of data during the pandemic as travels are restricted. Semi structured interviews will be used for two reasons, first it provides access to participants who already had the TNA process and secondly it provides a useful balance between a highly formal structured approach and informal dialogue approach that promotes the research. This approach is also used to better understand the views of the participants, and also to do further exploration and close observation during the process. The data collected will be analyzed and this involves three activities such as data reduction, data display and data conclusion. Coding methods will be used to analyze data collected and this includes the identification and the attributes being discovered in the data. To further analyze the data, NVIVO software will be used which will draw inferences and draw conclusions from the data. The findings from this study are expected to provide a significant contribution to the practice of TNA in companies, which will eventually enable companies to maximize the contribution of training as a source of competitive advantage.

**Keywords:** Training Needs Analysis, Human Resource Development, organizational development, manufacturing companies, case study

## Exploring the challenges, facilitators, and needs of dietitians in delivering diabetes prevention interventions to women with gestational diabetes mellitus in Malaysian healthcare

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Women who develop gestational diabetes mellitus (GDM) have to adopt healthy behaviour changes to prevent future diabetes. Certified dietitians are responsible to deliver Medical Nutrition Therapy (MNT) in assisting the women's dietary modification. Due to the limited manpower dietitians face challenges in meeting with the increasing referral of GDM cases and this is not well studied in Malaysia. Thus, this study explores the experiences of dietitians in public health clinics and hospitals and factors which influenced their management, and their needs to support their management and prevention of diabetes among GDM women. This is an iterative qualitative study conducted at four primary care clinics and two hospitals with a resident dietitian(s). Dietitians with 6 months in house work experience were identified and invited. Consents were attained prior to the virtually conducted in-depth-interview and focus group discussions. The interviews were recorded, transcribed verbatim and analyzed using thematic analysis. The transcripts were coded inductively, collated into categories based on their similar meaning and concepts and meanings were re-examined by the team over several meetings. A total of 12 dietitians were interviewed. Dietitians expressed 1) variable methods of counselling delivery to women with GDM between hospital and clinic based (individual vs group consultations) 2) aiming to achieve optimal glucose control during GDM vs preventing diabetes; 3) using various digital and visual tools and 4) patients' compliance towards dietetic management. Dietitians faced challenges from 1) the need to adhere to social distancing during COVID-19 (shorter consultation time, limited patients per sessions), 2) patient factors (education level, language barrier), and 3) lack of human and financial resources (budget constraints, limited dietitians, and facilities). COVID-19 pandemic is also a facilitator (increase virtual classes, use of online visual tools and reduced time spent to settle management related matters. Consequently, to deliver the service more effectively the dietitians expressed needs for effective technology-based tools such as online based consulting platform and downloadable visual tools. In conclusion, dietitian focus their effort to optimizing maternal glycemia rather than preventing diabetes. They face challenges in delivering their services effectively during the pandemic with the need to adhere to social distancing, limitation in human and financial resources. With the increased use of virtual services, dieticians expressed the needs to be equipped with advanced web-based technologies to enhance their services. This study acts as a needs assessment to develop a digitalized diabetes prevention intervention tool.

**Keywords:** gestational diabetes mellitus, medical nutrition therapy, dietitian

## **The expectations and acceptability of a smart nursing home model among Chinese older people and their family members: A qualitative study**

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One-child policy and longer life expectancies have transformed China into an aging society. 'Aging in place' becomes hardly feasible because of family structure change. Increasingly, Chinese older people are looking for nursing homes as a possible alternative shelter and care. Objective is to explore the perception of Chinese older people on quality nursing homes, and their expectation and acceptability of a smart nursing home that provides nursing care using smart technologies to integrate nursing home operation and medical services. This is a qualitative case study approach was used to conduct the study among the Chinese older people and family members in Hainan Island and Dalian city. Participants were sampled purposively through snowball sampling. Semi-structured interviews were conducted on WeChat by using voice call or voice message, and audio-recorded. The field notes were taken down, voice messages were converted into texts in English. We used the Framework Method to apply and categorise codes and themes. The qualitative analysis was guided by Golant's (2017) elder consumers smart technology adoption behaviours theoretical model.

Thirty-three participants were interviewed including 27 older people aged 65-75 years old and 6 adult children, and data saturation was reached. Of which, 22 participants were from Dalian and 11 were from Hainan. Nine of these older people live with one or more chronic diseases, and the other reported as healthy condition. The perceptions of Chinese older people towards the traditional nursing home included 1) dissatisfaction on quality of care; 2) lack of integration of medical services; 3) inadequate healthcare providers (HCPs); and 4) uncomfortable environment in current nursing homes. Their expectation on smart nursing homes were: 1) future implementation needs government support; 2) improving quality of care by using smart technologies; 3) adequate HCPs and skilled caregivers; and 4) integration of medical services. The acceptability of smart nursing homes associated with stakeholders' perception of perceived efficaciousness, usability and collateral damages to make decision of adopting the smart solutions. This coping process is also influenced by the older people's greater resilience to a new information, their past experiences and the external persuasiveness. The institutional care is perceived as an alternative to replace home-based care. In addition, the attributes of the older people included age, education attainment, health condition (severity of illness) were linked to adoption of smart solutions. People with a better economic status would like to pay more for a higher level of nursing service in meeting their demands. The findings from this study indicate that the Chinese older people and family members perceived the smart nursing home model positively. The older people's unmet needs and expectation on smart nursing homes are relevant to a broad base of stakeholders' interests, and it provided the evidence to Chinese government to implement a smart solution for rapid ageing. The smart nursing home model will involve multi-disciplinary collaboration from health sciences, computer science, engineering and business to realise.

**Keywords:** Smart nursing home, Chinese older people, unmet needs, expectation, stakeholders' acceptability



## The perks and drawbacks of e-mail interview

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In qualitative descriptive research, key informant interviews are the most frequent method of data collection. Researchers have always preferred face-to-face interviews, but with the current COVID-19 outbreak and existing technological advancements, we are provided with additional choices for conducting interviews, including e-mail interview. Based on the feedbacks collected from a qualitative research conducted recently, this paper will share some of the perks and drawbacks of e-mail interview. The said research which is fully funded by Qualitative Research Association Malaysia (QRAM) initially involves Malaysian professionals who recently migrated and were hired by organizations in their respective fields during the challenging and uncertain post COVID-19 era. This current paper will discuss the authors' experience in interviewing 9 engineers and 2 university lecturers residing in Peninsula Malaysia via e-mail for a period of 14 days beginning from 5 September 2021 until 19 September 2021. The sample size is determined based on the data saturation principle. The study has found that e-mail interview has a lot to offer. It is absolutely convenient because the data is organized, detailed, and rich with informants' experience, feelings, and opinions since they are given ample time to respond and ponder about things that they wanted to share with the researchers. In addition, the sample who were purposively selected among professionals are extremely good in writing particularly in English. They were able to properly present their responses by telling their interesting stories, giving their opinions about certain matters, connecting it with relevant current issues, and to the extent of being able to analyse it in the light of any theoretical or conceptual frameworks they knew. Apart from that, the fact that such responses were in the written form, it absolutely saves the time and cost for data transcribing. It is highly convenient because researchers did not have to spend strenuous effort to carefully transcribe the interview or hire someone to do it. They were able to sort and categorize the data into themes and sub-themes with the help of any tools or software. Besides all the said advantages, e-mail interview also has its own drawbacks such as it requires uncertain duration of idle time waiting for informants' feedbacks if probes are necessary. However, this can be resolved if researchers could clearly state the expected duration of time for the informants to complete the interview. In addition, a small number of informants also provide short answers that require more probes. Apart from that, the informants' bodily gestures that might contribute to understand their full experience could not be observed in e-mail interview. However, even though the study has its own limitation, but the experience gained from it is worthwhile to provide new insights related to the interesting data collection technique i.e., e-mail interview.

**Keywords:** e-mail interview, post COVID-19 era, qualitative research, Malaysian professionals, migration.

**The experience of donor and recipient mothers in milk sharing via local breastfeeding and breastmilk donation communities on Facebook**

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Breastmilk provides optimal nutrition for infant growth and development. However, not all mothers are able or successfully breastfeed their infants due to various factors; thus, use of non-biological mother's milk would be the option for mothers to sustain breastfeeding practice. Due to technology advancement and internet access, use of non-biological mother's milk evolved from wet nursing to breastmilk donation and milk sharing. In this study, milk sharing refers to obtaining and donating expressed breastmilk as well as finding wet nurses and nurslings via local breastfeeding and breastmilk donation community on Facebook. Milk sharing started in 2010 due to high internet access and the growing number of social networks users. However, research on milk sharing was mainly conducted in the Western countries and limited information was available on individual's experience as the entire process occurred in private. This study aims at understanding donor and recipient mother's experience in milk sharing via local breastfeeding and breastmilk donation communities on Facebook. This is a qualitative case study on the internet-based phenomenon guided by Robert Stake's view. Mothers were recruited using purposive sampling through 1) public and closed breastmilk donation communities; and 2) public and closed breastfeeding communities based in Malaysia on Facebook. The recruitment link was also reshared on the lactation consultants' personal Facebook pages. The selection criteria were Malaysian citizen, age of more than 18 years old, have had experience in milk sharing and the breastmilk was given for feeding purposes only. Mothers who were not able to speak Malay or English, had existing relationship before milk sharing took place and were unable to be interviewed via online were excluded. The interviews that use semi-structured interview guide were conducted via various online platforms and video calling apps. User-generated contents on breastfeeding and breastmilk donation community Facebook Pages, field notes and reflective journals were used to increase the trustworthiness of study findings. Thematic analysis was used to analyse data. The majority of the participants in this study are Malay, thus wider societal perspectives in Malaysia could not be provided. Mothers were categorized into three groups; according to their milk sharing experience. Fifteen had experience of donating only, six receiving only while nine mothers fell into both categories. Mothers involved in milk sharing demonstrated altruistic spirits and passion about breastfeeding. The five themes developed from the data are (1) the influencing factors involved in milk sharing (2) internal and external challenges (3) scientific and religious methods used in problem-solving (4) psychological espouse and (5) social support. This study provides information for the health care providers with the contemporary issues on infant and child feeding in the local context. Milk sharing is a personal and sociocultural-bounded practice where mothers negotiate their understanding on the implications of milk sharing by adopting strategies to mitigate the risks. It provides insights in formulating an effective action plan for breastfeeding promotion and educational programs by acknowledging individual experiences and promoting breastmilk donation initiatives to specific target groups.

**Keywords:** breastfeeding, milk sharing, social network

## **Strategic foresight for micro entrepreneurship growth: A study on empowering marginalised women in Penang**

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Women entrepreneurship has been the backbone of many economies in both the developed and developing countries. The reality, however, still paints a grim picture as a significant proportion of women, in general, continues to remain economically marginalised and on the receiving end of discrimination. The chances of the underprivileged thriving as business women is typically slim to none due to their limited financial capacity, making it possible for them to only enter a market that require small or no capital. Their business pursuits often become gradually daunting as reports have shown that is minority category are characterised with low aptitudes and minimum foundational business knowledge. There is a strong inverse correlation between the scale of success for enterprising women and the number of women entrepreneurs; the bigger the firm, the lesser the number of women representatives in higher positions or as owners. This research aims to focus on finding a solution on a more domestic front, specifically for Penang, by designing the change needed for sustainable growth in micro entrepreneurship for marginalised women. The objective of this study is to solicit insights through the multiple lenses of stakeholders in order to derive the 1) possible; 2) plausible; 3) probable; and 4) preferred futures in entrepreneurial empowerment. The futures study approach and strategic foresight tools will be employed in this qualitative inquiry. The overarching research question seeks to understand what the different realities of stakeholders are with regard to their respective initiatives in helping marginalised women become enterprising. Subsequently, more specific research questions will help to probe further on the gaps in the working dynamics and collaborative efforts between government agencies, non-governmental organisations and private entities in helping women out of poverty. Collection of data will be carried out via focus groups interviews. Effectively, the strategic forecast tools will be used during the focus group where informants will work collaboratively to design future scenarios based on their respective past and present realities, and future policy horizons to address the overarching research questions. Five focus groups, each with a minimum of four representatives of a type of organisation, government or/and regulatory body, will be facilitated in the foresight session of testing assumptions against plausible futures. This will be followed by each group brainstorming to identify their own policy challenges and opportunities. Findings from this exercise will then be used to design a semi-structured interview instrument. Three key informants who are of the state or national strategic level of policy making will be identified for in-depth interview to gain rich narratives about the complexities in the current system. More interviews with additional key informants will be pursued if required to ensure that data saturation is met. It is hoped that this research will be able to inform policy makers in designing robust strategies that would enable all stakeholders function synergistically toward the preferred future of marginalised women thriving in micro businesses.

**Keywords:** strategic foresight, marginalised women, micro entrepreneurship, women entrepreneurs

## **Examining post-pandemic behavioural change in managing team agility: A study of leaders in multinational corporations in Malaysia**

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This research aims to solicit insights into behavioural change in managing team agility in the wake of the pandemic. The objective is to inform corporations in their transformational strategies in developing leaders and clarifying the behaviours according to a redefined meaning of team dynamics for organisational resilience. The mounting competitive pressures from external environments during the pandemic is pressing multinational corporations (MNCs) in Malaysia to swiftly address the daunting challenge in adapting to team agility developments in order to become resilient to change. Leaders now need to step up and embrace the swift unpredictability at the workplace, hence, requiring leaders to think and behave differently in order to effectively lead their teams. There have been many dramatic work-related impacts of the pandemic, creating reverberations across organisations and worker interactions. Organisational thinking in terms of behavioural change in managing team agility becomes utmost important as the future beyond the pandemic remains uncertain. Whether it was at the start of the pandemic when major shifts in working arrangements were required to help curb the initial spread of COVID-19 at the workplace, to the more recent scenarios of finding a suitable style or method in leading and managing adaptable teams, organisations seem to be struggling still in defining the right formula in shaping leader behaviours that can serve teams in building organisational resilience. The overarching environment is compelling MNCs to obtain a crucial step on ensuring workforces are equipped with the right skills that are paramount to effective leadership in hope of adjusting the team and organisation to tap into the ability to think in an agile way. Decisions, too, need to be made more quickly, and abruptly in such unprecedented times of rapid market shifts. The research conceptual framework is designed to determine behavioural change that facilitates managing team mindset in embracing the process behavioural change to achieve a newly defined concept for team dynamics. This research will analyse the meanings of 1) unlearning; 2) teaming; 3) collaboration; 4) agile; and 5) simplicity. These concepts will be relooked to form a new understanding on how leaders contribute to the effectiveness in managing team agility post-pandemic. The qualitative methodology is employed, and data will be collected using survey questionnaires, followed by in-depth interviews of MNCs team leaders using semi-structured interview instruments. A survey questionnaire designed based on items measuring the five concepts of team agility will be disseminated to fifty team based employees of electrical and electronics (E&E) MNCs. The E&E industry is identified for sampling as it is the key driver in Malaysia's industrial development and ranks as the seventh largest exporter in the world. The data collection exercise continues with the conduct of five focus group interviews of five strategy level leaders each. In-depth interviews will be conducted with ten, or more to reach saturation, agile practicing, and non-practicing leaders. A detailed protocol is designed to ensure adherence is met for rigour and reliability in study. Quantitative findings shall then be synthesised with qualitative findings through triangulation for sense making.

**Keywords:** post-pandemic, behavioural change, managing team agility



## **Watching out for blind spots: towards a balanced conception of spiritual well-being in management research and practice**

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Despite and perhaps because of the accelerated shift to information technology-laden and virtual work environments brought about by the Covid-19 pandemic, the human side of enterprise is being foregrounded. Spiritual well-being represents an area of expanding interest and has been studied in a vast range of business and management disciplines, including in leadership, management, organizational transformation and change, ethics, corporate social responsibility and in positive organizational scholarship. The emphasis therein is primarily about work performance, whether at the individual or organizational level. However, spiritual well-being in management literature has been defined primarily in virtuous terms and thereby do not reflect realities in management practice. The darker, negative and less favourable aspects of spiritual well-being in the workplace have largely been omitted. This development has led to an unnuanced understanding of and a performance-centred bias in applying spiritual well-being ideas. This paper argues for and presents a balanced definition of spiritual well-being, and highlights the exploitative, instrumentality and hegemony inherent in current discourse and practice. The foregoing is however not an excuse to cast aside spiritual well-being as a phenomenon that addresses employee engagement and work performance issues. On the contrary, a balanced conception of spiritual well-being prepares the researcher and practitioner to embrace its desirable alongside its less-desirable aspects and eliminates blind spots when engaging with spiritual inclinations in the workplace.

**Keywords:** spiritual well-being, spiritual inclinations, management, blind spots, balanced

## **University Websites: The window into the future sojourn for international students**

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Before the pandemic, university websites only played a passive role in promoting the higher learning institutions. Promotional activities are usually done by the university teams. The university promotion teams would travel to many countries to attract international students to enrol in their universities. However, with the lockdown situation and no-cross border policy during the pandemic, the websites suddenly need to play an active role. They have become the window for the potential international students or future sojourners to discover the universities. This paper explores the websites of 10 universities – 7 from Malaysia and 3 from each of the traditional host countries which are The UK, The US and Australia. The exploration of the websites was steered by 2 research questions which are (i) what are the main features found in the websites, and (ii) how is the support given to the international students through the websites. These universities were chosen based on purposive sampling. They are the hosts to the highest number of international students in their respective zones in Malaysia and from the 3 host countries. The zones in Malaysia refer to areas which are known as northern, southern, eastern, western, central and Sabah/Sarawak. The method employed for data collection was document analysis and the data were then thematically analysed. It was revealed that there were more than 10 features shared by all these websites. The main function of these features is to promote the universities to potential students. It was also discovered that another function for the websites that stood out was updates for the current students to check on the status of their studies. The data also revealed that there were some differences between the way information was arranged in the Malaysian-based universities' websites and those from the host countries. This paper also shares some suggestions on features to be included in further helping the international students in their future sojourn.

**Keywords:** host countries, international students, support, university websites

## **The ethnic mismatch in "mentor-mentee pairing" and its impact on their engagement: A qualitative study**

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The most powerful learning method is mentoring. Coaching as mentors help to fill gaps in knowledge and improve the mentee's decision-making. Any disruption in the process of mentor-mentee bonding can derail the learning process. Studies indicate that ethnicity is crucial to experience cross-cultural interactions in a mentor-mentee relationship, but empirical evidence is scant. This study intended to explore the factors or practices that empower or hamper mentor-mentee engagement in an ethnically matched and mismatched mentor-mentee pairing. Twelve undergraduate medical students in the preclinical phase selected by purposive sampling of varying ethnicity participated in one-to-one interviews. An open and qualitative phenomenological approach was adopted to gather data for analysis and develop underlying themes impacting the mentorship relationship. The findings in this study reveal that mentees conceptualize the mentor-mentee engagement as supportive in factors including academic progress, in improving mental health with psychosocial help, and in guiding mentees in achieving goals and crossing hurdles. Notably, the study revealed a lapse in the supervision of portfolio writing in the curriculum, and the mentees have a low value attached to it. Mentees also prefer a peer mentor as they permit smooth engagement and relationships. Participants did not explicitly divulge any effect of ethnicity in the mentor-mentee relationship. However, subtle findings reveal that negative comments of the mentor-mentee engagement were by mentees paired with mentors of different ethnicities and mentees who contributed to the firm positive comments were with similar ethnicity. This study reveals that mentor-mentee engagement is essential as it supports a mentee's academic progress, improves mental health, and guides them in achieving goals and crossing hurdles. The findings in this study align with previous literature describing the key benefits of mentoring. The study also reveals some reluctance on the mentee's part to actively participate in the mentor-mentee engagement on the perception that a peer is more approachable and better understands the problems of their generation. The other factors include mistrust by the mentee on mentors' confidentiality and low value attached to the portfolio writing. Many studies reveal that ethnic variation in mentor-mentee pairing can affect their engagement. In this study participants did not explicitly divulge any effect of ethnicity in the mentor-mentee relationship, nevertheless subtle findings reveal that negative comments were from mentees with mentors of different ethnicities, and mentees who had mentors of similar ethnicity quoted firm positives. We could argue that it could have been a general effect, not related to ethnicity. Future observational research could provide more insights into how mentors approach their role and what mentees do in a mentor-mentee session, and how this affects learners' perceptions of the engagement.

**Keywords:** Mentor-mentee engagement, mismatched ethnicity, mentor-mentee pairing, portfolio.

## Using ATLAS.ti web for collaborative qualitative analysis during pandemic: Case of cyberbullying

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Cyberbullying is a serious concern in Malaysia and in other parts of the world. According to a recent survey by Comparitech (2021), during pandemic times and with the increase of use of the Internet, adults and children alike are more susceptible to become victims of cyberbullying with up to 70% increase in likelihood of cyberbullying incidents. In this regard, a research was carried out to investigate the adequacy of the laws and policies governing cyberbullying in Malaysia, given there is no specific piece of legislation on cyberbullying in this country (Khairunnisa, 2018). One of the datasets engaged in the study was qualitative interviews involving 19 participants from the regulators, enforcement officers, health officers, advocate and solicitor, non-governmental organisations and academics, from which 19 interview transcripts were generated for the purpose of analysis. Following the restrictions imposed by the government, the researchers faced the challenge of carrying out the analysis by way of a face-to-face meeting. Therefore, they resorted to an alternative by using the computer-aided qualitative software ATLAS.ti Web, which is developed by ATLAS.ti Scientific Software GmbH based in Germany. This paper documents the process undertaken by the researchers in collaboratively analysing the interview transcripts. The process involved six major steps, right from when the researchers created a project in ATLAS.ti Web. Firstly, the researchers added the transcripts into the ATLAS.ti Web application and secondly, the lead researcher invited the other team members as research collaborators. Thirdly, the coding strategy was determined based on the themes of the study. Fourthly, the coding and commenting on the quotations were carried out. The fifth step involved the reduction of codes' overlapping and redundancies. Finally, the sixth step is the analysis project in ATLAS.ti Web was exported to ATLAS.ti desktop for the purpose of visualisation and reporting. Overall, the researchers involved in the collaborative analysis process reflected the advantages of harnessing the powers of ATLAS.ti Web for their study. Such advantages could be categorised into three major dimensions. Firstly, the web-based nature of ATLAS.ti Web enabled the researchers to access the project remotely by using their respective devices while working on the analysis works collaboratively, albeit being at different locations. Secondly, the real-time mode of ATLAS.ti Web enabled the researchers to work on the analysis while simultaneously monitoring each other's works. Thirdly, the time and work efficiency garnered by using the application, given the researcher's ability to collaboratively coordinate the coding structure and progress of each other's works of the qualitative data analysis. From the analysis, the study found since there is no specific law on cyberbullying in Malaysia, there are dispersed laws contained in various statutes that could potentially cover cyberbullying, such as Communications and Multimedia Act 1998, Penal Code, Computer Crimes Act 1997 and few others. However, the study further found that the existing laws are inadequate to properly address cyberbullying. Hopefully, the study would lead on future research on the potential of collaborative qualitative analysis using ATLAS.ti Web, particularly in meeting the challenges ahead during pandemic times.

**Keywords:** ATLAS.ti Web, ATLAS.ti, CAQDAS, Collaborative Analysis, Qualitative Analysis



## How do parents interact with information related to their child's cancer? A qualitative study

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Parents of children with cancer grapple with a great deal of information in the process of caregiving for their child. Providing parents with relevant information related to the care of their child is an essential form of supportive care. Past literature has focused on their information needs but lack a clear explanation of how parents obtain and use the information in this context. This paper aims to propose an information behaviour model that explains how parents of children with cancer interact with information related to caregiving for their child. The model was derived from findings of a qualitative study involving 14 paediatric cancer parents and 8 healthcare providers. The study was conducted using a constructivist grounded theory approach. In-depth interviews were conducted with study participants based on semi-structured topic guides related to their information needs and experiences related to these information needs. Codes specific to parents' information behaviour were identified and categorised into meaningful themes. Inductive and abductive inference were used to generate the connection between these themes to form an information behaviour model. Three major themes formed a cyclical process. "Active information gathering" referred to active searching or gathering of information by parents. Paediatric cancer parents seek information from various sources but needed guidance to evaluate their credibility, trustworthiness, and applicability. "Obtaining information" referred to both active and passive receipt of information. These were affected by parents' readiness for information and the manner of information transfer. Cognitive and affective factors influenced their ability to understand and internalise the information received to form meaningful knowledge. Thus, healthcare providers need to be mindful of the way information is being given to the parents. "Acting on information" referred to the actions after obtaining the information. Besides informing their treatment decision-making, the information obtained may generate the need for further information gathering or be shared with the community of parents. This information behaviour model encapsulates how paediatric cancer parents interact with information related to the care of their child. It adds contextual clarity to previous health information behaviour models and is specific to parental caregiving for children with cancer. Based on the proposed model, healthcare providers should assess parents' readiness for information and select appropriate communication strategies. Providing guidance for information gathering may facilitate parents to obtain accurate and relevant information. The domains in the model can be mapped to the Theoretical Domains Framework to inform design of future interventions and research.

**Keywords:** information behaviour, children, cancer, Malaysia, qualitative

## The Grounded Theory Approach: Experience from a COVID-19 Study

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COVID-19 has caused many changes, including conduct of research. We conducted a grounded theory study to develop a model explaining how people exercise their social responsibility during the early COVID-19 pandemic in Malaysia and encountered many challenges throughout, therefore we want to share lessons learnt from this study as novice researchers. We conducted 23 in depth interviews (IDI) through phone calls and one face to face IDI. Adults from various backgrounds were selected purposively based on their experiences during the pandemic like: being parents, taking care of the elderly, hosting weddings or religious events, having business or holiday trips, working in healthcare setting and individuals who were tested negative for COVID-19. As our study progressed, theoretical sampling was applied by interviewing individuals who could provide data to address gaps in the emerging analytic theory. Interview guides were revised several times to clarify issues from previous interviews and initial data analysis. The debriefing sessions after each IDI helped in improving our skills and seeing the unforeseen challenges in conducting IDI, and gaining immediate reflection on emerging data. Data analysis was done concurrently involving coding, grouping, constant comparison, memoing and sketching. We used Microsoft Excel to facilitate team members in analysing data simultaneously in shared master file and transferred to NVivo for final management of dataset. Code book was developed to standardize definitions of all codes. We referred to literatures and had discussions among multi-disciplinary team members to incorporate different perspectives and views, and to resolve disagreements. Memoing and sketching was done to record ideas, discussions, and thoughts during the study. We proceeded with model construction and sketched several drafts before concluding the final abstract model which explains that public's adherence to preventive measures is a result of negotiation between perceived societal role responsibility and perceived risk of infection. This was an iterative process. Challenges we faced were: respondent issues like difficulties in getting respondents; busy respondents; lack of rapport and technical issues like poor phone line connection; noisy surrounding. Getting respondents was difficult initially as our circle of friends were small and mostly were busy in healthcare premises during the time of research, but we managed through good networking with friends and community. Furthermore, respondents were occupied with work from home schedule and not committed to be interviewed. When we conducted IDI through phone, respondents were reluctant to share their experience sufficiently due to lack of good rapport establishment; we couldn't grasp respondent's body language in order to interpret their thoughts and feelings. Poor phone line connection and noisy surrounding caused inaudible recording. We strategized and made prior communication with respondents, relistened carefully to the recording, and rescheduled IDI sessions to be done in respondents' own comfort. Doing a grounded theory study for novice researchers during pandemic was challenging especially in collecting and handling overwhelming data. However, we managed by reconciling different views and ideas through continuous discussions guided by research question, experienced qualitative researchers' feedback, and literature reviews. Valuing diversity and seeing things through a constructive lens was also important in this journey.

**Keywords:** Grounded theory, social responsibility, COVID-19, journey, lessons learnt, challenges.

**Public perception on health systems' response towards early phase COVID-19**

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The pandemic COVID-19 arrived abruptly and expanded in numbers exponentially, demanding health systems to respond not just aggressively, but also timely. The response taken during the initial phase reciprocated the preparedness of a health system. With the outbreak ongoing and continues to devastate many health systems, the need to identify issues in health system response is crucial, in order to strengthen and improve implementation measures. Capturing these issues through the lens of people directly affected by the outbreak's casualty is invaluable. We explored public perception on issues affecting the health system's response in managing COVID-19 during the initial phase in Malaysia. We conducted a mixed method study among Malaysians age 18 years and above using an online survey. The WHO COVID-19 Strategic Preparedness and Response Plan (SPRP) document consisting 8 strategy pillars developed to guide countries to manage COVID-19 effectively was adapted as the survey. We distributed this survey through official website, social media platforms, and email to few identified key informants. They were asked to rate the performance of the health system, along with open-ended questions on COVID-19 management. Content analysis was conducted, followed by thematically grouping of the issues. For the purpose of this presentation, we focus on the qualitative finding of the open-ended responses. 76 respondents with various backgrounds responded to the open-ended questions. Various issues were reported, and grouped into multiple domains and sub-domains in each pillar. Many issues were mentioned across all pillars and appeared to be important. One of them was coordination and collaboration across multi sectors, agencies, and experts, whereby respondents highlighted many collaborative areas needing more concerted effort including establishing multisectoral decision-making committee involving all crucial key-actors, working with expert in data analysis, engagement with community and NGOs in alleviating burden among population, sharing testing cost with private, and coordinating workforce mobilization in a more efficient way. Another issue raised in all pillars was availability of crucial guidance and resources, including need for guidelines beyond positive cases management and optimization of readily available sources in the country such as private laboratories, creative industries, and community representatives. Credibility of leaders in being accountable and gaining trust from the population was another issue repetitively mentioned in many pillars whereby respondents highlighted competency and stringency of implementations need to be improved. Finally, many highlighted lacks of effective and transparent avenue for feedback and improvements to the governing body, in order to improve the overall management. In conclusion, the judicious approach to understanding the issues of health systems response in highlighted in this study could assist policymakers to understand the state of preparedness and weakness from the public opinion. It serves as an opportunity to focus on areas to be strengthened during and beyond the pandemic, aiming for a more resilient health system in facing future casualty.

**Keywords:** health system, public perception, COVID-19, Malaysia

## Exploring the Lived Experiences and Coping Strategies of Family Caregivers Stroke Patient During the COVID-19 Pandemic

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Stroke is a chronic disease that requires stroke survivors to be supported long-term by their families. This is especially because of the inaccessibility to post-stroke rehabilitation outside hospitals. The caregivers including spouses, family members, or relatives either live together or separately with the stroke survivor. The Corona Virus Diseases 2019 (COVID-19) crisis and the pandemic restrictions in Malaysia are expected to exponentially increase the demand from family caregivers in supporting stroke survivors. Thus, this study aims to explore the burden, experience, and coping mechanism of the family caregivers supporting stroke survivors during the COVID-19 pandemic. A phenomenological approach was chosen in conducting this study to explore and focus on lived experiences within the group of family caregivers to arrive at a description of the nature of this particular phenomenon. It was conducted from November 2020 to June 2021 in Malaysia. A total of 13 participants were selected from two public rehabilitation centers in Kota Bharu, Kelantan. Comprehensive representation of perspectives from the respondents was achieved through heterogeneous or maximum variation of purposive sampling technique involving a variety of age (between 18 to 66 years), both sexes (male and female), ethnics (Malay, Chinese, and Indian), educational level (intermediate and high), employment status (unemployed, retired, employed, and self-employed), relationship (husband, wife, and children), and the correct diagnosis of stroke survivors. The in-depth interviews were then conducted with the participants in the Kelantanese dialect, recorded, transcribed, and analyzed using thematic analysis. Three themes on burdens and experiences were identified. They were worsening pre-existing issues, emerging new issues, and less burdens and challenges. Two themes on coping strategies were also identified. They were problem-focused engagement and emotion-focused engagement. The COVID-19 pandemic has changed the entire system of stroke management. While family caregivers mostly faced the extra burden through different experiences, they were also encountered some positive impacts from the pandemic. The integrated healthcare system in addition to the digitalization era is an important element to establish the collaborative commitment of multiple stakeholders to compensate burden and sustain the healthcare of stroke survivors during the pandemic.

**Keywords:** COVID-19 pandemic, stroke, family caregivers, burdens, experiences, coping strategies, public rehabilitation centers



## **After breast cancer treatment: Women's perspective on their interpersonal relationship**

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In this study, an in- depth exploration on women breast cancer survivors' lived experience after cancer treatment was conducted. This included understanding breast cancer survivors' inter-personal relationship which encompassed the physical, psychological, and emotional experience with oneself. To date, there has been few qualitative studies done to understand the lived experience of breast cancer survivors. Most of the research were done on the phases of diagnosis and treatment, while minimal attempted to focus on post- treatment period. Due to the lack of research that emphasis on post-treatment care, they might not be sufficient resources or support to help prepare survivors for post care. This study aims to fill this gap and provide deeper understanding of breast cancer perspective. A total of 7 survivors, were obtained through purposive sampling. They were screened based on the inclusion criteria before recruitment. A variation of three ethnicities of participants were achieved; four Chinese, two Indian and one Malay lady were the informants, and they ranged between 46 to 60 years- old of age. In terms of marital status two were single and the remaining five were married with children. In addition, the detection and diagnosis rate of participants stretched from first to third stage, and their survivorship duration extended from the shortest being five years to the longest which was 24 years. Hence all members originated from Klang valley. Participants were briefed on the objective and confidentiality aspects. In depth interview sessions were held at locations of convenience of the participant, which included their residences, workplace, and recreational areas. All interviews were audio recorded with consent. Thematic analysis was used to collate codes and form themes from participants sharing as well. Four themes have emerged. (1) "Struggling with new me" where they were battling uncertain feeling with one's new self. (2) "Adjusting to new me"; this involved making changes to find a new normal. (3) "Accepting the new me"; after a point of time survivors welcomed their new self. (4) "Embracing this new me"; Participants showcased, happiness, thankfulness, realization of inner strength and proudness of being called a survivor. The transition to each stage includes their realization that they are not the only ones journeying this process. It is also their will power in wanting to be with their loved ones and having a regular job and live like any other human being, despite having had the cancer. In conclusion, this study has tried to grasp women breast cancer survivors' life experiences after their cancer treatment which had enabled to provide insight into the processes of women breast cancer survivors have gone through. Emergence of these four themes has provided a deeper understanding of post-treatment care required by health care professionals.

**Keywords:** Breast cancer, Women, Survivor, Interpersonal relationship

### Exploring the challenges in routine healthcare data collection in primary care settings: oral healthcare personnel experiences

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Most oral healthcare data in the Ministry of Health were collected by primary oral healthcare clinics distributed nationwide. High-quality oral healthcare data is critical for program monitoring, continuous assessment and reporting. However, the burden of data collection increases with increased demand for progress reporting due to new programs and activities in the primary clinics. With the increment of workload, multiple challenges have arisen and potentially impact the quality of the data collected. As of today, no study has been conducted to understand these profound changes. This study intended to explore the challenges in routine healthcare data collection done by public oral healthcare personnel in Kelantan, Malaysia. This phenomenology study was conducted within the primary oral healthcare service in public oral health facilities. Eighty oral healthcare personnel (dentists, dental therapists, dental technicians and dental surgery assistants) from four districts (Kota Bharu, Pasir Putih, Tanah Merah and Jeli) in Kelantan were purposively invited to participate in the study. Eight focus group discussions (FGDs) and 52 hours of researcher-participant observation were initiated to collect the desired data. The obtained data were then analysed using the thematic analysis assisted by ATLAS.ti software version 8.0. A total of 73 participants consented to participate. The result encompassed evidence across all groups of personnel. The process of collecting oral healthcare data is paper-based within each facility and further aggregated at the district and state level before submission through an online system or email. Three themes emerged from the data analysis. The themes were individuals or personal challenges, organisational challenges, and technical challenges in data collection. Twelve sub-themes were grouped within the themes identified. The sub-themes for individuals' challenges were knowledge and understanding of the work process, personnel age and attitude, their work experience and interest. Facilities provided, workload distribution and human resources allocation were identified as organisational challenges. The last subthemes generated from the data were challenges faced during training, the work process, and computer skills. In conclusion, this study illustrates the complex challenges in routine health data collection experienced by the oral health personnel. The challenges should be taken into account as key factors for promoting changes, improvement in the data collection process or implementation of new data collection. This study provides evidence to the stakeholder on the challenges faced at the implementer level. Based on the evidence, policy adaptation or changes by the management can offer a long-lasting and effective solution to the challenges faces by the implementer.

**Keywords:** patient-generated health data, health personnel, data collection, focus groups

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