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TABLE OF CONTENTS

Page No.	Title
1.	A COMBINED HYBRIDS FUZZY MULTIPLE CRITERIA DECISION-MAKING (FMCDM) APPROACHES TO EVALUATING OF QM CRITICAL SUCCESS FACTORS IN SME'S HOTELS FIRMS
2.	CONCEPTUALIZING THE RELATIONSHIP BETWEEN SERVANT LEADER BEHAVIORS AND ORGANIZATIONAL CITIZENSHIP BEHAVIORS FOR THE INDIVIDUAL (OCB-I)
3.	FINANCIAL DEVELOPMENT, HUMAN CAPITAL ACCUMULATION AND ECONOMIC GROWTH: EMPIRICAL EVIDENCE FROM THE ECONOMIC COMMUNITY OF WEST AFRICAN STATES
4.	DESIGN IMPLICATIONS: IMPACT OF SOCIO-PHYSICAL SETTING ON PUBLIC HOUSING TRANSFORMATION IN NIGERIA
5.	TOWARDS CITIES INCLUSIVENESS: THE MIXED-USED PARADIGM OPTION FOR NIGERIA
6.	THE CHALLENGE OF RATIFICATION AND APPLICATION OF SPECIFIC REGIONAL BASED DECLARATION FOR RAILWAY INDUSTRY IN ASEAN MAINLAND: THE NATIONAL CULTURE PERSPECTIVE.
7.	MIRI CITY AS A FESTIVAL DESTINATION IMAGE IN THE CONTEXT OF MIRI COUNTRY MUSIC FESTIVAL
8.	PRACTICAL TEACHING METHODS IN ELECTRONICS SUBJECT FROM THE ELECTRONICS' EXPERT TEACHERS VIEW IN VOCATIONAL COLLEGE IN MALAYSIA
9.	OBSTACLES FACED THE DEMOCRATIC TRANSITION IN EGYPT IN MUHAMMAD MURSI ERA
10.	RELEVANCE OF FIRM SIZE ON THE RELATIONSHIP BETWEEN ORGANIZATIONAL CULTURE AND INNOVATIVENESS



- 11. ENTIRE AGREEMENT CLAUSES IN MALAYSIA**
- 12. STRUCTURAL, OPERATIONAL AND MARKET RELATED FEATURES AMONG HOUSING DEVELOPERS IN MALAYSIA**
- 13. RISK-BASED CAPITAL FRAMEWORK: CONVENTIONAL VS. TAKAFUL OPERATORS**
- 14. IMPACTS OF TERTIARY INSTITUTION ON HOUSE RENTAL VALUE IN DEVELOPING CITY**
- 15. ANALYSING THE BREADTH AND DEPTH OF RPT INFORMATION IN THE ANNUAL REPORTS OF EAST ASIAN COMPANIES**
- 16. STRUCTURAL CHANGES IN COMPARATIVE ADVANTAGES OF THE BRICS**
- 17. THE IMPACT OF HUMAN BEHAVIOUR TOWARDS PORTFOLIO SELECTION PROBLEM IN MALAYSIA**
- 18. CRITICAL SUCCESS FACTORS FOR SUSTAINABLE UNIVERSITY: A FRAMEWORK FROM THE ENERGY MANAGEMENT VIEW**
- 19. THE EFFECTS OF INVENTIVE THINKING PROGRAMME ON BAHASA MELAYU STUDENTS' INVENTIVE THINKING ABILITY AND DISPOSITIONS.**
- 20. THE EFFECT OF BRAND PERSONALITY AND BRAND SATISFACTION ON BRAND LOYALTY: A CONCEPTUAL PAPER**
- 21. INFLUENCE OF RELIGION IN PROMOTING FAMILIAL CAREGIVING IN NIGERIAN HOSPITAL WARDS**
- 22. MENTORING AND ITS IMPACT ON POLITICKING AND NETWORKING ABILITIES**
- 23. FAKTOR PENENTU CORAK PEMAKANAN KANAK-KANAK DI SABAH**
- 24. THE PEOPLE WE KNOW: SOCIAL NETWORK DIVERSITY AMONG URBAN MALAYSIANS IN THE KLANG VALLEY**



25. RELATIONSHIP BETWEEN MACROECONOMIC VARIABLES AND NET ASSET VALUE (NAV) OF ISLAMIC EQUITY UNIT TRUST FUNDS: COINTEGRATION EVIDENCE FROM MALAYSIAN UNIT TRUST INDUSTRY
26. TECHNOLOGY MANAGEMENT COMPETENCIES AND JOB SATISFACTION OF PAKISTANI UNIVERSITY LIBRARIANS: AN EMPIRICAL ASSESSMENT OF RELATIONSHIP
27. ELDER ABUSE IN MALAYSIA: THE UNSPOKEN TRUTH PENDERAAN WARGA TUA DI MALAYSIA: KEBENARAN YANG KURANG DIBICARAKAN
28. ABUSE OF THE MALAYSIAN ELDERLY: AN ANALYSIS ON THE ADEQUACY AND SUITABILITY OF THE DOMESTIC VIOLENCE ACT 1994 (ACT 521) TO PROTECT THE VICTIM
29. CONTENT ANALYSIS OF SHORT ESSAYS ON SMARTPHONES' USE AMONG UNIVERSITY STUDENTS AT A PRIVATE UNIVERSITY IN MALAYSIA
30. REVIEW OF SOCIAL MEDIA POTENTIAL ON KNOWLEDGE SHARING AND COLLABORATION IN TOURISM INDUSTRY
31. ASSESSING THE VALIDITY AND RELIABILITY OF FIVE FACTOR WELLNESS (5F-WEL) INSTRUMENT ON PRISON EMPLOYEES IN MALAYSIA
32. CLAIMING FOR A FAIR SHARE IN THE MATRIMONIAL PARTNERSHIP UPON DEATH: THE RIGHT OF THE SURVIVING SPOUSE FROM THE MALAYSIAN LEGAL PERSPECTIVE
33. THE EFFECT OF THE BOARD OF DIRECTORS CHARACTERISTICS ON CORPORATE SOCIAL RESPONSIBILITY DISCLOSURE BY ISLAMIC BANKS
34. MYANMAR IN INDIA'S INTERTWINED IDEALISM-REALISM FOREIGN POLICY: A 'MODIFIED STRUCTURALISM' PERSPECTIVE
35. DOES JAPANESE LANGUAGE LEARNING EXPERIENCE MAKE A DIFFERENCE IN JAPANESE PRODUCT PURCHASE INTENTION?
36. BARRIERS TO THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) IN SECONDARY SCHOOLS: TEACHER'S PERSPECTIVE

37. ASSESSMENT OF THE AVAILABILITY OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FACILITIES IN SECONDARY SCHOOLS IN INDIA
38. THE DETERMINANTS OF INTELLECTUAL CAPITAL DISCLOSURE: A META-ANALYSIS REVIEW
39. BALANCE SCORECARD: TRANSLATING CORPORATE PLAN INTO ACTION. A CASE STUDY ON UNIVERSITY OF KELANIYA, SRI LANKA.
40. JURISDICTION AND PROSECUTION OF HALAL RELATED MATTERS IN MALAYSIA: CHALLENGES AND PROSPECTS
41. THE INTERNAL CONTROL SYSTEM EFFECTIVENESS IN MEDIUM SIZED WORKER COOPERATIVE
42. DETERMINING THE TYPES OF TRAINING AND DEVELOPMENT SUPPORTS FOR EXPATRIATES
43. CLIMATE CHANGE AND GLOBAL WARMING DISCOURSES AND DISCLOSURES IN THE CORPORATE ANNUAL REPORTS: A STUDY ON THE MALAYSIAN COMPANIES
44. INTELLECTUAL CAPITAL AS THE ESSENCE OF SUSTAINABLE CORPORATE PERFORMANCE
45. IS JOB SATISFACTION A MODERATOR OR MEDIATOR ON THE RELATIONSHIP BETWEEN CHANGE LEADERSHIP AND COMMITMENT TO CHANGE?
46. DEVELOPING A MODEL FOR THE ANTECEDENTS OF ORGANIZATIONAL COMMITMENT AND TURNOVER INTENTION OF ACADEMICS IN MALAYSIA
47. DEALING WITH SHARES ON A SHAREHOLDER'S DEATH: THE PLIGHT OF THE DECEASED'S PERSONAL REPRESENTATIVE
48. INFLUENCE QUALITY OF SHARIA KNOWLEDGE AND IMPLEMENTATION TO PROFITABILITY OF SHARIA MICRO AND MEDIUM FINANCE INSTITUTIONS IN WEST JAVA – INDONESIA



49. SMALL FRENCH WINERIES' EXPORT STRATEGIES TO CHINA
50. TIME SERIES ANALYSIS OF INWARD FOREIGN DIRECT INVESTMENT FUNCTION IN MALAYSIA
51. INTERNET FINANCIAL REPORTING IN MALAYSIA: PREPARERS' AND USERS' PERCEPTIONS
52. THE EFFECT OF ETHICAL ORIENTATION AND MORAL INTENSITY ON FUTURE AUDITORS' ETHICAL JUDGMENT
53. MEASUREMENT MODEL FOR LEADERSHIP SKILLS USING CONFIRMATORY FACTOR ANALYSIS (CFA)
54. THE MODERN RETAIL CUSTOMER'S EXPERIENCE ON CUSTOMER ENGAGEMENT: EVIDENCE FROM HEALTH AND PERSONAL CARE STORES IN MALAYSIA USING STRUCTURAL EQUATION MODELING APPROACH (SEM)
55. COMPLIANCE EVALUATION ON CSR ACTIVITIES DISCLOSURES IN INDONESIAN PUBLICLY LISTED COMPANIES
56. INTERNAL CONTROL, RELIGIOUSNESS, AND PROFITABILITY PERFORMANCE OF ISLAMIC BANK IN INDONESIA.
57. ASSESSING CULTURAL TRANSFORMATION FROM LOCAL TO GLOBAL COMPANY: EVIDENCE FROM INDONESIAN PR COMPANY
58. AN EXPLORATORY STUDY ON STUDENTS' ENGAGEMENT IN SOCIAL STUDIES OF YEAR 7
59. CRITICAL ANALYSIS ON ACCOUNTING INFORMATION BASED ON PANCASILA VALUE
60. CRITICAL SUCCESS FACTORS FOR SUPPLY CHAIN MANAGEMENT PRACTICES: INSIGHTS FROM A MALAYSIAN AUTOMOTIVE MANUFACTURER



61. IMPLEMENTATION ANALYSIS OF LECTURERS' PEDAGOGICAL COMPETENCE ON STUDENT'S ACADEMIC ACHIEVEMENT (CASE STUDY AT S1 MANAGEMENT DEPARTMENT, WIDYATAMA UNIVERSITY)
62. INDIVIDUAL ATTRIBUTES OF CHANGE READINESS: A CASE STUDY AT PT KERETA API INDONESIA (INDONESIA STATE-OWNED RAILWAY COMPANY)
63. LEARNING FOR PROFESSIONAL DEVELOPMENT VIA PEERS: A SYSTEM THEORY APPROACH
64. FACTORS INFLUENCING AUDIT FEE IN GOOD GOVERNED COMPANIES: AN EVIDENCE FROM INDONESIA
65. LOCAL ECONOMIC RESOURCE DEVELOPMENT IN INDONESIA: QUALITATIVE APPROACH ANALYSIS
66. ETHICAL WORK CLIMATE IN ORGANIZATION: EFFECT ON ROLE AMBIGUITY, JOB SATISFACTION, ORGANIZATIONAL CITIZENSHIP BEHAVIOR, AND TURNOVER INTENTION
67. ACCOUNTING STUDENTS ATTITUDE TOWARDS THE COMPUTER, THE ACCEPTANCE OF THE ACCOUNTING INFORMATION SYSTEM'S COURSE AND TEACHING METHOD
68. SUKUK TRADING CONTRACT IN SECONDARY MARKET
69. ANALYSIS OF COMPREHENSION DEVELOPMENT EFFORT ON ISLAMIC MORTGAGE PRODUCT IN INDONESIA AND ITS IMPACT ON THE DEVELOPMENT OF ISLAMIC BANKING
70. AWAKENING THE CONSCIENCE INSIDE: THE SPIRITUALITY OF CODE OF ETHICS FOR PROFESSIONAL ACCOUNTANTS
71. ACCRUAL ACCOUNTING CHANGE: MALAYSIAN PUBLIC SECTOR READINESS
72. CORE COMPETENCY AND INDUSTRY ENVIRONMENT: ITS INFLUENCE ON THE COMPETITIVE STRATEGY AND COOPERATIVE STRATEGY AND ITS IMPLICATION ON THE PERFORMANCE OF THE SHARIA BASED FINANCIAL INSTITUTIONS IN THE PROVINCE OF ACEH



73. FINANCIAL INCLUSION IN INDONESIA AND ITS CHALLENGES
74. THE ROLE OF LEADERSHIP AND EMPLOYEE'S CONDITION ON REACTION TO ORGANIZATIONAL CHANGE
75. COMPARATIVE STUDY DYNAMICS OF PSYCHOLOGY OF PENCAK SILAT GROUPS (IKS.PI KERA SAKTI, PERSAUDARAAN SETIA HATI TERATE, DAN PAGARNUSA)
76. DYNAMICS OF EDUCATIONAL HOPE OF PROGRAM KELUARGA HARAPAN'S PARTICIPANTS IN KARANG BESUKI MALANG
77. REDESIGNING AIRPORT ARRIVAL IMMIGRATION PROCESS USING SIMULATION METHOD (CASE STUDY AT HUSEIN SASTRANEGARA INTERNATIONAL AIRPORT BANDUNG, INDONESIA)
78. THE STUDY OF ORGANIZATION DEVELOPMENT AND REGIONAL BANK CHANGING IN INDONESIA
79. THE INFLUENCE OF INTELLECTUAL CAPITAL ON THE FIRM'S VALUE WITH THE FINANCIAL PERFORMANCE AS INTERVENING VARIABLE
80. PANOPTICISM TECHNIQUE IN CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN
81. VICTIMIZATION AND ITS ROLE IN THE FORMATION OF EXTORTION
82. THE DEVELOPMENT AND CONSTRUCT VALIDATION OF THE EPISTEMOLOGICAL BELIEFS INVENTORY FOR SCIENCE
83. HOW TO MISMANAGE ORGANISATIONS: A LAWYER'S PERSPECTIVE
84. COMPETITIVE PSYCHOLOGICAL CLIMATE AND TURNOVER INTENTION WITH THE MEDIATING ROLES OF JOB STRESS AND AFFECTIVE COMMITMENT
85. COSTS OF FINANCING AND DIVERSIFICATION: EVIDENCE FROM MALAYSIA



- 86. UNDERSTANDING INTENTION TO USE PAID MOBILE APPLICATIONS AMONG YOUNG ADULTS IN CHINA: A CONCEPTUAL MODEL**
- 87. EXPLORING CURVILINEAR RELATIONSHIP BETWEEN ENTREPRENEURIAL ORIENTATION AND FIRM PERFORMANCE**
- 88. USER CHARACTERISTICS AS ANTECEDENTS OF TECHNOSTRESS TOWARDS EHRM: FROM EXPERTS' VIEWS**
- 89. THE USE OF PIRATED SOFTWARE AMONG INFORMATION PROFESSIONALS: MEASURING THE DIFFERENCE**
- 90. A CONCEPTUAL FRAMEWORK FOR UNDERSTANDING ACADEMICS COMMERCIALIZATION DECISION AT MALAYSIAN RESEARCH UNIVERSITIES**
- 91. CONSUMERS' ETHICAL JUDGEMENT AND COMPLAINT RESPONSES TOWARDS UNETHICAL ADVERTISEMENTS**
- 92. DOES ORGANIZATIONAL CLIMATE MEDIATE THE RELATIONSHIP BETWEEN TRANSFORMATIONAL LEADERSHIP AND INNOVATIVE WORK BEHAVIOR? : EVIDENCE FROM R&D AGRICULTURE FIRMS**
- 93. PERSONAL INTERNET USE: THE USE OF PERSONAL MOBILE DEVICES AT THE WORKPLACE**
- 94. LOAN LOSS PROVISIONS AND EARNINGS MANAGEMENT IN MALAYSIAN BANKING INDUSTRY**
- 95. A CONCEPTUAL FRAMEWORK FOR EVALUATING PROFESSIONAL UPSKILLING OF ENGLISH LANGUAGE TEACHERS PROGRAMME**
- 96. THE IMPACT OF LEADERSHIP STYLES ON JOB SATISFACTION AND MEDIATING ROLE OF PERCEIVED ORGANIZATIONAL POLITICS**
- 97. A QUANTITATIVE APPROACH TO HUMAN CAPITAL MANAGEMENT**



- 98. EFFECT OF BEHAVIORAL INTENTION TOWARD CHOOSING GREEN HOTELS IN MALAYSIA
- PRELIMINARY STUDY**
- 99. APPLICATION OF STRUCTURAL EQUATION MODELLING TO EVALUATE RELATIONSHIP
BETWEEN DIMENSIONS OF TRANSFORMATIONAL LEADERSHIP AND ORGANIZATIONAL
INNOVATION: IN IRAQ PUBLIC UNIVERSITIES**
- 100. KNOWLEDGE MANAGEMENT MODEL AND INSTRUMENT FOR IMPLEMENTATION AND
ADOPTION; PERSPECTIVE OF DEVELOPING COUNTRY**
- 101. A CONCEPTUAL FRAMEWORK ON ESTABLISHMENT OF ENTERPRISING
INFOPRENEURSHIP: MODELING THE ENTREPRENEURIAL COMPETENCY FOR
INFORMATION PROFESSIONALS**
- 102. THE INFUENCE OF COLOUR ON THE MALAYSIA SMES LOGO: THE MOST OFTEN
SELECTION OF COLOUR**
- 103. GOVERNANCE DISCLOSURE QUALITY AND COOPERATIVE PERFORMANCE IN MALAYSIA**
- 104. SOCIAL MEDIA USAGE AMONG UNIVERSITY STUDENTS: A STUDY ON SELFIE AND ITS
IMPACTS**
- 105. CLAIMING MAINTENANCE FROM CHILDREN: THE MALAYSIAN LEGAL PERSPECTIVE**
- 106. THE RELATIONSHIP BETWEEN KNOWLEDGE AND COMPLAINT BEHAVIOR AMONG
MOTOR VEHICLE REPAIR CONSUMERS IN SHAH ALAM, MALAYSIA**
- 107. MALAY CHILDREN VERBAL RECEPTION TOWARDS CONTEXTUAL FEATURES IN FAST
FOOD ADVERTISEMENTS**
- 108. ADDING NEW VOCABULARY WHILE PLAYING CASUAL GAMES**
- 109. GLOBAL ENGLISH: A STUDY OF FACTORS AFFECT FOR ENGLISH LANGUAGE LEARNING
MOTIVATION IN SRI LANKAN UNDERGRADUATES**
- 110. NUMBERED HEADS TOGETHER TECHNIQUE IN BAHASA MELAYU ESSAY WRITING**



111. VENTURING INTO INTERNATIONAL CONSTRUCTION PROJECT: MALAYSIAN PERSPECTIVE
112. DOES INWARD FDI CROWD-OUT DOMESTIC INVESTMENT? EVIDENCE FROM UGANDA
113. PROCESSUAL ANALYSIS ON ORGANIZATIONAL DECISION-MAKING: A PRACTICAL APPROACH TO EXPLORE TEACHERS' DECISION-MAKING FOR CLASSROOM MANAGEMENT IN A PRIVATE SECONDARY SCHOOL IN SUBANG, SELANGOR
114. PATIENT PROCESS FLOW IMPROVEMENT: VALUE STREAM MAPPING
115. CORPORATE ACTIVITY TO PREVENT CLIMATE CHANGE AND SHAREHOLDER STRUCTURE: HOW DOES CDP CONNECT COMPANIES WITH INVESTORS?
116. DETERMINANTS OF AUDIT REPORT LAG OF CORPORATE FINANCIAL REPORTS IN JORDAN
117. EFFECT OF OIL REVENUE AND THE SUDAN ECONOMY: ECONOMETRIC MODEL FOR SERVICES SECTOR GDP
118. INTRINSIC MOTIVATION AS A MEDIATOR ON ACCOUNTING INFORMATION SYSTEM ADOPTION
119. INDEPENDENCE AND FINANCIAL KNOWLEDGE ON AUDIT COMMITTEE WITH NON-COMPLIANCE OF FINANCIAL DISCLOSURE: A STUDY OF LISTED COMPANIES ISSUED WITH PUBLIC REPRIMAND IN MALAYSIA
120. FACTORS INFLUENCING PROPENSITY TO SUSTAINABLE ENTREPRENEURSHIP AMONG SMES IN MALAYSIA
121. A MODEL OF SENSE-MAKING PROCESS FOR ADAPTING NEW ORGANIZATIONAL SETTINGS-BASED ON CASE STUDY OF EXECUTIVE LEADERS IN WORK TRANSITIONS-
122. THE PERCEPTION OF CORPORATE TAXPAYERS' COMPLIANCE BEHAVIOUR UNDER SELF-ASSESSMENT SYSTEM IN NIGERIA
123. DETERMINANT OF THE FACTORS AFFECTING FOREIGN DIRECT INVESTMENT (FDI) FLOW TO THANH HOA PROVINCE IN VIETNAM



- 124. HUMAN RESOURCE PRACTICES ON EMPLOYEE RETENTION IN MALAYSIAN INDUSTRIAL SETTINGS**
- 125. MANAGEMENT EFFICIENCY IN JAPANESE REGIONAL BANKS: A NETWORK DEA**
- 126. A STUDY ON PRIVACY TOWARDS INFORMATION SHARING AMONG YOUNGSTERS IN PENANG MALAYSIA**
- 127. THE COMPETITIVE PRICING BEHAVIOUR OF LOW COST AIRLINES IN THE PERSPECTIVE OF SUN TZU ART OF WAR**
- 128. A CONCEPTUAL STUDY OF THE FORMATION OF ONLINE BRAND EQUITY: THE ROLE OF ONLINE BRAND TRUST**
- 129. OVERCOMING THE UNCANNY VALLEY THEORY IN DIGITAL CHARACTERS BASED ON HUMAN ATTITUDES**
- 130. THE EFFECT OF TAX PLANNING ON TAX DISCLOSURE: EVIDENCE FROM MALAYSIA**
- 131. LUDER'S CONTINGENCY MODEL AS AN ANTIDOTE FOR FRAUD IN PUBLIC SECTOR**
- 132. EXCLUDING BEHAVIORAL ASPECTS OF PRAGMATICS IN THE STUDY OF DISORDERED PRAGMATICS IN CLINICAL POPULATIONS**
- 133. THE IMPACT OF EX-AUDITORS' EMPLOYMENT WITH AUDIT CLIENTS ON PERCEPTIONS OF AUDITOR INDEPENDENCE**
- 134. INCORPORATING KNOWLEDGE SHARING AS A SUSTAINABLE COMPETITIVE ADVANTAGE WITH BUSINESS PROCESSES**
- 135. A CONCEPTUAL FRAMEWORK ON PRESERVATION MANAGEMENT: MODELING THE SUSTAINABLE DEVELOPMENT FOR PRESERVING ARCHIVAL HERITAGE**
- 136. ORGANIZATIONAL PREDICTORS OF WORKPLACE DEVIANCE AMONG SUPPORT STAFF**
- 137. PRIVACY RIGHTS VIS-À-VIS SURVEILLANCE UNDER INTERNATIONAL CONVENTIONS: CASES AND COMMENTARIES**



- 138. THE COMPOSITE OF STUDENTS' CHARACTERISTICS AND COGNITIVE DIMENSION IN VOCATIONAL EDUCATION**
- 139. RACIAL MICROAGGRESSION IN MALAYSIAN UNIVERSITY SETTING**
- 140. ORGANISATIONAL CAPABILITY, ENVIRONMENTAL TURBULENCE, AND NEW PRODUCT DEVELOPMENT PERFORMANCE: BUILDING A THEORETICAL FRAMEWORK AND HYPOTHESES WITH DYNAMIC CAPABILITIES**
- 141. STRATEGIES IN THE PREVENTION OR REDUCTION OF ELDER ABUSE IN BANGLADESH AND MALAYSIA**
- 142. SUCCESS FACTORS TO REDUCE ORIENTATION AND RESOURCES RELATED BARRIERS IN UNIVERSITY-INDUSTRY R&D COLLABORATION PARTICULARLY DURING DEVELOPMENT RESEARCH STAGES**
- 143. EXPLORING EMPLOYEE MOTIVATION AND CREATIVITY ON SMES INNOVATION IMPLEMENTATION ACTIVITIES IN NIGERIA**
- 144. THE INSTITUTION OF HISBAH: IN THE PURVIEW OF ITS SIGNIFICANCES AND DEVELOPMENT**
- 145. MALAYSIAN COMPUTER PROFESSIONAL: ASSESSMENT OF EMOTIONAL INTELLIGENCE AND ORGANIZATIONAL COMMITMENT**
- 146. COMPANIES IN MALAYSIA**
- 147. SHORT-RUN POLITICAL EVENTS AND STOCK MARKET REACTIONS: EVIDENCE FROM COMPANIES CONNECTED TO MALAYSIAN BI-POWER BUSINESS-POLITICAL ELITE**
- 148. DEVELOPMENT OF A DECISION SUPPORT SYSTEM FOR CLAIM PROCESS**
- 149. THE APPLICATION OF DUAL MECHANISM IN CONJUGATIVE RECONSTRUCTION TASK AS A METHOD OF LEARNING IRREGULAR PAST TENSE FORMS**



- 150. PENGGUNAAN ELEMEN JENAKA DI DALAM KULIAH DAN FUNGSINYA DALAM
PENCAPAIAN MAHASISWA**
- 151. THE INFUENCE OF COLOUR ON THE MALAYSIA SMES LOGO: THE MOST OFTEN
SELECTION OF COLOUR**
- 152. YOUNG CONSUMERS' INTENTION TOWARDS FUTURE GREEN PURCHASING IN MALAYSIA**
- 153. TO WHAT EXTENT THE LACK OF ADEQUATE FINANCIAL STATEMENTS AND
ACCOUNTING RECORDS IN THE LIBYAN SMALL BUSINESSES SECTOR CAUSE MORE
DIFFICULTIES FOR INVESTORS AND CREDITORS IN MAKING FINANCING DECISIONS?**
- 154. THE PLANT VARIETY PROTECTION LAW IN MALAYSIA: ISSUES ON PROTECTION OF
FARMERS' RIGHTS**
- 155. EVIDENCE ON MARKET CONCENTRATION IN MALAYSIAN DUAL BANKING SYSTEM**
- 156. THE FACTORS AFFECTING ORGANIZATIONAL INNOVATIVENESS**
- 157. COMPETITION, COMPETITION LAW AND THE MALAYSIAN FINANCIAL SECTOR**
- 158. THE IMPACT OF STRATEGIC PERFORMANCE MEASUREMENT SYSTEM ON
ORGANIZATIONAL PERFORMANCE IN SAUDI UNIVERSITIES**
- 159. A CHALLENGE TO THE FINDINGS ON ECONOMIC CONSEQUENCES OF IFRS ADOPTION;
LOOKING AT IRANIAN EMPIRICAL DATA**
- 160. CORPORATE CREDIT COLLECTION DETERMINANTS**
- 161. APPLICANTS' REACTIONS TO TECHNOLOGY-MEDIATED INTERVIEW: A HYBRID
THEMATIC ANALYSIS**
- 162. TESTING THE FACTORS AFFECTING THE DEVELOPMENT OF CREDIT CARDS IN THE
VIETNAM BANKING INDUSTRY**
- 163. LONGITUDINAL STUDY OF CORPORATE TAX PLANNING: ANALYSIS ON COMPANIES' TAX
EXPENSE AND FINANCIAL RATIOS**

- 164. THE ARCHITECT, THE CLIENT AND EFFECTIVE COMMUNICATION IN ARCHITECTURAL DESIGN PRACTICE**
- 165. REVIEW ON ISSUES AND PROBLEMS OF TRANSFERRING FELDA LAND OWNERSHIP**
- 166. ASSESSING THE RELATIONSHIPS BETWEEN PRIVATE INVESTMENT, EMPLOYMENT AND OUTPUT IN THE MANUFACTURING SECTOR IN MALAYSIA**
- 167. TAKZIR OFFENCES BY YOUTH: THE COMMON OFFENCES AND ADEQUACY OF SYARIAH CRIMINAL OFFENCES (TAKZIR) (TERENGGANU) ENACTMENT 2001**
- 168. TOWARDS DEVELOPING A CONCEPTUAL FRAMEWORK FOR ENVIRONMENTALLY SIGNIFICANT BEHAVIOUR**
- 169. RELATIONSHIP BETWEEN TECHNOLOGICAL FACTORS AND INNOVATION-ADOPTION AMONG TECHNOLOGY-BASED SMES IN MALAYSIA**
- 170. NON-FINANCIAL COMPENSATION AS DETERMINANT OF JOB RETENTION**
- 171. THE USE OF BAHASA MELAYU IN THE ENGLISH LANGUAGE CLASSROOM BY 'NON-OPTIONIST' ENGLISH TEACHERS**
- 172. REVIEW OF ENVIROPRENEURIAL VALUE CHAIN (EVC) BASED ON SCOR MODEL AND NRBV THEOR**
- 173. THE DETERMINANTS OF HEALTHCARE UTILIZATION AMONG THE ELDERLY: A QUALITATIVE STUDY**
- 174. INTERNET SERVICE FEATURES AND SATISFACTION AMONG INTERNET BANKING USERS**
- 175. THE VALUE RELEVANCE OF EQUITY AND EARNINGS FROM MALAYSIAN PERSPECTIVE**
- 176. ACCEPTANCE OF REFERENCE GROUP MEMBERS TOWARDS THE MALAYSIAN SINO-INDIANS**



- 177. TEACHER'S PERCEPTION TOWARDS INTEGRATION OF STUDENTS WITH LEARNING DISABILITIES INTO REGULAR CLASSROOM ENVIRONMENT**
- 178. A STUDY ON CUSTOMERS' SATISFACTION TOWARDS SERVICES PROVIDED BY AGENCIES AT URBAN TRANSFORMATION CENTER (UTC) MELAKA**
- 179. THE IMPLEMENTATION OF SCHOOL BASED MANAGEMENT POLICY: AN EXPLORATION**
- 180. THE DETERMINANTS OF CREDIT RISK IN AN EMERGING MARKET**
- 181. DEVELOPMENT AND VALIDATION OF A GENERAL PUBLIC KNOWLEDGE TOWARDS REGISTERED DRUGS QUESTIONNAIRE.**
- 182. PRACTICALITY AND POTENTIAL VALUE OF ENTERPRISE RISK MANAGEMENT IN THE MANUFACTURING SECTOR IN CHINA**
- 183. DOOR TO DOOR CLEANER: NEW VARIANTS OF TRAFFICKING IN DOMESTIC SECTOR**
- 184. STUDENTS' PERCEPTIONS ON THEIR CRITICAL THINKING AND PROBLEM SOLVING SKILL**
- 185. CONSTRUCTION PROJECT MANAGERS' PERCEPTION ON TOP JOB RESPONSIBILITIES IN THE CONTEXT OF MALAYSIA**
- 186. NOURISHING HEALTHCARE INFORMATION OVER FACEBOOK**
- 187. PROTEAN CAREER ORIENTATION AND CAREER GOAL DEVELOPMENT: DO THEY PREDICT ENGINEER'S PSYCHOLOGICAL WELL-BEING?**
- 188. UNDERSTANDING TRAVEL EXPENDITURE PATTERN USING CHAID METHOD: A STUDY OF DOMESTIC AND INTERNATIONAL TOURISTS IN UNESCO WORLD HERITAGE CITY OF MELAKA, MALAYSIA**
- 189. PEMAHAMAN UNGKAPAN ALGEBRA DALAM KALANGAN MURID TINGKATAN DUA**
- 190. A CONCEPTUAL FRAMEWORK ON THE ROLE OF INFORMATION SYSTEM QUALITY ON EMPLOYEE WORK LIFE BALANCE TOWARDS EMPLOYEE PERFORMANCE IN MALAYSIAN ICT COMPANIES – RESEARCH IN PROGRESS**



- 191. REFLECTIONS ON PEDAGOGICAL AND CURRICULUM IMPLEMENTATION AT ORANG ASLI SCHOOLS IN PAHANG**
- 192. THE UNIQUENESS OF ISLAMIC MICROFINANCE FINANCING PRODUCT FOR POVERTY REDUCTION IN INDONESIA**
- 193. THE DEVELOPMENT OF SCIENCE KNOWLEDGE INDICATORS AMONG INDIGENOUS PUPILS**
- 194. DETERMINING TEACHING EFFECTIVENESS FOR PHYSICAL EDUCATION TEACHER**
- 195. PROPOSED CONCEPTUAL FRAMEWORK ON COHESIVE EFFECT OF EXTRINSIC AND INTRINSIC FACTORS ON SUSTAINABLE BEHAVIOURS**
- 196. THE MEDIATING ROLE OF PSYCHOLOGICAL EMPOWERMENT BETWEEN TRANSFORMATIONAL LEADERSHIP AND EMPLOYEE WORK ATTITUDES**
- 197. STRATEGIC USE OF SOCIAL MEDIA FOR SMALL BUSINESS BASED ON THE AIDA MODEL**
- 198. PERSONALITY, PRIOR KNOWLEDGE, SOCIAL CAPITAL AND ENTREPRENEURIAL INTENTIONS: ENTREPRENEURIAL ALERTNESS AS MEDIATOR**
- 199. A REVIEW ON GREEN INTEGRATION INTO MANAGEMENT CONTROL SYSTEM**
- 200. FACTORS AFFECTING CONSUMER'S CONTINUANCE ONLINE PURCHASE INTENTION IN MALAYSIA**
- 201. SHAREHOLDER ACTIVISM IN MALAYSIA: IS IT EFFECTIVE?**
- 202. MALAYSIA-INDIA ECONOMIC COOPERATION: FIXING THE JIGSAW PUZZLE**
- 203. THE EXTENT OF ACCOUNTING ETHICS EDUCATION FOR BACHELOR STUDENTS IN JORDANIAN UNIVERSITIES**
- 204. EFFECT OF CASHLESS ECONOMY POLICY ON FINANCIAL INCLUSION IN NIGERIA: AN EXPLORATORY STUDY**



- 205. INTERNET USE AND ADDICTION AMONG STUDENTS IN MALAYSIAN PUBLIC UNIVERSITIES IN EAST MALAYSIA: SOME EMPIRICAL EVIDENCE**
- 206. TARGET COST MANAGEMENT (TCM): A CASE STUDY FROM MALAYSIAN AUTOMOTIVE COMPANY**
- 207. EXPLORING STUDENTS' PREFERENCE FOR SOCIAL NETWORKING SITES IN MALAYSIA**
- 208. SUPPLY CHAIN INTEGRATION STRATEGY: A CONCEPTUAL MODEL OF SUPPLY CHAIN RELATIONAL CAPITAL ENABLER IN THE MALAYSIAN FOOD PROCESSING INDUSTRY**
- 209. THE PRESENCE OF UNDESIRABLE OUTPUT IN MALAYSIAN WATER UTILITIES PERFORMANCE: A DIRECTIONAL DISTANCE FUNCTION APPROACH**
- 210. ASSESSING RISK MANAGEMENT MATURITY OF CONSTRUCTION ORGANISATIONS ON INFRASTRUCTURAL PROJECT DELIVERY IN NIGERIA**
- 211. UNDERSTANDING RECYCLING BEHAVIOUR USING PERSONALITY TRAITS**
- 212. THE APPLICATION OF CONTENT ANALYSIS TOWARDS THE DEVELOPMENT OF SPIRITUAL INTELLIGENCE MODEL FOR HUMAN EXCELLENCE (SIMHE)**
- 213. IMPACT OF AUDIT COMMITTEE AND AUDIT QUALITY ON PREVENTING EARNINGS MANAGEMENT IN THE PRE- AND POST- NIGERIAN CORPORATE GOVERNANCE CODE 2011**
- 214. CORPORATE CULTURES INTEGRATION AND ORGANIZATIONAL PERFORMANCE: A CONCEPTUAL MODEL ON THE PERFORMANCE OF ACQUIRING COMPANIES**
- 215. THE IMPACT OF GREEN MARKETING STRATEGY ON THE FIRMS' PERFORMANCE IN MALAYSIA**
- 216. GAYA KOMUNIKASI IBU BAPA DAN KEAKRABAN DENGAN ANAK**
- 217. HUBUNGAN ANTARA PENGGUNAAN HUMOR DALAM CERAMAH AGAMA DAN KREDIBILITI KEPIMPINAN PENCERAMAH**



- 218. REGIONAL-GLOBAL GOVERNANCE NETWORK ON WOMEN'S RIGHTS: CEDAW AND ITS IMPLEMENTATION IN ASEAN COUNTRIES**
- 219. THE ROLE OF POST-PURCHASE EMOTIONAL DISSONANCE ON PRODUCT RETURN INTENTIONS**
- 220. RATIONALIZING THE LIMITATION OF PASSIVE STUDENTS THROUGH CONTEXTUAL TEACHING**
- 221. THE INFLUENCE OF INDIVIDUAL INTERNAL FACTORS ON IMPULSE BUYING BEHAVIOUR THROUGH ONLINE SHOPPING**
- 222. THIS IS THE TIME TO OFFER TAKAFUL (ISLAMIC INSURANCE) IN INDIA**
- 223. BOUNDEDLY RATIONAL OR INTENTIONALLY DRIVEN BY MORAL CONSTRAINTS**
- 224. HOW CHINESE YOUTH CINEMA DEVELOPS? REVIEWING CHINESE YOUTH GENRE IN MAINLAND CHINA, TAIWAN AND HONG KONG, 1950S-2000S**
- 225. MENTORING AND ITS IMPACT ON POLITICKING AND NETWORKING ABILITIES**
- 226. CHALLENGES OF NATIONAL TB CONTROL PROGRAM IMPLEMENTATION: THE MALAYSIAN EXPERIENCE**
- 227. REVIVING THE LOCAL ELECTION IN MALAYSIA?**
- 228. THE ROLE OF BOARD STRUCTURE IN PREDICTING FINANCIAL DISTRESS IN MALAYSIA**
- 229. MARKET SEGMENTATION OF ORGAN DONORS IN MALAYSIA: A SYSTEMATIC LITERATURE REVIEW**
- 230. THE COGNIZANT OF FOOD ALLERGY DISEASES AND CLIMATE CHANGE**
- 231. GAUGING FOOD ALLERGY KNOWLEDGE AMONG HOSPITALITY STUDENTS**
- 232. EVIDENCE ON MARKET CONCENTRATION IN MALAYSIAN DUAL BANKING SYSTEM**



- 233. THE ROLE OF POTENTIAL LICENSEE AVAILABILITY INFACILITATING
COMMERCIALIZATION OF ACADEMIC RESEARCH RESULTS**
- 234. SIGNIFICANT THEORIES IN SUPERVISION PROCESS: A STUDY IN MALAYSIAN CONTEXT**
- 235. SAFEGUARDING MALAYSIAN HERITAGE FOOD (MHF): THE IMPACT OF MALAYSIA FOOD
CULTURE AND FOOD CULTURE INVOLVEMENT ON TOURISTS' INTENTIONAL LOYALTY**
- 236. COMPULSORY TRAVEL INSURANCE IN MALAYSIA: SOME REGULATORY CONSIDERATIONS**
- 237. PARENTAL ATTACHMENT, COPING EFFICACY AND ANTISOCIAL BEHAVIOR AMONG
ADOLESCENTS FROM DIVORCED FAMILY IN SELANGOR, MALAYSIA**
- 238. PEER RELATIONSHIP SATISFACTION, SELF-EFFICACY, AND ADOLESCENTS' SUICIDAL
IDEATION IN SELANGOR, MALAYSIA**
- 239. PRACTICAL USE OF REVIEW QUESTION AND CONTENT OBJECT AS ADVANCED
ORGANISER FOR COMPUTER PROGRAMMING LESSON**
- 240. ADOPTION OF HOSPITAL INFORMATION SYSTEM (HIS) IN MALAYSIAN PUBLIC
HOSPITALS**
- 241. FIRM AND MACROECONOMIC DETERMINANTS OF DEBT: PAKISTAN EVIDENCE**
- 242. INCLUSIVE EDUCATION FOR SOCIAL TRANSFORMATION**
- 243. PENIPUAN MELALUI SURAT KUASA WAKIL (POWER OF ATTORNEY) DALAM URUS NIAGA
TANAH: SATU ANALISA FRAUD BY THE POWER OF ATTORNEY IN LAND DEALING: AN
ANALYSIS**
- 244. VALUE EDUCATION TOWARDS EMPOWERMENT OF YOUTH – A HOLISTIC APPROACH**
- 245. THE ROLES OF LEARNING IN STIMULATING KNOWLEDGE SHARING AT SMES**
- 246. THE FACTORS AFFECTING ORGANIZATIONAL INNOVATIVENESS**



- 247. LOCAL PERCEPTIONS TOWARDS TOURISM IMPACTS RELATED TO HOMESTAY PROGRAMME**
- 248. A LEGAL PERSPECTIVE OF SHAREHOLDERS' MEETING IN THE GLOBALISED AND INTERCONNECTED BUSINESS ENVIRONMENT**
- 249. APPLICATION OF MICROFINANCE IN SELECTED ISLAMIC BANKS IN MALAYSIA: ISSUES AND CHALLENGES**
- 250. ANTI-CORRUPTION STRATEGY TO FIGHT CORRUPTION IN PUBLIC CONSTRUCTION PROJECTS THROUGH TRANSPARENCY INITIATIVE (TI)**
- 251. PIRATED SOFTWARE: THE RELATIONSHIP BETWEEN FACTORS**
- 252. INITIATING GREEN HRM: EVIDENCE FROM MALAYSIAN MANUFACTURING FIRMS**
- 253. IMPACT OF PERCEIVED COMPANY'S INNOVATIVENESS, SERVICE QUALITY AND CUSTOMER SATISFACTION ON REPURCHASE OF LIFE INSURANCE**
- 254. COINTEGRATION ANALYSIS ON EXPORT, EXCHANGE RATE AND OUTPUT IN ASEAN-5 COUNTRIES**
- 255. COINTEGRATION AND GRANGER CAUSALITY AMONG MONETARY, FISCAL POLICY AND ECONOMIC GROWTH IN MALAYSIA**
- 256. AN AUDIT REMARK ON MALAYSIAN LOCAL AUTHORITIES IMMOVABLE ASSET MANAGEMENT**
- 257. THE DETERMINANTS OF INDIVIDUAL DISCLOSURE OF EXECUTIVE DIRECTORS' REMUNERATION: A MALAYSIAN PERSPECTIVE**
- 258. CYBERCRIME OVER INTERNET LOVE SCAMS IN MALAYSIA: A DISCUSSION ON THE THEORETICAL PERSPECTIVES, THE CONNECTING FACTORS AND KEYS TO THE PROBLEM**
- 259. ENVIRONMENT DOMINANT LOGIC: FURTHERING THE THOUGHT OF FUTURE MARKETERS**



- 260.** PASCA KRISIS MAKANAN 2008: KE ARAH MENCAPAI PENGELUARAN SEKTOR PADI BERPRODUKTIVI TINGGI POST 2008 FOOD CRISIS: TOWARDS ACHIEVING HIGH PRODUCTIVITY PRODUCTION OF PADDY SECTOR
- 261.** THE IMPORTANCE OF INVESTIGATING TESL TRAINEES' ATTITUDES TOWARDS COMMUNICATIVE LANGUAGE TEACHING (CLT)
- 262.** THE DECISION PROCESSES OF PRAGMATICISM'S INDUCTIVE INFERENCE
- 263.** A REVIEW ON CUSTOMER PERCEIVED VALUE AND ITS MAIN COMPONENTS
- 264.** DEVELOPING QUALITY MANAGEMENT MEASURES IN PRINT AND VISUAL MEDIA IN INDIA: CHALLENGES AHEAD
- 265.** EMA PRACTICES IN SME MANUFACTURING: MALAYSIAN CONTEXT
- 266.** INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) AND SECONDARY SCHOOLS IN INDIA: A CASE STUDY IN HYDERABAD
- 267.** THE EFFECTS OF GEOGEBRA ON STUDENTS' ACHIEVEMENT
- 268.** AN EXAMINATION OF LEARNING EFFECTIVENESS IN ONLINE COLLABORATIVE LEARNING USING DATA MINING
- 269.** DETERMINANTS OF CUSTOMER-BASED RETAILER EQUITY: AN EMPIRICAL VERIFICATION APPROACH FROM INDIAN LARGE RETAIL MARKET
- 270.** THE NEED OF SPECIALIZATION IN INTRA-ASEAN TRADE
- 271.** CORPORATE PERFORMANCE, CORPORATE GOVERNANCE AND CEO DISMISSAL IN MALAYSIA
- 272.** INTELLECTUAL CAPITAL REPORTING: EVIDENCE FROM MALAYSIAN COMPANIES
- 273.** SUCCESS FACTORS IN SECURING FINANCE FOR PRIVATE FINANCE INITIATIVE (PFI) PROJECT



274. FAVOURABLE PROTOTYPES IN THE ORDERING SYSTEM AT COFFEE HOUSES IN SOUTH INDIA – A CUSTOMER RETENTION STRATEGY
275. USE AND USABILITY OF WEB DIGITAL LIBRARY: THE CASE OF UNIVERSITI TEKNOLOGI MARA
276. THE DIFFUSION OF BALANCED SCORECARD WITHIN A MALAYSIAN GOVERNMENT-LINKED COMPANY
277. DOES SOCIAL “CLOSENESS” ESSENTIAL IN THE MEDICAL RELIEF NGO?
278. SOCIAL RESPONSIBILITY RELATIONS IN THE SUSTAINABLE PALM OIL PLANTATION: THE CASE OF FELDA
279. INTERFERENCE ISSUES AND CONFLICT OF ACTIVITIES AT DAM WATER CATCHMENT AREA IN STATE OF SELANGOR MALAYSIA.
280. THE INFLUENCE OF INTELLECTUAL CAPITAL ON THE FIRM’S VALUE WITH THE FINANCIAL PERFORMANCE AS INTERVENING VARIABLE
281. CONCEPTIONS OF MATHEMATICS AMONG DIPLOMA IN ACTUARIAL SCIENCE STUDENTS
282. PENGARUH TRET PERSONALITI TERHADAP KESERONOKAN MENONTON FILEM SERAM
283. BACHELOR’S DEGREE IN GERMAN STUDIES AND THEN? THE PROFESSIONAL DEVELOPMENT OF THE 2008 BA GERMAN GRADUATES FROM UNIVERSITI PUTRA MALAYSIA
284. VEHICLE PRODUCTION AND SALES BY SEGMENT IN ASEAN.
285. BRAND RELATED USER GENERATED CONTENT IN CONSUMER SOCIALIZATION PROCESS: AN INTEGRATED CONCEPTUAL MODEL AND RESEARCH PROPOSITIONS
286. THE FORMATION OF MALAYSIA: ADVANCING THE THESES OF DECOLONIZATION AND COMPETING EXPANSIONIST NATIONALISMS



287. OUTLIER IMPACTS IN STOCK PRICING
288. SYSTEM DYNAMIC MODEL FOR PUBLIC PRIVATE PARTNERSHIP HIGHER EDUCATIONAL INSTITUTION PROJECTS IN MALAYSIA
289. THE PROBLEM OF BILATERAL RELATIONS BETWEEN EDUCATIONAL INSTITUTION AND INDUSTRIAL COMMITTEE TOWARDS WBL PROGRAMME IN MALAYSIA
290. IFRS CONVERGENCE AND EARNINGS MANAGEMENT
291. CONTROL OF CORPORATE MALAYSIA: IS THE PROSPECT OF BUMIPUTERA-CHINESE JOINT VENTURE COMPANIES PROMISING
292. THE IMPORTANCE OF US SHOCKS AND MONETARY TRANSMISSION MECHANISM CHANNELS IN THE UNITED ARAB EMIRATES (UAE)
293. REWARD AND EMPLOYEE'S CREATIVITY: A CASE IN MANUFACTURING ORGANIZATION
294. THE PSYCHOLOGICAL POVERTY AND THE INFLUENCE OF FAMILY SUPPORT AMONG JUVENILE SEX OFFENDERS IN MALAYSIA
295. RAWATAN LITERATURE CIRCLES: PENCAPAIAN MURID TERHADAP KEFAHAMAN TEKS NARATIF
296. KAEDAH JIGSAW II: KESANNYA TERHADAP PENCAPAIAN PENULISAN KARANGAN MURID TAHUN 5
297. HARMONIZING A THRIVING WORLD PALM OIL INDUSTRY AND ECONOMY THROUGH GENUINE COLLABORATION BETWEEN PRODUCERS-- MALAYSIA, INDONESIA, AND WEST AFRICA, AND CONSUMERS—INDIA AND CHINA
298. "DOMESTIC CONTRACTS" THE EFFECT OF FAMILY CONTRACTS; THE MALAYSIAN LAW PERSPECTIVES
299. HOW FAR ISLAMIC BANKING HAS GONE GLOBALLY AND NIGERIA IN PARTICULAR.



- 300. CHANGES IN MANAGEMENT ACCOUNTING PRACTICES: EVIDENCE FROM MALAYSIAN CASE STUDIES**
- 301. PATIENT PROCESS FLOW IMPROVEMENT: VALUE STREAM MAPPING**
- 302. CRIMEA'S ANNEXATION: THE BLOCKADE OF EU'S ENERGY DIVERSIFICATION STRATEGY IN BLACK SEA BASIN?**
- 303. SWITCHING INTENTION OF MUSLIM DEPOSITORS TOWARDS ISLAMIC DEPOSIT ACCOUNT**
- 304. FRAUDULENT FINANCIAL STATEMENT DETECTION IN SMALL MEDIUM AUTOMOTIVE USING STATISTICAL TECHNIQUES**
- 305. COMMUTER FAMILIES: PARENTAL READINESS, FAMILY ENVIRONMENT AND ADOLESCENT SCHOOL PERFORMANCE**
- 306. SERVICE QUALITY: A CASE STUDY OF LOGISTICS SECTOR IN ISKANDAR MALAYSIA USING SERVQUAL MODEL**
- 307. TAKZIR OFFENCES BY YOUTH: THE COMMON OFFENCES AND ADEQUACY OF SYARIAH CRIMINAL OFFENCES (TAKZIR) (TERENGGANU) ENACTMENT 2001**
- 308. TRAINING NEEDS ASSESSMENT ON EMOTIONAL INTELLIGENCE OF PAKISTANI UNIVERSITY LIBRARIANS**
- 309. DECISION FACILITATING ROLE OF COMPREHENSIVE PERFORMANCE MEASUREMENT SYSTEM (CPMS) AND JOB PERFORMANCE: INFLUENCE OF ROLE AMBIGUITY AND LOCUS OF CONTROL**
- 310. ROLE OF INTELLECTUAL CAPITAL TOWARDS SUSTAINABILITY: STUDY OF MALAYSIAN SMES**
- 311. THE RELATIONSHIP BETWEEN STRATEGIC RESOURCES AND BUSINESS PERFORMANCE**
- 312. A CONCEPTUAL FRAMEWORK ON PROMOTIONAL ACTIVITY PRACTICES IN MALAYSIAN EDUCATION RESOURCE CENTER**



- 313. OBJECTIVITY AND QUALITY OF INTERNAL AUDIT FUNCTION: THE EFFECT OF EXTERNAL AUDITORS' RELIANCE ON INTERNAL AUDIT WORK**
- 314. CONNECTING WEB 2.0 TO CONNECTIVISM IN SUPPORTING STUDENTS' LEARNING**
- 315. CLAIMING MAINTENANCE FROM CHILDREN: THE MALAYSIAN LEGAL PERSPECTIVE**
- 316. DEALING WITH SHARES ON A SHAREHOLDER'S DEATH: THE PLIGHT OF THE DECEASED'S PERSONAL REPRESENTATIVE**
- 317. MIGRANT CONSUMERS' ATTITUDES TOWARDS HOMELAND PRODUCTS**
- 318. THE EFFECTS OF BRAND ORIENTATION OF FURNITURE MANUFACTURING FIRMS ON BRAND DISTINCTIVENESS AND BRAND PERFORMANCE**
- 319. TAX SERVICE QUALITY: THE MEDIATING EFFECT OF PERCEIVED EASE OF USE ON THE ONLINE TAX SYSTEM**
- 320. USING CAUSAL LOOP DIAGRAM IN UNDERSTANDING FINANCIAL ACTIVITIES IN MALAYSIA PENSION FUND**
- 321. DEVELOPMENT OF PATIENT SATISFACTION MODEL: PROPOSITIONS AND DIRECTIONS FOR FUTURE RESEARCH**
- 322. CUSTOMERS' REPURCHASE INTENTION MODEL FOR MALAYSIAN SEGMENT-C CAR MARKET**
- 323. EFFECTIVE EMPLOYEE ENGAGEMENT AND ORGANIZATIONAL SUCCESS: A CASE STUDY**
- 324. SUPPLY CHAIN PERFORMANCE MEASUREMENT: THE CASE OF A STATE OWNED PHARMACEUTICALS COMPANY (BFM)**
- 325. CURRICULUM OF ISLAMIC ECONOMICS AND FINANCE IN ISLAMIC UNIVERSITY OF INDONESIA: CHALLENGES OF ASEAN ECONOMIC COMMUNITY**
- 326. ISLAMIC BANKS AND LOCAL DEVELOPMENT IN INDONESIA**



- 327. FORECASTING SALES DURING PROMOTIONS IN A SUPERMARKET: AN EMPIRICAL STUDY**
- 328. FURTHERING THE THOUGHT OF ISLAMIC WORK ETHICS FOR FUTURE RESEARCHERS**
- 329. WHY DO MANAGERS LEAVE THEIR ORGANIZATION? INVESTIGATING THE ROLE OF ETHICAL ORGANIZATIONAL CULTURE IN MANAGER TURNOVER IN A 4-YEAR FOLLOW-UP STUDY**
- 330. BRITISH DIPLOMATS, BAKUFU AND JAPANESE CIVIL WAR: FRIENDS OR FOES**
- 331. PEER RELATIONSHIPS SAFEGUARD FOR LEARNED HELPLESSNESS BEHAVIOR**
- 332. ENTREPRENEURIAL STRATEGIC FLEXIBILITY IN RESOURCE CONSTRUCTION**
- 333. STUDENTS' PERCEPTION TOWARDS MECHANICAL ENGINEERING PROGRAM IN THE MALAYSIAN UNIVERSITY**
- 334. THE ROLE OF ENVIRONMENTAL MANAGEMENT IN TERRITORIAL SOVEREIGNTY DISPUTES**
- 335. HUMAN COMMUNITIES AND THEIR USES OF NATURAL RESOURCES: A CASE STUDY AT BATANG LUPAR HEADWATERS**
- 336. CUSTOMER KNOWLEDGE MANAGEMENT AND ITS IMPACT ON CUSTOMER SATISFACTION AND LOYALTY IN MALAYSIAN TAKAFUL INDUSTRY**
- 337. QUALITY VS QUANTITY FERTILITY DECISION WITHIN WOMEN HOUSEHOLD IN MALAYSIA**
- 338. ATTITUDE OF STUDENTS TOWARDS STATISTICS APPLICATION**
- 339. ENERGY CONSERVATION BEHAVIOUR OF HIGHER INSTITUTION USING THEORY OF PLANNED BEHAVIOUR**
- 340. A STUDY ON FACTORS OF WEB USERS BEHAVIOUR TOWARDS ONLINE PURCHASING INTENTION AMONG PEOPLE IN JAKARTA**



341. EVALUATING THE QUALITY OF ENGLISH LANGUAGE SUPPORT FOR UK-BOUND POST-SECONDARY MALAYSIAN SCIENCE AND TECHNICAL STUDENTS FROM THEIR PERSPECTIVE AS CONSUMERS: A PILOT STUDY



A Combined Hybrids Fuzzy Multiple Criteria Decision-Making (FMCDM) Approaches to Evaluating of QM Critical Success Factors in SME's Hotels Firms

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Abstract

The purpose of this study is to identify, prioritize and evaluate the importance of quality management (QM) critical success factors (CSFs) in Iranian SME's hotels firms by combined fuzzy set theory, quantitative and qualitative approaches. Primary criteria to evaluate QM CSFs are achieved by the literature survey. Through the Fuzzy Delphi Method (FDM) by industries and academia experts the importance CSFs of QM were filtered and categorized in three main factors (organizational factors, human factors and technological factors) and 16 sub-factors. In this study, two hybrids fuzzy multiple criteria decision-making (FMCDM) methods based on a fuzzy analytical hierarchical process (FAHP) and TOPSIS are applied to evaluating and prioritizing of QM CSFs in Iranian three SME's hotels firms. The finding of this study indicated that the human factors had the first rank from three perspectives of QM CSFs in three SME's hotels firms and also, leadership as a sub-factor was the first rank from 16 sub-factors of QM CSFs.

Keywords: fuzzy Analytic Hierarchy Process (FAHP), Fuzzy Delphi Method (FDM), TOPSIS, SME's hotels firms, quality management (QM)



Conceptualizing the Relationship between Servant Leader Behaviors and Organizational Citizenship Behaviors for the Individual (OCB-I)

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Abstract

This study proposes a model that would examine the relationship between servant leader behaviors and employee organizational citizenship behaviors for the individual (OCB-I). Specifically, this study would examine the role of seven servant leader behaviors - emotional healing, creating value for the community, conceptual skills, helping subordinates grow, succeed and putting subordinates first, behaving ethically, and empowering - and one major forms of employee citizenship behaviors - organizational citizenship behaviors that benefit the individual (OCB-I). A sample from lower and middle level employees of utility organizations in Nigeria would be used to collect data for empirical testing.

Key words: Citizenship behaviors, leader behavior, servant leader behavior, servant leadership



Financial Development, Human Capital Accumulation and Economic Growth: Empirical Evidence from the Economic Community of West African States

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Abstract

From the perspective of the endogenous growth models, the poor economic performance of the ECOWAS region can be traced to the low level of human capital accumulation in the region. However, recently, great attention has been paid to the role of financial development towards economic growth, by encouraging capital accumulation. But capital in this sense referred to only physical capital. Therefore, this study differ from others by investigating the link between financial development, human capital accumulation and economic growth in the ECOWAS. It employed panel cointegration approaches as well as fully modified OLS and dynamic OLS estimators and panel granger causality test. The results revealed that bank private credit and domestic private credit contribute significantly to economic growth in the ECOWAS, both directly and through their influence on human capital accumulation. Moreover, whereas bank credit Granger cause economic growth, bidirectional causality exist between domestic credit and economic growth. These results imply that providing access to credit to both enterprises and individuals, through appropriate financial policies, will encourage economic growth in the ECOWAS region.

Keywords: Financial Development, Human Capital, Economic Growth, ECOWAS, Panel Cointegration.



Design Implications: Impact of Socio-Physical Setting on Public Housing Transformation in Nigeria

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Abstract

Several studies claim physical surroundings as concrete manifest of space organisation. Its arrangement delineates spatial relationship of social activities' network within a given housing unit or neighbourhood. However, housing challenges in Nigerian urban settings portray minimal sensitivity to socio-physical attributes influencing public housing adjustments by home owners. Focusing on users' housing adjustment experience with emphasis on socio-physical environmental impact, public housing home owners were examined to ascertain hypothetical inclination of socio-physical impact on public housing adjustments initiatives. Based on a survey which recorded 276 households conducted in ten (10) public housing estates within northern states of Nigeria, this study evaluated users' experience on socio-physical model of housing adjustment considering environmental features of Building attributes; Neighbourhood influence; Technology; Plot size and Quality of urban living standards which were investigated using questionnaire and analysed by structural equation modelling (SEM) in order to establish the factors and subsequently the model. The result output indicated significant influence of socio-physical constituents on homeowners housing adjustment decisions. The implication of the findings is the need for review of public housing design policies and developers innovative design initiatives that considers culture responsiveness in harmonising the emic and etic paradigms of public housing design based on user requirements.

Keywords: Culture, Design Implications, Public Housing, Socio-Physical, Transformation

Towards Cities Inclusiveness: The Mixed-Used Paradigm Option for Nigeria

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Abstract

Most part of urban Nigeria is characterized by informal settlements as formal planning is evident mainly in government housing for its employees. Employment and workplaces follow the same pattern of informality with insecurity of land tenure and haphazard location characteristics. This depicts economic and social exclusion with a phenomenon that has turned informal home-based enterprises; an instrument of urban revitalization into a menace and burden for the urban space. Guided by the Inclusive Cities' vision and strategy of promoting growth and equity that allows for participation of all city dwellers in the social, economic and political opportunities that the city offers, a pilot study of the location characteristics of existing 103 automobile repair artisans' workplaces in 69 locations of Idah; a medium sized settlement in Kogi state was carried out. The youthful informal artisans mostly between 15-35 years of age locate their workplaces mainly along primary arterial roads leading in and out of the town especially within available open spaces and buildings in residential domains; this they claimed is for easy access to customers. However, such locations are not in line with global best practices, but in the absence of comprehensive formal urban planning to accommodate them, their negative impacts are just being endured. Correlation and regression analysis shows an inverse relationship between location and patronage. The Mixed-Use model option embraced by many developed and emerging nations has been reviewed as a planning tool for possible adoption in integrating not only the artisans, but generally all informal home-based enterprises in Nigerian cities.

Key Words: Inclusiveness, Mixed-Use, Paradigm, Artisans, Informal Sector



The Challenge of Ratification and Application of Specific Regional Based Declaration for Railway Industry in ASEAN Mainland: The National Culture Perspective.

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Abstract

The ratification and application of regional based declarations and agreements in ASEAN is a challenging task. Although there are some declarations successfully ratified and applied, but when it comes to declarations and agreements that are specific in nature, the perspectives from the members are different. For railway industry, Protocol 6 of ASEAN Framework Agreement on Facilitation of Goods in Transit, which specified on railways border and interchange stations, is an example of regional specific declaration, which had neither been ratified nor applied. Accordingly, the non-ratification and application of the said protocol is very much influenced by various surrounding factors, since ASEAN is consist of various nations with various backgrounds. National culture factors, particularly the power distance, uncertainty avoidance and individualism or collectivism, had contributed quite obvious towards the decision made by the nation on ratifying and applying the said protocol.

Keywords: ASEAN railway, Protocol 6 AFAGIT, national culture



Miri City As a Festival Destination Image in the Context of Miri Country Music Festival

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Abstract

The primary objective of the study is to ascertain the festival destination image of Miri. More specifically the study objectives are to determine Miri as a festival destination image among the tourists in the context of Miri Country Music Festival (MCMF) and to assess tourist's satisfaction level of MCMF. Both quantitative and qualitative approaches have been adopted to ascertain Miri as a festival destination image among tourists. For quantitative method, questionnaires were distributed to the participants attending the MCMF. In total, 126 responses were collected. For qualitative approach, face-to-face interviews were carried out. The participants were randomly selected among those participated in the MCMF. The findings show that the participants have positive impression about Miri being a festival destination image in the context of MCMF. The participants also agreed that the festival was an ideal fun day trip for family and friends of which they thought the people at the festival were warm, friendly and safe. Furthermore, findings also suggested that the participants are generally satisfied with MCMF in terms of sound quality, selection of artistes and the program. Nevertheless, the participants have a neutral feeling with regard to things to see and do at the festival and festival is a world-class festival. This paper provides some insights to relevant authorities for further improvements to meet the expectation of the tourists. The limitations of the study and future research are also discussed in this paper.

Keywords: festival destination image, tourist's satisfaction,

Practical Teaching Methods in Electronics Subject from the Electronics' Expert Teachers View in Vocational College in Malaysia

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Abstract

This paper describes the practical teaching methods which are suitable to use in the teaching of electronics practical subjects at the College Vocational in Malaysia according to the views of electronics' expert teacher. The research is a quantitative research and used questionnaire as their medium of research. The researcher used the Needham Five Phase Constructivism Model to detailing the practical teaching method which is by using the phases to conduct the practical teaching in class. Means for all practical teaching methods is obtained. The mean ranking was structured and unsuitable teaching method was excluded. In this research, the method of teaching practical electronic subject in Vocational College according to the expert's views are more to use the teaching method that are maximum involving students and teachers in each session in teaching in the classroom.

Keywords: Practical Teaching Method, Vocational College, Electronic



Obstacles Faced the Democratic Transition in Egypt in Muhammad Mursi Era

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Abstract

Egypt has had an influential role in the Arab world. It is the leader of the political and intellectual trajectory in the region. Any political development in it would have an effect on the Arab and Muslim world. After the 25 January uprising (2011), which ousted Hosni Mubarak and his ruling party from the authority, the focus has been on the democratic transition process in this country. Despite the fact that parliamentary and presidential elections and a referendum on the new constitution have been held, the democratic transition has faced a lot of obstacles that make it very difficult, slow and prone to failure. These obstacles related to internal and external factors. The performance of Muslim Brotherhood, the opposition, the media, the counter-revolution and the deep state is very crucial in this transition stage. As well, the regional and international position from the elected authority has an effective role, particularly on the Egyptian economy.

Keywords: Political Islam, Egypt, Muslim Brotherhood, Democratic Transition, Arab Spring.



Relevance of Firm Size on the Relationship between Organizational Culture and Innovativeness

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Abstract

While empirical studies have found that certain organizational factors (such as culture) do influence the innovativeness of firms, little attention has been directed towards the effect of firm size on the innovativeness among housing developers operating in Malaysia. This paper therefore, examines the moderating effect of firm size on the relationship between organizational culture and innovativeness among housing developers in Malaysia. We adopted the proportionate stratified random sampling to collect data from the micro, small, medium and large housing developers operating in Peninsular Malaysia. We received 183 valid questionnaires out of 504 questionnaires distributed, yielding 36.3% response rate. While organizational culture was found to be significant in explaining the innovativeness, firm size significantly moderated the relationship. The findings in this paper have been complementary to the existing body of knowledge and contribute to future studies on innovativeness in the housing industry.

Keywords: Firm Size, Organizational Culture, Organizational Innovativeness, Housing Developers



Entire Agreement Clauses in Malaysia

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Abstract

Creation of contracts is part of the process of generating revenue for a business. The creation of a contract is usually signified by words of assent or a signature at the end of a written document. In an ideal situation, such assent is only produced if the contracting party is satisfied that the contract is beneficial to him. However, in the real world, due to the possibility of a weaker bargaining position, lack of time or access to legal advice, a party signifying its assent might not truly appreciate the impact of certain terms in the contract or even if they do appreciate the disadvantages of the terms, they might be put at a spot where they are willing to take a risk and accept the contract. One specific type of terms which can be detrimental to a contracting party is the entire agreement clauses. It is therefore necessary to examine the current legal position in relation to this type of terms to determine whether the law draw an appropriate balance between the need to uphold justice on one hand and preserve certainty of law on the other.

Keywords: contract, entire agreement clause, small businesses



Structural, Operational and Market Related Features among Housing Developers in Malaysia

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Abstract

In advancing our knowledge of the Malaysian housing industry, this paper presents the characteristics among housing developers operating in Malaysia. Despite the stream of research on organizations, limited attention has been directed towards the extent of the formalization, centralization, adhocracy culture, market orientation; level of transformational leadership and organizational learning; environmental uncertainty and market competition among housing developers in Malaysia. We used a proportionate stratified random sampling to collect data from micro, small, large and public listed housing developers in Peninsular Malaysia. We received 183 out of 504 questionnaires distributed, yielding 36.3 percent response rate. While formalization and government support were found to be low; centralization, adhocracy culture, organizational learning and environmental uncertainty were found to be moderate, while market orientation, transformational leadership and market competition were found to be high among the housing developers. Our findings provide a new impetus for a better understanding of the characteristics of housing developers operating in Malaysia. It can also provide a foreground for comparison with the housing industries in other countries.

Keywords: Organizational structure, Culture, Resources, External Factors, Housing Developers, Malaysia



Risk-Based Capital Framemowk: Conventional vs. Takaful Operators

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Abstract

Malaysia introduced an RBC framework for its conventional insurance industry in 2009. In 2011, enhancements to the RBC framework were completed. In an effort to improve the overall Takaful regulatory framework, BNM issued new operational and valuation guidelines on 23 September 2010. These were followed by the long-awaited draft risk-based capital (RBC) guidelines for Takaful operators that were released for feedback on April 2011. The proposed Takaful RBC framework appears to be similar to that imposed for a conventional business. Parallel to its counterpart, Takaful insurer is required to have a minimum 130% of supervisory capital-adequacy ratio (CAR). The minimum CAR imposed is formulated so that Takaful operators have sufficient capital in the shareholders' fund to meet any shortage in Takaful fund. Capital adequacy is a measure of the adequacy of an entity's capital resources in relation to its current liabilities and the risks associated with its assets. An appropriate level of capital adequacy ensures that the entity has sufficient capital to support its activities and that its net worth is sufficient to absorb adverse changes in the value of its assets without it becoming insolvent. The same methodology and assumptions as outlined in the RBC requirements for conventional business have been used to determine each of these capital charges (Dhesi, 2012). However, Conventional insurer and Takaful operators face different types of risk in their everyday operations. Nevertheless, the risks dealt by Takaful operators are somewhat different from those faced by their conventional counterparts (Obaidullah, 1998). Takaful operators also adopt different types of operating models (mudharabah, wakalah and hybrid). When it comes to the conventional insurers, the RBC-framework provides detailed guidelines for the calculation of risk-weighted assets, taking into account different types of risks related to their activities. Still, this framework does not address the risks pertinent to the nature of Takaful operator's activities. The sharing of risk with its customers distinguishes Takaful operators from its counterpart.

Keywords: risk-based capital, capital adequacy ratio, Takaful



Impacts of Tertiary Institution on House Rental Value in Developing City

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Abstract

The establishment of tertiary institution exerts some influences on the city as a result of mass movement of people from the countryside into the city. Housing demand increase results from mass migration inflow of students in the city. The students as future nation builders deserve some benefits without which they cannot sustain the added financial pressure on top of their pressure of studies. Landlords may not be sympathetic to that for predictable reasons. Therefore, there is a need to seek for a balanced situation. The significance of this study lies on this point. This study aims at evaluating the effect of the establishment of such a University on the house rental value in the city of Ogbomoso, Nigeria. 1800 respondents chosen through stratified conditional random sampling were surveyed. The study started with extensive literatures review of related literatures. The data was collected through questionnaires focusing on the estimated annual house rents, reasons for increase in house rental value and rent evaluation. Descriptive analysis was carried out using t-test to verify the results. The mean values predicted different inferences. The study revealed that short supply of housing and landlord's decisions are the two major factors responsible for the increase in house rental value within the city. The paper argues that legislation controlling the house rent after the establishment of such institution in the city is essential in order to protect the students' interest as well as benefiting the landowners.

Keywords: - Developing City, House, Ogbomoso, Rental Value, Tertiary Institution

Analysing the Breadth and Depth of RPT Information in the Annual Reports of East Asian Companies

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Abstract

This paper examines the information about RPTs disclosed in the annual reports of firms in East Asia. While RPTs are normally executed in the ordinary course of business, conflicting views exist on their economic effects. Nevertheless, appropriate disclosure of RPTs can assist investors in analyzing the risk and return of RPTs. Prior studies highlight that there are variations in the level of RPTs disclosure for which the different nature and types of RPTs may lead to the differences on the impact of the transactions. Further, with the many recent reforms involving RPTs in East Asia, we posit that there is a need to explore the information that is disclosed regarding RPTs. An index is developed to hand-collect RPTs information from the annual reports of 278 East Asian companies. Descriptive analysis is employed to examine the breadth and depth of the RPTs information. Our finding indicates that RPTs information has been disclosed comprehensively in the annual reports. However, findings in this paper need to be developed further as they are preliminary in nature. Further research may consider the differences in institutional and organizational contexts in exploring RPTs.

Keywords: Annual Reports, East Asia, Related Party Transactions



Structural Changes in Comparative Advantages of the BRICS

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Abstract

The aim of this article is to shed some light on the structural changes that have taken place in the five emerging markets forming the BRICS grouping during the last two decades. Author also tends to discuss the consequences of these changes for the grouping as a whole and for its individual members. The particular comparative advantages or disadvantages of the five economies are identified using revealed symmetric comparative advantage index. The long-run shifts in the comparative advantages and disadvantages are further analysed across the BRICS countries. The results show a continuous shift from primary manufacturing and from production of merchandise with low added value, to more sophisticated goods.

The whole group of BRICS is gaining new competitive advantages mainly in the sector of machinery and transport equipment, but also in some others. The position of individual countries has been transforming significantly as well. Especially India has shown a rather profound restructuring of its sector export orientation over the last 19 years. China as a competitive superpower is gaining and consolidating the comparative advantages mainly in the chemical industry (together with Russia), manufacturing, consumer goods, and of course machinery and transport equipment (together with India and Brazil).

Keywords: BRICS countries, comparative advantage, international trade, structural analysis



The Impact of Human Behaviour towards Portfolio Selection Problem in Malaysia

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Abstract

Human behaviour refers to the range of behaviours exhibited by humans that are influenced by important factors such as attitudes and emotions. Human behaviour exhibits different level of risk aversion in portfolio selection. Human with high risk aversion will try to minimize the risk of loss whereas the human with low risk aversion aims to maximize the return. The objective of this paper is to study the impact of human behaviour towards different level of risk aversion for portfolio selection in Malaysia. The portfolio selection is developed for low, moderate and high risk aversion by using decision making model. The objective function of the model is to reflect the human behaviour in finding the trade-off between minimizing risk and maximizing return. In this study, the data consists of weekly price of 23 stocks in Malaysia market from January 2010 until December 2013. The results of this study show that the human behaviour towards different level of risk aversion gives different portfolio selection and portfolio performance in Malaysia. The significance of this study is to understand the relationship between human behaviour and portfolio selection in Malaysia. Besides that, the results of this study help the fund managers in Malaysia to select the suitable portfolio according to their level of risk aversion.

Keywords: Human behaviour, decision making, risk aversion, portfolio selection.

Critical Success Factors for Sustainable University: A Framework from the Energy Management View

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Abstract

The Malaysia Ministry of Higher Education has insisted all education centres including universities to conserve energy. Energy wastage tends to occur in Malaysian universities mainly due to inefficient use of energy and lack of awareness among building users. Many universities have taken initiatives to create sustainable environment through various projects and research activities. However, most of the universities in the Malaysia region are still far from realizing the significant of sustainable university due to a number of barriers that have not been effectively tackled. Taking notes on the importance of practicing energy management effectively to tackle the identified barriers, this paper discusses what the Critical Success Factors (CSFs) towards sustainable university are. At the end of this paper shows a detail of theoretical framework showing the relationships of CSFs and the Key Performance Indicators (KPIs) which are measured based on the 10 point action plan in Talloires Declaration towards sustainable university.

Keywords: energy management, sustainable university, critical success factors, key performance indicators, theoretical framework

The Effects of Inventive Thinking Programme on Bahasa Melayu Students' Inventive Thinking Ability and Dispositions.

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Abstract

Inventive Thinking has been identified as one of the core skills needed by the workforce in the 21st Century. As a result, there have been numerous efforts to develop various teaching and learning programmes that could empower students' ability in thinking inventively. This study aimed to (1) record and explore, that is by using a series of inferential statistical analyses by means of the Solomon Four-Group Design, of any shift in the participants' Inventive Thinking abilities and dispositions after the introduction of an intervention programme; and (2) give insights thus, to evaluate the 'effectiveness' of the developed intervention programme which was incorporated in the Bahasa Melayu classes. A total of 125 students enrolled in the Bahasa Melayu Brunei-Cambridge GCE A Level in Negara Brunei Darussalam participated in the study. In this study, their Inventive Thinking abilities and dispositions were measured by using The Inventive Problem Solving Quiz and The Inventive Thinking Survey Form pre and post interventions. As a result, the intervention programme contributed to the poorer performance at the quiz by the participants in the experiment group ($M = 42.2$, $SD = 8.9$) as compared to those in the control group ($M = 45.8$, $SD = 5.9$), $F(1,121) = 5.5$, $p = .02$). Interestingly, it was the experiment group who outperformed the other group in The Inventive Thinking Survey Form ($M = 2.8$, $SD = .29$, as opposed to $M = 2.7$, $SD = .4$; $F(48, 1) = 5.9$, $p = .02$).

Keywords: Inventive Problem Solving, Inventive Thinking, Teaching Thinking



The Effect of Brand Personality and Brand Satisfaction on Brand Loyalty: A Conceptual Paper

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Abstract

Brand loyalty is one of the most-cited concepts in marketing literature, and both academic and practitioners have accepted the range of benefits derived from it. Today, brand loyalty plays a vital part in strategic management. The organizations are emphasizing great significance to build-up and manage loyalty to their brand. It is surely true that the loyalty to the brand is amongst the most important company's fundamental tactics in order to acquire a maintainable competitive advantage. There are various factors that contribute to create the brand loyalty. In order to get an understanding of brand loyalty, a discussion about the development of brand loyalty has been carried out in the following sections. The first section is about the different perspective of measurement of brand loyalty because of some argument in marketing literature and then second section is concerning potential antecedent of brand loyalty. This paper suggests a conceptual model to more understand the role of brand personality and brand satisfaction in influencing attitudinal and behavioural loyalty. The model will highlights the variable on which the brand loyalty depends and is helpful for managers and marketers for the better understanding of their market and also help them to better serve the needs and wants of their potential customers. This article is next established into specific research hypotheses for future studies.

Keywords: Attitudinal loyalty, Behavioural loyalty, Brand satisfaction, Brand personality

Influence of Religion in Promoting Familial Caregiving in Nigerian Hospital Wards

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Abstract

The need for patients and family centered care as promoted by patient and family centered care (PFCC) model suggests the active involvement of patients' families and friends in caring for their hospitalised patients by use of collaboration, demonstration of dignity and respect, sharing information, and encouraging participation. Even though there are literatures that investigated the nature and typologies of family care actions that revealing the reasons for family participation, little is known of the influence of religion/spiritualism on this informal caregiving. This qualitative study was set out to explore religious role in promoting family participation in caring for their hospitalised relations. Non-participant observation was employed to study the typology of family care actions in male and female surgical wards of a tertiary institution in Nigeria. Findings from comparative content analysis of the study reveals significant influence of religion in identifying what constitute family care actions in Nigerian hospitals

Keywords: Family, Religion, Caregiving

Mentoring and Its Impact On Politicking and Networking Abilities

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Abstract

The present study was conducted in the context of a public sector higher education university. Mentoring and its importance in career advancement is reported in the surveys and interviews conducted with the faculty members. The availability of mentor's differed on the basis of gender. It was found that most of the mentors were males and they were available to the male faculty members. In very few instances were female mentors seen available for mentoring and female faculty members rarely report having any mentors. Development of networks was recognized as an important step in advancing the careers of both men and women. Political skill building and its appropriate usage in organizations is also linked to mentoring and its impact on career advancement. Gender was observed to have an impact on both these skills with women being marginalized from availing the networks and political skills as they are excluded from receiving mentoring.

Keywords: Mentoring, Networking, Politicking, Public sector universities.



Faktor Penentu Corak Pemakanan Kanak-Kanak di Sabah

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Abstrak

Kertas kerja ini membincangkan sebahagian isu yang ditinjau dalam kajian yang penulis laksanakan. Secara khusus, kertaskerja ini mengupas berhubung faktor-faktor yang menentukan pemilihan makanan dalam kalangan kanak-kanak di negeri Sabah, Malaysia. Pelbagai faktor yang dijangka mempengaruhi jenis makanan kanak-kanak telah diambilkira termasuklah faktor biologi, psikologi, sikap dan kepercayaan, ekonomi dan fizikal, sosial, persekitaran keluarga dan rakan sebaya. Peranan media turut diberi perhatian khusus terutama sekali dalam aspek peranan pengiklanan. Seramai 804 responden terlibat dalam kajian ini yang terdiri daripada kanak-kanak berumur dalam lingkungan 7-12 tahun. Kajian mendapati iklan memainkan peranan yang terpenting dalam menentukan pemilihan makanan kanak-kanak di Sabah, Malaysia. Faktor keluarga dan ibubapa, gaya hidup dan rakan sebaya turut memainkan peranan yang tidak kurang penting dalam mempengaruhi sikap dan kepercayaan kanak-kanak dalam konteks makanan dan pemakanan mereka.

Kata Kunci: pengiklanan, kanak-kanak, makanan dan pemakanan, Sabah, Malaysia

The People We Know: Social Network Diversity among Urban Malaysians in the Klang Valley

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Abstract

Social networks are an important source for individual social actors to access critical resources (e.g. information and support) and can be variably associated with tolerance, social harmony and nation building, also under conditions of rapid urbanisation. The purpose of this paper is to provide much-needed factual and quantitative detail regarding the social networks of urban Malaysians. The approach includes self-report questionnaire data obtained in the first half of 2014 from a representative sample of 808 respondents, aged 31 to 55, living in five major cities/towns across the Klang Valley, Malaysia. Findings show that urban Malaysians function within social networks that are racially, culturally and socio-economically heterogeneous, interacting with all major groups in Malaysian society, including neighbours. For the vast majority, however, the observed degree of network diversity is medium to low. The analysis also suggests that social network diversity is no indication of the closeness or importance accorded to the social relationships involved.

Keywords: diversity, Malaysia, race, social network, urbanisation



Relationship between Macroeconomic Variables and Net Asset Value (NAV) of Islamic Equity Unit Trust Funds: Cointegration Evidence from Malaysian Unit Trust Industry

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Abstract

The Islamic unit trust funds have experienced significant growth over the last decade. This high growth refers to the uniqueness of the Islamic unit trust investment which provides several advantages as well as diversification of assets investment that confirm to the Shari'ah principles. Even though, the unit trust industry witnessed high growth in portfolios size, performances and regulations, however, still there is insufficient understanding of various aspects of the industry such as the lack of information on the funds' unit price behaviors and their trend in the long-term investment. In addition, investors prefer to invest mainly in the equity unit trust fund with the objective of long-term investment through the capital appreciation. The purpose of this study, therefore, is to investigate the long-run relationship between the chosen macroeconomic factors and the NAV of the Islamic equity unit trust funds as well as the effect of the (2007-2008) global financial crisis on the performance of Islamic equity unit trust funds and their unit prices. The study utilized Vector Autoregression (VAR) framework in order to analyze this relationship over the period January 2006 to December 2012 using monthly data. The results of the investigations confirmed that the selected macro-economic variables do share long-run relationship with the NAV of the Islamic equity unit trust funds in the Malaysian capital market. Thus, a successful innovation of the relationship between the funds NAV and the selected macroeconomic variables will assist the entire interested group, such as, investors, management of the funds, government agencies, industry players and policy makers to estimate the future trend direction of the NAV and accordingly decide on the operational, managerial, and sustainable growth decisions.

Keywords: Islamic Unit Trust Funds, Macroeconomic Variables, Malaysia

Technology Management Competencies and Job Satisfaction of Pakistani University Librarians: An Empirical Assessment of Relationship

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Abstract

This research study examined the relationship of TMC with JS of librarians performing in the selected universities of Pakistan. A sample of 225 Pakistani university librarians was used to test the relationship of four dimensions of technology management competencies with general job satisfaction. Findings indicated a significant and positive relationship of all variables of TMC with JS of librarians performing in the selected universities of Pakistan. Results further showed information assurance and security skills as the strongest predictor of JS while library content management system skills as the weakest contributor of JS. Our results are consistent with the previous findings and with the notion that provisions of technological skills predict workers' satisfaction, commitment, performance and successful productivity. Technology management competencies play a significant role towards librarians' performance and may be used to enhance their job satisfaction. This research broadens the scope of these two constructs towards librarianship.

Keywords: skills, competencies, technological skills, job satisfaction, university librarians, Pakistan

Elder Abuse in Malaysia: The Unspoken Truth **Penderaan Warga Tua Di Malaysia: Kebenaran Yang Kurang Dibicarakan**

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Abstract

Elder abuse is a social problem. In some countries, it had affected significant numbers of the elderly persons. Even though the subject of elder abuse has gained prominence in the past two decades, local information on this subject is scarce. Elder abuse is seldom reported, thus hidden from public. The elderly victims are unlikely to report on their own families. This study aims to explore the experience of domestic abuse among Malaysian elderly. An in-depth interviews were conducted involving a total of 10 elderly residents of Seri Kenangan Home, Pengkalan Chepa, Kelantan, aged 60 years and above. Each interview was carried out for an average of 15 to 30 minutes and discontinued when a saturation point was achieved. During the interview process, the characteristics and the physical situation of the elderly was observed. The findings revealed that majority of the elderly had experienced one of more types of abuse. The most reported abuse was emotional and financial abuse. The main perpetrators are children and intimate partner. The elderly victims possess similar characteristics. It was observed that majority of the victims are having physical disabilities and suffering one or more types of chronic diseases.

Keywords: abuse, elderly, neglect, risk factor, perpetrator.

Abuse of the Malaysian Elderly: An Analysis on the Adequacy and Suitability of The Domestic Violence Act 1994 (Act 521) to Protect the Victim

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Abstract

Abuse of the elderly is not a new issue at the international level. It is seen as a serious social problem that is a growing concern. A number of countries have enacted specific legal mechanisms to address and prevent the problem. In Malaysia, the abuse of the elderly is recognized as a form of domestic violence. The legislation dealing with matters pertaining to domestic violence is Domestic Violence Act 1994 (Act 521) which is to be read together with Penal Code. The Domestic Violence Act (DVA) becomes the main legislation which gives protection and provides civil remedies to the abused victims while the Penal Code concerns with penalizing the abuser. Despite the growing literature on the issue of elder abuse in Malaysia, little has been written on the legal protections offered by the DVA to the elderly victims. This paper aims to explore the adequacy of civil remedies given to the abused elderly as provided for under the DVA and further analyses on the adequacy and suitability of the Act in protecting the elderly victims from abuse.

Keywords: abuse, elderly, law, protection, Domestic Violence Act 1994 (Act 521)



Content Analysis of Short Essays on Smartphones' Use among University Students at a Private University in Malaysia

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Abstract

The main objective of this study is to obtain students' attitude towards their smartphones and factors contributing to their attitude. The second objective is to determine how university students use smartphones in their daily lives. Data was obtained qualitatively via university's students short essays of approximately 350 - 500 words. Twenty five students took part in the study. Results from the study indicate that the theoretical basis explaining acceptance and use of smartphones among university students are found not only in technology acceptance model (TAM) but include affordance theory. The students generally have positive attitude towards their smartphones and integrate them seamlessly into their daily lives. Reasons explaining their positive attitude are usefulness, ease of use, enjoyment and affordances of the smartphones. Attitude of the university students towards their smartphones is also influenced by the design and the multi-functions features available other than communication purposes. The students use smartphones for personal assistance, social networking, search for information and learning purposes as well as establishing their personal identities and creativity. Results from the content analysis also indicate that the students not only realize the possibilities of smartphones but aware of the constraints as well.

Keywords: affordances, online learning, smartphones, technology acceptance model (TAM).

Review of Social Media Potential on Knowledge Sharing and Collaboration in Tourism Industry

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Abstract

The emergent new technologies, particularly the evolution of information technology plays a significant role in many aspects of tourism industry. Lately, social media applications have revolutionized communication in hospitality and tourism industry. Review of the current literature revealed that previous studies have examined the role and use of information technology in tourism and hospitality, but still there is a lack of study to reveal how social media promote knowledge sharing processes. To this end, the authors review extant related articles in knowledge management in tourism and hospitality. The purpose of the present study is deep understanding of knowledge sharing in social media in tourism and hospitality sector. Specific concentration is on integration of tacit knowledge sharing during pre-travelling decision making. Finding of this study contribute to researchers, organizations and policy makers in hospitality and tourism industry.

Keywords: knowledge sharing, social media, tacit knowledge, pre travelling processes, tourism



Assessing the Validity and Reliability of Five Factor Wellness (5f-Wel) Instrument on Prison Employees in Malaysia

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Abstract

Employee wellness at worksite is deemed relevant and significant especially in human service organisations particularly in to intense pressure conditions at the workplace that continuously falter employee wellness. Gradual wellness fluctuation among human service employees would severely tarnish individual performance as well as organisational performance. This research looks into the law enforcers' wellness despite working under work stress and workplace stress circumstance. An assessment of The Five Factor Wellness (5F-Wel) of Myers and Sweeney (2005) is performed to measure the law enforcers' wellness. The aim of this research is to propose a reliable and valid Malaysian version of 5F-Wel. Ninety-one items of 5F-Wel are translated into Malay. Data was collected from frontline prison warders. Exploratory factor analysis and confirmatory factor analysis were performed. Results indicated adapted items possess fitting internal consistency and validity.

Keywords: Employee wellness, Five factor wellness, 5F-Wel, Reliability, Validity



Claiming for a Fair Share in the Matrimonial Partnership Upon Death: The Right of the Surviving Spouse from the Malaysian Legal Perspective

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Abstract

One of the claims that may be made against the deceased's estate is the claim by the surviving spouse for a fair share in the matrimonial assets acquired by parties during their marriage by their joint efforts. Whilst there is a clear provision on the right of the spouse to claim for a fair share in the matrimonial partnership upon divorce, the written law is silent on such a claim to be made upon death. As for the Muslims, a claim to matrimonial assets upon death is allowed based on the practice of the Syariah Courts which has recognised for such a claim to be made not only by the surviving spouse but also by the former spouse and estate beneficiaries. With regards to the non-Muslims, it is an established law that such a claim is only allowed to be made upon divorce, and not death. Hence, one question that has always nagged the surviving spouse is that; how would he or she claim for a fair share in the matrimonial partnership upon death. Thus, this paper seeks to examine the position of such a claim from the Malaysian legal perspective and to analyse the present law and procedure for the purpose of such claim. The paper also aims to identify the possible method to claim for a fair share in the matrimonial assets for the non-Muslims under the law of contract and also under the law of trust. This paper employed the doctrinal analysis by examining the existing primary and secondary materials including statutory provisions as provided by the Islamic family law statutes and the Law Reform (Marriage and Divorce) Act 1976, case law and other legal and non-legal literatures relating to such claim.

Keywords: Matrimonial assets, Malaysian Law, Surviving spouse, Law of Trust, Deceased's Estate.



The Effect of the Board of Directors Characteristics on Corporate Social Responsibility Disclosure by Islamic Banks

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Abstract

This study aims to explore the influence of the board of directors' characteristics on corporate social responsibility (CSR) disclosure of Islamic banks operating in Gulf Cooperation Council (GCC) countries. A sample of 53 Islamic banks was collected from five GCC countries in 2008. An ordinary least square regression is used to examine the relationship between CSR disclosure and board of directors' attributes. The results indicate that there is no significant relationship between selected board of directors' characteristics (board size, board composition, and CEO duality) and CSR disclosure. The results of board size and CEO duality are consistent with the Islamic viewpoint, while board composition is not. This study suggests the need for improving the current practice of corporate governance for Islamic financial institutions by imposing additional constraints on the board of directors' characteristics. The findings of this study are useful for policy makers in evaluating the present corporate governance standards and whether these requirements are sufficient for users of CSR information, such as investors in making investment decisions. This is the first CSR study on Islamic financial institutions using a legitimacy theory to fill the gap in the literature regarding the influence of the board of directors' attributes on CSR disclosure by Islamic banks.

Keywords: Islamic banks, corporate governance, board of directors' characteristics, corporate social responsibility disclosure

Myanmar in India's Intertwined Idealism-Realism Foreign Policy: A 'Modified Structuralism' Perspective

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Abstract

In discussing India's Myanmar foreign policy, we need to first have an understanding about India's psyche concerning the Asian region as a whole. Since its independence in 1947, India had been using the Gandhian-Nehruvian philosophy of non-violence and peace in its relations with Myanmar and other Asian countries. India's engagement with Myanmar was based on its idealistic self-conception as a major and civilised power from geographical and cultural perspectives, promoting peace, non-alignment, and democracy. India tried to promote democracy in Myanmar by becoming a staunch supporter of pro-democratic movements in Myanmar, financially and logistically after 1988. However, India's democratic stance in Myanmar is seemed to be having an interesting pattern, as since 1993 onwards India established a close relationship with the military government of Myanmar because of India's own economic and geo-strategic interests. Theoretically, this foreign policy phenomenon in India-Myanmar relations is looked upon from a "modified structuralism" perspective. Similarly, this theory argues that foreign policy decision makers of a state or government operate in a 'world of sovereign states seeking to maximize their interest and power' but under some conditions choose to transcend 'individualistic calculations of interest.'

This article is trying to look into how "modified structuralism" is used to best explain India's foreign policy behaviour towards Myanmar.

Keywords: foreign policy, India, Myanmar, modified structuralism, idealism-realism

Does Japanese Language Learning Experience Make a Difference in Japanese Product Purchase Intention?

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Abstract

Low level of Japanese language literacy in Malaysia and no proper translation to either English or Malay language on the products' labelling can deter the potential customers from purchasing the Japanese food products due to lack of understanding. However, there is limited empirical validation on the differences in the purchase intention of Japanese food products among different groups of customers in Malaysia. Thus, the main aim of this study is to determine whether there is any difference in perceived Japanese food products purchase intention between different groups of potential purchasers. A comparison was made between those who understand and do not understand Japanese language in their intention to purchase Japanese food products. In total 199 usable responses from university students were collected through questionnaire survey and analysed using independent sample T-test analysis and one-way analysis of variance (ANOVA). The results from independent sample T-test revealed that there was no significant difference between gender in the purchase intention of Japanese food products. However, there was a significant difference between groups with and without Japanese language learning experience in the purchase intention of Japanese food products. One way Anova result also showed a significant difference in the purchase intention of Japanese food products among the groups which did not study Japanese language and with those enrolled in Japanese language classes at the university. However, there was no significant difference in Japanese food products purchase intention between different levels of Japanese language proficiency groups.

Keywords: Japanese language, translations, product labelling, food products, purchase intention.



Barriers to the Use of Information and Communication Technology (ICT) in Secondary Schools: Teacher's Perspective

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Abstract

This study investigates the teachers' perceptions of barriers to using Information and Communication Technology (ICT) in secondary schools in India. Even though the progress of ICT for teaching is growing, very few studies address ICT particularly regarding secondary schools in India. This study has reviewed the existing literature pertaining to ICT in secondary schools and has analysed barrier factors in relation to secondary schools in India. A 10-item questionnaire was administered to 749 secondary school teachers in India. Results from the study shows that lack of funding, lack of ICT integration and lack of connectivity were found to be most critical barriers to the use of ICT in secondary schools. Three barrier-factors were extracted: lack of support, lack of ICT infrastructure and lack of motivation and self belief from factor analysis.

Keywords: Information and Communication Technology (ICT); Secondary Schools; ICT Barriers

Assessment of the Availability of Information and Communication Technology (ICT) Facilities in Secondary Schools in India

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Abstract

The usage of Information Communication Technology (ICT) in secondary schools is a catalyst for radical change in secondary education. The most important prerequisite for the usage of ICT is the availability of infrastructure and presence of abundant ICT facilities in the school. This study assesses the availability of ICT infrastructure in secondary schools in India. A questionnaire is administered to 100 secondary schools in India. Results from the study showed that some schools are well equipped with ICT infrastructure while others are not due to a myriad of reasons. It is also evident from the study that there is a significant difference between urban schools and rural schools with regard to availability of ICT facilities. Similarly there is a significant difference between CBSE schools and state board schools with regard to availability of ICT facilities. It was found that ICT infrastructure is very limited in small sized schools as compared to large sized schools. It was also evident from the study that government schools are lacking ICT infrastructure as compared to private schools. This indicates that availability of ICT infrastructures significantly vary as per school characteristics such as school ownership, board of education, school location, and school size. Hence It is recommended that government must ensure adequate computers and internet connectivity across the country especially in rural schools to facilitate ICT based education.

Keywords: Information and Communication Technology (ICT); ICT Facilities; Secondary Schools.

The Determinants of Intellectual Capital Disclosure: A Meta-Analysis Review

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Abstract

The study examines the relationship between the corporate disclosure on intellectual capital and five firm characteristics namely size, leverage, profitability, age and industry type. The research uses a meta-analysis technique by taking 19 articles published between 2003 to 2013. In this way, this study integrates and accumulates the findings of prior studies. The research finds a significant relationship between intellectual capital disclosure and the independent variables: size, profitability and industry.

Keywords: Disclosure, Intellectual Capital, Meta-analysis.



Balance Scorecard: Translating Corporate Plan into Action. A Case Study On University Of Kelaniya, Sri Lanka.

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Abstract

The main objective of this paper is to suggest Balanced Score Card (BSC) techniques to support the university corporate plan implementation process in the Sri Lankan universities. Universities have formulated their corporate plans mainly based on SWOT analysis. This study carried out selecting the University of Kelaniya (UOK) as a case study following the triangulation method and found three major shortcomings in its planning: firstly, certain important stakeholders are not adequately considered; secondly, plan objectives have not been communicated properly to the lower management levels; and thirdly, there are inconsistencies between the planned objectives and the requirements of faculties mainly due to budgetary constraints.

The BSC methodology was employed as a strategic management tool to examine degree of translating strategy and objectives into actionable goals and initiatives, extent of communicating strategy and strategic objectives throughout the organization, level of setting achievable targets and the process of achieving them looking at cause-and-effect relationships, extent of performance achieved and the level of feedback.

The final outcomes of the study are: 1) designing a framework to make efficient the strategic planning for the period of 2014-2018 and 2) proposing a strategy map for corporate plan implementation making some alterations to the original BSC concept with the view to customize the framework suited to the university. Finally, the framework and the strategic map proposed by this study are recommended to be used in their corporate plans as a visual aid in the planning, communicating and resource allocation for the University system in Sri Lanka.

Keywords: Corporate plan, Strategic management, Balance Scorecard, Cause-and-effect relationship, Strategy maps, and Performance evaluation.

Jurisdiction and Prosecution of Halal Related Matters in Malaysia: Challenges and Prospects

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Abstract

Malaysia is planning to be a global halal hub country in the near future. However, it must be noted that administration of halal related matters in this country is yet to be an efficient one especially when it comes to legal issues. Indeed, there are some legal issues of halal related matters which are pertinent to be reconsidered in terms of their effectiveness and comprehensiveness for the halal legal regime for instances the issues of regulations, enforcement, prosecution, jurisdiction and punishment for halal related matters and infringements, respectively. This paper explores the conceptual arguments of two legal issues, namely prosecution and jurisdiction, particularly its challenges and prospects in strengthening halal related matters in the country. This paper then discusses an overview of incomprehensiveness of prosecution and jurisdiction issues in administering halal related matters in Malaysia. This conceptual paper highlights a number of factors that could improve the jurisdiction and prosecution of halal related matters in the country and makes recommendations for future research.

Keywords: halal, jurisdiction, prosecution, halal governance, halal agencies, administration of halal, halalan toyyiban



The Internal Control System Effectiveness in Medium Sized Worker Cooperative

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Abstract

Cooperative movements in Malaysia started in 1922 with 9 cooperatives and as at end 2013, the number has grown to 10,914 with 7.61 million members across the country. Their shares and assets are currently worth RM12.8 billion and RM107.9 billion respectively (Malaysian Co-operative Societies Commission, 2014). An initial screening process in a medium-sized workers' cooperative saw some unofficial complaints received from the members. The complaints included unsatisfactory monthly statements for the members' savings and share transactions and ineffective communication on financial statement and information on members' fund balances. The situations prompted issues being raised on the effectiveness of the internal control system in the organization. Furthermore there is doubt on whether the current management policy and administrative tools used by the cooperative are sufficient. This study therefore attempts to identify, evaluate and analyze the workers' cooperative current internal control system's effectiveness in terms of data integrity. A case study was conducted on an established workers cooperative incorporated at the end of the 1980s in Kuala Lumpur. The workers cooperative has been in operation for more than 20 years, generating encouraging profits for its members and announced lucrative yearly dividends. This workers cooperative was selected due to its financial capability to incorporate IT in their activities. The cooperative management team consists of non-members, led by a General Manager who is a member of the cooperative. This study does not disclose the identity of the cooperative. As a pioneer workers cooperative in providing financial assistance, the cooperative aims to be included among the Top 100 cooperatives in Malaysia. Data interrogation techniques will be used to gather soft data on the workers cooperative and it will be analyzed to determine the accuracy and the completeness of the data maintained by the staff. Data comparison will then be conducted in comparing data taken from the company with data taken from the third parties reports. Data integrity test was conducted after gathering all files on the membership data and the result shows material discrepancies exist. Furthermore, there are loopholes in the administrative tools as the computerized system report for verification is not available. This means that there is no time and date control and transactions can easily being backdated and deleted. Interviews revealed that the cooperative's staff did not have the capabilities and the experiences to develop an effective and efficient internal control. In general, cooperatives in Malaysia currently have not reached the standards of other developed countries such as Korea and Japan in terms of internal control effectiveness. Ineffective internal control creates huge risks and is a critical component for a credit provider which in this case is the workers cooperative. The existing administrative tool used by the workers cooperative failed to overcome the ineffective internal control. The discrepancies discussed have resulted in the data integrity problems. Controls must therefore be established in a written form such as a SOP, approved and accepted by the directors and finally communicated and upheld by the management who then execute in the overall organization.

Keywords: internal control, data integrity, cooperative



Determining the Types of Training and Development Supports for Expatriates

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Abstract

Providing appropriate training and development opportunities to expatriates are necessary in ensuring the success of international or overseas assignments. The aim of this study was to find out the types of training and development supports provided to the expatriate prior to the departure, after arrival, and upon repatriation. This study used qualitative approach in order to gather the valuable views from four human resource practitioners with regards to training and development programmes offered by the companies. The findings revealed that many companies provide the relocation supports, language training, cross-cultural training and orientation to the expatriate and his or her family members before assignment and after arrival to enhance their adaptability and familiarization to the host country environment, culture, as well as to reduce the culture shock effect. These trainings help them a lot in adjusting themselves successfully to the new environment. In addition, some informants mentioned about the importance of having local mentor to facilitate expatriate's learning and adaption. As a conclusion, any companies could consider these findings in determining the types of training and development supports that are suitable for expatriates and their family members.

Keywords: training, development, expatriate

Climate Change and Global Warming Discourses and Disclosures in the Corporate Annual Reports: A Study on the Malaysian Companies

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Abstract

The main objective of this article is to conduct an analysis of the climate change and global warming discourses and disclosures in the annual reports of the companies of Malaysia. In order to fulfill this objective, the research has examined 79 companies that have disclosed some issues on global warming. These companies are listed in the main list of Bursa Malaysia and all these annual reports were of the year 2012. The study concludes that though climate change disclosure is not mandatory for the Malaysian companies, even then they are disclosing some of these issues. But this kind of disclosure is still at its introductory stage. The inclusion of climate change issues in the corporate narratives has introduced some new discourses in the corporate environmental disclosure practices. Companies are giving more emphasis on the disclosure of issues like 'energy efficiency' and 'air pollution'.

Key Words: Climate change, Global Warming, Malaysia, Corporate Reporting, Annual Reports.



Intellectual Capital as the Essence of Sustainable Corporate Performance

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Abstract

The term 'intellectual capital' (IC) may sound unfamiliar to the wider public. However, IC has started to cast greater attention in the corporate world. IC is an intangible asset which is very much associated with development of strategic decision and corporate performance. With the endless challenging business environment and complicated electronic transactions, IC is argued to act as a vital essence for companies to innovate thus drives business sustainability. The ultimate aim of this study was to determine the perceptions of corporate managers whether IC is acknowledged and managed towards improving performance, be it financial or non-financial performance. A questionnaire survey was distributed to the head of internal audit of Malaysian public listed companies. Questions tapping on human capital, structural capital, relational capital and spiritual capital were included. Data were analysed using inference analysis method including ANOVA, t-test and regression. Findings revealed that although IC does exist although not much of IC management is sought in the companies, nevertheless the practice is in place. Results also demonstrate that relational capital emerged as the most influential IC component on corporate performance, while human capital ranked the last. This is an obvious indication that IC is well in fact has developed within Malaysian companies and become an important source to business performance which is consistent with the resource based view theory.

Keywords: human capital, intellectual capital, performance, relational capital, spiritual capital.



Is Job Satisfaction a Moderator or Mediator on The Relationship Between Change Leadership and Commitment To Change?

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Abstract

Purpose – The purpose of this paper is to investigate the mediating effects of job satisfaction on the relationship between change leadership and commitment to change in the Indonesia's Public Owned Companies setting.

Design/methodology/approach – Data were gathered from 539 State-Owned Enterprise employees. Data were collected using questionnaires about job satisfaction, change leadership, commitment to change. Descriptive analysis were reported followed by factor analysis, reliability analysis, pearson correlation and hypotheses testing using hierarchical multiple regression.

Findings – The results shows as follows: On the first stage, the result shows that Change Leadership has significant impact to Commitment to Change variable, based on the second stage, Change Leadership has significant impact to job satisfaction. In the third stage, regression process can not be done alone from Job Satisfaction to Commitment to Change but must involve Change Leadership variable. Based on this, Job Satisfaction can be reagrded as mediation variable between Change Leadership and Commitment to Change. The results also show that path coefficient value from Change Leadership to Commitment to Change has decreased after job satisfaction variable mediating the relationship between them.. Possible causes and implications for managers are also discussed.

Originality/value – The paper contributes to the existing pool of knowledge on the relationships among job satisfaction, change leadership and commitment to change. Different aspects of these variables were tested, so as to provide a wider and more comprehensive understanding of the factors that affect organizations and employees.

Keywords : job satisfaction, change leadership, commitment to change, Indonesia.

Developing a Model for the Antecedents of Organizational Commitment and Turnover Intention of Academics in Malaysia

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Abstract

This paper aims to develop a conceptual model to examine whether the selected three HR practices, namely pay level satisfaction, career development opportunities and work-family support influence the academics' level of perceived organizational support (POS) in the new context of academics working with private institutions of higher learning in Malaysia. It includes the direct and indirect effect of POS on affective organizational commitment and turnover intention through mediators such as felt obligation, trust in management and professional commitment. The paper provides a brief overview of the Social Exchange Theory and the Organizational Support Theory which form the theoretical background of this proposed study. This is followed by a discussion on the importance of creating a team of committed academics working with private higher education institutions in Malaysia. Next, the problem statement section will highlight the lack of studies that examined the effects of HRM practices on affective commitment via the social exchange perspective of commitment in private universities that have adopted the managerial identity. General and specific research objectives to respond to the research problem will be presented. The major theoretical and practical contributions of this study will also be highlighted and discussed.

Keywords: Perceived organizational support, HR practices, Malaysia



Dealing with Shares on a Shareholder's Death: The Plight of the Deceased's Personal Representative

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Abstract

Where a shareholder of a company dies, the right to his interest in the shares will pass to his estate beneficiaries. Nevertheless, before such process could take place, the shares would legally vest in the deceased shareholder's personal representative via transmission of shares. Undeniably, the most serious impact affecting the estate beneficiaries is the fall in the current value of the shares between the death of the shareholder and the receipt by the estate beneficiaries. Hence, the personal representative is highly required to act expeditiously in order to minimize any loss in share value. This paper aims to examine the extent of the personal representative's duties in dealing with the shares prior to the estate distribution. This paper also seeks to analyze the liabilities of the personal representative together with the available options to the estate beneficiaries with regards to their entitlements to the shares. The study adopts the doctrinal analysis by examining the existing primary and secondary materials including statutory provisions as provided by the Probate and Administration Act 1959 and the Companies Act 1965, case law and other legal and non-legal literatures relating to the duties and liabilities of the personal representative in dealing with the deceased's shares. It is found that the estate beneficiaries' rights to the shares are restricted and subject to the Memorandum and Articles of Association of each company. As for the personal representative, he stands vulnerable to be sued for civil liability for the loss arising from his failure to promptly realize and convert the shares, or charged for criminal offences in cases where he wastes or converts the shares to his own personal use.

Keywords: Shareholder's Death, Transmission of Shares, Estate Distribution, Personal Representative, Malaysian Law

Influence Quality of Sharia Knowledge and Implementation to Profitability of Sharia Micro and Medium Finance Institutions in West Java – Indonesia

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am Subaweh^a

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Abstract

Sharia finance institutions such as Bank Financing Sharia, Sharia Cooperative, and Baitul Maal wa Tamwil (BMT) is currently growing rapidly. The development of Sharia finance institutions unfortunately face many obstacles or problems. One of the obstacles is lack of human resources with high quality in the understanding and application of Sharia economics. Though Sharia finance institutions will be better in performance and able to grow rapidly if it is supported by the human resources in the field have the ability to consciously run sharia and sharia principles. Indicators of performance success and progress can be seen from the financial statements at the end of the business period. The purpose of this research was to determine how the quality of the knowledge and application of human resource sharia Sharia finance institutions, and how to influence the quality of the knowledge and application of sharia Sharia finance institutions to profitability micro and medium enterprises in West Java. This research used 30 sharia finance institutions respondents as research samples. There are three variables were appointed, namely: quality knowledge and application of sharia sharia as the independent variable, profitability (ROA) as the dependent variable. The method of analysis used in this research is a descriptive analysis and logistic regression analysis. The results of this reseach indicate that partially or simultaneously understanding and implementation of sharia has no effect on the profitability of sharia financial institutions.

Keywords: Human Resources, Sharia Economics, Sharia Financial Institutions



Small French Wineries' Export Strategies to China

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Abstract

Over the past 2 decades, wine sales of the leading traditional wine producing countries (France, Italy and Spain) have faced increasing international competition. Sales have been eroded by encroachment from other beverages, changing lifestyles, demography, increased production of other European producers and the economic crisis. Conversely, French wine export has begun to increase with estimates for 2013 at 7,835 million Euros (OIV, 2014; XERFI 700, 2014). This is due to wine consumption increasing in the USA and China, two of the main export markets for France (De La Chesnais, 2013; Julien, 2013).

Business strategies appropriate of large scale wine producers from France, Italy and Spain, have been much studied and written about. In sharp contrast, little has been said about the strategies appropriate to smaller producers facing similar issues (Remaud et al., 2004; Coelho & Rastoin, 2006). This paper intends to contribute to the paucity of literature about small wine producers' export strategies. It therefore analyses the current situation in the South West of France, taking as example small independent wineries in Jurançon, a little known wine region nestled at the base of the Pyrenees Mountains. This paper therefore examines small wineries' strategies for exporting to China and details an empirical study of independent wine producers in Jurançon and suggests areas for further research.

The main findings point to the lack of a clear export strategy for small wine producers such as the Jurançon wine producers. Due to a lack of experience and knowledge of the Chinese market, most small wine producers did not see much potential and until recently were able to sell all of their production to the French market and did not need to investigate export possibilities. However, more recently, through an increasing demand for French AOC wine from the Chinese market, and other foreign markets, they have started to look at ways to produce more to be able to satisfy some of the demand.

As their export intentions are still in their initial stages, there are many complexities that still need to be researched before a clear strategy can be defined. However, some small Jurançon wineries are actively involved and are far ahead in the process of developing a strategy for export.

Keywords: French Wine, International Strategies, Chinese Market.

Time Series Analysis of Inward Foreign Direct Investment Function in Malaysia

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Abstract

Using unconditional error correction approach, this article investigates equilibrium relationships between foreign direct investment inflows and their determinants (i.e., broadest money supply, consumer price index, exchange rates, gross domestic product, and trade). The time-series data are based on annual figures during the period (1977–2012), establishing a finite sample size of 36 observations. The empirical findings reject the null hypotheses of non-stationary and no co-integration between the series. In addition, the results show that exchange rates, gross domestic product, broadest money supply, and trade have positive impact on foreign direct investment inflows. Vital recommendations based on these results would contribute to the policy debate on the benefits of foreign direct investment in Malaysia. These findings could lead to further research question that seek answer. For example, future work could add more variables to the function of inward foreign direct investment, such as unemployment and energy prices.

Keywords: ARDL; FDI Function; Malaysia.

Internet Financial Reporting in Malaysia: Preparers' and Users' Perceptions

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Abstract

This research analyses the issues of the level of internet financial reporting (IFR) of the companies listed in Bursa Malaysia. According to a comprehensive review, the evaluation of IFR will be separated into two dimensions which are content dimension and presentation dimension. The items in the dimensions are based on the perspective of overall preparers and users. Based on the research findings, the level of IFR started from 56.43 to 87.14 per cent. The level of IFR of content dimension ranges from 57.78 per cent (52 items) to 95.56 per cent (86 items). The IFR presentation dimension ranges from 48.00 per cent (24 items) to 82.00 per cent (41 items). The findings also showed that the overall level of IFR listed companies in Bursa Malaysia were considered good. These outcomes make an incremental contribution to the existing literature by providing useful insights into our knowledge of current practice of IFR especially for emerging markets like Malaysia. The implications of the research findings and future research have been discussed.

Keywords: content, presentation, preparers, users, internet financial reporting (IFR), Malaysia



The Effect of Ethical Orientation and Moral Intensity On Future Auditors' Ethical Judgment

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Abstract

Several highly publicized financial disasters in the past decade have brought into question the auditors' integrity and credibility especially related to their ethical judgment. More specifically, misconduct of auditors, has drawn significant attention to the importance of ethics and integrity in public accounting. As a result, accounting firms have taken actions to re-establish credibility within the profession. In the wake of the aforementioned accounting scandals, many authors have argued that ethics education should start early in an auditors career, even before joining the profession. Noting the importance of moral intensity construct and ethical orientation dimensions in shaping the auditors' ethical judgment, this current study provides further evidence by investigating these two variables on future auditors' ethical judgment. The Structural Equation Modeling (SEM) technique is used to simultaneously analyze the data as to establish a behavioral model of future auditors' ethical judgment. The findings showed that the moral intensity and ideologistic ethical orientation influences the future auditors' ethical judgments, but not the relativistic ethical orientation. Implications of the findings and future research are discussed in the paper. The findings could contribute to the existing literature on ethics within the academic curriculum and, in particular, to accounting ethics in Malaysia.

Keywords: Accounting ethics, education, moral intensity, ethical orientation, auditing students.



Measurement Model for Leadership Skills using Confirmatory Factor Analysis (CFA)

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Abstract

The aspect of leadership is one of the attributes which is highly sought after in an organization and is regarded as one of the essential elements to ensure the success of an organization. Leaders are required by organizations to bring change to the status quo, to create a vision, to inspire its members and to contribute to work satisfaction among employees through the creation of a conducive working environment. The aspect of leadership is a main choice for employers in different sectors in recruiting new employees. The purpose of this research is to measure the validity and reliability of the instrument for measuring leadership model. The research instrument involves 79 items and a 5 point scale was used in this study. This instrument was administered to 357 respondents (pilot study) and was analyzed using Principle Component Analysis (PCA) to obtain the dimensions for leadership. 771 respondents were utilized in the real study, chosen at random and clustered around Klang Valley. Confirmatory Factor Analysis method (CFA) was used to certify the basic factors produced by PCA using Comparative Fit Index value (CFI), Tucker Lewis Index (TLI) and RMSEA. The results obtained from CFA demonstrate that the item corresponds (fit) to measure leadership. This instrument can be utilized to develop a suitable leadership model for the use of employers and Higher Education Institutions in the nation.

Keywords: Leadership Skills, Leaders, Confirmatory Factor Analysis (CFA), Principal Component Analysis (PCA)



The Modern Retail Customer's Experience on Customer Engagement: Evidence from Health and Personal Care Stores in Malaysia Using Structural Equation Modeling Approach (SEM)

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Abstract

The modern retail experience is about more than buying products. It's about the feeling the customer gets from being in your store, the way it makes them feel, and how it addresses the person they want to be. In today's business arena customers are prime asset for an organization and managing the customer relation is equally critical for the organizations. This paper aims to address the emotional response of customers which would lead to three dimensions of emotions which are pleasure, arousal and dominance. This research was conducted in order to observe the buying behaviour of customers that shop at health and personal cares retail outlets. A hypothesized model which integrates two major antecedents of health and personal cares retail stores brand was analyzed and tested rigorously using the SEM. The model was tested using 400 usable questionnaires of adult respondents who reside in chosen urban areas in Malaysia. The study has used a self-administered questionnaire distributed by using retail outlets intercept. The results show that socio-demographic variables such as age, education, income level and work sector as well as modern grocery retail format, servicescape and customer emotion experience have significant positive effect of customer engagement on health and personal cares of retail stores brand. These findings have important implications for health and personal cares retail stores and consumer behaviour body of knowledge.

Keywords: customer emotions, customer engagement, modern retail and health and personal care stores.



Compliance Evaluation on CSR Activities Disclosures in Indonesian Publicly Listed Companies

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Abstract

The purpose of this research is to evaluate the compliance of the companies to disclose their CSR activities. This research focuses on exploring Indonesian public listed companies that adopts sustainability reporting based on GRI G3.1 guidelines. This study analyzes and explores the policies, programs and sustainable cost calculation for sustainable development of the companies. Data collected from Indonesia Stock Exchange for the year 2011 and 2012. In analyzing data, this study uses qualitative content analysis method. The research finds that there are exactly 9% of companies that disclose their sustainability report in 2011 and 2012. It indicates that the adoption of Sustainability reporting in Indonesia is still low. Coal and Mining industry is the leader in term of Economic application level. Mining industries need to contribute back to community consistently because of economic risk for not having a good relationship with the community might cause project delays and might leads into losses (Boele, 2014). The least Economic application level is in Financial Service industry. This sector shows little improvement and even slight decrease in the application level which indicates that company are mostly not applied and not disclosed. Most of Financial service industry relatively placed more emphasis on disclosing community related activities, product and customer activities and human resource activities. Financial service industries have a better application level in the social indicators rather than environment indicators.

Keywords: CSR, Compliance, Disclosure, Indonesia Stock Exchange

Internal Control, Religiousness, and Profitability Performance of Islamic Bank in Indonesia

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Abstract

Internal Control System includes the plan of organization and all methods and policies are coordinated in a company that aims to secure the assets, test the accuracy of the extent of reliable accounting data, improve business efficiency and encourage compliance with the established policy of the leadership. This study examines the influence of the Internal Control System components and religiousness to the financial performance of Islamic banks in Indonesia, examine the role of religiousness to the influence of the internal control system components on the financial performance of Islamic banks in Indonesia. Internal Control System consists of five components: control environment, risk assessment, control activities, information and communication, and monitoring. Religiousness variables include aqidah, sharia and morality. Islamic Bank's performance is limited in effectiveness and efficiency performance is Return on Assets (ROA).

The object of this research was conducted on Islamic Bank in Java which includes 6 provinces: Banten, Jakarta, West Java, Central Java, Yogyakarta and East Java. Islamic banks are becoming the research sample is Bank Muamalat Indonesia, Bank Syariah Mandiri and Bank Mega Syariah. Sample research is determined by the method of purposive sampling Non Probability. As for the unit of analysis is a unit of work on Islamic Bank which includes the accounting department, internal audit, information systems technology, human resources, finance, and marketing. Selection of the unit of analysis is done proportionally and random. Primary data collection instrument using a questionnaire distributed to the respondents and interview openly. Secondary data were obtained from annual reports, audited the period 2006 - 2010. Data were analyzed by descriptive qualitative and verification and hypotheses were tested with categorical regression models by optimal scaling methods.

Religiousness variables moderate the influence of the internal control system variable to the achievement of ROA Islamic Banking. Variable component of internal control system includes control environment, risk assessment, information and communication systems, control and monitoring activity and partially religiousness variable influence on ROA shown with significant value, 0.00 and collectively - as components of internal control systems and religiousness influence of 29.9% of the ROA and the remaining 70.1% is influenced by factors other than the internal control system components and religiousness. Low religiousness can increase the influence of the implementation of the internal control system of ROA Islamic banks. This indicates that religiousness variables can influence the behavior of banks and employees to not fully apply the principles of Islam in its operations and is oriented to the achievement of profit.

The results of this study concluded that: 1) The five components of internal control systems together and partially influence the return on assets (ROA). 2) Religiousness strengthen the influence of simultaneous or partial internal control system components on ROA. Implementation of the five components of SPI on the third Islamic Bank has been effective especially for the achievement of ROA. Islamic Bank needs to improve components of information and communication, and control activities. Further research is needed that incorporates elements of organizational culture and effectiveness of Bank Indonesia regulation or policy relevant.

Keywords: Internal Control System, Religiousness, return on assets, and the Islamic Bank.

Assessing Cultural Transformation from Local to Global Company: Evidence from Indonesian PR Company

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Abstract

Cultural transformation from local to global company as a result of merger and acquisition (M&A) had caused radical changes in corporate culture of Indonesian Public Relations Company. Major changes in organizational structure, systems and procedures, communication process, and management style had caused some remarkable grievances among employees which have affected organizational effectiveness. Therefore objective of this study is to examine cultural gap between present and preferred culture as compared to required global company culture. This study further explore whether level of managerial competencies has accomplished required culture. Descriptive analysis of 67 non-managerial respondents was used to examine cultural gap by using Organizational Culture Assessment Instrument and Managerial Skills Assessment Instrument adopted from Cameron & Quinn. To assess required global company culture, analysis on corporate mission, values, and culture statements was performed. Deeper analysis was also done by exerting personal interviews on certain key people to enrich the findings. Results showed that although market culture was perceived as dominant culture with tough and high pressure working environment, clan culture is still preferred by majority of respondents who are longing for friendlier place to work. The company has not completely successful in transforming its culture after M&A because top and middle management are still lacking competencies in managing employees to be more competitive. It is recommended that merit-based-oriented performance management and clear communication on rewards and benefits to accustom employees with competition should be implemented in order to motivate and transform employees' perception in understanding strategic direction of global company.

Keywords: Cultural Transformation, Indonesian Public Relations Company Culture, Managerial Competencies of Global Company

An Exploratory Study on Students' Engagement in Social Studies of Year 7

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Abstract

There is lack of student engagement noticeably among secondary schools. Willms, Friesen, & Milton (2009), studied that disengagement typically becomes a concern in middle school and high school. The study involved student engagement in the classroom, with three specific interests firstly, to look at the perception of teachers on student engagement, where teachers conceptualized student engagement as only behavioral dimension and both agreed that cultural context is a factor in student learning. Secondly, to look at the degree students exhibiting engaging behaviors and thirdly, to explore the factors that affect student engagement. From the analysis, students did exhibit engagement as they were engaged to do the activity (behavioral engagement) and excited to do a group work (affective engagement). Positive body language, consistence focus, verbal participation, student confidence, fun and excitement play deterministic roles in conceptualizing students' level of engagement. Hopefully, the study will generate outcome that are beneficial to teachers to be aware on the importance of engaging students in learning especially in Social Studies.

Keywords: student engagement, student learning, behaviours, Social Studies.



Critical Analysis on Accounting Information Based on Pancasila Value

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Abstract

Accounting information assessment study is an important part in the development of accounting field. However, from the standpoint of the concept of value, the study has been used individualistic values, which focuses on the interests of the shareholders. Consequently, the design of accounting information generated by the study brings accounting into a one-sided of the community groups and ignores other groups so that it encourages a gap distribution of wealth in society. From broader perspective, Indonesian National Objectives (i.e. Social Justice for All Indonesian People), the assessment gives serious impacts on the achievement of the Objectives.

This study offer alternative value which is derived from Indonesian Ideology, Pancasila. The research methodology used is Harmonious Centre of General Theory of Science (Rukun Sentral Semesta Keilmuan), developed by Nataatmadja (1994), as his interpretation to Pancasila as Indonesian National Objectives. It has three derivatives, Rukun Paritas (Harmonious Parity), Rukun Kewargaan (Harmonious Civilizations), and Rukun Keimanan (Harmonious Beliefs). The ability of accounting information to meet the three harmonious aspects demonstrates its compliance with Pancasila.

Annual reporting is used as the object of analysis. The analysis shows that annual reporting has not met the values of Pancasila. It is still overvalue on one aspect (quantitative economic) and undervalue on other aspects (qualitative social and moral), and shows economic and secular accountability. Important implication of this study is strong requirement to develop accounting field according to each nation objectives in every nation.

Keywords: accounting information value, national objectives, Pancasila value

Critical Success Factors for Supply Chain Management Practices: Insights from a Malaysian Automotive Manufacturer

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Abstract

Proponents of supply chain management (SCM) suggest that understanding of the critical success factors (CSFs) of SCM practices allows firms to realize supply chain benefits which in turn promotes value creation. However, examination of CSFs within the automotive SCM is largely neglected in the literature. The study addresses this literature gap by providing additional insights on the CSFs of SCM practices in Malaysia particularly in the automotive industry. The study adopts a case study method, with data collected through semi-structured interviews, observation and document reviews from an automotive manufacturing firm operating in Malaysia. Our findings indicate that consistent with the literature, six CSFs consisting of communication, organizational culture, top management commitment, managerial competencies, supplier capabilities and control represent the main pre-requisites for the success of these value-creating automotive SCM practices. Overall, the results indicated that when all these factors are effectively deployed within the case firm, positive SCM success is experienced.

Keywords: critical success factors, supply chain management practices, value creation, automotive

Implementation Analysis of Lecturers' Pedagogical Competence on Student's Academic Achievement (Case Study at S1 Management Department, Widyatama University)

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Abstract

Indonesia Law number 14 of 2005, chapter 4, article 8, regarding teacher/lecturer states that teacher/lecturer must hold an academic qualification and competence, is certified, physically and mentally healthy, and able to achieve The National Education Goals. Academic qualification is acquired through higher education, while competence refers to pedagogical, personality, professional, and social competence. In this research, the writer studies about the influence of lecturer's competence in improving students' achievement. Students' achievement is measured by using cognitive, affective, and personality factor which are expected to strengthen students' character as independent and intelligent Indonesian youth. The research was conducted at Faculty of Business and Management of Widyatama University, Bandung, Indonesia. The research uses descriptive and verification method using a type of causality investigation. This research aims at obtaining clarity regarding variable characteristics and causal relationship between the variables. Thus, the writer used multivariate regression analysis. The research shows that if four lecturers' competencies (pedagogical, personality, professional, and attitude competences) are applied separately, only pedagogical competence which significantly influences students' academic achievement. On the other hand, the other competencies which are applied separately do not affect the improvement of students' academic achievement. Meanwhile, when four lecturers' competencies are applied simultaneously in the learning process, it shows a significant effect on students' academic achievement improvement of 32.1%. The remaining 67.9% is influenced by other factors which are not discussed in this study. In conclusion, lecturers should be able to improve their pedagogical competence and other intelligences such as emotional and spiritual intelligence in carrying out the profession as an educator and a teacher who has responsibility for students' successes and strengthening students character as Indonesian youth.

Keywords: Indonesia Law No. 14 of 2005, lecturers' competencies, students achievement, Multivariate Regression



Individual Attributes of Change Readiness: A Case Study at PT Kereta Api Indonesia (Indonesia state-owned railway company)

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Abstract

PT Kereta Api Indonesia (PT KAI), which until 2009 was known as a very low performance Indonesia state-owned railway company, experienced a very significant performance improvement under the leadership of Ignatius Jonan. A qualitative case study was done to study the Jonan's success in implementing transformational change at PT KAI. The purpose of the study were: 1) to find the individual attributes that affect the formation of positive dimension of the change readiness of employees of PT KAI, and 2) to generate a structural model of the relationship between individual attributes and change readiness. Based on in-depth interviews and documentary information, 47 individual attributes found associated with change readiness, which is then grouped into nine categories, namely: Life Experience, Organizational Commitment, Psychological Capital, Transactional Leadership, Transformational Leadership, Value of Leader, Value of Follower, Trait of Leader, and Trait of Follower. Individual attributes that most often appear at the interviews and documentary information, in each category, are: challenging the process and modeling the way (transformational leadership); contingent reward (transactional leadership); spiritual (life experience); hope (psychological capital), continuance (organizational commitment), extraversion (trait of leader), conscientiousness (trait of followers), altruism (value of leader), and courageous (value of followers). Based on the findings, proposed structural model of the relationship between individual attributes and change readiness is constructed: positive dimension of change readiness as the dependent variable; life experience, values of leader and follower, traits of leader and follower, and psychological capital as independent variables; organizational commitment as mediating variable; and leadership as moderating variable.

Keywords: individual attributes, change readiness, organizational commitment, leadership



Learning for Professional Development via Peers: A System Theory Approach

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Abstract

Learning for professional development among employees is a long debated issue. Thus, Continued Professional Development (CPD) is critical for an organization to remain competitive and an important tool to combat 'professional obsolete syndrome' among employees. Learning for professional development is derived from formal, non-formal and informal learning. With respect to informal learning for employee development, most research merely focus on the role of leaders or supervisors however, the role played by peers or senior co-workers towards professional development of junior employees is still vague and less explored. Given the above context, first this paper discusses the potential of learning for professional development via peers from the system theory lenses. Second, the paper discusses the results of an analysis of professional development learning practices via peers in the Malaysian service-based industry. Thirdly, the challenges of learning for professional development via peers are also be discussed. A qualitative study was employed through semi-structured interviews with 15 Human Resource (HR) Directors and HR Managers from various sectors in Malaysian service-based industry. This study also recommends that greater attention be given on peers or senior co-workers as one of the rich sources of learning in the work place. It is hoped that the result of the study will enrich the discussion; add value to the System Theory and also contributes to the existing body of knowledge in the domain of HR and Professional Development.

Keywords: Continued Professional Development, Systems Theory, Informal Learning, Peers, Competency, Organizational Performance, Malaysian Service-Based Industry



Factors Influencing Audit Fee in Good Governed Companies: An Evidence from Indonesia

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Abstract

The primary objective of this study is to examine the factors influencing audit fee in companies which have applied Good Corporate Governance in Indonesia. Corporate Governance is a method or way to manage, execute and control the enterprise in accordance with the objectives set. While the Audit Fee is a fee that must be paid to the company's public accounting firm in order to examine the company's financial statements which will be published to the public. This study will use a sample of data from companies listed on the Indonesia Stock Exchange LQ 45 during the year 2011 and 2012. Data will be analyzed using the model developed by Wu (2012) using multiple linear regression. The research found that assets (companies size) significantly affect/determine audit fee paid by clients to audit firms. Whereas other factors such as profit, business complexity and number of subsidiary are not significant.

Keywords: Audit fee, Corporate Governance, Indonesia Stock Exchange.

Local Economic Resource Development in Indonesia: Qualitative Approach Analysis

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Abstract

This study is an international collaboration research between University of Indonesia and University of Groningen. The aim of this research is to analyze the potential of remote areas in Indonesia and find out the important variables that influence the key success factors of LERD (Local Economic Resource Development) Program in those areas. The sample of survey for this research includes three remote areas in Indonesia which are Bau-Bau, Singkawang and Kupang; while the participants are its local government, academician, private sectors, and locals who are induced to work together to improve quality of life, create new opportunities and fight poverty. This study will use qualitative approach by conducting focus group discussion, indirect observation, and in-depth interview to local participants. We conclude that variables influences the key success factors of LERD in this research are: resources endowment, social capital, and local support; as independent variables, entrepreneurial strategy as moderating variable and perceived performance as dependent variable. Moreover, the result analysis from this study is separate into three different areas with its own characteristic with a general model on how to develop economic region.

Keywords: Local Economic Resource Development (LERD), Indonesia, Singkawang, Bau-Bau, Kupang

Ethical Work Climate in Organization: Effect on Role Ambiguity, Job Satisfaction, Organizational Citizenship Behavior, and Turnover Intention

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Abstract

Purpose: The primary objective of this study is to examine the relationship between Ethical Working Climate on factors affecting employees affective state and organizational commitment. The aim is to replicate recent findings in the literature of EWC with variables of Role Ambiguity, Emotional Exhaustion, Job Satisfaction, Turnover Intention and Organizational Citizenship Behavior. The research questions of this are : "Does ethical work climate influence role ambiguity?", "Does ethical work climate influence job satisfaction?", "Does ethical work climate influence organizational citizenship behavior negatively?", "Does role ambiguity influence emotional exhaustion?", "Does emotional exhaustion influence job satisfaction?", "Does job satisfaction influence organizational citizenship behavior?", "Does job satisfaction influence turnover intention?", "Does organizational citizenship behavior influence turnover intention?"

Design/methodology/approach: The authors surveyed all professional employees within mostly financial industry in five major cities in Indonesia with self-administered questionnaire.

Findings: There are 528 sample. Significant associations were found between Ethical Working Climate and Role Ambiguity; Job Satisfaction and Organizational Citizenship Behavior. Emotional Exhaustion is significantly influenced by Role Ambiguity, and both Job Satisfaction and Emotional Exhaustion are significantly affecting Turnover Intention. There are two insignificant findings, Job satisfaction's influence to Organizational Citizenship Behavior and Organizational Citizenship Behavior to Turnover Intention.

Originality/value: No prior study has documented the implication of ethical working climate and its relationship with OCB in Indonesia. The finding from this paper suggest that formally designed ethical working climate could enhance the professional commitment and satisfaction in the job, as well as reducing turnover intention due to ambiguity of ethical expectation within the company.

Keywords: Ethical working climate, ethical working climate, role ambiguity, job satisfaction, organizational citizenship behavior, emotional exhaustion, turnover intention.

Accounting Students Attitude towards the Computer, The Acceptance of the Accounting Information System's Course and Teaching Method

Weli

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Abstract

The aim of this study is to analyze the influence of student's attitude towards the acceptance of the Accounting Information System (AIS) and which teaching methods are used in the AIS course. The student's attitude towards the computer is measured by a second order factor Confirmatory Factor Analysis consisting of the computer anxiety, computer liking, Perceived Computer Usefulness in Workplace and Perceived Computer Importance in Workplace dimension.

The data had been collected through a survey using questioners distributed among the accounting students at seven private universities in Jakarta. The data analyzes were using the Structural Equation Model. The study results have indicated that computer attitude is significantly influences the acceptance of students towards the AIS course. However, the perception of its usefulness of the AIS course has not given an influence towards the perception of the AIS by the students. The study results have also indicated that the many teaching methods that have been used in the AIS course are the lectures accompanied by video shows, field studies, applying e-learning, applying the internet, and providing examples with the computer program.

Keywords: Perceived Accounting Information System course, AIS Course Acceptance, Computer Attitude, Computer Anxiety, Computer Liking, Perceived Computer Usefulness in Workplace, Perceived Computer Importance in Workplace.

Sukuk Trading Contract in Secondary Market

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Abstract:

There are some controversy in Sukuk instrument and trading mechanisms, especially in the secondary market. The trading mechanisms for example are basis usually are dominated by bai' al dayn concept, the concept that is against the Islamic law. Much of the motives to adopt this concept are to attract conventional investors demand for familiarity in trading mechanism with conventional bond.. The fact, the trading mechanism that fully complies with the shariah law and also Islamic accounting standard would probably cause anxiety to conventional investors that comprise much of the investors profile in this contemporary financial environment. With this research analysis , the authors try to elaborate the concept trading mechanism to sukuk in the secondary market

Keywords: Sukuk, trading, mechanism, Islamic,

Analysis of Comprehension Development Effort on Islamic Mortgage Product in Indonesia and its Impact on the Development of Islamic Banking

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Abstract

Islamic mortgages are now starting to be hope for consumers who want to own a home with a fixed-value margin financing. This is different from conventional mortgages where the margins given the level of development will always follow the rise and fall of interest rates there. Even so there are still problems that Islamic mortgages accounted for only 5% of the level of funding that exist in Islamic banking. This is because the levels of public understanding related to sharia mortgages are still low. The small amount that will certainly have an impact on the development of Islamic banking in Indonesia, where the latest data (2011) the market share of Islamic banking in Indonesia against national banks amounted to 4%. On the one hand the development of the national economy in the country can be said to be conducive and basically be a positive impact on the development of Islamic banks Islamic banking given that many businesses rely on the domestic economy and not much affected by global economic conditions. From this research that done it can conclude that level of understanding from the Islamic bank staff is not the same about the Islamic mortgage product that contribute with public understanding for that product

Keywords: Mortgages, financing, understanding



Awakening the Conscience Inside: The Spirituality of Code of Ethics for Professional Accountants

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Abstract

Purpose. The purpose of the study is to formulate a holistic concept of code of ethics for professional accountants that may escalate accountants' consciousness to a level of divine consciousness.

Design/methodology/approach. The study utilises the logic of the concept of homo spiritus. It is a concept of a perfect human being (insan kamil) who has a holistic consciousness. Through the holistic consciousness, the perfect human being experiences a unity with God.

Findings. The study finds that holistic principles of the code of ethics for professional accountants include integrity, objectivity, professional competence and due care, confidentiality, professional behavior, sincerity, love, and divine will. They function as stepladders to guide accountants to be homo spiritus. Additionally, the study also suggests to make use of modern approach of accountants' certification, i.e., certification on rational consciousness, psycho-spiritual consciousness, and divine consciousness.

Paper Type. Conceptual Paper.

Key words. Code of ethics, professional accountant, consciousness, conscience, homo spiritus.

Accrual Accounting Change: Malaysian Public Sector Readiness

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Abstract

The federal government decision to implement accrual-based accounting in 2015 under the Government Transformation Programme (GTP) led to major changes in public finance management. To ensure the reforms achieve the target, the behaviour and mindset of employees must be ready. Therefore, this preliminary study will determine which dimensions measure the readiness for change among public sector accounting personnel in Malaysia. This study also investigates any significant difference between demographic factors (position and length of service) and readiness for change. A survey was conducted of 119 public sector accounting personnel consisting of accountants, assistant accountant 1 and assistant accountant 2 in respect of their readiness to adopt accrual accounting in various ministries in Malaysia. The objectives of the study have been tested using descriptive analysis and ANOVA. The general findings show that the respondents have positive behaviour concerning readiness for change to accrual-based accounting. However, the results show that they are not ready to take responsibility if the accounting change fails in their area. This study proves that the demographic factors of position and length of service are not related to readiness for change. These results are important for the government in order to strategize the effective guidelines for change interventions to ensure the successful implementation of accrual accounting in Malaysia.

Keywords: accounting personnel; Malaysian public sector; readiness for change



Core Competency and Industry Environment: Its Influence on the Competitive Strategy and Cooperative Strategy and Its Implication on the Performance of the Sharia based Financial Institutions in the Province of Aceh

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Abstract

The aims of the research are to describe and investigate the causal relationship among underlying exogenous Variables (Core Competency and Industry Environment) and Endogenous Variables (Competitive Strategy and Cooperative Strategy and Performance) of Sharia Based Banking and Microfinance Institutions. The research consists of quantitative survey involving 252 respondents deriving from 79 Sharia based financial Institutions in the region. The collected data are processed by using SEM-Amos. All of eight hypotheses of variables tested in the model have a significant influence among constructs, except for two hypotheses, namely, between Core Competency and Cooperative Strategy and between Cooperative Strategy and Performance. Another finding is that core competency and Industry environment have stronger influence directly on performance than that influence through the intervening variables of Competitive Strategy and Cooperative Strategy. The research has limitations as a result of data collection. A somewhat greater unit analysis would allow firmer conclusions to be derived from the outcome of statistical analysis. The research findings help the sharia financial institutions managers to capitalize unique resources and sensitiveness and conducivenesses of environment to boast superior business performance. It also supplies banking regulators in formulation of proper strategy in improving banking Performance. The integration of RBV Approach (e.g. Core Competency) and Market/Competitive Approach (e.g. Industry Environment) to boast superior business performance is particularly new to the context of sharia financial institutions. The research contributed to the literature on sharia based banking and Microfinance and strategic management.

Keywords: Core Competency, Industrial Environment, Competitive Strategies And Cooperative Strategy.

Financial Inclusion in Indonesia and Its Challenges

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Abstract

The aim of this paper is to examine the progress of financial inclusion in Indonesia. The object of this paper is Micro Enterprises (MEs) and methodology used will be qualitative method by using surveys and questionnaires. The results show that there are still 20% MEs have no banking facilities at all and about 78% MEs still use their own capital to run their business. Furthermore, personal characteristics such as gender and education are factors that can explain financial inclusion. It is also said that in general MEs need banking product and services. However, there are still barriers that hinder them to be financially included. The most barriers they have to face are marketing exclusion. It shows that they have lack information about banking product and services since marketing strategy from bank is not disseminated clearly through various media.

Keywords: Financial Inclusion, Financial Exclusion, Micro Enterprises

The Role of Leadership and Employee's Condition on Reaction to Organizational Change

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Abstract

In order to survive and compete, every organization has to change, and the program of organizational change has to succeed. However, there are many organizational change programs were failed, and one of the reason is people, or employee, and also leader and its leadership style during organizational change played an important to achieve the success of organizational change. The objective of this paper is to identify the role of leadership and employee condition on reaction to organizational change. This study was conducted at state owned organizations with 539 respondents. The results showed that job satisfaction act as mediator between change leadership and individual readiness for change and commitment to change, and employee engagement was not significantly correlated with commitment to change. This research is important for organizational change management in order to plan and implement changes more effectively.

Key words: Commitment to Change, Individual Readiness for Change, Change Leadership, Job Satisfaction and Employee Engagement.



Comparative Study Dynamics of Psychology of Pencak Silat Groups (Iks.Pi Kera Sakti, Persaudaraan Setia Hati Terate, Dan Pagarnusa)

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Abstract

Indonesia as a country that offers a wide range of diversity offers its own uniqueness . But unfortunately the diversity it also has the potential for conflict (Rahardjo , 2010) . Not only the conflict between cultures and groups, as happened in intercollegiate martial arts such as pagarnusa , PSHT and Kerasakti . The study involved 30 members pagarnusa , 30 members and 30 members kerasakti PSHT . Research methods with quantitative approach . The purpose of this study to determine the level of aggressiveness , collective pride and tolerance in three martial arts college , this is one of the factors of conflict is high aggressiveness , collective pride and a low level of tolerance . The findings of this study are a group of college kerasakti have the highest tolerance , low aggression and collective pride being . PSHT has a high level of aggressiveness being and collective tolerance pride being , while the pagarnusa Group aggressiveness levels that are low tolerance level and collective pride high .

Keywords: martial arts , aggressiveness , tolerance , collective pride

Dynamics of Educational Hope of Program Keluarga Harapan's Participants in Karang Besuki Malang

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Abstract

Village of Karang Besuki Malang is one of the areas that get help from the local government for poverty alleviation and community empowerment in the form of Family expectations program (PKH). Program Keluarga Harapan (PKH) it self is the help that is given to every citizen in landscape conditions of the underprivileged who have education and health components. The purpose of this research is to know the description of PKH participants hope to their children education. Results of the initial assessment has been done to 52 residents, found that levels of educational expectations participants PKH village Karang Besuki almost in its entirety or on average are medium-sized category percentage of 63,5%. Furthermore, researchers used 9 participants to describe their educational hope. The research method used was qualitative case study approach in each participants. Data collection techniques used are in-depth interviews, intervention in the form of counseling and observation. The results showed that each participant have an unique ways to reach their educational hope. The participants were able to set a goal. Participants are also able to develop a pathway thinking and agency thinking that high, because participants have plans against the continuation of the education of his son, even while in a State of difficult participant using the self-talk that reinforces the participants to reach their goals. Different internalizing values and parenting style from the accepted Families of children in everyday life will provide a characteristic in visualizing the expectations of education.

Keywords: Program Keluarga Harapan (PKH), Educational Hope, Visualization of Hope, Parenting style.

Redesigning Airport Arrival Immigration Process using Simulation Method (Case Study at Husein Sastranegara International Airport Bandung, Indonesia)

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Abstract

Husein Sastranegara International Airport encounters a problem of increasing demand and poor performance in the arrival immigration. Currently, the arrival immigration is not able to fulfill the LOS of Directorate General of Civil Aviation and passengers complaints about the process in the arrival immigration. Current reality tree was conducted to find the core problem; then, five problems were found; unaligned schedule with capacity, no socialization on the LOS, different skills among officers, bad queue management, and insufficient number of counters. Simulation analysis was conducted to improve the queueing process in immigration. The simulation results concluded that, four counters should be added to the current immigration counter. However, several factors should also be considered, such as flight schedule, queue management, and the standard service time. To maintain and ensure the arrival immigration queue run effectively, training and monitoring for the officers should be conducted by the immigration with the help of Angkasa Pura II in Husein Sastranegara.

Keywords: airport, arrival immigration, optimization, simulation.

The Study of Organization Development and Regional Bank Changing in Indonesia

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Abstract

The existing of Regional Bank in every province in Indonesia is increasing and getting stronger, this kind of conditions do support the formation of Regional Development Bank Assosiation (RDBA) /Asosiasi Bank Pembangunan Daerah (Asbanda), there are some facts phenomenon that happen on the Regional Bank that can be found through RDBA/Asbanda, such as : limited capital, low brand awareness, innovation and human resource competence still need to be increased. Making a study and discuss the direction of the o
inrganization development and the changing which is done by the Regional Bank in Indonesia is the purpose of this research. Quantitative and qualitative data collection methods are being used to get the data needed due to this research. Then extended by doing Descriptive analyzing and focus group discussion, to know the changing that happen on the Regional Bank in some issues, the strength of core capital, the society brand awareness on Regional Bank, innovation and the level of proffesional human resource. The summary of the research result are : from the dimension that being researched, there is a changing on the purpose, structure, culture and human resource so that the Regional Bank will be able to increase its core capital, enlarge the society brand awareness on Regional Bank, and apply some innovations in banking system, and also proffesional human resooource. The result of this research could be as the guidance for other Regional Banks which haven't done a changing yet, so that they are able to increase the competitive advantage in facing the Asean Economic Community 2015.

Keyword: organization development, change regional bank

The Influence of Intellectual Capital on the Firm's Value with the Financial Performance as Intervening Variable

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Abstract

Abstract--The aim of this research is to provide empirical evidence on the influence of intellectual on the firm's value with financial performance as intervening variable. Intellectual capital was measured by using Pulic's model; value added intellectual coefficient (VAIC), value added capital employed (VACA), value added human capital (VAHU), and structural capital value added (STVA). Financial performance in this study is measured by return on assets (ROA), return on equity (ROE), and net profit margin (NPM). Firm's value measured by price to book value (PBV). Population and sample of the research are public firm manufacturing sector listed in Indonesia Stock Exchange during the year of 2012. Study sample size was ninety three firms (93 firms).Hypothesis testing is conducted by using multiple regression analysis method. The results of this research indicated that: (a) intellectual capital (VAIC,VACA,STVA) had positive influence on the firm's value (PBV); (b) intellectual capital (VAIC,VACA, STVA) had positive influence on the financial performance (ROE); and (c) the research prove that the role of financial performance (ROE) as intervening variable on relation between intellectual capital (VAIC, VACA, STVA) and the firm's value (PBV).

Keywords: Intellectual capital, firm's value, financial performance.

Panopticism Technique in Crime Prevention through Environmental Design

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Abstract

Crime prevention through environmental design (CPTED) is a crime prevention philosophy based on the theory that proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime, as well as an improvement in the quality of life. Natural surveillance in CPTED aims at keeping potential intruders or criminals under observation. Panopticism (which adopted from the word panopticon) was introduced by Foucault, as a diagram of modern power, an architectural model that is ideal to demonstrate the power of modern discipline. Panopticism concept is surveillance with one is totally seen without ever seeing and one sees everything without ever being seen. This concept means that there are people who are being monitored continuously without ever know who is watching, and there are people who are always able to supervise without being seen by the supervised. The concept of panopticism served the aim of natural surveillance in CPTED. The purpose of this research is to study, identify the concept of panopticism as one of the surveillance technique and solutions in crime prevention through environmental design. The objective of this research is to determine the mapping of panopticism concept as one of the technique in crime prevention through environmental design.

Keywords: Panopticism, Crime Prevention Through Environmental Design (CPTED), Interior Control Space

Victimization and Its Role in the Formation of Extortion

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Abstract

One of the civil crimes which have been increasingly committed during the current decade is extortion. From the social experts' viewpoints, extortion is considered as some commitment against social security which leads to robbing individuals' belongings through exercising violence or utilizing different kinds of weapons. Using such weapons may sometimes lead to killing the victims. The science of criminology not only emphasizes on the criminals' behavior with regard to the commitment of crimes but also underscores the victims' behavior with respect to the realization of criminal phenomenon. Victims are basically regarded as actors who play some role in the commitment of crime during the pre-occurrence period of crime. Hence, the behavior and manner of victims cannot be overlooked with reference to the commitment of crime. The current study focuses on the victims' role in the commitment of extortion crime as a potential factor.

Keywords: crime, victimization, extortion, criminology, pathology

The Development and Construct Validation of the Epistemological Beliefs Inventory for Science

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Abstract

The aim of the present study was to construct and validate epistemological beliefs questionnaire for science (EBQS) in Malaysian context. The survey data from 450 matriculation students and 350 degree students were collected in two phases to facilitate both exploratory factor analysis (EFA), parallel analysis and the confirmatory factor analysis (CFA). Furthermore, the reliability analysis of the scores and convergent, discriminate, and subgroup validity coefficients were examined. Finding suggested that the inventory measures five constructs, namely, the innate ability, the structure of knowledge, the source of knowledge. The certainty of knowledge, and the speed of knowledge acquisition. These results demonstrated that the Malaysian version of EBQS is a valid and reliable instrument which may serve as useful in guiding future research aiming to understanding students' epistemological beliefs about science.

Keywords: Innate ability, Certain of knowledge, Source of knowledge, Speed of knowledge acquisition, Structure of knowledge.



How to Mismanage Organisations: A Lawyer's Perspective

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Abstract

It is not unusual for employees to allege that the organisations for which they work are mismanaged. Even if these allegations are unsupported, the fact that they are raised regularly justifies an examination of how organisations may be mismanaged. This paper focuses on actions or practices by senior management which may potentially result in the mismanagement of their organisations. In particular, this paper identifies four interrelated management practices which, in my experience, constitute 'mismanagement': (i) the appointment of managers to their level of incompetence (the Peter Principle), which in turn may lead to occupational stress and low staff morale, (ii) the appointment of employees who are deemed to be less 'intelligent' than, or 'inferior' to, the appointers, (iii) the centralisation of resources, services and decision-making by relevant organisations, arguably to improve efficiency and to achieve cost effectiveness, and (iv) constant restructuring of organisations and associated change management. The purpose of this paper is to promote and to enhance sound management practices in organisations.

Keywords: Peter Principle, hiring practices, centralisation of resources, restructuring, change management



Competitive Psychological Climate and Turnover Intention with the Mediating Roles of Job Stress and Affective Commitment

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Abstract

This paper examined the impact of competitive psychological climate on turnover intention among Malaysians working in Malaysia. Besides that, the mediating roles of job stress and affective commitment are also examined. It is predicted that employees who perceive their workplace to be competitive will express higher turnover intention. It is also expected that job stress and affective commitment will mediate the relationship between competitive psychological climate and turnover intention. A total of 94 respondents throughout Malaysia participated in this study. Partial least squares of structural equation modeling (PLS-SEM) was used to analyse the data collected for the study. The results showed that competitive psychological climate was significantly related to job stress, affective commitment, and turnover intention. It also revealed that job stress and affective commitment mediates the relationship between competitive psychological climate with turnover intention.

Keywords: competition, stress, commitment, turnover intention, Malaysia

Costs of Financing and Diversification: Evidence from Malaysia

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Abstract

This study examines the extent of geographical diversification of Malaysian public listed firms and its effects on the cost of debt and equity financing. All companies except those in the utilities and financial industries listed in Bursa Malaysia with segmental and foreign assets information available in Thomson One Banker data base from 2008 to 2012 are used. The same database is also used to extract the financial information of the firms. Herfindahl index is used to compute the degree of diversification for firms while weighted average costs of debt, equity and capital are used to estimate the costs of financing. The results show that less than half of the sample companies are geographically diversified. Debt has a much lower cost of financing compared to equity which is consistent with the return trade off theory and tax shield effects. Debt ratio has the greatest influence on the weighted cost of debt while P/E ratio has the greatest influence on weighted cost of equity. It is also found that the relationships are contingent on the level of diversification of the firms. The more geographical diversification of the firms, the higher the cost of debt. While for the equity, the positive interactive coefficient between P/E and h-index shows that the more geographical diversification of the firms, the lower the cost of equity. The regression results show that R^2 was able to explain 60 percent of the variations of the costs of financing.

Understanding Intention to Use Paid Mobile Applications among Young Adults in China: A Conceptual Model

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Abstract

The specific purpose of the research is to explore the factors that influence young adults' (e.g. university students in China) intentions to use paid mobile applications in China, and the underlying affecting factors towards their attitudes. In order to carry out the research purpose, perceived usefulness (PU), perceived ease of use (PEOU), perceived enjoyment (PE), subjective norm (SN), perceived behavior control (PBC), and perceived risk (PR) were regarded as the main factors mediated by attitude towards intention to use, through the conceptual models Technology Acceptance Model (TAM), Theory of Reasoned Action (TRA), Theory of Planned Behavior (TPB), and Uses and Gratifications Research (U&G). This study expected to be beneficial for both academics and practitioners to know factors affecting the young adults' intention to use paid mobile applications in China.

Keywords: Paid Mobile Applications, Young Adults, China



Exploring Curvilinear Relationship between Entrepreneurial Orientation and Firm Performance

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Abstract

The vital role of entrepreneurial orientation (EO) on firm performance has been widely studied in developed countries. Most studies have found a positive linear relationship between EO and firm performance. However, the empirical findings are inconclusive. According to the recent literature, one possible reason for these inconsistent findings may be the nature of the relationship between EO and firm performance is not linear as assumed by many researchers. This study utilizes a sample of 580 small medium enterprises (SME's) from two provinces in Sri Lanka to examine the relationship between EO and firm performance and specially to determine the best representation is whether linear or curvilinear. Findings demonstrate a S-shape curvilinear relationship between EO and firm performance in the context of SME's in Sri Lanka.

Keywords: Entrepreneurial orientation, Firm performance, Small medium enterprises

User Characteristics as Antecedents of Technostress towards EHRM: From Experts' Views

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Abstract

Due to the rapid development and changes of technology, users are now facing with new problems, called technostress. Various factors are purported to these problems including system features, user's characteristics and organizational supports. The aim of this paper is to investigate the antecedent factors of technostress towards EHRM in government agencies of Malaysia. The data for this study were collected from seven HRMIS experts in three state governments of Malaysia. Based on the semi structured interviews among HRMIS experts, three main characteristics of the user, namely attitude, technology readiness and readiness for change have been identified. The HRMIS experts were also of the opinion that all these three characteristics are related to all the components of technostress, which are techno-overload, techno-invasion, techno-complexity, techno-uncertainty, and techno-insecurity. In addition, implications of the study and recommendations for future research are also discussed.

Keywords: EHRM, technostress, attitude, technology readiness, readiness for change



The Use of Pirated Software Among Information Professionals: Measuring the Difference

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Abstract

millions but billions of dollars lost by software house companies due to software piracy issue. The numbers keep increasing year-by-year. Though there are continuous research work being done and reported across the world, nothing has been done to curb the phenomena and what should be done to make piracy to stop? Hence, this study was conducted to investigate whether there were any significant differences on this issue among information professionals in Malaysia. Factors measuring the study were Impression Management (IM), Personal Attributes (PA), Degree of Hardcore Pirate (DHP), Pirating Behavior (PB), Reciprocal Fairness (RF), Procedural Fairness (PF), Perceptions (P), Subjective Norms (SN), Intention (I) and Ethical Standards (ES). The findings of this research showed that some of the factors has significant difference and some are not. To practitioners and researcher, the findings should be able assist and guide which area and Not factors that need and required extra attention in order to reduce piracy issue.

Keywords: Software Piracy; Impression Management; Personal Attributes; Degree of Hardcore Pirate; Reciprocal Fairness; Procedural Fairness; Perceptions; Subjective Norms; Intention; Pirating Behavior; Ethical Standards

A Conceptual Framework for Understanding Academics Commercialization Decision at Malaysian Research Universities

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Abstract

The academics commercialization decisions are not well understood via the individual's capabilities and university culture. This paper seeks to explore the level of commercialization decisions among the academics and propose a unique window of understanding the diversity of academics personal attributes. Grounded theory methodology (GTM) of Straussian approach particularly the constructivist-interpretivist epistemology with extension to multiple case studies is adopted. Theoretical sampling is used to select a total of 42 academics of ICT faculties from five Malaysian research universities (RUs). Semi-structured interviews are used to elicit information in relation to their research and commercialization activities. Based on interviewees' transcripts and their Curriculum Vitae (CV), we inductively develop a conceptual framework to explain the phenomenon of how academics choose their commercialization approaches.

Keywords: Academic entrepreneurship · Technology transfer · Commercialization · Malaysian university · Personal attributes.

Consumers' Ethical Judgement and Complaint Responses towards Unethical Advertisements

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Abstract

This study aims at investigating why consumers judge certain advertisements as unethical, and with those judgements, what actually moderates the link between their complaint intention and complaint responses. In order to get the findings, in-depth interviews have been conducted to 16 highly educated working consumers. Findings illustrated that advertisements using fear approach in social media without approval from the authorities, indecent advertisement, misleading, deceptive and prohibited loan advertisements as unethical because those advertisements could increase social problems, inappropriate to be seen by children, and could lead to consumers' loss. With these judgements, all informants agreed that they have the intention to complain, but only 6 of them really complained to the responsible bodies such as to the marketers and to the third parties. Other 6 informants complained privately, while the rest totally ignored the advertisements. Eventually, the sense of responsibility, involvement with the advertised product, experience regarding the effect of unethical advertisement, the complaint procedure, time constraints, and knowledge are criteria that differentiate these groups of informants and how they reacted to their complaint intention.

Keywords: Ethical Decision-Making, Ethical Judgement, Complaint Responses, Unethical advertisement

Does Organizational Climate Mediate the Relationship between Transformational Leadership and Innovative Work Behavior? : Evidence from R&D Agriculture Firms

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Abstract

Agriculture sector remains a significant National Key Economic Area (NKEA) for Malaysia's future economic sustainability. However, this sector faces numerous issues that impede its progresses and a focus on Research and Development (R&D) activities is claimed to be one of its possible solutions. The innovative behavior of the scientists in mobilizing the innovation activities in these R&D centers would be the focal point in this study. Specifically, this study examined the mediating effect of transformational leadership behavior and innovative work behavior among scientists working in agriculture R&D firms. Only 150 scientists participated from a sampling frame of 339 yielding a return rate of 44%. Leader's behaviour was measured using Kouzes and Posner LPI (2005) while organizational climate was measured via KEYS Amabile (2009). Innovative work behaviors were gauged by instrument developed by De Jong and Den Hartog (2008). Stepwise regression was employed to test Baron and Kenny's four mediation conditions. Not only organizational climate and transformational leadership were found to significantly affect innovative behavior but organizational climate was found to mediate the relationship between transformational leadership and innovative work behavior. This highlights the importance of transformational leadership in creating conducive organizational climate for innovation activities and to encourage more innovative work behaviors among scientists. The absence of sound leadership in the managing talents (a.k.a scientists) needs immediate attention.

Keywords: Transformational Leadership, Organizational Climate, Innovative Work Behavior, Mediating Effect.

Personal Internet Use: The Use of Personal Mobile Devices at the Workplace

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Abstract

The advancement of personal mobile devices and the opportunity to bring it to the workplace have blurred the line between personal and work. Employees may use it to channel their productivity time towards non-work-related activities. The use of personal mobile devices at the workplace therefore poses a new threat to companies. Hence, the aim of this study is to investigate the level and determinants of personal Internet use using personal devices among Malaysian employees. A survey was conducted among full time employees who own any form of mobile devices such as smartphone, tablet, and broadband. A total of 200 questionnaires were distributed to 12 organisations in Melaka and Kuala Lumpur and 168 were returned with 161 usable. Descriptive analysis and multiple linear regressions were used to analyse the data. Results of this study indicated that personal Internet use specifically using own mobile devices among Malaysian employees is still very low. Furthermore, habit and external locus of control have been found to be the predictor of personal Internet use. Findings from this study contribute to understanding of determinants for personal Internet use among Malaysian employees. Besides the common control mechanisms, organisation can restore self-control among their employees by linking performance and negative outcomes. The paper presents empirical data of personal and situational-related variable in predicting personal Internet use among employees from various industries in Malaysia from a new perspective of personal mobile devices.

Keywords: Determinants, Malaysian workplace, Mobile devices, Personal Internet use.



Loan Loss Provisions and Earnings Management in Malaysian Banking Industry

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Abstract

The banking system is prone to the credit risk associated with the problem loans and difficulties in loan recoveries particularly during turbulence. However, this problem can be partly offset by the loan loss provisions (LLP) and stronger capital adequacy ratio. Hence, it is important for the banks to properly manage the LLP to ensure the sufficient amounts are allocated to counterbalance the non-performing loans as it provides reserve to cover the expected losses. The present study investigates the relationship between loan loss provisions and earnings management of Malaysian banking sector for the period of 2004-2012 by controlling the period of normal economic conditions and the period of crisis 2007-2009. The main purpose of the study is to investigate the presence of earnings management incentive in affecting the LLP decision of commercial banks in Malaysia, focusing on the relation between loan loss provisions and earnings before tax and provisions. The empirical findings clearly indicate that the LLP in Malaysian commercial banks is affected by earnings management for that particular period. This study applies the pooled Ordinary Least Square model in assessing the determinants of LLP. It is assumed to be the best unbiased estimator when the error term is not correlated with the heteroscedasticity and autocorrelation problem.

Keywords: Loan Loss Provisions, Earnings Management, Capital Management, Macroeconomic Factors, Commercial Bank

A Conceptual Framework for Evaluating Professional Upskilling of English Language Teachers Programme

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Abstract

Programme evaluation is usually conducted after the programme ends. However, evaluation still needs to be conducted while the programme is being implemented especially new programmes for improvement purposes to ensure its effectiveness by choosing the right model. The purpose of the study is to outline a comprehensive conceptual framework for evaluating the Professional Up-skilling Of English Language Teachers (Pro-ELT) Programme by using Provus' Discrepancy Evaluation Model (DEM). The use of convergent parallel mixed-method design through concurrent transformative strategy is more practical in optimizing research findings about the effectiveness of the programme. A sample of 370 out of 9,000 participants will be involved in this study as well as the programme staff and the trainers. Data will be collected by using interview protocol, questionnaires, and document checklists. The data will be analysed according to the stages of evaluation: i) the design stage, ii) installation or input stage, iii) process stage, and iv) product or output stage. During the installation, process and product stages, the performance of the programme will be compared to the programme standards built in the design stage to find any differences that exist. These differences, known as discrepancies, will be used to assist the programme management team to make rational decisions whether to amend, review or terminate the programme. The proposed conceptual framework can serve as a guide to make some amendments and improvements to the programme based on the discrepancies, and will be able to enhance our understanding of conducting a programme evaluation.

Keywords: continuing professional development, discrepancy evaluation model, English language teachers, programme evaluation, Provus

The Impact of Leadership Styles on Job Satisfaction and Mediating Role of Perceived Organizational Politics

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Abstract

The present study aims to investigate the impact of leadership styles on job satisfaction and to see if perceived organizational politics has a mediating role or not. In this study descriptive research design was used and a quantitative research was conducted. The sample of this study was selected through non-probability convenience sampling. 250 questionnaires were distributed to the teachers of public sector universities of Lahore, Pakistan and 217 respondents returned the questionnaire, indicating a response rate of 86.8%. Research finding revealed that transformational leadership has a positive impact on job satisfaction and transactional leadership has a negative impact on job satisfaction. Findings also suggest that, perceived organizational politics partially mediate the relationship between both leadership styles and job satisfaction. On the basis of results of this research study it was recommended that in universities administrators should know the important benefits and faults of different styles of leadership, as these may affect the perceptions of organizational politics and eventually, the job satisfaction of teachers.

Key words: Job satisfaction, Leadership styles, perceived organizational politics, Public sector universities, Pakistan.



A Quantitative Approach to Human Capital Management

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Abstract

This study focuses on Human Capital Management (HCM). The objective of this study is to provide a quantitative technique to help managers to make decisions by objectively evaluating their HCM and projecting profit increase generated by HCM. This study contributes to resolving HC related problems which executives face in their decision-making. This study approach is divided into two steps. In the first step, this study selects and formulates the factors which represent HCM practices by means of principal component analysis and factor analysis. In the second step, personnel adjusted added value is defined as the corporate output. Multiple linear regression model is constructed to identify the HCM factors which influence personnel adjusted added value. This process establishes the basic model for objectively judging their success of HCM practices in the companies.

Keywords: Human capital management, Human capital, Intangibles, Factor analysis, Multiple regression model.

Effect of Behavioral Intention toward Choosing Green Hotels in Malaysia - Preliminary study

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Malaysia

Abstract

Based on Economic transformation programme of Malaysia Tourism and hospitality are one of the significant factors which effect on economy for achieving the vision of Malaysia 2020. In other hand, Rapid growths of these industries have effect on environment. This research tries to propose a new model by merging Theory Reasoned Action and Theory Planned Behaviour models which are implemented in achieving intention of consumer behaviour toward choosing Green hotels in Malaysia. Using Descriptive Analysis, Pearson Correlation, Multiple Regression Analysis, F-test and Reliability Analysis, Statistical Processing SPSS Version 18.0 will be applied to analyze the data. Findings of this research will help the marketing policy makers and hotel managers to attract positional tourists who will visit Green hotels in Malaysia.

Keywords: Green Behaviour, Green Hotels in Malaysia, Tourist Intention

Application of Structural Equation Modelling to Evaluate Relationship between Dimensions of Transformational Leadership and Organizational Innovation: in Iraq public universities

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Abstract

This research was carried out with the intention of examining the relationship between transformational leadership dimensions (Idealized Influence Attribute, Idealized Influence Behavioural, Inspirational Motivation, Intellectual Stimulation, and Individualized Consideration) and organizational innovation in higher education in Iraq. The population for this study consisted of academic staff from 10 public universities distributed throughout Iraq. The sample consisted of 280 academic staff members selected through the random sampling technique. The aim of this paper is to explore the relationship between transformational leadership dimensions and organizational innovation in Iraqi public higher education institutions. Structural equation modelling (SEM) with AMOS 21 was used. The statistic results found significant strong relationships between the four transformational leadership dimensions (Idealized Influence Attribute, Idealized Influence Behavioural, Inspirational Motivation, Individualized Consideration) and the organizational innovation. In addition, transformational leadership dimensions play important roles in determining the organizational innovation. Leaders should consider in matching both leadership behaviors based on the situation of their subordinates. Thus, the study contributes to the existing pool of knowledge on the empirical relationship between transformational leadership dimensions and organizational innovation. Different aspects of these variables were tested, so as to provide a wider and more comprehensive understanding of the factors that affect higher education in Iraq.

Keywords: Transformational Leadership Dimensions, Organizational Innovation, and Higher

Knowledge Management Model and Instrument for Implementation and Adoption; Perspective of Developing Country.

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Abstract

Knowledge management (KM) is now attracting a crucial matter in the professional approaches of the construction organizations to gain modest advantage. In the construction industry, the increased pressure from clients toward refining quality of works while plummeting time and cost increases the desires of the construction organizations for constant learning and innovating through KM. In order to smear KM into the construction works activities more effectually and professionally, it requires the support of KM processes and procedures. This paper presents a KM model that comprises a set of KM hypothesis model and measurement models for understanding and applying these KM models to boost the application of KM in the organization. Research uses 323 questionnaire surveys. A hypothesized model of KM process was tested using structural equation modelling approach (multivariate analysis method) and a proposed model and the instrument was therefore developed. Analysis of the five constructs of knowledge acquisition, creation, sharing, storage and dissemination with their reliability and Cronbach's Alpha coefficient of 0.80, 0.71, 0.82, 0.87 and 0.87 respectively. Likewise, all fit indices and factor loadings were significant leading to a frugal model achievement. The study serves as a guide to knowledge managers for the construction organization implementation.

Keywords: knowledge management, model, construction, organization, procedures

A Conceptual Framework on Establishment of Enterprising Infopreneurship: Modeling the Entrepreneurial Competency for Information Professionals

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Abstract

Information entrepreneur or also known as infopreneur is an individual who have the adventurous and driving urge to undertake intelligent searches on wide ranging information (re)sources and to be able to evaluate, repackage and determine the significance, relevance and value of information and information services which they then sell using internet tools to facilitate and enhance their business (FAQ2011). In this study, the element of entrepreneurial competency that suitable with information professionals will be determined. The mixture of the main two domains will then be measured to establish the successful enterprise infopreneur. The research objectives of the research are to answer the following questions: What are the entrepreneurial skills that positively predict infopreneurship? What are the entrepreneurial traits that positively predict in infopreneurship? Does information professional knowledge and skills show significant impact on infopreneurship? Does entrepreneurial skill show significant impact on information professional knowledge and skills? The purpose of this work is to develop the framework for future study on the establishment of infopreneurship,

Keywords: information professional, information entrepreneurship, infopreneurship, information management

The Influence of Colour on the Malaysia SMEs Logo: The Most Often Selection of Colour

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Abstract

Colour is an element that plays a very significant role in every aspect of our life. With the realization on the importance of colour, the exploration and research on colour have introduced colour theories that have been applied and adapted until to this day. Through literature review, the previous researcher, has done the research on the influence of colour on the logo of the Bumiputra Companies, with the emphasize on Malay, and his findings showed that blue is the top choice selected and the most dominant colour used on the logos by the Malay Companies and followed by red and green. Nevertheless, the research scope is only look at Malay Companies and the findings are limited. However this paper reports and discusses the findings of one thousand (1000) by local companies, particularly under the category of SME (small and medium enterprises). The findings show there is a difference between previous findings. Red is a most dominant colour used on logos by Malaysia SMEs Companies and subsequently blue and white colour. Recommendations for further research are also discussed in an effort to improve the quality of local brands internationally.

Keywords: Colour, Logo, Small and Medium Enterprise

Governance Disclosure Quality and Cooperative Performance in Malaysia

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Abstract

Few discussions were made on cooperative governance reforms despite the fact that cooperative movements operate and compete in an identical business environment as the private as well as the public corporations. Due to the scarcity of research examining the issue of governance among cooperatives, this paper is motivated to examine the extent of governance compliance and disclosure among cooperatives, hence the relationship between cooperative governance and its firm performance. Results from the study provide empirical evidence that disclosure on ownership structure and exercise of control rights was found to have significant negative relationship with cooperative firm performance.

Keywords—Cooperative, Governance, Firm performance, Malaysia

Social Media Usage among University Students: A Study on Selfie and Its Impacts

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Abstract

Media convergence is more than simply a technological shift. Convergence alters the relationship between existing technologies, industries, markets, genres and audiences. ‘Selfie’ as defined by Oxford (2013) is a photograph that one has taken of oneself, typically via smartphone and uploaded to social media website. The term is relatively new to our vernacular however the phenomenon is not an entirely new one. In fact, it has become the “Word of the Year” in 2013. Selfie is a result of technological convergence where it integrated two or more devices into one platform. This study examines the impacts of selfie on university students. Two variables have been used to measure impacts; positive and negative impacts. Questionnaire was developed based on previous literatures and a total of 187 respondents participated in this study. Findings disclosed that there is positive impacts of selfie for both genders whereby respondents believe that selfie can increase one’s perception and confidence. It is also found that negative impacts for both genders in the areas of wasting time and editing photos before posting to social media.

Keywords: social media, selfie, impacts



Claiming Maintenance from Children: The Malaysian Legal Perspective

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Abstract

A survey conducted in 2011 showed that 675,000 citizens aged 60 and above have been abandoned and deprived from receiving financial support from their children. Although abandoning of aged parents in Malaysia is not rampant, it is a new phenomenon which may become an acceptable practice in the future and this is a cause of concern. Few years ago, parents of 8 children filed summon against their most successful children in the Syariah court; claiming for life maintenance and it was given a wide media coverage. It has commanded the attention and awareness of many concerned citizens on preventing such situation from taking roots in our society. Generally, the obligation of children on maintenance of parents is not defined or legislated in Malaysia. The Maintenance Laws in Malaysia only provides for relief for maintenance of a spouse to the other spouse during the subsistence of marriage and maintenance to children. Whilst the states Islamic family law statutes provide for obligation of Muslims for maintenance to wife, children and others. Thus, this paper seeks to examine the rights and legal position on maintenance of parents in Malaysia, and further to determine whether there is a need to enact laws to enforce children to care and provide maintenance for their aging and/or disabled parents. Research methodologies applied in the paper are analysis of the primary and secondary materials and comparative study. Analysis of the data will be done via examining the existing materials including statutory provisions, case law and other legal and non-legal literatures relating to the law of maintenance. In discussing on the need to legislate such law, this study will look at other countries that have enacted such law i.e. Singapore and India.

Keywords: maintenance of parents, financial support, children, civil and *Shariah* law .

The Relationship between Knowledge and Complaint Behavior among Motor Vehicle Repair Consumers in Shah Alam, Malaysia

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Abstract

Understanding consumer's complaint behavior is very important as it enables the company to enhance customer satisfaction as well as their experience throughout the journey. This paper aims to identify the relationship between consumer's knowledge and complaint behavior among motor vehicle repairs service consumers in Shah Alam. Data for the study was collected using self-administered questionnaire among 400 respondents who sent their cars for servicing at eight selected service centers representing four top car brands sold in the country for the year 2011. Only those who had experience a service failure within the past twelve months with the respective service center were selected as respondents. They consisted of 60.8 percent female with an average age of 28.5 years old and majority of the respondents had tertiary education level. The result indicates that, there is a positive significant relationship between consumer's knowledge and complaint behavior.

Keywords—complaint behavior; dissatisfaction; consumer's knowledge

Malay Children Verbal Reception towards Contextual Features in Fast Food Advertisements

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Abstract

This study examines the relationship between Malay children verbal reception and contextual features in fast food advertisements. There are four items have been used to measure verbal reception and 26 items to measure contextual features. Structured questionnaire was developed based on previous literatures and a total of 50 pre- school children participated in this study. Findings disclosed that there is a positive correlation exists between verbal receptions and rewarding, imitation and humour and negative correlation between verbal reception, modelling and realism contextual features

Keywords: verbal reception, contextual features, children

Adding New Vocabulary While Playing Casual Games

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Abstract

Playing casual games has become a popular activity for young people. One main reason is casual games can be played everywhere using smart phones or tablets. The accessibility made casual game a as Although playing casual games is a leisure activity, without knowing, young people have developed a new group of vocabulary. Drawing upon data from observations and think-aloud techniques, this paper presents the findings of how young people develop new vocabulary while playing casual games.

Keywords: Casual Games, Vocabulary, Young People, Gameplay experiences, Think-aloud technique



Global English: A Study of Factors Affect for English Language Learning Motivation in Sri Lankan Undergraduates

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Abstract

English has been a predominant language in Sri Lanka from the colonial period. The Nationalistic Movement after the independence made the national languages (Sinhala and Tamil) as the official languages and medium instruction of the education. This caused to lessen the importance of English in the country. Even though, after the spread of globalisation Sri Lankan government and learners realised the significance of the English language as the global language. New education policies like bilingual education and English as a life skill were introduced to fill the gaps of globalisation. Within this context the current study aimed to find out the factors affect for English language learning motivation of undergraduates by utilizing Dornyei's (2009) L2 Motivational Self System. The study was conducted among 361 Sri Lankan undergraduates by using an adapted motivation questionnaire. Pearson correlation analysis was run to examine the relationships between the variables of ideal L2 self, ought to L2 self, motivated self, mastery goals, performance goals and social goals. The results of the study indicated the significant correlation between the learner self and social goals by highlighting the close link between social requirements of learning English and learner English learning self-concept. In addition to that study proved the validity of the L2 motivational self system in Sri Lanka by indicating a strong correlation between learner ideal L2 self and motivated learning.

Keywords: Global English, Motivation, L2 Motivational Self System, Goals

Numbered Heads Together Technique in Bahasa Melayu Essay Writing

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Abstract

This quasi experimental study aimed to explore the effect of Numbered Heads Together Technique on performance in Bahasa Melayu picture essay writing among Year Five students at a primary school in the district of Belait, Brunei Darussalam. A total of 20 students were samples in the treatment group while 19 were in the controlled group. The treatment group was taught using the Numbered Heads Together Technique while the controlled group was taught as usual. The instruments employed were pre and post-tests. Data were analyzed using the Statistical Package for Social Sciences (SPSS) and presented in descriptive analysis of t-test and ANCOVA. Findings show a significant difference in the overall mean score for achievement in picture essay writing for the experimental group as shown by the pre and post-tests ($t = -12.867$, $p = 0.000$). Meanwhile the ANCOVA test shows a significant difference for achievement in picture essay writing between the treatment and controlled groups ($p = 0.000$, $p < 0.05$).

Keywords: Picture essay writing, Numbered Heads Together technique, quasi-experimental study, Brunei Darussalam.

Venturing Into International Construction Project: Malaysian Perspective

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Abstract

The growing need for construction of all types coupled with a tight monetary supply has provided the construction industry with a big challenge to cut cost. According to Mendelson and Greenfield (1996) the remaining part of the twentieth century would involve corporations, institutions and government in a race to survive. A tremendous demand of development worldwide has gained interest of Malaysian construction firms to venture into international construction domain. Identifying and analysing major determinants of the firm's internal and external factors are crucial in order to ease the complexity in global market expansion. This study identifies the factors that are involved in reduction of international projects and its implications on the local economy and contractor companies. Construction projects are currently progressing slowly around the world as a result of the recent global economic crisis. In order to accommodate public needs within the current economic situation, the Malaysian Government has restricted the procurement of public sector projects to "necessary to meet public need" projects only thus narrowing the number of domestic projects available. Consequently, most major contractors have decided to change their focus by looking into international projects outside Malaysia not only to ensure the viability of their businesses but also for long-term survival. Although some Malaysian contractors have managed to penetrate successfully into international construction projects, Finally, this study is of relevance to Malaysian construction firms as it systematically highlights the internal and external factors those may affect their performance in international market.

Keywords: International Market, Malaysian Perspective, Causes, Critical Factors.

Does Inward FDI Crowd-Out Domestic Investment? Evidence from Uganda

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Abstract

This paper investigates whether foreign direct investment crowds-out domestic investment in Uganda. The analysis examines the existence of this effect on the economy as a whole and at sectoral level for all the 9 production sectors, using data from 1992 to 2012. Our results reveal a robust, neutral effect on the aggregate economy. At the sectoral level, the results suggest the existence of a crowding-out effect in the agriculture, community, construction and finance sectors; crowding-in effect in the mining and wholesale sectors and a neutral effect in the electricity, manufacturing and transport sectors. But overall, the results are robust in only six sectors. Finally, an exogeneity test for the FDI variable illustrates that past growth rates included in the investment function do not influence inward FDI, implying that there is no endogeneity problem in the analysis.

Keywords: Crowding-out effect, Displacement effect, Foreign Direct Investment, sectoral level.

Processual Analysis on Organizational Decision-Making: A Practical Approach to Explore Teachers' Decision-Making for Classroom Management in a Private Secondary School in Subang, Selangor.

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Abstract

This paper presents the features, rationale and theoretical support to use Pettigrew's (1997) model of processual analysis in studying organizational decision-making. Where classroom management is concerned, there is a need to support the dimension of context, content and process with more theoretical aspects when exploring and explaining educational institutions. Processual analysis suggests that case studies conducted on organizational decision-making should not be concentrated on the process itself, but issues encountered during decision-making and perceptions of teachers as decision-makers. The studying organizational decision-making is enhanced by the incorporation of teachers' self-efficacy, pupil control ideology and other internal or external influences that are contextual to the private secondary school. Prior to data collection, areas of analyses and other aspects of preparations and procedures were also discussed as efforts to further explain the design of the case study.

Keywords: School decision-making, Discipline management, Classroom management

Patient Process Flow Improvement: Value Stream Mapping

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Abstract

Value stream mapping (VSM) is one of a lean technique and a preferred tool to visualize and understand a process flow that involves process mapping technique. VSM is drawn as pictures of processes with the purpose of identifying the flow of work, information, as well as understanding the structure of departments. It helps to reduce waste and lead time in delivery service and even support the administration and management. The application of VSM in Malaysia healthcare is still in early stage. The crucial issue concerned is the long waiting time faced by patient. Therefore, the objective of this study is to improve the process flow of patient by reducing lead time and waste. This study focus on applying VSM in clinic which involve quantitative data collection. The result provides clear evidence in reducing the lead time and waste by using VSM which has been proposed in the future state map.

Keywords: Healthcare, Lean, Process Improvement, Value Stream Mapping, Waste removal

Corporate Activity to Prevent Climate Change and Shareholder Structure: How Does CDP Connect Companies with Investors?

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Abstract

Climate change is the most severe global problem. Every investor with a social and long-range view intends to improve the climate performances by means of its investment. Companies should appeal to investors by disclosing their environmental activities. Among a lot of disclosure systems, CDP (the former The Carbon Disclosure Project) is the pioneer of the global one. This study shows the relation between corporate activity to prevent climate change and shareholder structure, by means of the response to CDP Japan 500. This study indicates that disclosing the climate performance affects the investor's activity to hold. It is critical that the company that is requested its information on climate change by CDP should answer it and aim at the CDP high score. This study contributes to show the relation and promote corporate activity to prevent climate change.

Keywords: climate change, shareholder structure, CDP (The Carbon Disclosure Project)

Determinants of Audit Report Lag of Corporate Financial Reports in Jordan

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Abstract

This study investigates the influence of ownership structure mechanisms (i.e., institutional and foreign ownership), auditor brand name and leverage on the timeliness of financial reports among Jordanian listed firms. The timeliness of financial reports is very important in developing countries like Jordan. However, generally, there is a lack of studies that investigates this issue in developing countries, particularly in Jordan. The timeliness of the financial reports is measured using audit report lag (ARL). This study covers 112 listed companies on the Amman Stock Exchange from 2011 to 2012 (N= 224). This study finds that the Jordanian firms, on average, take more than two months to complete the audit of financial reports. A multiple regression analysis is adopted to analyse the data. This study shows that companies with a higher percentage of institutional ownership tend to have a shorter audit report lag than those with a lower institutional ownership. The result also indicates that companies with high leverage are related with a higher audit report lag. Nevertheless, there is no evidence of the influence of auditor brand name and foreign ownership on the timeliness of financial reporting. This study serves as an input to policy makers and regulators in formulating policies and strategies with respect to the timeliness of financial reports.

Keywords: Timeliness of Financial Reports, Audit Report lag, Jordanian Firms.



Effect of Oil Revenue and the Sudan Economy: Econometric Model for Services Sector GDP

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Abstract

This paper investigates the impact of oil revenue and the service GDP of Sudan for the period 2000 to 2012. To achieve this goal, secondary data were collected from the Central Bank of Sudan and the Ministry of Finance. The data were analysed using regression analysis, ordinary least square method and descriptive statistics. The results reveal a causal relationship exist between independent variable (oil revenue) and dependent variables namely, (industry GDP). Regression analysis result suggests that oil revenue affects the service GDP positively. Oil revenue is estimated to have contributed to 78.8 percent of the variation in GDP between 2000 and 2012. Furthermore, a unit change in oil revenue will cause a .0246 percent change in service GDP. In order to improve the service sectors, government must provide adequate funding and set up effective infrastructure to facilitate growth and development

Keywords: GDP; Oil revenue; service sector



Intrinsic Motivation as a Mediator on Accounting Information System Adoption

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Abstract

This paper investigated intrinsic motivation as mediating factor of the relationship between CEO characteristics and accounting information system adoption in the SMEs of Libya. The adoption model with mediation was tested with a sample of 348 top level managers and owners of SMEs. Understanding the main determinants of accounting information system adoption for SMEs is very crucial and characteristics of CEO plays a significant role in identifying behavioral intention of the users for technology adoption. Structural equation modeling approach was applied using quantitative research design. The finding supported intrinsic motivation as partially mediating between CEO characteristics and behavioral intention users. Therefore motivating the users intrinsically by providing knowledge, innovativeness and trust will have an effect on AIS implementation in the organizational context.

Keywords: Intrinsic motivation, AIS adoption, behavioral intention, Libya

Independence and Financial Knowledge on Audit Committee with Non-compliance of Financial Disclosure: A Study of Listed Companies Issued with Public Reprimand in Malaysia

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Abstract

Reliable financial information is believed to heighten investors' confidence. Audit committee carries the responsibility of an oversight function by reviewing the financial report of the company. The absence of independence and financial knowledge of an audit committee are expected to be reflected in firms that provide unreliable financial disclosure. Hence, such companies would be reprimanded by the regulators that demands serious initiatives to rectify the problem. This paper aims to describe the public reprimand issued by Bursa Malaysia to PLCs pertaining to financial related information. It was found that public reprimand were sanctioned for non-compliance of the requirements related to continuing disclosure with amounted to 145 breaches for year 2009 until 2013. The study also examines the influence of independent and financial expertise in audit committee composition of PLCs towards non-compliance of financial related information disclosure. It was discovered that most of the companies sanctioned for public reprimand had complied with the minimum requirements for the composition of audit committee. This study is a cross-sectional content analysis and consists of firms that had been reprimanded by Bursa Malaysia for non-compliance with the listing requirements. Therefore, improvements on the enforcement effectiveness are crucial to ensure reliability and accuracy of financial information provided by a company.

Keywords: audit committee, public reprimand, financial disclosure



Factors influencing Propensity to Sustainable Entrepreneurship among SMEs in Malaysia

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Abstract

Small and medium enterprises (SMEs) are inseparable from entrepreneurship. Past literature found that entrepreneurial activities have contributed to environmental degradation. As such, sustainable entrepreneurship has been introduced as a possible way to handle the increasing problem of environmental degradation. It is a practice which emphasizes equally on obtaining business gains, maintaining social welfare and improving environmental quality. However, many SMEs in Malaysia perceive sustainable entrepreneurship as a new practice and only a small number of them have actively embarked on it. As an initial effort to promote sustainable entrepreneurship among SMEs, understanding their psychological process such as propensity or intention towards such practice is important. Unfortunately, there are scant intention-based studies in regards to sustainable entrepreneurship. As such, this study was geared towards determining the factors that influenced the propensity to sustainable entrepreneurship among SMEs in Malaysia. A total of 404 SMEs sampled from the directory of SME Corp Malaysia were surveyed using self-administered questionnaires. The results revealed that the owner-managers of SMEs possessed rather satisfactory level of propensity to sustainable entrepreneurship. Based on the multiple regressions analysis, it found that sustainability attitude, social norm, perceived desirability and perceived feasibility explained the variances in propensity to sustainable entrepreneurship as much as 37%. In testing the hypotheses, it found that attitudinal factor, i.e.: sustainability attitude and perceptual factors, i.e.: perceived desirability and perceived feasibility positively and significantly influenced such propensity. However, normative factor, i.e.: social norm was not playing a significant role in affecting the propensity. As such, this study pointed out that developing sufficient sustainability capabilities, establishing a positive or favorable sustainability attitude and creating attractive sustainable entrepreneurial practices should be emphasized in promoting sustainable entrepreneurship among SMEs. It is hoped that this paper could provide some new insights on sustainable entrepreneurship in the country. Lastly, recommendations for future research have also been put forth in this paper.

Keywords: Entrepreneurship, Propensity, Small and Medium Enterprises (SMEs), Sustainability

A Model of Sense-Making Process for Adapting New Organizational Settings -Based on Case Study of Executive Leaders in Work Transitions-

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Abstract

The purpose of this study is to propose a model of sense-making process based on case studies of executive leaders in order to understand the individuals' transformation to cope with new organizational entry practices by applying the concept of narrative repertoire. Understanding and identifying the mechanism of how he/she adapts to and copes with new organizational settings are urgently required by Japanese society in order to compete in the global markets. Being flexible with revising self-narratives is considered as one of the most important key factors to smoothly adapt to new organizational settings. In this research, to describe the model, five corporate executive leaders in a variety of industries, moving across the organizational boundaries, were interviewed by applying narrative approach. Through the case studies, it turned out the followings: 1) there are a variety of reference points, 2) one reference point is able to produce more than two interpretations, and 3) the interpretation of the same experience could change over the time. Based on these findings, we developed a model of sense-making process. Furthermore, it is also discussed and we provide two main implications; developing and/or changing reference points consistently by themselves according to their new settings, which can be seemed easily accepted, and having diversified perspectives for making sense plays key roles to adjust new surroundings.

Keywords: Narrative repertoire, Narrative approach, Organizational Socialization, Boundalyless career, Sense-making

The Perception of Corporate Taxpayers' Compliance Behaviour under Self-assessment System in Nigeria

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Abstract

This study examines the perception of corporate taxpayers on compliance behaviour under self-assessment system in Nigeria. Data was gathered using questionnaire survey method. The questionnaires were distributed to the 267 public listed companies in Nigeria. Out of which 53 were returned and analyzed using the multiple regression statistical method of analysis. The findings in the study revealed that the corporate taxpayers perceived the tax laws too complicated to understand. The result also indicated that tax complexity, tax fairness and tax responsibility positively and significantly influence compliance behaviour. Therefore, the study recommended that the tax laws should be reviewed and simplified for the taxpayers' understanding.

Keywords: Compliance Behaviour, Tax Complexity, Tax Fairness, Tax Responsibility, Corporate Taxpayers.



Determinant of the Factors Affecting Foreign Direct Investment (FDI) Flow to Thanh Hoa Province in Vietnam

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Abstract

This study makes an effort to determine the predominant factors that make a contribution to attracting foreign direct investment capital in Thanh Hoa province in Viet Nam. Based on prior literature review and the conduction of interviewing potential foreign investors, twenty-eight observed factors divided into six major groups will be examined and forty-one questionnaires have been sent to foreign companies in different observed regions. The results indicate that on the one hand, several factors are considered to be substantially important such as Availability of resources, Infrastructure and financial factors; on the other hand, others are likely to be less significant in case of Thanh Hoa province in Viet Nam such as social and cultural factors.

Keywords: Foreign Direct Investment, Economic, Thanh Hoa

Human Resource Practices on Employee Retention in Malaysian Industrial Settings

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Abstract

The study explores the relationships between human resource management practices on employee retention in Malaysian industrial settings. The human resource management practices such as selection, training and development, performance appraisal and reward were considered in this study as the main factors that can impact on employee retention in an organization. Data from 151 respondents from various industries showed that reward was most correlated with employee retention. On the contrary, selection was found to have least significance relationship with employee retention. The paper concludes by highlighting the implications of the study for future research and practice.

Keywords: HRM Practices, Employee Retention, Relationship, Significance

Management Efficiency in Japanese Regional Banks: A Network DEA

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Abstract

Regional banks are essential to support small and medium-sized business and to revitalize regional economy. Recently, however, interest on loans and bills discounted has been decreased in Japanese regional banks. Along with that, fee-based business such as investment trust, and marketable securities investment such as national debts investment have been increasing. The management situation of Japanese regional banks has been diversified. Therefore, it is necessary to evaluate their management efficiency. Data Envelopment Analysis (DEA) is a widely used method to measure the efficiency of decision making units (DMUs). To evaluate the management efficiency of Japanese regional banks, there is a limit in traditional simple DEA model. This study applies a slack-based measure network DEA (NSBM-DEA) model to evaluate the management efficiency of Japanese regional banks. The objective of this research is to evaluate overall and deposit, lending, and investing in securities efficiency of Japanese regional banks. This study contributes to understand management efficiency of the divisions when regional banks evaluate their management efficiency.

Keywords: Management efficiency, Bank, Network data envelopment analysis

A Study on Privacy towards Information Sharing among Youngsters in Penang Malaysia

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Abstract

Sharing information on the social media sites like Facebook can be risky as most sensitive information about users can be accessible to everyone. Taking things for granted can lead to theft of personal information and misuse to create fake profiles. This study on the privacy towards information sharing on Facebook among youngsters in Penang focuses on investigating the importance of knowledge on privacy settings and the awareness level of privacy settings on Facebook among youngsters in Penang. The study also provides data on the characteristics of youngsters in Penang who use Facebook. The study also serves to provide a better understanding of the features, policies and privacy controls on Facebook. 49 respondents from 5 private higher educational institutions in Penang participated in the study. The respondents were selected through convenience sampling. Google Forms were used to administer the questionnaire and analyse the data from the responses. The findings show that knowledge on privacy settings in information sharing is important to youngsters however there is a lack of awareness on privacy in information sharing on Facebook. The findings of this study also show that youngsters use the privacy settings but are not completely confident in using the existing privacy settings. Based on findings from the study, the researcher has developed a prototype Account Settings page for Facebook website and animated videos to raise the awareness of youngsters on the importance of privacy in information sharing on Facebook and to improve their confidence in using the privacy settings on Facebook.

Keywords: Privacy, Information Sharing, eWOM, SNS, Awareness, Accessibility, Privacy Controls.

The Competitive Pricing Behaviour of Low Cost Airlines in the Perspective of Sun Tzu Art of War

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Abstract

Price wars are the fact of today's aviation industry. This paper seeks to explain the challenges found in the airlines industry and to observe the competitive pricing behaviour of low cost airlines in the perspective Sun Tzu Art of War. The findings show that in the aviation industry, low cost airlines faced with many challenges of governmental control and interference, intense industry competition, the survival of the low cost airlines depends greatly upon the efficient and intelligence of generalship. This study highlights that the ability of incumbent low cost airline competes successfully in the industry and stress on the principle of controlling the price war between two low cost airlines will leave a significant impact on airlines' industry, where healthy competition is sanctified, business, consumers and the country's economy as a whole will be benefited. Excellence and innovation will thrive, resulting in better service at competitive price.

Keywords: Pricing Strategies, Low Cost Airlines, Sun Tzu of War



A Conceptual Study of the Formation of Online Brand Equity: The Role of Online Brand Trust

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Abstract

Changing environment in the business world is affecting business and the advent of the Internet has also had an enduring effect in the way companies do business. In ensuring the continued survival of a company it becomes imperative that a company develop a loyal customer base. To this effect brand equity is a concept that has been looked at as a way of achieving a loyal customer base. Higher brand equity, leads to higher customers' repeat purchase, to pay more for the same value of quality and to create a long term relationship with the seller. Furthermore, the emergence of the Internet has made the brand equity concept become ever more important in helping the consumers to reduce their search costs and purchase risk in the world of information overload. However, the nature of the Internet also raises an issue of how marketers can build the online brand equity when the buyers and sellers have physical distance in cyberspace. As a result, trust becomes one of the fundamental elements in forming online brand equity. The purpose of this paper thus, is to examine the importance of online brand trust towards the formation of brand equity on top of the factors used by Aaker in Brand Equity's Model.

Keywords: online brand association, online brand equity, online brand loyalty, online brand trust

Overcoming the Uncanny Valley Theory in Digital Characters based on Human Attitudes

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Abstract

The uncanny valley theory is an idea pioneered by Masahiro Mori in 1970 regarding the psychological effects of lifelike robotics (Mori, 1970). The uncanny valley is a phenomenon that occurs in animation and robotics, wherein things that look extremely similar to the human face, but which have slight differences from the natural appearance or the natural movements and expressions of humans, are found to appear disturbing, uncanny, and revolting (Mewes & Heloir). This study aims to accomplish three goals: 1) analyze the participants' attitudes towards digital characters based on a series of validated semantic differential questionnaires; 2) develop a conceptual model focusing on overcoming the uncanny valley theory in computer generated digital characters based on empirical findings; and 3) validate the theoretical model by providing specific guidelines on overcoming the uncanny valley theory by avoiding negative human attitude responses. Based on results from 229 participants, this study examines the key factors of digital characters from games and movies which caused an uncanny response from participants based on their attitudes. The structural model indicated that digital characters' facial expressions have the strongest influence on participants' perceived humanness, followed by the stimulus's physical movements. The digital characters' animated hair has the next strongest influence on participants' familiarity, followed by its facial expression.

Keywords: 3d, animation, attitudes, games, uncanny



The Effect of Tax Planning on Tax Disclosure: Evidence from Malaysia

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Abstract

Tax planning by companies is a highly important activity. We used the tax expenses data set with the detailed Effective Tax Rate (ETR) reconciling items information to examine the relationship between tax disclosure and tax planning. We used a sample of 286 Malaysian companies from 2010 to 2012 and we measured tax disclosure by modified ETR reconciling items to suit the Malaysian environment. This paper finds that tax planning exhibits a strong positive relationship with tax disclosure. This study contributes in that it uses the ETR reconciliations to measure the level of tax disclosure in financial statements. We interpret these results as indicating that tax planning is viewed as a value-increasing activity within companies. This paper contributes to the discussion of who verifies and benefits from tax disclosure conducted by companies.

Keywords: Tax disclosure, Tax planning and Effective Tax Rate

Luder's Contingency Model As An Antidote For Fraud In Public Sector

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Abstract

Since 2010 Auditor's General Report has highlighted that the government expenditure was not based on the 3Es – efficiency, effectiveness and economic, but 3Ps instated – extravagance (*Pemborosan*), wastefulness (*Pembaziran*), and fraud (*Penyelewengan*). Following the disclosure, the issues need to be tackled properly or otherwise the problems would become indefinite. Since the government has put forward elaborated strategies to curb with 3Ps problems, we are enthusiast to put forward Luder's contingency model as an underpinning proposition in carrying out this research. This model is chosen because it contends that optimal organisational changes are dependent (or contingent) upon various internal and external constraints. By identifying both internal and external challenges, we concur that the resilience against frauds can be developed. There were few studies on fraud deterrence in Malaysian public sector. This study focus on the same scenario, yet supplemented with a study on fraud awareness amongst the government servant.

Keywords: Luder's contingency model, Frauds, wastages, corruptions, public sector

Excluding Behavioral Aspects of Pragmatics in the Study of Disordered Pragmatics in Clinical Populations

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Abstract

Shortly after its emergence, “Clinical Pragmatics” has dealt with a controversy among its scholars as to what the relevant studies should include and what to exclude while studying “disordered pragmatics”. There are two competing views on the scene: in the first view which is usually held by pragmaticians and linguists, theorists maintain that, studies should exclusively focus on linguistic (verbal) aspects of pragmatics (e. g., Cummings, 2009), whereas in the opposing view which is held mostly by clinicians and psychologists, researches have gone further to adopt a much broader scope in which all aspects of pragmatics, be it verbal or non-verbal, are considered of significance to be studied. (e. g., Perkins, 2007).

This lack of agreement has led scholars to adopt inconsistent scopes and methods even while studying the same phenomenon under question and therefore, to come to sometimes contrasting results. The puzzling terminologies used by some such researchers in the titles of their studies (e.g., “Pragmatics in the absence of verbal language”, (Ludy & Redfern, 1998) or “Pragmatic language disorders” (Martin & McDonald, 2003)), is a clear indication of their different standing points.

The author of the present study begins with referring briefly to some views proposed by Cummings and then will go on by providing further argumentations in favor of the second view, by suggesting how inclusion of non-verbal aspects in such studies can be beneficial in Pragmatics and consequently in Clinical Pragmatics.

Key words: Clinical Pragmatics, non-verbal behavior, Pragmatic competence.

The Impact of Ex-Auditors' Employment with Audit Clients on Perceptions of Auditor Independence

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Abstract

This study examined whether the practice of ex-auditors' employment with audit clients affects perceptions of auditor independence from the perspective of financial statement users in Malaysia. It is a common knowledge that auditors often being offered a position in their clients' firms. However, following the collapse of Enron in 2001 along with other infamous financial scandals like Global Crossing and Waste Management in the US, the accounting profession has been brought into sharp focus particularly regarding issues that may affect auditor independence. One of the issues is the practice of auditors seeking employment with their audit clients. The results of the study showed that financial statement users are concerned about this auditor-client employment issue. The results also revealed that a supervisory position held by an ex-auditor prior to joining an audit client was viewed as impairing independence more than was a non-supervisory position held previously. Nevertheless, the cooling-off period of 2 years that audit firms must observe before an audit partner joins a client company (otherwise, the firms have to resign from the audit engagement) was perceived as sufficient to safeguard auditor independence. As the majority of respondents seemed to support the current policy, a reduction or an extension of the existing cooling-off period is deemed unnecessary.

Keywords: auditor employment with audit clients, auditor independence, financial scandals



Incorporating Knowledge Sharing as a Sustainable Competitive Advantage with Business Processes

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Abstract

It has been proven by various scholars that knowledge is an essential organizational source for gaining competitive advantage. Sustainable growth and innovation, which guarantee an organization acceptable performance and survival in an aggressively competitive market is achievable by appropriate utilization of knowledge. Hence, as knowledge sharing is an important factor for accomplishing competitive advantage for businesses, and it affects business overall performance, it can be justified that knowledge sharing should be incorporated in to business processes in order to maintain a business organizational performance at a competitive level. Therefore, the purpose of this study is to analyze knowledge sharing, Business process, organizational performance, effect of knowledge sharing on business process, effect of knowledge sharing on organizational performance, and proposing a model for future studies based on current literature, research, and practitioners needs. This paper also presents some recommendation for future research and suggests some tips for practitioners.

Keywords: knowledge sharing, business process, organizational performance, organizational success, competitive advantage

A Conceptual Framework on Preservation Management: Modeling the Sustainable Development for Preserving Archival Heritage

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Abstract

The World Heritage Convention recognizes that heritage can be defined as 'monuments, groups of buildings and sites'. The archival heritage residing in archives, libraries, museum and art gallery constitutes a major part of that memory and reflects the diversity of peoples, languages and cultures that need to be preserved. Preservation management is one of the basic tasks or activities of all institutions that work in the area of preserving and managing heritage, and is therefore also one of the basic expert and management tasks of every archive. Differences among institutions are primarily regarding the manner of processing, use and presentation to the public. Archivists, librarians and curators differentiate heritage primarily with regard to its content and the intended purpose associated with it. This paper presents a conceptual framework of preserving archival heritage by considered on the sustainable development model. The conceptual framework will discussed on the four major component of sustainable development, element of preservation management for cultural institution and issues and challenges faced on preservation of archival heritage.

Keywords: Archival Heritage, Preservation Management, Sustainable Development

Organizational Predictors of Workplace Deviance among Support Staff

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Abstract

The purpose of this paper is to examine the influences of organizational-related factors among 220 support staff in a Malaysian public service organization. Specifically, it seeks to examine the relationship of perceived organizational support, organizational justice, organizational ethical climate, and trust in organization on interpersonal and organizational deviance. This cross-sectional survey utilized multiple regression analyses to analyze the data obtained from a sample of 220 support staff. The findings indicates that perceived organizational support and organizational ethical climate influences interpersonal deviance whereby organizational justice and perceived organizational support influences organizational deviance among the support staff. Limitations include the use of cross-sectional data and the possibility of common method bias. This study suggests to human resource professionals to play an active role in using their expertise and talents to assist the organization in maintaining good governance practices towards minimizing deviance.

Keywords: workplace deviance, support staff, organizational deviance, interpersonal deviance

Privacy Rights Vis-À-Vis Surveillance under International Conventions: Cases and Commentaries

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Abstract

With the proliferation of digital technologies at the hands of individuals and the state, the tension between security and privacy today has further escalated. The immense development of the information and communication technologies is seen as an important tool to help ensure national security by way of electronic surveillance. However, such surveillance must be within the domain of necessity and therefore must uphold the inherent privacy rights of the individuals. Despite the fact that a number of international treaties (such as: the UDHR, the ICCPR and the ECHR) have been institutionalized over times by the international communities to recognize and protect the privacy rights of individuals, controversy arises concerning the legitimacy of the extraterritorial discharge of such international conventions in escorting surveillance over ally or other foreign country. Unfortunately, there is no such hard and fast rules that have been adopted globally to govern e-surveillance. In this sequence, a number of confrontations have made through social as well as virtual media and sundry of cases have been filed in the ECtHR concerning the legality and standardization of the application of e-surveillance in both national and transnational levels. Hence, this paper attempt to analyse such controversial issues based on case-studies and reconcile the need for the enforcement of surveillance with concern for the protection of privacy rights.

Keywords: Privacy Rights, Surveillance, Human Rights, International Conventions.



The Composite of Students' Characteristics and Cognitive Dimension in Vocational Education

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Abstract

This study is conducted to identify how learning styles influenced students' academic achievement based on cognitive dimension and vocational elements in Building Construction involving the students and teachers from Vocational Colleges. Felder and Silverman Learning Styles Model comprise four learning styles dimensions: processing, perception, input and understanding, as a method to identify students' learning styles. The cognitive elements and vocational elements which consist of the aspects of knowledge, skills and problem solving were taken into account in constructing the question items for Student Perception in Cognitive Learning and the students' achievement test for Cognitive Mastery Achievement Test. Stratified sampling procedure was applied in the selection of 128 students as research respondents. The study discovered that students tend to be visual learners. This study also analyzed the differences between the four dimensions of Felder Silverman LS with the vocational elements in Building Construction. The discussions with teachers revealed that most teachers accommodate students learning styles with cognitive mastery by using visual approach to increase students' academic achievement. In conclusion, the result could act as a guideline for teachers to facilitate students to learn more effectively and to boost the academic achievement in vocational education.

Keywords: Learning styles, knowledge, skills and problem solving



Racial Microaggression in Malaysian University Setting

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Abstract

Does racism still exist in modern day society? Arguably it should have been reduced or even non-existent along with the societal development and enactment of anti-discriminative law. However, some argue that racism has unprecedentedly evolved into racial microaggression (RMA) – the contemporary, indirect and subtle form often performed by modern society, whom inevitably includes the educated and egalitarian people. Similarly in Malaysia, the introduction of 1Malaysia policy encourages “harmony and unity in diversity”. The ongoing campaign celebrated the harmonious co-existence among different races and condemned the act of overt racism. While program such as this one may have been targeted to suppress overt racism, the act may subliminate into more subtle and indirect form. In this form, subtle racism, either performed consciously or unconsciously, often appears invisible to the victims. In addition, due to its controversial, sensitive and “taboo” nature, limited studies have been done on RMA in Malaysia and consequently, limited awareness and understanding on the subject may pose an insidious threat to multicultural society. The present study explored undergraduates’ experience of racial microaggression by drawing the themes from the context where it occurred. Qualitative study involving face-to-face, one-to-one, in-depth interviews were conducted with 40 undergraduates, consisting of 4 diverse racial groups (Malay, Chinese, Indian, and “Others” – Sabahan, Sarawakian and mixed racial parentage group) from various schools and majors in the university. Participants were recruited through purposive and snowball sampling to ensure thorough student representativeness. Results indicated 11 racial microaggression themes.

Keywords: microaggression, modern racism, implicit racism, prejudice, discrimination, racism in Malaysia

Organisational Capability, Environmental Turbulence, and New Product Development Performance: Building a Theoretical Framework and Hypotheses with Dynamic Capabilities

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Abstract

Although new product development (NPD) studies are heading maturity, the methodology used has not been changed. As such, previous theories that assumed a stable state condition were irrelevant to address NPD issues under dynamic conditions. Since NPD performance is heading south despite increasing number of new product introductions, a new research stream that emphasises on organisational capability and environmental turbulence has emerged with dynamic capabilities (DCs). Despite current attention of organisational capability on exploitation capability, exploration capability, structural ambidexterity, and contextual ambidexterity, studies that have compared and contrasted their relationships with NPD performance under turbulence environment are relatively low. With this gap in mind, this paper contributes to NPD literature by proposing a theoretical framework and hypotheses that can be used as a tool for decision making by explaining the relationships between different types of organisational capability, environmental turbulence, and NPD performance. This framework is currently examined in manufacturing sector of Malaysia.

Keywords: Dynamic capabilities, Environmental turbulence, New product development performance, Organisational ambidexterity, Organisational learning.



Strategies in the Prevention or Reduction of Elder Abuse in Bangladesh and Malaysia

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Abstract

The United Nations have projected that there will be more than 2 billion elder population in the world by 2050. In order to prepare the affected countries for the huge increase in elder population, the United Nations had initiated various international documents emphasising on the wellbeing of the elderly. Malaysia and Bangladesh have been influenced by these international documents in tackling elder issues including abuse. Both countries have introduced strategies in preventing elder abuse through policy and legal framework. The Constitutions of both countries confer protection on their respective elder citizens save that Bangladesh possesses a more specific scheme of protection in the form of Directive Principles. Aside from that, both countries have introduced a national policy on elderly and also a statute on domestic violence. Bangladesh went a step further when she recently enacted the Parents Maintenance Act 2013 as a recognition of the elderly's right to maintenance. However, it has been discovered that elder abuse could not be resolved through policy and legal framework only and this can be seen from the lack of data on elder abuse in both countries. This has led to the question of whether in both countries elder abuse is an issue or not. Although elder abuse is an issue, however, it is often not regarded as one due to the lack of awareness and understanding among the elderly themselves, the medical and social welfare personnel, the family members and society in general. This paper highlights and examines the issue of elder abuse and the public awareness and strategies undertaken by both countries to overcome the issue. The reasons for the ineffectiveness of those strategies in both countries have been identified and discussed.

Key Words: prevention, reduction, elder abuse, strategies, policies, laws.



Success Factors to Reduce Orientation and Resources Related Barriers in University-Industry R&D Collaboration Particularly during Development Research Stages

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Abstract

Development research is defined as a research activity to create new materials, equipment, systems or products, by implementing the knowledge gained. In this study, collaboration during research stage means that partners work together to produce new products or to improve existing ones. Currently, efforts have been taken to enhance the number of collaboration between universities and industries, particularly during this stage. It is because collaboration leads to reduced operation cost, improved products and processes, enhanced university financial support as well as enhanced academicians' results, such as publication. However, in Malaysia, the level of collaboration is still low, which needs to be improved in order to establish more effective collaboration. In addition, there are still challenges towards successful collaboration. Furthermore, studies that focus on determining the success factors of collaboration are still limited. Hence, this research aims to determine the success factor to reduce the types of barriers in collaborations during development research stages. Eight leaders were chosen for separate interview sessions to answer the research questions and to achieve the objective of the study, as mentioned earlier. This study focuses on two types of barriers, which are orientation and resources-related barriers. The result determines several factors to reduce orientation-related barriers. For this type of barriers, researchers should ensure the presence of representatives from both sides during meetings. Other than that, leaders must communicate among each other and develop schedules or grant charts from early planning process. As an addition, industries should provide facilities for universities' researches and outsource facilities from another companies or universities. Industries should also spend their money on projects, while academicians train new assistants as solutions to reduce resources-related barriers. The results that provide the best practices should be implemented by the collaboration stakeholders (government, university and industry) during collaboration in order to develop effective collaboration, particularly during development research stage

Keywords: barrier; success factors; university-industry collaboration

Exploring Employee Motivation and Creativity on SMEs Innovation Implementation Activities in Nigeria

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Abstract

While, studies in the past have focused research attention towards understanding the nature of relationships between employee motivation and job performance, empirical evidences are to a large extent are non-existence to understand the impact level of employee motivation and creativity on innovation implementation, which the study is aimed at uncovering among SMEs sector in Nigeria. The study adopted a survey research method by using a questionnaire instrument to collect data from the sample of selected SMEs based on simple random sampling of the total population of SMEs identified. Data collected was subsequently analysed using both correlation and linear regression. The study however, revealed that employee motivation and creativity has significant positive impact on implementation of SMEs innovations and concludes that since motivation and creativity and constituents of organisational and individual factors, positive attitude and re-enforcement of these factors will greatly spur efficiency in implementation.

Keywords: Employee Motivation, Creativity, SMEs, Innovation Implementation



The Institution of Hisbah: In the Purview of Its Significances and Development

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Abstract

The institution of hisbah has been acknowledged as one of the main components of Islamic judicial institutions which has a link with various institutions, inter alia, qada', mazalim and also shurtah. In the process of playing its important role of enjoining good and forbidding evil, this system has been evolved in accordance with the surrounding atmosphere wonderfully. It should be emphasized that the fundamental doctrines and principles has been rooted since the period of the Prophet's lifetime. Consequently, this administration system of justice later has been developed luxuriously to be institutionalized, together with own identity and entity during the period of Al-Mawardi (died 450 H). Simultaneously, the fuqaha has played such significant roles by virtue of this remarkably scenario, that is, for the purpose of governing the principles of justice in the society properly. To illustrate this situation, several prominent like Al-Mawardi, Abu Ya'la al-Farra', Al-Ghazali, Ibn Taimiyah and others have exerted their effort through producing various books and articles as regards to the concept and principles of hisbah. Their masterpieces have been signified as pertinent references for the muhtasib in executing their duties. In relation to this, this paper is aimed at portraying the elements of hisbah with regards to the contemporaneous atmosphere; namely ombudsman within the ambit of modern world. In addition, it is hoped that; throughout this paper, a better understanding could be gained pertaining to the future prospects of hisbah holistically.

Keywords: hisbah, ombudsman, future prospect,

Malaysian Computer Professional: Assessment of Emotional Intelligence and Organizational Commitment

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Abstract

The contribution of emotional intelligence towards organizational commitment has been extensively documented in the literature. Driven by the dearth of studies on emotional intelligence and its effect on organizational commitment among computer professionals, a study was conducted to address this gap. Adopting a survey research methodology involving 115 Information Technology Professionals working in Malaysian Administration Modernisation and Management Planning Unit (MAMPU), the findings of the study reveal that out of the four clusters of emotional intelligence which are self awareness, self management, social awareness and relationship management, only three turns out to be the significant predictors of organizational commitment. The self awareness and self management cluster were found not to have any effect on organizational commitment. The findings further signify the importance of emotional intelligence in ensuring organizational commitment in the context of computer professionals.

Keywords: emotional intelligence, organizational commitment, survey, Malaysia.

Companies in Malaysia

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Abstract

This study attempts to analyze the trend of corporate governance and to investigate the relationship of corporate governance and firm performance among the Shariah approved companies in Malaysia focusing on the elements of Ownership Structure, CEO Duality and Board Gender Diversity. The motivation of the study is to see the implication of Malaysian Code of Corporate Governance (MCCG) 2007 Revised Code toward the company's corporate governance and hence, boost up the company's performance among Shariah and non-Shariah approved companies in Malaysia. The data are gathered from the analysis of companies' annual reports for a sample of top 50 Shariah approved companies based on its market capitalization over a period of 2009 and 2010. The study employs regression analysis. The preliminary results of this study reveal that most Malaysian Shariah have complied with the recommendation of the MCCG (2000) and MCCG (2007) Revised Code to have a separation of role duality between chairman of board of director and CEO positions. It is also found that there is a significant relationship between CEO duality toward firm performance. The findings of this study is hoped to provide significant contributions in highlighting the important issues regarding the performance of companies with regards to the influence of corporate governance.

Keywords: Corporate Governance, Firm Performance, Shariah Approved Companies, Ownership Structure, CEO Duality, Board Gender Diversity.

Short-Run Political Events and Stock Market Reactions: Evidence from Companies Connected to Malaysian Bi-Power Business–Political Elite

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Abstract

Based on the Efficient Market Hypothesis, this paper investigates market reactions to short-run political events in the companies connected to bi-power business–political elite of the state of Sarawak in East Malaysia. We find that the under-reaction market behaviour of investors existed in politically connected firms upon the announcement of extraordinary political events. By contrast, evidence of overreaction behaviour was detected upon the holding of the Balingan (one of the districts in Sarawak) general election. This study specifically suggests that in short run political events, investors are unable to predict abnormal returns in politically connected companies upon the announcement of surprising political news. This signals an inefficient market. Our results contribute towards enriching the understanding of the effects of short-run political events.

Keywords: Stock market reaction, political connection, short-run political event



Development of a Decision Support System for Claim Process

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Abstract

The use of manual-based information system (IS) in claim process has been time consuming, tedious and error-prone. To overcome or minimize these deficiencies, a computerized decision support system (DSS) claim system is seen as an appropriate solution. This paper describes a DSS for a claim process. A computerized DSS claim system, known as e-claim, aims to assist organizations in making an informed decision. This system is developed using the ASP.Net.

Keywords: Manual-based IS, decision support system, e-claim.

The Application of Dual Mechanism in Conjugative Reconstruction Task as a Method of Learning Irregular Past Tense Forms

Sirhajwan Idek

Abstract

Irregular verbs are one of the most challenging grammatical structures for ESL students to learn. The Dual-Mechanism Model states that there are two mechanisms of how regular and irregular verbs are processed, regular verbs are processed through rule application mechanism whereas irregular verbs are retained and retrieved from associative memory. This sometimes results in the heavy use of rote-learning and raw memorization of irregular verbs in order for ESL learners to acquire these grammatical structures. However, it is implied that reconstruction tasks may assist learners to learn irregular verbs without strong emphasis on drilling and memorizing. 34 students of a vocational college in Malaysia were selected and assigned into an experimental group and a control group. The experimental group was given three types of reconstruction tasks involving three different techniques (summarizing, selecting & sequencing) which required them to conjugate irregular verbs whereas conventional drilling exercising was given to the control group. Paired and unpaired samples t-tests indicate that conjugative reconstruction tasks are effective in facilitating learners' mastery of past tense forms of irregular verbs. The findings from the questionnaire also denote positive perceptions on the tasks in assisting their learning of the target form. Hence, conjugative reconstruction tasks can substitute drilling and memorizing exercise in learning irregular verbs.

Keyword: dual mechanism, irregular verbs, reconstruction, conjugation



Penggunaan Elemen Jenaka Di Dalam Kuliah Dan Fungsinya Dalam Pencapaian Mahasiswa

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Abstrak

Kajian ini bertujuan untuk melihat penggunaan jenaka di dalam proses pembelajaran di dalam kuliah serta fungsinya terhadap pencapaian pelajar. Selain daripada itu, kajian ini juga akan mengupas secara mendalam berkenaan pengaplikasian elemen jenaka di dalam proses komunikasi pembelajaran (komunikasi instruksional) dan juga melihat kesesuaian jenis jenaka yang di gunakan di dalam instruksional komunikasi serta kertas konseptual ini akan melihat pengaruh elemen jenaka ke atas kesan pencapaian pelajar. Penyelidikan ini merupakan kertas penyelidikan konseptual di buat berdasarkan pembacaan, analisa dan kajian yang mendalam terhadap kajian-kajian yang lepas berkenaan jenaka, tahap penggunaan elemen jenaka dalam proses komunikasi semasa pembelajaran, pengaruh jenaka terhadap kesesuaian penggunaan jenaka semasa berlakunya proses komunikasi antara pensyarah dan pelajar di dalam sesi pembelajaran di dalam bilik kuliah dan kewujudan perkaitan di antara elemen jenaka dalam mempengaruhi tahap pencapaian pelajar. Keputusan kajian lepas juga banyak menunjukkan keputusan yang positif berkenaan pengaruh jenaka di dalam pengajaran dan pembelajaran namun sejauh mana kesesuaiannya di dalam pembelajaran dan kesannya terhadap pencapaian pelajar akan di lihat di dalam kajian ini. Artikel ini merupakan kertas penyelidikan konseptual yang mencakupi perbincangan sahaja, oleh yang demikian ianya tertakluk kepada batasan yang sama dengan kertas kerja konseptual akademik yang lain.

Kata kunci : Jenaka, Kesesuaian jenaka, Kesan jenaka; Proses pembelajaran; Mahasiswa

The Infuence Of Colour On The Malaysia Smes Logo: The Most Often Selection Of Colour

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Abstract

Colour is an element that plays a very significant role in every aspect of our life. With the realization on the importance of colour, the exploration and research on colour have introduced colour theories that have been applied and adapted until to this day. Through literature review, the previous researcher, has done the research on the influence of colour on the logo of the Bumiputra Companies, with the emphasize on Malay, and his findings showed that blue is the top choice selected and the most dominant colour used on the logos by the Malay Companies and followed by red and green. Nevertheless, the research scope is only look at Malay Companies and the findings are limited. However this paper reports and discusses the findings of one thousand (1000) by local companies, particularly under the category of SME (small and medium enterprises). The findings show there is a difference between previous findings. Red is a most dominant colour used on logos by Malaysia SMEs Companies and subsequently blue and white colour. Recommendations for further research are also discussed in an effort to improve the quality of local brands internationally.

Keywords: Colour, Logo, Small and Medium Enterprise



Young Consumers' Intention Towards Future Green Purchasing In Malaysia

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Abstract

Green marketing is all about marketing products that are considered environmentally safe. The purpose of this study is to examine the influence of price, time, and eco-label, on the intention of future green products purchasing among young Malaysian. In this study 250 questionnaires were distributed. The data was analyzed using reliability test, normality, correlation analysis, and multiple regressions. The results of this study showed that price, and time have a significant relationship with young consumers' intention to purchase green products, however, eco-label had no influence on consumers' intention to purchase green products. This research brings a better understanding on young consumers' intention towards future green purchasing in Malaysia.

Keywords: Green Marketing, Green Purchasing, Consumer's Intention, Malaysia

To what extent the lack of adequate financial statements and accounting records in the Libyan small businesses sector cause more difficulties for investors and creditors in making financing decisions?

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Abstract:

This paper investigates the extent of the lack of adequate financial statements and accounting records in the Libyan small businesses sector cause more difficulties for investors and creditors in making financing decisions. The investigation and interpretation of the opinions, attitudes and concepts of the participants was the target of this study. Therefore, a qualitative methodological approach was adopted for this essentially exploratory study. Twenty semi-structured interviews were conducted with two groups of participants. The first group included Fourteen interviews with the owner-managers of small businesses. The second group included six interviews with senior lending managers in the main banks in Libya. The sample was selected from two cities of Libya, from Tripoli, which is considered the capital of Libya, and from Misurata, which is classified as the city of trade and industry in Libya.

The research yielded a number of interesting findings. The study suggested that the owner-managers of small business in Libya are heavily dependent on their savings, family and friends to fund their businesses at start-up. Retained earnings, family, and business partners were the main sources of funding in the expansion stage. The research showed that the small business owners were seeking external funding for business expansion. A number of difficulties and constraints were highlighted in the raising of external finance, including lack of adequate financial statements and financial management skills, accounting records, the absence of some institutional sources of funding, financial information, restrictions on bank lending, and aspects of government policy.

Keywords: Financial statements, accounting records, Libyan small businesses, sources of funding.



The Plant Variety Protection Law In Malaysia: Issues On Protection Of Farmers' Rights

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Abstract

The availability of a wide diversity of plant genetic resources for food and agriculture is necessary to ensure continuous food production and food security. However, the expansion of intellectual property protection into agricultural field has raised concerns as to its impact on farmers' traditional agricultural practises and the recognition of farming communities' efforts in development and conservation of plant varieties. This paper serves as an exploratory study on few issues relating to farmers in Malaysia, the Farmers' Rights concept and plant variety rights in Malaysia. The paper provides a brief review on the current Malaysian plant variety law and suggests further in depth study to identify gaps in the current legislation in realising the four core components of the Farmers' Rights concept.

Keywords: Farmers' Rights, plant varieties rights, intellectual property law, FAO Treaty, farmers.



Evidence On Market Concentration In Malaysian Dual Banking System

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Abstract

There are two main purposes for this paper. Firstly, to analyse the link between concentration and competition in both Islamic and conventional banking market in Malaysia. Secondly, to analyse empirically the relationship of concentrations with several specific factors of the firms and other control variables. Structural approach is used to analyse the evolution in banking market concentration in both banking streams. With this approach, various types of market concentration indices will be calculated by year to year basis as proposed in industrial organizational theory. Besides, present study also uses static panel estimation techniques to investigate the determinants of concentrations for the period 1997-2010. The findings herein support the structure-conduct-performance (SCP) paradigm, where different concentration ratios show a decreasing trend over the study period, which reflect greater degree of competition in the Malaysian dual banking system. However, the level of competition is greater in the Islamic banking system compared to the conventional banking market. Meanwhile, the empirical results also show several evidences that support the SCP paradigm: firstly, banks in both banking stream earn higher profit while operating in concentrated market. Secondly, competitive environment in the banking market is essential for the banks to operate efficiently. Thirdly, ideal level of concentration and competition is needed to maintain the stability of the banking sector. Finally, implementation of government policies has intensified the level of competition in the Malaysian banking industry.

Keywords: Banks, Competition, Concentration Measures, Islamic Banking Industry, Market Structure.



The Factors Affecting Organizational Innovativeness

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Abstract

Innovation becomes the most important keyword in today's fast-moving world and highly-competitive several organizations environment competition in the internet and globalization era. This study is an objective to explore the determinant to affect the capability to innovate, to explore the opinion of the employees for the capability to innovate and explore the level of the capability to innovate by applying to use the approach of resource-based view and learning organization to create the determinant for increasing the capability to innovate. The groups of this study that are the employees of foreign mission in Thailand to survey from three big department employees opinion. It uses the answer ratio of 270 questionnaires that is 90% of the study approach model for analyzing with three determinants that are Organization Environment with five sub determinants, Human Resource Management with four sub determinants and Organizational Learning with four sub determinants. They impact the capability to innovate. The results of the study, the capability to innovate is rather high level. The six direct variables affect the capability to innovate by sorting from maximum positive direct result to minimum positive direct result that are Commitment to Learning, Customer focus, Management support and attitude toward change, Organizational Structure, Knowledge sharing within organization, Contingency Reward. While other determinants that are Appraisal, Slack Resources, Interfunctional Coordination and position selective recruitment process that are indirect determinants for the capability to innovate. Independent Variables that do not have direct and indirect effects on the dependent variable that are shared vision, open-mindedness and training and development. Of all variables, Customer focus is the most positive direct and indirect causes with the capability to innovate and next is Management support and attitude toward change, Commitment to Learning, Contingency Reward, Knowledge sharing within organization, Organizational Structure, Slack Resources and Interfunctional Coordination. In addition to the factors already mentioned. There are some factors that affect direct and indirect causal negative is the ability to innovate that is Human source management of position selective recruitment process and Appraisal. The study found that A change in the external environment affect the need for more innovation. Although various organizations to meet the pressure from the external environment. All organizations are required to have the ability to change and innovation to create sustainable competitive advantage, If you are moving to "Innovative Organization" need to adjust the paradigm by paradigm must focus on the recognition and support of the change of leadership. Organizational change to make a difference. Adaptive learning and knowledge sharing. To establish a link between the private sector, government agencies and academia.

Keywords: innovation, Organizational Innovativeness, resource-based view, learning organization

Competition, Competition Law And The Malaysian Financial Sector

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ABSTRACT

The main objective of competition law is to promote the process of competition and to ensure market functions efficiently. The well-functioning of the market is important to promote economic development. However, competition does not always seem work well in the financial system. This paper attempts to study issues that may arise from the application of competition law in the Malaysian financial sector. This paper highlights some aspects of regulation in the financial sector that may have competition concerns. It also highlights some potential overlapping roles of competition authority and the Central Bank in addressing competition issues in the financial market.

Keywords: Competition, Competition Law, Financial Services Market.



The Impact of Strategic Performance Measurement System on Organizational Performance in Saudi Universities

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Abstract

Nowadays, strategic performance measurement system focus on evaluation approach of business in various companies to arrange the loyalty and profit margin considering implementation strategy. Likewise, SPMS shows the amount of product rate-market in fair trade organization through of strategic management category such as courtesy, competence, and compliance. To overcome the concern issue about the optimization strategy will improve the theoretical model based on behavior effectiveness and finding the ideal level of each interposition policy for a hypothetical household. However, researchers offer the evaluation of strategic performance measurement system to design marketplace by factor such as MCS, PMS, ERPS, RBV/C for keeping the high loyalty of customer. This article enhances the mechanism of strategic performance measurement system goals base of four research questions: (i) to what association between the MCS and enterprise resource planning system (ERPS) intention to strategy performance management system (SPMS)? (ii) To what association between the performance management system (PMS) and enterprise resource planning system (ERPS) intention to strategy performance management system (SPMS)? (iii) To what relationship between the resource-based view/capabilities (RBV/C) and enterprise resource planning system (ERPS) intention to strategy performance management system (SPMS)? (iv) To do comprehensiveness of organizational performance factors affected on enterprise resource planning system (ERPS) intention to strategy performance management system (SPMS)? Therefore, result shows impact of evaluation SPMS to solve the market place error and also ability of executives' level of management to solve the behaviors issue in business organization.

Keywords: Strategic performance measurement system, Enterprise resource planning system, Strategic management category, Market place error



A challenge to the findings on Economic Consequences of IFRS Adoption; looking at Iranian Empirical Data

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Abstract

In the last decades, increasing financial pressures of international capital markets and the requirements of competitive economy world brought about International Accounting Standards Committee (IASC) with changes to re-emerge as International Accounting Standards Board (IASB). Furthermore, the standards which were published as International Accounting Standards (IASs) by the prior committee were codified by the new board as International Financial Reporting Standards (IFRSs) since 2001. Undoubtedly, adoption of the IFRSs has led to change to a prevalent field such accounting which has accompanied many consequences in different aspects, including economy. Although conducted researches regarding economic consequences of doing the IFRSs mostly emphasized the positive aspects of its adoption, there are some obscurities about authenticity of their results. In this article, having reviewed some conducted researches on the economic consequences of voluntary and mandatory adoption, some unclear points of the results are discussed.

Keywords: International Financial Reporting Standards (IFRSs) , Domestic Accounting Standards (DASs) , Economic Consequences



Corporate Credit Collection Determinants

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^{**}The authors would like to gratefully acknowledge and thank Universiti Utara Malaysia for providing the LEADS research grant that has funded the study leading up this article.

Abstract

Credit collection is a crucial component of working capital management, being too prompt may frustrate revenue, whereas the opposite may increase costs. Greater understanding of the determinants of credit collection is necessary for effective credit collection. Evidence from prior studies are mixed and in foreign contexts. This study examines the influence of industry sector, liquidity, efficiency, leverage, profitability, and size on credit collection using data of 2,838 company-years of companies listed on six selected sectors of Bursa Malaysia from 2004 to 2008. Different industry sectors have different credit collection periods. Industry sector also influences the effects liquidity, efficiency, leverage, and profitability have on credit collection. Companies that have higher liquidity, use less current liabilities, and in turn, need to collect the credit sooner. Companies that are more efficient, use less assets to generate sales, and so collect sooner to maintain lower receivables. Companies in the consumer products and properties sectors deal directly with consumers, and for those that use higher leverage face higher financial risk, and so can and do collect their credit sooner. Instead, in the plantation, industrial products, trading & services, and construction sectors that do not deal directly with consumers, companies that collect their credit later, would have to use higher leverage or debt. In the mature plantation and properties sectors, a smaller set of factors, including credit collection, seem to influence profitability, i.e., higher profit with prompter collection, but in the other sectors, possibly due to the presence of a larger set of dynamic factors, credit collection does not appear to influence profitability.

Keywords: credit collection, average collection period, interaction effects, industry sectors



Applicants' Reactions to Technology-mediated Interview: A Hybrid Thematic Analysis

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Abstract

This research investigated applicants' reactions to technology-mediated interview using qualitative method. Data were obtained from 46 job applicants applying for a job as research assistant and were analysed using hybrid thematic analysis. Hybrid thematic analysis enabled identification of overarching themes that captured the phenomenon of applicants' reactions as described by the job applicants. The analysis generated eight main categories: (1) predictive validity perceptions, (2) perceived job-relatedness, (3) perceived process fairness, (4) perceptions of organisational attractiveness, (5) perceptions of organisation technological sophistication/effectiveness, (6) intentions toward the organisation, (7) perceived effective two-way communication, and (8) self-perception outcomes. Findings also suggest that applicants' reactions may occur before, during and even after the employment interview session. Similar and different findings compared to past research were also discussed.

Keywords: Applicants' reactions, interview, technology, thematic analysis



Testing The Factors Affecting The Development Of Credit Cards In The Vietnam Banking Industry

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Abstract

In recent years, banks have been very interested in encouraging non-cash payment activities in Vietnam. Especially, payment by credit card has recently become a popular consumer behavior in the rural area. This paper aims to evaluate the development of credit cards in the Vietnam banking industry, particularly in Ho Chi Minh City and identify the significant factors affecting the credit card market. The authors conduct questionnaire survey with Likert-style rating scale to get the primary data. Exploratory Factor Analysis (EFA), Kaiser-Meyer-Olkin (KMO) and Bartlett' test are also employed to test correlation between independent variable (the development of credit cards in Vietnam) and five dependent variables (technology innovation, customer behavior, product creation, promotion policies and critical framework). The findings underline that the development of credit cards in the Vietnam banking industry is significantly influenced by customer behavior, promotion policies, critical framework, product creation, and technology innovation. Although there are some problems that need to be improved, Vietnam's credit card market has still been assessed as an outstanding potential market. In conclusion, recommendations are made to discover ways to improve these problems and continue developing the credit card market in Vietnam.

Keywords: credit card, Vietnam banking industry



Longitudinal Study Of Corporate Tax Planning: Analysis On Companies' Tax Expense And Financial Ratios

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Abstract

Globally, the corporate tax planning activities remain unresolved issues face by the various tax authorities. In Malaysia, these issues have received serious attention from the policymakers, especially among the tax authorities concerned with either direct or indirect taxes. The transformations in the tax systems and accounting standards have given the companies opportunities to manage their tax affairs for the benefit of their shareholders. Hence, using the longitudinal approach, this study analyzed the tax expense and financial ratios of 4,500 firm-years from publicly listed companies prepared for the years 2001 to 2012. A company's tax planning is reflected in its effective tax rate reported in the financial statements. Thus, the difference between the statutory tax rate and effective tax rate shows the gap which indicates the level of aggressive tax planning undertaken by the companies. The statistical results from the pooled OLS regression model disclosed that financial ratios such as inventory intensity, capital intensity, leverage and research as well as development expenditure have a significant relationship with the level of companies' tax expense. Thus, the findings implied that companies' financial ratios can be used as red flags to identify aggressive tax planners which can be further investigated for potential tax frauds.

Keywords: Tax Planning, Effective Tax Rate, Tax Expense, Financial Ratio and Pooled OLS Regression Model

The Architect, The Client and Effective Communication in Architectural Design Practice

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Abstract

Communications related to architectural projects have become more complicated due to the growth of technology and information management systems, more collaboration between stakeholders with different backgrounds, more complex projects, and the different client requirements. These issues have had a significant effect on how buildings are designed and built, and evolved Architecture to combine creative design, building techniques, and social aspects. Successful relationships between architects and their clients are commonly based on socially oriented models where knowledge can be more easily shared the better level of communication between stakeholders. In order for the societal benefit of the built environment to be fully realized, the issue of communication must be addresses. Communication activities can be used to resolve requirement issues and facilitate the flow of information and proprietary knowledge between clients and architects to either bridge or exploit the gap between these two cultures. A review of the related literature revealed several studies concerned with client-designer communication in design practice. This study focused in Design and facilities management, behavior and communication and interfaces issues. This study introduces the characteristics of effective communication in architectural design practice and determines the framework of managing communication challenges in architect-client relationship. This study concluded the participation of stakeholders through interactive and communication activities As social actions, and supportive design tools and techniques as Technical issues, provide a framework to improve communication that Combining technological and humanistic approaches leads to effective and strategic methods of communication in architectural design practice.

Keywords: effective communication, architectural design practice, architect, client, information, and communication

Review On Issues And Problems Of Transferring Felda Land Ownership

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Abstract

Federal Land Development Authority (FELDA) in Malaysia has been a successful land development agency for the past fifty-eight years. FELDA was established on 1 July 1956, it is the main government instrument in reducing rural poverty and rewarding of land ownership on an economic scale. Land ownership under FELDA is unique and different from usual because FELDA lands are subject to the Land Act (Group Settlement Area) 1960 and other common practice of land ownership are subject to the National Land Code 1965 (NLC). Now, most of the settler had received their land title after completing their payment to the FELDA. However, most of the first generation FELDA is passing away by the day due to old age. This situation has lead to the issue in the process of transferring FELDA land ownership to the next generation. This is because of the restriction by the Land (Group Settlement Area) Act 1960 which limits registered more than two owners who counted as co-owner. This issues lead to the problems in the distribution of inheritance in FELDA land. Therefore, the objective of this article is to review the issues in the transfer of FELDA land ownership to the rightful heirs based on the previous studies. This article will also try to identify the mechanism for distribution of inheritance in FELDA land that has been discussed. Data in this article are obtained through observation of literature review based on previous studies. Based on the review of previous studies, it is found that there are three main problems to overcome with regards to this subject namely heir, legal and administration issues. However, there are other studies has revealed that the main problem in the implementation of distribution of FELDA land is due to the attitude of the parties involved in the matter. The findings of this article showed that the most of the settlers had chosen to appoint administrators as FELDA land distribution mechanism than giving ownership directly to any of the heirs agreed to. Thus, the future research is needed in order to find a better solution for the problems of transferring FELDA land ownership including the second and third generation. A new model is needed to secure FELDA land ownership and to ensure the interest of second generation FELDA will be secured.

Keywords: FELDA, land ownership, Land Act 1960, second generation

Assessing The Relationships Between Private Investment, Employment And Output In The Manufacturing Sector In Malaysia

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Abstract

The purpose of this study was to evaluate the influences of private investment inflows on employment and output across manufacturing industries. The study covered a time period from 1980 to 2010 for the variable of private investment inflows and from 1981 to 2011 for the variables of employment and output. There were seven cross-section units to represent seven categories of industries for the analysis. Using a regression technique, the estimated coefficients private investment flows had statistically significant influences on the levels of employment and output. Using Pearson Correlation technique, there was a positive correlation between employment and output. Private investments are encouraged to accelerate output growth and employment enhancement in the sector.

Keywords: private investment, employment, output



Takzir Offences By Youth: The Common Offences And Adequacy Of Syariah Criminal Offences (Takzir) (Terengganu) Enactment 2001

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Abstract

The commission of syariah offences by youths has become increasingly worrisome nowadays in Malaysia particularly in the state of Terengganu. News on the arrest of these teenagers by the authorities frequently appears in the daily newspapers and reports. If the act is not controlled or effectively overcome, it will result in moral collapse amongst the future generations. Thus the article seeks to investigate the common takzir offences committed by young offenders as well as the adequacy of Syariah Criminal Offences (Takzir)(Terengganu) Enactment 2001 in the prevention of such offences. The study adopts qualitative methodology where data are collected through library research and semi-structured interviews with key informants. During the process, the data of takzir offences will be analysed from case law decided by the Terengganu syariah courts from year 2008 to 2013. The study finds that most of the reported takzir offences committed by the youths relate to sexual offences and the Terengganu enactment is inadequate in proving effective punishment. The article concludes by forwarding suggestions to improve the implementation of the syariah enactment to the young offenders.

Keywords: takzir offences, Syariah Criminal Offences (Takzir) (Terengganu) Enactment 2001 (SCOTT), youths.

Towards Developing a Conceptual Framework for Environmentally Significant Behaviour

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Abstract

Considering the recent concern over environmental issues and human behavior, the environmentally significant behavior has received significant research attention. Environmentally significant behaviour indicates a person way of living in harmony with the environment. It is assumed that when an individual embraces environmentally significant behaviour, the person would be willing to sacrifices one's own immediate interest for the environment. However, it is still not fully understood that what affects individuals' environmentally significant behavior. The present study is such an effort to fill this gap. The objective of this study is to develop a model that addresses the factors that contribute to the environmentally significant behavior. This research is expected to provide support for the policy formulation to combat environmental issue.

Keywords: Environmentally Significant Behavior, New Ecological Paradigm, Pro-Environmental Personal-Norm, Conceptual Framework

Relationship between Technological Factors and Innovation-Adoption among Technology-Based SMEs in Malaysia

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Abstract

The current state of innovation-adoption among technology-based SMEs in Malaysia is not well understood and clear. Factors that influence innovation-adoption among these technology-based companies need to be explored further since they have distinct characteristics compared to general SMEs. The significant impact of innovation on nation economic growth has propelled many countries, including Malaysia to strengthen their innovation capabilities. Among these SMEs, majority of innovation activities in has been centered on technology-based SMEs. Thus, this paper employs the questionnaire survey to study the factors influencing innovation-adoption among technology-based SMEs in Malaysia. The study was conducted on 172 companies, all of whom from the list of companies InnoCert (Innovation Rating Certification for Enterprise Rating and Transformation) and MTDC (Malaysian Technology Development Corporation) in Malaysia. This analysis involved the factors that influence innovation adoption, which are the relative advantage, compatibility, complexity, trial-ability, observability, ease of use, management support, technological expertise, business expertise, competitive pressure, customer pressure, product innovation, process innovation, administrative innovation, innovativeness, risk taking, competitive aggressiveness, pro-activeness, and perceived usefulness. Technological factors are categorized into relative advantage, compatibility, complexity, trial-ability, observability, ease of use, and perceived usefulness. The result shows that an innovation-adoption is significantly influenced by technological factors (relative advantage, complexity, ease of use, and perceived usefulness).

Keywords: Innovation, Adoption, Innovation Adoption, Organizational Innovation

Non-financial Compensation as Determinant of Job Retention

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Abstract

This study was conducted to identify the relationship between non-financial compensation and job retention. The non-financial compensation elements are recognition, job enrichment and pay equity. Besides, this study was also carried out to find out the variable that makes the strongest unique contribution to explain the job retention using multiple regression analysis. A total of 131 respondents from Jabatan Penjara Simpang Renggam, Johor were chosen as a sample using simple random sampling method. A survey questionnaire was used as research instrument to collect the data from respondents. The results from Pearson correlation analysis revealed that there were significant relationship between non-financial compensation elements namely recognition, job enrichment, pay equity and job retention. Pay equity was identified as the dominant factor that influences job retention. The organization should put more concern on the non-financial compensation when designing the pay structure to help organization retaining their employees.

Keywords: recognition, job enrichment, pay equity, job retention

The use of Bahasa Melayu in the English Language Classroom by 'Non-Optionist' English Teachers

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Abstract

Non -native English teachers need to possess not only knowledge in the teaching methodology but most importantly they should also be proficient users of the language to teach English as a second language to students. According to the Ministry of Education, Malaysia in 2013, there were 33 thousand non-optionist English teachers in service and teaching the subject. These teachers were originally trained to teach subjects like Mathematics, History, Bahasa Melayu but were given the task to teach English due to the lack of English language teachers. With the large number of experienced and inexperienced 'non-optionist' English teachers teaching English in the country, this research attempts to investigate the extent of the use of Bahasa Melayu in the classroom by these teachers. This study adopts a quantitative study research design in which a total of fifty four experienced and inexperienced 'non-optionist' English teachers from three districts in the Pahang were selected to take part in the study by answering a questionnaire. The results of the findings show that there are differences on the extent of the use of Bahasa Melayu by inexperienced and experienced 'non-optionist' English teachers.

Keywords: English as a Second Language, Bahasa Melayu, Non-Optionist Teachers

Review Of Enviropreneurial Value Chain (Evc) Based On Scor Model And Nrbv Theory

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Abstract

Nowadays, Malaysian entrepreneurs implement green practices such as Environmental Management System (EMS) ISO 14001 because of high demand from the customers. It is evident that most Malaysian entrepreneurs are motivated by customer demand in pursuing their environmental initiatives in the business operations. Enviropreneurial Value Chain (EVC) is one of the approaches that focus on green innovation, which can enhance the development of voluntary initiatives in green products and processes. Therefore, this study intends to review Enviropreneurial Value Chain (EVC) based on the Supply Chain Operation Reference (SCOR) processes and Natural Resources Based View (NRBV) strategies. As a result, the hypothesis regarding the relationships between the EVC and the environmental performances, namely pollution prevention, product stewardship and sustainable development have been specified.

Keywords: Enviropreneurial Value Chain (EVC), Supply Chain Operational Reference (SCOR) Model, Natural Resources Based View (NRBV) theory

The Determinants of Healthcare Utilization among the Elderly: A Qualitative Study

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Abstract

Population aging is one of the most important demographic events in the 21st century. There are growing numbers of older people in countries especially in more developed countries including in the Asian region, and this trend began recently in the developing countries. As the results of older people experience a higher rate of disability that reflects an accumulation of health risks throughout their life there is a great concern for the health sector. With regards to this phenomenon, the government policy particularly the insurance and medical care for the elderly will be impacted. This study was conducted to describe the factors that determine the utilization of healthcare of the elderly in Malaysia. The results were drawn from four semi-structured interviews. The research uncovered five main themes that are perceived health status; utilization of healthcare services, determinants of healthcare utilization, experience and expectation of the elderly for the participants has at least one chronic disease. Accessibility, price and services provided play an important role in the seeking behaviour of the elderly. It can be concluded that the participants has at least one chronic disease. Accessibility, price and services provided play an important role in the seeking behaviour of the elderly

Keywords: Healthcare Utilization; Predisposing; Enabling; Need for Care; Experience



Internet Service Features and Satisfaction among Internet Banking Users

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Abstract

Internet banking gives customers the option to perform banking transactions and other related activities on the go or from home, twenty-four hours a day, 365 days a year. With improved efficiency and effectiveness more transactions can be processed faster and conveniently, which impact the overall bank's performance. Banks want their customers to migrate from conventional banking to internet banking a means to ease their transaction processes. However, it is rather difficult to get a buy-in among customers as many are worried about the application limitations, security issues and inadequacies of internet connection quality. Though the numbers of internet banking users have increased annually, the numbers of active users are still unimpressive. A sizeable percentage of bank customers are either not ready or unwilling to use internet banking. Hence, to strategize and convince customers to use internet banking, mandates the need to understand their satisfaction on key service features offered through internet banking to them. A conceptual model with nine factors namely, ease of use, accessibility, feature availability, customer support, security, privacy, content, fees and charges, and also transaction and payment was developed and empirically tested using self-report survey data from 120 internet banking users from 3 branches in Shah Alam, Selangor. Simple random sampling was used to select respondents and data analyzed through SPSS. Four factors that is, ease of use, customer support, privacy, and transaction and payment were found to have significantly influenced customer satisfaction toward internet banking transaction. This calls for continuous innovation among banking institutions to enhance these service features to sustain the interest and satisfaction of their internet banking users.

Keywords: Internet Service Features, Customer Satisfaction, Internet Banking.

The Value Relevance of Equity and Earnings from Malaysian Perspective

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Abstract

As the development of IFRS is a turn of event phenomena in the financial reporting world, studies have been carried out to test whether the IFRS has served its purpose of being a set of globally accepted accounting standards that produces high quality, transparent and comparable information within the financial statements to assist investors and other users of the financial information make sound economic decisions. Previous studies collectively summarised that there is a need to understand how the new IFRS has successfully generate financial statements which disclose more significant information that investors consider value relevant. The outcome of the studies has been inconclusive. As there have been no cross-sectional studies being carried out on Malaysian companies, this study sought to seek the relative and incremental value relevance of the local FRS as compared to the previous MASB standards. Using a sample of 131 companies listed under the Main and the then Second Board of Bursa Malaysia, regression analysis is carried out to compare the restated 2005 book value of equity and earnings prepared under the FRS, with the 2005 book value of equity and earnings originally prepared under MASB standards. Results showed that FRS is not relatively more value relevant than the MASB Standards, however, it is incrementally value relevant.

Keywords: value relevance, FRS, Malaysia

Acceptance Of Reference Group Members Towards The Malaysian Sino-Indians

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Abstract

Malaysia is a multiethnic nation. The three main ethnic groups found in the Peninsular Malaysia are Malays, Chinese and Indians (Department of Statistics, 2008). The Sino-Indians or commonly known as Chindians are diasporas of Chinese and Indian parentage. Their identity development is an intricate process influenced by the interfaces of various factors. The Constructionist Theory of Ethnic Identity Development by Cornell and Hartman (1998) has identified social relationships and encounters as one of the social factors that influence the ethnic identity development of biethnic persons. This paper analyzes the acceptance of reference group members towards the Malaysian Sino-Indians. The study, which is a part of a wider study, discusses the social relationships and encounters experienced by the Sino-Indian participants based on qualitative data collected through semi structured interviews conducted on 31 Sino-Indian participants, 20 Indian participants and 20 Chinese participants. The study finds that biethnic Sino-Indians face conditional and unconditional acceptance by their reference group members.

Key words: biethnic, ethnic identity, reference group, Chindian, Sino-Indian

Teacher's perception towards Integration of Students with Learning Disabilities into Regular Classroom Environment

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Abstract

This study investigates the regular school teacher's ability to handle students with learning disability and their understanding and acceptance level to integrate the LD children into their regular school set up. The study provides an overall picture about the overview of teachers and school management's awareness about different disabilities faced by the students, remedial educational programs, and other prerequisite like curriculum modifications, appointing specialists, conducting enhanced awareness programs and retraining the current teachers before implementing this program in the normal school set up. The study also gives an approximate evaluation about the percentile of special need students in UAE. A sample of 200 teachers and school authorities are planned to be interviewed from different schools in the Emirates of both Abu Dhabi and Dubai. A 5 point attitude scale having 25 items has been designed to collect data's from the teachers, regarding their attitude of integrating students in the normal school settings. The scale is a modified version of Opinion Relative to Integration of Students with Disabilities or ORI (Larrivee, 1979). The researcher has modified the survey after reviving the literature and considering the current situations in the UAE schools. It has 10 negative items and 15 positive items. Statistical techniques like correlation can assess the linear relationship of two variables. t- Test and ANOVA will be used to find the test mean difference between two groups and more than two groups. SPSS will be used for analyzing the data. This study can help to propose suggestions in uplifting the educational standard of schools in UAE and eliminate the differentiations shown towards the children with learning disability, and be on par with the international standard and treatment.

Keywords: Perception, Integration, Learning Disability

A Study on Customers' Satisfaction towards Services Provided by Agencies at Urban Transformation Center (UTC) Melaka

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Abstract:

Customer satisfaction had long been recognized as a central concept and a critical goal of all business activities (Yi, 1990; Morgan et al., 2005 in Houn et al , 2012). Kotler et al. (2009), in Ali Malik et al. (2011) defined satisfaction as a person's feeling of pleasure that result from comparing a product's perceived performance (or outcome) to their expectation. The main objective of this study was to study the level of customers' satisfaction towards service provided by agency at UTC Melaka through the service quality model developed by Parasuraman which are tangibility, reliability, responsiveness, empathy and assurance. The instrument used to study the level of customer satisfaction was questionnaires which were distributed to 110 respondents at UTC Melaka. The sampling for this study was non-probability due to this study was carried out at public and the researcher did not manage to get the exact population of customers that came to UTC Melaka. The researcher used convenient sampling to distribute questionnaire which the researcher approached the customers randomly at five agencies in UTC Melaka. The result was analysed by using SPSS version 20.0 and there were two analyses used which were descriptive statistics; to find the level of customer satisfaction using mean and Pearson Correlation to find the relationship between service quality (tangibility, reliability, responsiveness, assurance and empathy) and customer satisfaction. The findings showed that the level of customers' satisfaction towards service provided by agency at UTC Melaka was high which is 3.6588. All the studied factors indicated a significant relationship with customers' satisfaction. The value of r for tangibility was 0.450, reliability (0.558), responsiveness (0.457), assurance (0.313), and empathy (0.475). As a conclusion, customers are satisfied with the service provided by agency at UTC Melaka and reliability was the most factors that affect the customer satisfaction.

Keyword: customer satisfaction, expectation, services, government agency

The Implementation of School Based Management Policy: An Exploration

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Abstract

School effectiveness closely related to quality of administrators. Among all the school members, principal is the most important person in improving school onto brings school to the best of its performance. Bearing these principles in consideration, this study explore the readiness of Kuala Lumpur (KL) secondary school principal in implementing School Based Management. This study employed fully quantitative method to analyse data from samples. The analysis reveals that KL school principal have high tendency in setting school vision and mission as well as human resource management. The correlation between variables indicates, the more effectively the principal plays his/her role, the more effectively the school vision and mission implemented the more efficiently human resource management being managed.

Keywords: Human resource management, Principal, School-based management, Vision and Mission

The Determinants of Credit Risk in an Emerging Market

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Abstract

The aims of this study are to investigate the determinants of credit risk and to examine the impact of earnings management on credit risk prediction. Using a matched sample of 30 Malaysian listed companies, the study applied logistic regression analysis of the models. There are two models tested in the analyses, one is the adjusted model that incorporates the earnings management and the other one is the unadjusted model. Earnings management was calculated based on the discretionary accrual method. The results consistently showed that the liquidity ratio was significant in determining credit risk before and after earnings management was adjusted. Meanwhile, the productivity ratio was significant in the unadjusted model, but the profitability ratio was significant in the adjusted model. The leverage ratio has no significance in determining credit risk. The overall percentage of correct prediction shows that the unadjusted model predicts better than the adjusted model. This study provides knowledge about the effect of earning management on bankruptcy prediction and it is useful to credit providers, investors and corporations in order to assist them in making better decision.

Keywords: credit risk, earnings management, bankruptcy prediction

Development And Validation Of A General Public Knowledge Towards Registered Drugs Questionnaire.

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Abstract

Context: A better understanding of registered drugs ensures better health state among healthcare consumers.

Background: The development of validated tools of assessing publics' knowledge towards registered drugs is the need to determine the effectiveness of the current awareness programmed. **Aim:** To develop and validate a questionnaire of the assessment of the publics' knowledge towards registered drugs. **Method:** The information of the tools was developed using information from 'Know You Medicine Campaign' and will apply to 100 citizens around Klang Valley. The content validity and clarity evaluation was using expert panels from academia and enforcement pharmacy division whose will evaluate the tools using scale. Reproducibility will be based on construct validity that on intraclass correlation coefficient using the test-retest method on ten subjects from public. To get the internal consistency by using Cronbach's Alpha, the tool will distribute to 100 citizens. **Conclusion:** The production of a validated tool might give a guideline to the enforcement pharmacist or any health care professional to tackle which area or topics that the consumer in Malaysia are lacks knowledge towards registered drugs.

Keywords: Knowledge, Registered drugs, Questionnaire, General publics.

Practicality and Potential Value of Enterprise Risk Management in the Manufacturing Sector in China

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Abstract

This paper examined the practicality and potential value of Enterprise Risk Management (ERM) in China through three aspects: the impact of ERM on the relationship between different kinds of risk and whole risk portfolio; the influence of ERM on components of risk structure; and the function of ERM in correlation with risk portfolio and firm performance. A Multiple Indicators Multiple Causes (MIMIC) model was structured for a comprehensive determination of the connection between ERM and firm performance. The results showed that ERM can reduce the relevance of the kinds of risk to risk portfolio, and the interactions between risk categories are minimized as well. As ERM makes risk structure more significant to firm performance, thus, firms can benefit from risk portfolio and realize the profit potentials.

Keywords: Enterprise Risk Management; Firm Performance; Risk Portfolio; Risk Structure

Door to Door Cleaner: New Variants of Trafficking In Domestic Sector

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Abstract

This article aims to explain about “door to door cleaning” as a new variant of human trafficking who appear from domestic sector. This qualitative research, in case study, involved 10 informants, four (4) staffs of General Consulate of Republic of Indonesia (KJRI), one (1) member of international police (Interpol) and five victims, conducted at the KJRI, Penang, Malaysia. Data was collected using depth interview, observation, and documentations. Base on the findings of the study can be known that this trafficking organized by employee agency in Malaysia that works together with the agency in Indonesia as a supplier. Generally, the victim promised to work as a maid, but after arrived in Malaysia, they were forced to be a cleaner. Generally, they have no work permit, although some of them have it but not as cleaner but a maid for the other employer. They worked for agent, not for employer as stated in her permit. The agency exploited them by force them to work hourly in the several costumer’s house. In a day, the victim work in three houses for five hours each house, so they have to work minimum 15 hour a day and the costumer will hire range RM. 10-15 per hour. So the victim will earn money range RM. 150 – 225 per day to the agent, while the victim only are promised a salary of between RM. 500 to RM600 per month, There were also times when the victim did not get paid at all then the victim escape from this exploitation.

Key Words: Door to Door Cleaner, Domestic Worker, Human Trafficking, Exploitation, Human Right

Students' Perceptions on their Critical Thinking and Problem Solving Skill

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Abstract

As future human capital, university students should be able to think 'out of the box' or think critically in order to solve complicated problems in real workforce. However, past empirical evidence reveals that number of students are still lacking with this skill. Therefore, this study aims to investigate students' perception on their critical thinking and problem solving skill. In addition, it also aims to determine whether there are differences between genders and academic disciplines on this skill. Using survey method, students were asked to rate their agreement from 1 (strongly disagree) to 7 (strongly agree) on 11 statements related to critical thinking and problem solving skill. A sample of 2000 undergraduate students from six Malaysian public universities completed the survey. Findings indicate that students perceived they have high critical thinking and problem solving skill. It is also revealed that male students are perceived to have better critical thinking and problem solving skill than female students. In terms of academic discipline, social science students appear to perform better in this skill, as compared to science and engineering students. The findings of this study have provided some educational implications to undergraduate students, educators and universities.

Keywords: Critical thinking, gender differences, academic discipline

Construction Project Managers' Perception on Top Job Responsibilities in the Context of Malaysia

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Abstract

This paper presents an overview of Construction Project Manager's (CPM) responsibility in the context of Malaysia. The construction sector plays a vital role in Malaysian economy and this sector is a very significant part of its' sustainable development. CPM is a professional who monitors all works in construction project from top to bottom. Therefore, CPM's role is also very significant. It is very important to identify their top responsibilities. There are a range of responsibilities which might have different levels of priorities depending on the type of project. In the context of Malaysia, there are several of them identified from literature. The objective of this study was to identify which responsibilities were among the top ones, and to find out whether they have any kind of inter-relationship between them. The Experts, which were operationally defined as having significant experience in the field, were chosen for interview and questionnaire survey. A comparative analysis was performed by using Expert Choice, statistical software which gave the rankings. A qualitative judgment showed that there were indeed some responsibilities which can play significant role in this sector. However, it was tough to single them out in a clear ranking, nor was it seemed primarily necessary. Rather, a group of responsibilities appeared to describe the phenomenon more clearly. The study also showed how some of these responsibilities seemed to be closely interlinked and why they actually need to be together cohesively.

Keywords: Construction Project Manager, Project Management, Professional Responsibility, Malaysia

Nourishing Healthcare Information Over Facebook

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Abstract

Objective: This study is focusing new media namely Facebook in sustaining and nourishing healthcare information to its users. The paper is based on the review of the existing literature. **Purpose:** The purpose of this study is to recognise the capability of Facebook in providing health information which can contribute to further awareness on healthcare, nutrition, diet, diseases and remedy information. The objective of this study is to examine health-related Facebook pages administered by healthcare providers for example specialist, physician, nutritionist, dietician etc. in disseminating and broadcasting information mainly on health; creating awareness and also encouraging behavioural changes. **Design/methodology/approach:** This study applies the Information, Motivational and Behavioural Skills Model (Fisher & Fisher, 1992). Ten Facebook pages were studied and the health-related information analysed to identify how it can be beneficial to the users. **Findings:** The existing literature the usage of new media can help to disseminate the health communication purposes. Facebook pages and groups also benefit its user by giving clearer interpretations. **Research implications:** This article suggests how health communication can benefit the current development of communication technology for example new media and eventually support the healthcare provider to share their beneficial and crucial knowledge the public. **Paper type:** Literature review and content analysis.

Keywords: New media, health communication, Facebook

Protean Career Orientation and Career Goal Development: Do They Predict Engineer's Psychological Well-Being?

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Abstract

Engineers are known to have a strong need for growth and personal development as compared with professionals in other occupations. They possess a high need for learning and have a strong aspiration to face challenges (Allen & Katz, 1995; Gordon & Bal, 2001). However, the conflict between being ambitious, having their own goals and expectation with advancement opportunities, work autonomy and work demand structured by the organization have influenced the well-being of the engineers. As a result, engineers become a group of the unhappy workers in Malaysia (Boo Su-Lyn, 2014). This scenario tends to become worse because less attention is given to study about engineer's well-being, especially in the Asian context. Thus, it is timely to conduct study to find out whether protean career orientation and career goal development predict the psychological well-being among Malaysian engineers. In this study, 387 registered professional engineers participated. The hypotheses were investigated through a correlation and path analysis using PLS. The results provided useful information on the positive influence of protean career orientation on psychological well-being of engineers. The results further showed that career goal development positively influenced psychological well-being. These findings contribute to understanding the process through which career attitude affects individuals' psychological well-being.

Keywords: Protean Career Orientation, Psychological Well-Being, Engineer

Understanding Travel Expenditure Pattern using CHAID Method: A Study of Domestic and International Tourists in UNESCO World Heritage City of Melaka, Malaysia

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Abstract

Tourism has long been known as a tool for economic development due to its capability and strength to provide economic sources from host destination. This study examined the tourists' expenditure pattern in Melaka city. Diary record survey was conducted at three different groups of selected hotels based on stars ratings- 5 & 4 stars hotel; 3,2 & 1 stars hotel; and budget hotels. A total of 1500 survey booklets were distributed, only 1000 surveys were collected. Chi-squared Automatic Interaction Detection (CHAID) was used to model interaction of domestic and international tourists in five tourism sectors-accommodation, food and beverages, transportation, entertainment and shopping. Results revealed that the tourists spent less in transportation (RM22.50 and below) and entertainment (RM22.50 and below), and heavily spent in other three sectors, shopping (RM475 and below), accommodation (RM700 and below), food and beverages (RM367 and below). It is expected that modeling of the pattern and distribution of these expenditure will assist the relevant authorities in geographical visitation patterns, economic impacts and decision making.

Keywords: tourists' expenditure, Melaka, CHAID

Pemahaman Ungkapan Algebra Dalam Kalangan Murid Tingkatan Dua

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Abstrak

Pemahaman tentang konsep ungkapan penting bagi murid sekolah menengah sebab ia merupakan asas kepada pembelajaran matematik di peringkat menengah dan peringkat pengajian tinggi memandangkan kesukaran dalam pembelajaran algebra menjadi semakin kritikal. Kajian ini bertujuan untuk mengenal pasti pemahaman murid Tingkatan Dua tentang ungkapan algebra dengan berlandaskan konstruktivisme radikal. Kajian kes digunakan sebagai reka bentuk kajian, manakala sampel kajian terdiri daripada enam orang murid Tingkatan Dua. Data kajian dikumpul melalui tiga sesi temu duga klinikal. Analisis data dibuat dengan menggunakan teknik analisis kualitatif. Antara lain perbincangan tentang data bertumpu kepada aspek gambaran mental dan perwakilan bagi ungkapan algebra.

Keywords: Pemahaman, radikal konstruktivisme, ungkapan algebra

A Conceptual Framework On The Role Of Information System Quality On Employee Work Life Balance Towards Employee Performance In Malaysian Ict Companies – Research In Progress

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Abstract

Employers need to deviate from the 9 to 5 work day due to the changes in the way business is done to service a 24/7 operations. Flexible working schemes are offered as a mechanism to maintain work-life balance letting employers to appear employee-friendly at the same time meeting business needs. These changes have resulted in reforms at the workplace in terms of remote working and the reliance on a state of the art system and communications infrastructure, thus making information systems quality an important aspect in working. Employees in the Malaysian ICT sector have evolved over the years from trudging a 9 to 5 job in a stipulated office desk to working around the clock from anywhere. Work practices have changed over time due to globalization of commodities and adoption of cloud computing which offers a 24/7 operations and variety of services in the ICT industry. Malaysia is one of the countries that is still at its infancy stage in adoption of cloud technology, however many organizations have resorted to adoption of this current and upcoming technology to manage their services and resources (MDeC, 2013). This warrants a great deal of commitment to work and work demands creating a barrier in maintaining a healthy lifestyle, balanced family time, leisure activities, travel and study. This study aims to bridge the gap in the body of literature pertaining to information system quality's impact on work life balance and employee performance in Malaysian ICT environments specifically. The goal of this project is to ascertain if work life balance has a mediating relationship between information system quality and employee performance. The objectives are to examine role of the information system quality (ISQ) in enabling employees to work away from the office thus, achieving work life balance.

Keywords: work life balance, information quality, system quality, service quality, employee performance

Reflections On Pedagogical And Curriculum Implementation At Orang Asli Schools In Pahang

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Abstract

The purpose of this research was to reflect on curriculum and education process that occurred at the selected Orang Asli primary schools in Pahang. Specifically, this case study was carried out to decipher deeper the voices of the teachers regarding the quality of their pedagogical approaches and the curriculum content for the indigenous pupils. GPILSEO model was used as the theoretical framework for this study. Four teachers from two Orang Asli primary schools in Pahang were selected as informants. Interviews and observations were conducted to obtain qualitative data from the teachers and the emerging themes were identified. The main theme emerged from the study is the indigenous pedagogy frequently narrated as the panacea in teaching indigenous pupils. Moreover, the conventional mainstream curriculum could be the main barrier in the lagging of the Orang Asli children in school. Overall, the key finding from this research shows that the pedagogical practise and curriculum content for indigenous setting need to be overhauled and improved. Indigenous pedagogy and indigenous-friendly curriculum is a way forward for aboriginal schools in Malaysia.

Keywords: case study, curriculum, pedagogy, Orang Asli, Malaysia

The Uniqueness of Islamic Microfinance Financing Product For Poverty Reduction in Indonesia

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Abstract

The number of poor people in rural area in Indonesia has decreased compared to the poor people in urban areas during March 2011 to March 2012 (BPS: 2012). One reason is the growth of microfinance in which the Data Bank Indonesia (BI) showed that micro-credit, small and medium (MSM) is higher than the growth of bank credit (Micro Finance Summit: 2012). The problem faced is microfinance based on conventional charge high interest rates. This condition is not good for the poor people where Dehejia et al. (2009) find that poorer borrowers were more sensitive to the increase of in interest rate. The concept of offering microfinance product-based on profit-loss sharing is more beneficial for the poor people.

This paper utilizes research method called content analysis by coding, building models, test interrelationship among product, marketing, consumer and also competition variables. The data collected at the participant level through focus group discussion. With a sample of representatives of microfinance institution (BMT) that offered product based on profit sharing for the poor located in Jakarta Bogor Depok Tangerang Bekasi (Jabodetabek), Sulawesi Selatan and Nusa Tenggara Barat (sample chosen based on the most concentrated of Islamic microfinance that offered product based on profit sharing). The last, this research will build model based on content analysis.

The finding of this research is to get a model, character and roles of product or marketing variables on consumer first impression or willingness to pay, competitiveness and success factors of profit sharing based micro financing product for the poor that will be a reference for policy makers in government. These findings will be applied in microfinance institutions are expected to reduce poverty in Indonesia.

Keywords: microfinance, innovative, content analysis



The Development of Science Knowledge Indicators Among Indigenous Pupils

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Abstract

This paper discusses the development of Science Knowledge Indicators among indigenous pupils. There are two main objectives of this study, first is to establish the the criteria of science knowledge among indigenous pupils as well as getting reliability for the criteria set. A qualitative approach using document analysis and experts interview protocol was conducted to form the science knowledge criteria among indigenous pupils. Document analysis and expert interview data were analyzed manually using the matrix frequency table. Cohen's Kappa reliability analysis were used to determine the agreement index items for each of the criteria identified. The reliability of the six criteria and 24 dimensions that were established for science knowledge among indigenous pupils were tested using quantitative approach. To get the reliability for these criteria, a cognitive test were distributed to 31 indigenous pupils throughout Johor,Malaysia. The findings of the Kappa coefficient value was 0.96, which showed a very good agreement. Responses analyzed using Rasch Model approach through Winstep software came out with Cronbach Alpha values of 0.98 for the criteria formed. The development of Science Knowledge Indicators among indigenous pupils is one of the research efforts to enhance the competency of indigenous pupils, especially in the aspect of knowledge. The outcome of this study will be one of the key elements for the development of Science Competency Standards for indigenous pupils.

Keywords: science, competency, criteria, knowledge, and indigenous pupils.



Determining Teaching Effectiveness for Physical Education Teacher

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Abstract

The purpose of this research is to evaluate the teaching effectiveness of Physical education teacher using Bella Joseph Teacher Effectiveness Model (2013) from five aspects that is personal, professional, intellectual, teaching strategies and social. Researcher also wants to know the relationship between the five aspects compared to gender and the years of teaching experienced. In this research, there are seven research questions need to be clarified based on the research purpose. There are 99 respondents involved in this research. Research data is analysed using SPSS version 16.0. The research finding shows that students have good perception towards the five aspects of teachers' teaching effectiveness comprises the aspect of personal, professional, intellectual, teaching strategies and social. The findings also shows that the students perception towards physical education subject is good and at a high level. Nevertheless, teacher should do some effort to increase the student interest to learn physical education subject because only 64.6 percent of the students indicates that physical education is an interesting subject. Therefore, it is suggested that teachers should improve their professionalism from time to time by attending relevance courses so that they can produce an educational innovation that suit the 21st century. Thereby, there is a need to develop a professionalism standard model for physical education subject teaching effectiveness in order to increase the teachers' confidence level especially physical education teachers so that they can cope with the coming Vision 2020 challenge.

Keywords: competency, effectiveness, physical education teacher, and teaching practice.



Proposed Conceptual Framework on Cohesive Effect of Extrinsic and Intrinsic Factors on Sustainable Behaviours

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Abstract

A great deal of evident environmental awareness, concerns and consciousness are pre-cursors to pro-environment behaviour adoption. However, the behaviour has not been sustained, and did not spill over to a wide range of activities where various symptoms, such as licensing and rebound effects, signify that pro-environmental behaviours are not sustained in different spatial and temporal dimensions. This study aims to expand the knowledge domain by examining the effect of individuals' psychological factors and extrinsic factors on attitude and sustainable behaviours, and subsequently in sustaining the consistency of attitude-sustainable behaviours relations.

Keywords: sustainable behaviours; attitude-behaviour gap; human agency; social capital.

The Mediating Role of Psychological Empowerment between Transformational Leadership and Employee Work Attitudes

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Abstract

While research has examined how leadership affects psychological empowerment and employee work attitude, little research exists regarding the impact of the various dimensions of transformational leadership on psychological empowerment and employee work attitude. This study attempts to address these problems by empirically testing the relationship between transformational leadership with psychological empowerment and employee work attitudes. Paper and pencil questionnaires were mailed to the top management of companies located in China. A total of 295 questionnaires were returned (a respectable 29.5% response rate). Structural equation modelling was used to test hypotheses and the theoretical framework proposed. The findings showed that transformational leadership is significantly related to psychological empowerment and psychological empowerment is significantly related to employee working attitude. Nevertheless not all dimension of transformational leadership is significantly related to psychological empowerment; and, not all dimension of psychological empowerment is significant related to employee work attitudes. Thus, psychological empowerment only partially mediates the relationship between transformational leadership and employee work attitudes.

Keywords: Transformational leadership, Employee work attitudes, Psychological empowerment

Strategic Use of Social Media for Small Business Based on the AIDA Model

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Abstract

It is generally known that social media has become a popular platform for business marketing, especially for large firms. Nonetheless, studies on the impact of social media on business remain scarce. In particular, there are limited studies on the strategic use of social media for small businesses. This study attempts to propose a strategy for using social media as a marketing tool for small business based on the Attention, Interest, Desire, and Action (AIDA) model. The AIDA model has been applied widely for online marketing strategy but its applicability for social media remains unknown. The focus group discussion was used for data gathering involving twenty two small business entrepreneurs who are also social media practitioners. The finding shows that the model can indeed be applied in strategizing the use of social media for marketing purposes especially for small business. The proposed strategy serves as a guideline for small business entrepreneurs on how to strategically use social media for marketing.

Keywords: Social media, social media marketing, AIDA model, social media strategy.

Personality, Prior Knowledge, Social Capital And Entrepreneurial Intentions: Entrepreneurial Alertness As Mediator

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Abstract

This research studies the role of entrepreneurial alertness as a mediator to personality traits, prior knowledge and social capital in influencing the potential of entrepreneurial intention. Prior knowledge in terms of previous entrepreneurial experience as well as knowledge from prior entrepreneurship courses taken are explored on their effects influencing entrepreneurial intention through alertness. Social capital in the form of an entrepreneurial parent is also explored on its effect on intention. This study was carried out in the area of Kuala Lumpur, Malaysia covering the youth and adult population surveying their entrepreneurial intention and its antecedents. The results were analysed using structural equation modelling (SEM). The findings concluded that there is significant relationships between the three variables; prior knowledge, social capital and personality traits with entrepreneurial intention which is mediated by entrepreneurial alertness.

Field of Research: Entrepreneurial intention, alertness, prior knowledge, social capital, personality.

A Review on Green Integration into Management Control System

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Abstract

Environmental crisis such as air and water pollution, resource scarcity, loss of biodiversity and global warming resulted from rapid rate of urbanization, fast growth of population, large scale land development and open burning have major negative social, environmental and economic impacts in many countries. With these concerns on environmental issues, people and companies need to adopt sustainability practices. A serious question arises on the role of accounting in linking business behaviour to environmental practices and economic development through its governing, monitoring and regulating mechanisms. Many studies have analysed the environmental reporting practices but there are very few studies on how environmental management accounting or management control system (MCS) influences the extent of business involvement in preserving the natural environment. Therefore, this paper reviews on the role of MCS in managing environmental or green issues and the integration of green initiatives into MCS. The literature review indicates that MCS plays a very important role in managing green issues. There are various interpretations of green integration into MCS, the dimensions of green integration and the extent of green integration in MCS.

Keywords: Sustainability, Green Integration, Management Control System

Factors Affecting Consumer's Continuance Online Purchase Intention In Malaysia

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Abstract

The trend of online purchasing has becoming more popular, following the advancements of technology which allows consumers to have internet access from almost anywhere. This entails E-retailers in slowly re-directing their focus, from traditional physical stores to online-based outlets. While most of the researches are conducted solely upon the factors or purchase intention, limited studies have been done to investigate the continuance purchase intention among fellow consumers. Therefore, this paper attempts to explore the continuance purchase intention among Malaysian consumers on the internet, through the conceptual framework as modified from the Technology Acceptance Model. The research data has been collected through the use of an internet-based survey method, with a convenience sample of 300 Malaysian respondents in June 2014; whereas, data analysis he analysis is further conducted using the SPSS software, through the measurements of a simple linear regression test, mediation test and moderation test. As such, results show positive relationship between perceived usefulness and trust; while continuance intention to online purchase is positively significant to perceived usefulness. The partial mediating role of subjective norm is further identified, between perceived usefulness and continuance intention. It is also understood that both male and female perceive the usefulness of website as an important factor toward their intention to online re-purchase. Subsequently, the findings of this study hereby provide valuable insights regarding online purchase, which aid in improvements among industry-related businesses, especially among marketers and online retailers.

Keywords: E-Commerce, Trust, Perceived Usefulness, Subjective Norm, Continuance Intention, Gender

Shareholder Activism in Malaysia: Is It Effective?

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Abstract

The topic of shareholder activism has become an important issue for discussion in the corporate world, and debate continues to exist regarding the rights and responsibilities of shareholders. Literature on comparative shareholder activism reveals the rationale for such activism in different countries. Prior studies have shown that shareholder activism affects corporations in many ways. Indeed, this activity is important to shareholders and corporations alike, and warrants a deeper understanding, one which is possible only through serious investigation. Furthermore, shareholder activism is closely related to the protection of the rights and interests of the minority shareholder, within the scope of law and best practices of corporate governance. In the corporate world, minority shareholders, especially individuals, are the least well-protected corporate participants, due to their minimal voice in corporate decision-making. Still, this does not mean that their role is insignificant. Some recent developments associated with corporate governance and shareholder activism have shown that shareholder empowerment is vital. Hence, there is a dire need for minority shareholders to be more active and responsive in their dealings and communications with corporations. Nevertheless, it may surprise some people that, in general, individual minority shareholders, compared to institutional shareholders, are rather passive and less willing to engage in shareholder activism. In fact, the passivity varies across countries, due, apparently, to different ownership structures, legal settings, and the influences of cultural values in different societies. Literature on the topic reveals that prior studies on shareholder activism are dominated by works published in developed countries. It further identifies a deep gap in studies on shareholder activism in emerging economies, such as Malaysia. So our question is this: Is shareholder activism in Malaysia truly effective?

Keywords: shareholder activism, minority shareholders, MSWG

Malaysia-India Economic Cooperation: Fixing The Jigsaw Puzzle

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Abstract

Malaysia and India have a long and historic bilateral relationship and are keen to take it to a higher level, especially in economic cooperation. India is an important trading partner for Malaysia whereby India has been Malaysia's largest export destination in the South Asian region since 1998. In 2013, trade with India amounted to US\$13.28 billion (RM\$42.12 billion), and increase of 2.4% as compared to 2012. With Malaysia assuming the chairmanship of ASEAN next year, Malaysia is keen to work closely with India in the same platform. The objective of this paper is to discuss the impact of globalisation on economic cooperation between Malaysia and India. It analyses to what extent globalisation has brought about closer integration between Malaysia and India and the role of the state in stimulating this bilateral cooperation. First, the paper provides a brief background on the economic growth and trade cooperation between these two countries. The second part of the paper provides a critical assessment of the literature on one aspect of the issue: globalisation and role of the state in the economic realm. There has been intense debate regarding the 'decline of the state', 'end of the state' versus 'state still relevant' in the era of globalisation. The standard argument is, all activities related to economy especially the activities of the multinational corporations, international financial flows and the growth of international trade –which have been supported by technological advancement and the development of communication--have challenged the role of the state. Hence, the third part of the paper evaluates the role of the state as one of the key drivers in directing and promoting economic relations between Malaysia and India, especially from Malaysia's perspective.

Keywords: Economic cooperation, globalisation, Malaysia-India relations, role of the state



The Extent of Accounting Ethics Education for Bachelor Students in Jordanian Universities

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Abstract

This study aims to investigate the extent of ethics education for the undergraduate degree in accounting at public and private Jordanian Universities. A thematic content analysis methodology is conducted to interpret the collected Forty-Four syllabi for four courses offered in the universities which represent the sample of the study. These courses are Auditing, Islamic Accounting, Accounting Theory and International Financial Reporting Standards (IFRS) that given in the year 2013.

The results of the study show significant existence of ethics coverage into the undergraduate accounting curriculum specially in “auditing” course as a module of the study across Jordanian Universities. The study recommends Business Faculties in Jordan to encourage extracurricular activities orientations for further support of ethics integration through designing the accounting curriculum in professional way to prepare students to their future career.

Key Words: Accounting Curriculum, Accounting Ethics Education, Accounting Profession, Jordanian Universities.

Effect of Cashless Economy Policy on Financial Inclusion in Nigeria: An Exploratory Study

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Abstract

The Central Bank of Nigeria (CBN) announced its Cashless economy policy in 2011 and commenced a pilot of the policy in Lagos State, Nigeria, in April 2012. The policy was later rolled out to other states that included Anambra, Abia, Kano, Ogun, Rivers and the Federal Capital Territory (Abuja), Nigeria. The policy, intended to reduce the use of cash, is in fact a package of measures with three key stated objectives, thus; to drive the development and modernization of the payment system in line with Vision 2020, to reduce the cost of banking services and drive financial inclusion by providing more efficient transaction options and greater reach and to improve the effectiveness of monetary policy in managing inflation and driving economic growth. Empirical studies about Financial inclusion remain vital especially in developing countries like Nigeria where little research studies have been conducted since the introduction of the Cashless economy policy. Review of relevant literatures reveals lack of comprehensive empirical research regarding the relationship between the Cashless economy policy and financial inclusion in Nigeria. Specifically, literature reveals absence of studies on the effect of Cashless economy policy on Financial inclusion – universal access to formal financial services by all working age adults – in Nigeria. The study was conducted using the sample of 230 that was randomly selected. The collected data was analyzed using the Multiple Linear Regression (MLR) analysis from the SPSS Version 19 software. Results showed three of the four variables of Cashless economy policy were significantly related. Specifically, Awareness, Consumer/User Value Proposition, and Infrastructure were found to have strong significant relationship with Financial Inclusion while Business Model of Financial Service Providers did not show any significant relationship with Financial Inclusion. The study recommends that the Nigerian government should pay maximum attention to the provision payment infrastructural facilities across the country. Massive awareness campaign on the benefits of Cashless economy policy should be embarked upon by the Central Bank of Nigeria, all formal financial service providers and other stakeholders for full and successful implementation of the policy. Similarly, there should be deliberate efforts by all formal financial service providers towards enhancing consumer/user value proposition.

Keywords: Cashless Economy Policy, Financial Inclusion, Nigeria Vision 2020:20, Electronic Payment, Payment Infrastructure

Internet Use and Addiction among Students in Malaysian Public Universities in East Malaysia: Some Empirical Evidence

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Abstract

Nowadays, the internet has become an essential part of daily life for most young adult. They mainly use it for education, information searching, entertainment, mail and social interaction purposes. However, extensive use of internet can lead to addiction. This paper presents some preliminary findings on internet use and addiction among Malaysian undergraduate students. A survey questionnaire was used to obtain data from 287 respondents who were business, information technology, and arts majors in four public universities in Sabah and Sarawak, East Malaysia. The findings revealed that facebook/social networking was the most common internet activity among the respondents, whereas online shopping was the least common activity for them. The study also found that while the majority of the respondents spent a considerable amount of time on the internet, they did not qualify to be regarded as internet addicts. There was evidence of moderate gender effect in terms of internet addiction scores but not with regard to internet experience, frequency, and duration. On the whole, the findings are mixed, suggesting that internet use and addiction among Malaysian university students remains a topic worthy of further investigation.

Keywords: addiction , East Malaysia, internet use, students, university

Target Cost Management (TCM): A case study from Malaysian automotive company

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Abstract

Target Cost Management (TCM) is well known a competitive tool for profit planning, managing cost and pricing the product which helps the companies to remain profitable. Some studies claim that without the Japanese like environment, it is very hard to implement TCM and if implemented, the practices are different from the Japanese model. The purpose of this paper is to explore how the TCM is being practiced and to investigate what are the major factors that influencing the TCM implementation process in non- Japanese environment. By using a single case study approach, this paper compared the implementation of TCM at a Malaysian automotive manufacturer against Japanese automotive manufacturers. This paper helps to give new insight on TCM practices and the critical factors that influence the TCM implementation process in non-Japanese environment context. The results found that even though the case company implemented TCM similar to Japanese theoretical model, there were some differences in the details process of TCM practices. These differences occurred because the case company coordinated and reconfigured its resources to adapt with contextual constraints in terms of weak supplier relationship, limited information, low degree of customer orientation, and lack of integration with other systems.

Keywords: Target Cost Management, implementation process, critical factors.

Exploring Students' Preference For Social Networking Sites In Malaysia

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Abstract

Billions of people use social networking sites such as Facebook, Twitter, Google+ to connect friends and family, share photos and videos or exchange the ideas every day. The generation Y, mostly students, have grown up with social networking sites. Undeniably, the highly usage from this group of users drew the attention from different marketers. However, the researches about the statistics of social media usage among the youngsters especially college students in Malaysia and their choice in social networking sites were few. As a result, the local or international marketers have the difficulties of applying the appropriate marketing strategies in the social networking sites without understanding them. The objective of this paper is to study the choices and the priorities of criteria in choosing social networking sites among college students by using Analytical Hierarchy Process (AHP). It definitely can show the light to the keen marketers. From the AHP results, the college students put the highest priority on the criteria of privacy (0.4080) in choosing the social networking sites. It was followed by functionality (0.1792), usability (0.1675), content (0.1306) and popularity (0.1147). As for the choice of social networking sites, Facebook was their first priority (0.4959) compared to Twitter (0.2662) and Google+ (0.2378). These research findings revealed that privacy attention and awareness are rapidly increasing among college students since the privacy threats are hardly to be ignored. Marketers have to take the psychological feelings and concern from the students into the account in the planning of the effective marketing strategies. By setting up the correct marketing priorities (Facebook), meeting and identifying the customers needs (privacy concerns), marketers will have more business opportunities and unlimited potential through social networking sites.

Keywords: social networking sites, students' preference, Analytical Hierarchy Process (AHP)

Supply Chain Integration Strategy: A Conceptual Model of Supply Chain Relational Capital Enabler in the Malaysian Food Processing Industry

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Abstract

There are mounting empirical evidence that confirmed the association between SCI and firm's performance. However, limited success of integration with key supply chain partners were reported in literature, and the impact of supply chain relational capital factor as an imperative enabler that may facilitate to the success of SCI are not fully understood. With regards to the above, some authors asserted that it is imperative to prescribe factors that affect the success of inter- and intra-firm relationship management, particularly from the aspect of soft behavioural attributes. Thus, the purpose of this paper is to propose a framework in investigating the influence of supply chain relational capital (SCRC) on the execution of supply chain integration (SCI) in the Malaysian food processing industry. This conceptual paper is largely based on the review of previous literature and formal interviews with general managers of some food processing companies in Malaysia. From the literature review, it was found that relational elements that recently captured researcher's attention in SCM context such as trust, commitment and socialization have become the significant elements to facilitate the execution of SCI practices among firms in the food processing industry. Theoretically, the new framework will provide an opportunity for future research to investigate the importance of SCI that is associated with performance and provide guideline on the determination of enabler factor of SCI by adopting relational capital theory. Managerially, this framework will provide significant input to the food manufacturers in prescribing which enabler factors of soft attributes may contribute to the success of SCI.

Keywords: supply chain integration, supply chain relational capital, relational capital theory

The Presence of Undesirable Output in Malaysian Water Utilities Performance: A Directional Distance Function Approach

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Abstract

Non Revenue Water (NRW) is currently being one of the hottest issues affecting water supply management worldwide. Malaysia puts high priority on NRW since it affects the revenue collection and for that reason, NRW is used as one of the Key Performance Indicators (KPIs) for Malaysia water supply industry. However, the current policy sets a single NRW target as KPIs and the performance of each water utility is assessed against the target. Since a uniform NRW target for all the water utilities is not practical, Data Envelopment Analysis (DEA) technique, besides evaluating the performance, can also be used to determine the potential improvement level of NRW which enable targets to be set for each water utility. Nevertheless, most existing DEA based water utility efficiency studies have either excluded the NRW or treated NRW inappropriately as a classical input factor. Contrarily, NRW should be considered as an undesirable product in the water supply system. Therefore, an alternative DEA-based approach named Directional Distance Function (DDF) can be applied to measure the performance that integrated the production of desirable and undesirable outputs. The result indicates that the measurement of water technical efficiency is more explicit when using DDF model, where the potential reduced level of NRW for each inefficient water utility can be determined in order to improve their performance. This is in line with the government's aim to reduce the NRW level countrywide.

Keywords: data envelopment analysis, directional distance function, non revenue water, undesirable outputs

Assessing Risk Management Maturity of Construction Organisations on Infrastructural Project Delivery in Nigeria

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Abstract

Physical infrastructural development is a key factor in the socio-economic development of any nation. Successful delivery of infrastructural projects can be hampered if construction organisations delivering them are ineffective on the management of the inherent numerous risks. Therefore assessing risk management capability of construction organisations prior to their selection for a project would contribute significantly to successful delivery. This paper considers the assessment of the current risk management capability of highway project contractors in Nigeria.

Project specific questionnaire that was constructed and validated through extensive literature review and a two round Delphi survey of experts was employed for the research. The study involves construction organisations that executed sixteen Federal highway rehabilitation projects across the Southwest of Nigeria within 2001-2013. Maturity levels of the project contractors were determined on four level scales of Naïve, Novice, Managed and Optimised using Fuzzy synthetic evaluation model. The results suggest that overall risk management maturity level of highway project contractors in Nigeria is 'novice'. They have the lowest maturity level in risk management process but they are operating at 'managed' maturity level in risk management resources. The results also indicate that the highway contractors operate at different maturity levels on different risk management capability attributes. The study provides a basis for comparison with the risk management capability of highway contractors in other countries. Knowledge of the area of weakness and strength of the construction organisations in risk management practice provides additional decision support information to client in the choice of winning bid

Keywords: fuzzy synthetic evaluation, highway rehabilitation projects, risk management capability, risk management maturity models.

Understanding Recycling Behaviour Using Personality Traits

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Abstract

Recycling has grown in interest, both in the past and present as there were many studies focusing on this. Over the decades, Malaysian Government has been struggling to increase the recycling rate in the country through campaigns and advertisements and providing recycle facilities to public. However, reports shown that the overall recycling rate in the country is still low compared to other poor countries such as India. Since behavioral changes is one of the determinat to ensure the achievements of recycling programmes, this paper intend to study on variables that could improve individual involvement on pro-environmental behaviour. In particular, this study focuses on exploring characteristics of individuals or personality that correlate with the tendency to perform recycling behaviour among the university students using Theory of Planned behaviour.

Keywords: Recycling, Pro-environmental Behaviour, Personality, Theory of Planned Behaviour

The Application of Content Analysis towards the Development of Spiritual Intelligence Model for Human Excellence (SIMHE)

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Abstract

Education is a dynamic mantra that has the ability to transform a normal human being into a purposeful one and a platform to build a human capital which could contribute significantly to the betterment of a nation. The future generation of a nation need to be educated accordingly with proper holistic education as today's education is more towards achieving worldly pursuit. In order to prudently shape this generation to achieve human excellence, the authors suggested spiritual intelligence as an essential and ultimate intelligence. Currently, the concept and elements of spiritual intelligence are not widely discussed especially in the context of Malaysian education. There is no one model of spiritual intelligence which could explain the spiritual intelligence from the Islamic perspective and at the same time able to be generalized beyond the religious aspect. This study is focused in developing spiritual intelligence elements through a content analysis on two important texts; Ihya Ulumuddin (Book 3) by Imam Al-Ghazali and Hassan Langgulung's 'Manusia dan Pendidikan'. Based on the content analysis conducted, seven elements of spiritual intelligence were identified towards building the Spiritual Intelligence Model for Human Excellence (SIMHE).

Keywords: spiritual intelligence, content analysis, human excellence

Impact of Audit Committee and Audit Quality on Preventing Earnings Management in the Pre- and Post- Nigerian Corporate Governance Code 2011

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Abstract

Earnings management have been considered as one of the methods used by the business leaders to mislead their stakeholders to report unrealistic numbers, despite the various check and balances (e.g. corporate governance code) on the process. Nigeria experienced two corporate governance codes issued by SEC, code 2003 and code 2011. This study tends to measure the effectiveness of these two codes and make comparisons using audit committee and audit quality against earnings management in the pre- and post-code 2011.



Corporate Cultures Integration And Organizational Performance: A Conceptual Model on The Performance of Acquiring Companies

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Abstract

The purpose of this research is to propose a model considered to influence the performance of acquiring companies in Malaysia. Through an extensive review of related literature in M&A context and in depth interview with key executives experienced with M&A process, organizational or corporate cultures integration has been identified as a critical factor in success and failure of M&A exercises. The factor of corporate cultures integration was proposed to have influenced on the performance of acquiring companies. A conceptual model was developed using Competing Values Framework (CVF) adapted from Cameron and Quinn (2006) to describe several concepts, namely dominant characteristics, organizational leadership, management of employees, organizational glue, strategic emphasis and criteria for success which are used to support its relationship with organizational performance in M&A context. Based on the variables engaged, it is argued that all variables under CVF are the most important element to be well integrated in the Merger and Acquisition (M&A) process specifically in post M&A phase in order to improve organizational performance. The research will provide significant implications for the key executives engaged with M&A exercise to understand the best practices or strategies that contribute to the success of the companies. Moreover, the findings will be useful to top management to design their corporate culture integration practices within a strategic condition in order to improve the performance of acquiring companies. This research contributes to the existing literature of corporate culture, specifically in M&A context.

Keywords: Mergers and Acquisitions (M&A), Corporate culture integration, Organizational performance, Malaysia

The Impact of Green Marketing Strategy on the Firms' Performance in Malaysia

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Abstract

This is a conceptual paper to study the impacts of green marketing strategy on the Malaysian certified ISO 14001 Environmental Management System firms' performance. The paper aims at presenting the reviews of the literature on the green marketing and analyses the two factors that will influence the firms' performance. The rising trend of consumers that willing to spend for a green product has encouraged businesses to transform their operations into green production, process and product. However, the uncertain and declining numbers of companies from year 1999 to 2012 indicated that a survey needs to be carried out in order to investigate how the organizations in Malaysia are really emphasized the importance of the green marketing strategy. This paper will focus on the two research construct, green innovation and green promotion. The conclusion that was drawn is that, green innovation and the green promotion have a positive effect on firms' performance. The paper is distinctive as it incorporates the environmental issues from the perspective of marketing as research on green marketing in Malaysia is lacking. Therefore, the main contribution of this paper is to fill the gap in the green marketing strategy literature, and generates greater insights for each construct. This paper also can add knowledge to the managers' understanding to refine their marketing strategy and subsequently will encourage other business to adopt the green initiative and eventually embrace the sustainability agenda.

Keywords: Green marketing, firms' performance, sustainability

Gaya Komunikasi Ibu Bapa Dan Keakraban Dengan Anak

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Abstrak

Keluarga adalah unit asas organisasi dan ia juga adalah unit yang terpenting dalam pembangunan masyarakat. Oleh itu, komunikasi keluarga amat penting dalam mengeratkan perhubungan anggota keluarga di samping memupuk keharmonian hidup. Penekanan isu perbincangan sekeluarga menjurus kepada pembentukan keluarga yang berteraskan isu yang dikongsi bersama. Artikel ini adalah bertujuan untuk mengenal pasti gaya komunikasi yang digunakan oleh ibu bapa dan tahap keakraban hubungan dengan anak dan hubungan antara gaya komunikasi yang digunakan oleh ibu bapa dengan keakraban dengan anak. Sorotan literatur lepas lebih memfokuskan kepada pola komunikasi dan konflik di kalangan remaja. Artikel ini akan mengupas gaya komunikasi yang sesuai digunakan oleh ibu bapa dalam memupuk keakraban dengan anak dan seterusnya mengisi jurang yang ada pada kajian sebelum ini berkenaan gaya komunikasi yang digunakan oleh ibu bapa dalam sesebuah institusi keluarga.

Kata kunci: Gaya komunikasi, keakraban, keluarga, anak

Hubungan Antara Penggunaan Humor Dalam Ceramah Agama Dan Kredibiliti Kepimpinan Penceramah

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Abstrak

Penyelidikan ini bertujuan untuk meneroka tentang fungsi humor dalam ucapan yang disampaikan oleh penceramah terutamanya dalam ceramah agama. Penyelidikan ini akan menjawab beberapa persoalan yang lahir antaranya ialah ceramah agama merupakan cabang dari komunikasi pengucapan awam. Kajian ini juga akan menjawab persoalan tentang manfaat dan kelebihan penggunaan humor. Di samping itu, kajian ini juga akan menjawab persoalan tentang apakah kesan penggunaan humor kepada kredibiliti penceramah. Penyelidikan ini merupakan kertas penyelidikan konsep (concept paper) yang dibuat berdasarkan pembacaan, analisa dan kajian yang mendalam dan secukupnya terhadap kajian-kajian lepas yang berkaitan dengan humor, pengaruh dalam pembelajaran, pengaruh humor terhadap penerimaan manusia dan pengaruh humor dalam aspek komunikasi untuk menjawab beberapa persoalan kajian. Hasil kajian lepas juga didapati banyak menunjukkan keputusan yang positif antaranya kajian berkenaan pengaruh humor di dalam pengajaran dan pembelajaran murid, kajian berkenaan penggunaan humor untuk mengurangkan tekanan di tempat kerja dan banyak lagi kajian berkenaan humor. Namun sejauh mana kesesuaian penggunaan humor di dalam ceramah agama dan kesannya terhadap kredibiliti kepimpinan penceramah akan dilihat dalam penyelidikan yang dijalankan ini. Ini merupakan kertas konsep (concept paper), oleh yang demikian ianya tertakluk kepada batasan yang sama dengan kertas kerja konsep akademik yang lain.

Kata kunci: Humor, jenaka, ceramah agama, kredibiliti, kepimpinan

Regional-Global Governance Network on Women's Rights: CEDAW and Its Implementation in ASEAN Countries

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Abstract

This article attempts to highlight the concept of regional-global governance network in analyzing the Convention on Elimination of All Forms of Discrimination against Women (CEDAW) implementation in ASEAN countries. CEDAW is a women's rights international treaty adopted by United Nations and ratified by 186 countries including all ASEAN member countries. Here, this article is focusing on each ASEAN countries implementation and to what extent ASEAN governance linked to CEDAW governance network. Therefore, there are three main objectives of this article namely i) to discuss the concept of regional-global governance network and women's rights, ii) to examine the CEDAW implementation in the ASEAN countries, iii) to analyze the linkages in terms of platform, structure and network between ASEAN and CEDAW governance. This article used qualitative method by conducting in-depth interviews comprising of ASEAN officials and activists. Other than that, this article also conducted a content analysis on twenty eight (28) documents related to women's rights in ASEAN and CEDAW such as the CEDAW government reports, CEDAW NGO Shadow reports, CEDAW Concluding Comments. The finding indicates that most ASEAN member countries implemented similar initiatives and facing similar challenges to implement the CEDAW provisions. Secondly, there are some linkages in terms of platform, structure and network between ASEAN and CEDAW governance. However, these linkages are vague and informal in nature.

Keywords— ASEAN, CEDAW, Regional-Global Governance Network, Women's Rights



The Role of Post-Purchase Emotional Dissonance on Product Return Intentions

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Abstract

Retailers often impose strict returning policies to control product returns without understanding the consumers' returned intention in the first place. Past research has shown that product return policies have little effect on product returns. As such, the aim of this research is to identify the underlying factors of emotional dissonance, which focus on high product involvement, consumer opportunism and switching barriers, and as well as its effect on product return intentions. This study is important in assisting the retailers in managing their customer relationships better, whereby consumers deem the connection with the purchased product as part of the buying experience with the retailers. The finding reveals that high product involvement has no significant effect on emotional dissonance and product return intentions. Whereas, switching barriers has significant effect on emotional dissonance, but no significant effect on product return intentions. Consumer opportunisms has significant effect on emotional dissonance, thus forming product return intentions. After discussion of the managerial implications, this study concludes with the limitations of the study and highlights a few agendas for future research.

Keywords: emotional dissonance, post-purchase , return intentions

Rationalizing the Limitation of Passive Students through Contextual Teaching

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Abstract

This study was conducted to indicate the level of understanding in rationalizing the identified limitations of passive students through contextual teaching in T&L session from the perspectives among the primary school teachers at one private primary school in Johor. It acquire both knowledge and experience of teachers in identifying the limitations of their passive students, and the data was collected through their perception. These perception of teachers in identifying the limitations of passive students gathered through interviewed, then the understanding on how the process in rationalizing them with the contextual teaching approach collected by survey. This research is using mix-method strategies by using questionnaire and interview. These instruments was adapted from Sharifah (2009) and Zanariah (2002). Mix method strategies (questionnaire and interview) was used as method. In rationalizing the identified limitation through contextual teaching in T&L session, researcher measured the perceived perception from teachers in three dimensions, which are 1. Instrumental, 2. Relational and 3. Logical. The level of understanding in implementation the contextual teaching in order to overcome the limitations of passive students was moderate (3.62). Data was analyzed using (SPSS) version 19.0. Researcher had proposed the organization of the school, to allocate more provisions as to provide the appropriate teaching aids as well as they need to review the required courses and their teachers attended to in accordance with the subject and the current needs of the students of this school especially for limitations of passive students. Recommended further studies be conducted on a larger population groups in particular of teachers and culture especially at non-government and primary schools throughout Malaysia.

Keywords: Teaching; Contextual; Limitation

The Influence of Individual Internal Factors on Impulse Buying Behaviour Through Online Shopping

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Abstract

The continuous growth of the internet in Malaysia has widely encouraged consumers to shop online. As more consumers are able to purchase goods and services through online, this has also encouraged impulsive buying behaviour to occur through online. Previous research had focused more on the external factors that influence online impulse buying. However there is lack of research focus on internal factors that influence online impulse buying. In this research, the individual internal factors such as personality, emotions, and hedonic motivations are used to clarify the relationships between online impulse buying and the individual internal factors. A total of 270 surveys were collected through online. Factor analysis and multiple linear regression was conducted in this research. The result shows that personality and hedonic motivations are positively related to online impulse buying, whereas emotions are not positively related to online impulse buying.

Keywords: Emotions, hedonic motivation, impulse buying behaviour, online shopping, personality

This is the Time to Offer Takaful (Islamic Insurance) in India

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Abstract

India is known as a multi-racial country with multi-religious country. In addition, the second highest Muslim population in the world and also the second highest population belong to India. Based on the review of religious teachings, conventional insurance is not in favour due to the prohibited elements in its practice. However, Takaful known as an ethical insurance seems to fit in all religions and it has been widely introduced in both Muslim and non-Muslim countries all over the world. However, Takaful has not been offered until now. Therefore, the objective of this paper is to explore on the factors which are pulling the Takaful to be offered in India. India has several attracting factors for the investors and Insurance operators to start offering it. This paper is prepared by reviewing the current literature. It is expected that the paper will be the interest of investors, Insurance operators, regulators and general public in India.

Keywords: India, Insurance and Takaful

Boundedly Rational Or Intentionally Driven By Moral Constraints

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Abstract

By defining choice, we consider it as a commonly accepted way of either avoiding or reducing the uncertainty. How we perceive our actions is the result of the joint acceptance and while preferences become the results of cultural and moral constraints, we seek for rational explanatory framework for our choices. Our pursuits of welfare are therefore conditioned and bounded by external values which we accept and threat as ours. What is rational is therefore and ambiguous concept.

Keywords: Behavioral Economics, Culture, Institutions, New Institutional Economics. Rationality



How Chinese Youth Cinema Develops? Reviewing Chinese Youth Genre in Mainland China, Taiwan and Hong Kong, 1950s-2000s

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Abstract

This study considers Chinese youth cinema as a historical object that represents the gamut of social practices and styles of production. The youth films produced in the major Chinese regions—Mainland China, Taiwan and Hong Kong—illustrate how much social practices dominated the film content and style. For instance, youth genre in Hong Kong, once prevalent in the Cantonese cinema of the mid and late 1960s, blended musical and melodrama by dormant with the rise of martial art films. The authors examine the historical development of young people for tracing how different social and historical contexts interpret Chinese young people's world. This study attempts to elaborate some films featuring young people in Mainland China, Taiwan and Hong Kong, and to review the histories of youth cinema in these Chinese regions. Chinese youth film outlines how, in Chinese communities, the category of youth historically functions as a significant site of ideological inscription that displays its struggles towards an idealized future.

Keywords: Chinese cinema, film history, Hong Kong, Mainland China, Taiwan, youth genre,

Mentoring And Its Impact On Politicking And Networking Abilities

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Abstract

The present study was conducted in the context of a public sector higher education university. Mentoring and its importance in career advancement is reported in the surveys and interviews conducted with the faculty members. The availability of mentor's differed on the basis of gender. It was found that most of the mentors were males and they were available to the male faculty members. In very few instances were female mentors seen available for mentoring and female faculty members rarely report having any mentors. Development of networks was recognized as an important step in advancing the careers of both men and women. Political skill building and its appropriate usage in organizations is also linked to mentoring and its impact on career advancement. Gender was observed to have an impact on both these skills with women being marginalized from availing the networks and political skills as they are excluded from receiving mentoring.

Keywords: Mentoring, Networking, Politicking, Public sector universities.



Challenges of National TB Control Program Implementation: The Malaysian Experience

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Abstract

Implementing health policy in Malaysia is not an easy task to do. With the various of health issues occur from time to time, have forced the government especially Ministry of Health (MOH) as the implementer agency to act more effectively and efficiently in addressing the issues. Despite discussing the general overview of the health policy implementation, focus was given on the National TB Control Program, which is a policy that governing the infectious of tuberculosis in Malaysia. As the crucial governing body, MOH has proved progressive effort in combating the disease, even though the report has showed the increasing number of incidence cases and mortality rates every year. Nonetheless, there were lack of studies have been conducted to examine why this is happening. Thus, this paper intends to discuss about the challenges faced by the MOH in implementing the program. The findings revealed, there are few challenges were faced by the bureaucrats, which include inadequate of human resources, less participation from bottom management, lack of public awareness and the distinction of TB management at each state. The conclusion of this study is drawn on the premise of providing plausible suggestion that will promote good governance for the MOH and strengthening the current policy for a better future implementation.

Keywords: health issue, Malaysia, policy implementation, tuberculosis

Reviving the Local Election in Malaysia?

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Abstract

Malaysia used to practice local government election before it was suspended due to several issues. Following to the abolishment, the mode of election has been changed into the appointment of mayors and councillors in each local government. However, in few years back, especially after the 12th Malaysian General Election, this issue became debated among the Malaysian, not only the politicians and political parties, but also from non-governmental organisation and the people. Furthermore, Pakatan Rakyat especially Democratic Action Party has consistently endeavoured to revive local election in Malaysia. Unfortunately, the idea to bring back the power of the third votes is disagreed by the Barisan Nasional. This indirectly means that if the Pakatan Rakyat insists to hold the election, they are facing obstruction from the federal government. However, the question whether the local election can be reimplemented or not is debatable since both federal and state claimed to have authority pertaining to the local government matter. Finally, this issue was brought to the Federal Court and the court has ruled that the states have no jurisdiction to hold the local government election. The verdict has indirectly stopped or delayed the reimplementation of the local election. If the Pakatan Rakyat still insists to hold the election, the best option that they have is to win the majority parliamentary seats in the next general election.

Keywords: election, local government, Federal Constitution, Pakatan Rakyat, Barisan Nasional

The Role Of Board Structure In Predicting Financial Distress In Malaysia

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Abstract

The aim of this study is to examine the impact of board characteristics on financial distress companies. Specifically this study examines board attributes (size of board, percentage of inside directors, CEO is founder, CEO is chairman and CEO duality) and its relation with companies that experienced financial distress after controlling for leverage, market return, lagged of market return, and GDP growth. Compared with previous studies in Malaysia, this study uses PN17 criterion to select the sample and that is defines as the shareholder's equity is less than 25% of issued and paid-up capital of a firm. Using a data from 2004 to 2009, the logit model shows that only size and CEO-founder are negatively significantly related to distress. This study could be used to measure the effectiveness of The Malaysian Code on Corporate Governance (MCCG). This study is also useful to directors, investors and authorities who would want to know which corporate governance factors explain distress.

Keywords: Financial distress, corporate governance, board structure

Market Segmentation of Organ Donors in Malaysia: A Systematic Literature Review

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Abstract

The critical discrepancies in organ demand and supply indicates the importance of public campaigns in pooling organ donors. To date there has been little, if only, formal evaluation of how market segmentation in Organ Donation Campaigns been addressed. To understand the complexities of the characteristics of potential organ donors in Malaysia, it is important that a systematic Literature Review be conducted to determine bases in segmenting organ donors and examine potential variables that could be used to segment and target potential organ donors. This paper contributes to marketing literature and provides insights to relevant authorities in designing Organ Donation Campaigns.

Keywords: market segmentation, organ donations, Malaysia

The Cognizant of Food Allergy Diseases and Climate Change

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Abstract

Allergy diseases have become a topic of interest among researchers for more than a decade. In this instance, issues pertaining to the public understanding about allergy diseases and climate change remain debatable. The importance of understanding allergic diseases is eminent due to the increasing number of allergy sufferers are hospitalized, and the medical costs also keep rising. Thus, this phenomenon is an increased burden to them, and hospital team need to receive too many cases at one time. Besides that, the government also needs to bear the medical and other expenses. Climate change also proved to increase allergy diseases around the globe. In order remain healthy, therefore, the allergy sufferers and the parent with allergy sufferers need to manage their food intake and also they need to adapt with the climate change. The allergy sufferer will have different reactions towards the substances such as pollen, moulds, food, latex and house dust mite. For instance, common foods that are safe to consume by ordinary people such as big eight allergens are harmful to the food allergy sufferers. Even exposure to a molecule of food allergen will trigger food allergy reactions. The incidents of allergy diseases will increase more stress, at the same time will increase fear, anxiety, school absenteeism and social limitation. Therefore, awareness on food allergy and climate change can help public to protect the food allergy population. This paper review about factors influencing food allergy knowledge and understanding. It also includes experience, training and information of food allergy as well as points out to the inadequate attentions is given to the allergy diseases that focus on food allergy risk outlets such as nurseries, schools and university food service establishments. This paper contributes to the understanding about the importance of food allergy awareness among public. Perhaps, this article will raise awareness of food allergy among public.

Keywords: Allergy diseases, climate change, Allergy sufferer

Gauging Food Allergy Knowledge Among Hospitality Students

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Abstract

Nowadays, cases involving food allergy and their effects seem to be growing all around the world. The effects of food allergy can range from mild to severe and even lead to death. It is also noted that students are among the frequent victims of food allergy. Until now, the cure for food allergy is unknown. Thus, a form of intervention is needed to prevent food allergy from occurring. In order to do so, an adequate level of knowledge concerning food allergy is crucial. This study, therefore, explores the level of awareness and knowledge on food allergy among hospitality students in Malaysia. Survey method was utilized in this study and questionnaires were distributed to 150 students specifically who are studying hospitality program at two universities in the Northern region of Malaysia. Results from the survey revealed the level of awareness about food allergy specifically among hospitality students. Majority of the respondent have an average knowledge pertaining to food allergy issue. This paper has given an account and revealed the general knowledge, awareness and perceptions of hospitality students pertaining to food allergy. The implication of the study would benefit the public. Proper development of food allergy syllabus and module will enhance student knowledge and perhaps will help them to prepare and serve wholesome food to the customers.

Keywords: Allergy awareness, knowledge, hospitality student

Evidence On Market Concentration In Malaysian Dual Banking System

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Abstract

There are two main purposes for this paper. Firstly, to analyse the link between concentration and competition in both Islamic and conventional banking market in Malaysia. Secondly, to analyse empirically the relationship of concentrations with several specific factors of the firms and other control variables. Structural approach is used to analyse the evolution in banking market concentration in both banking streams. With this approach, various types of market concentration indices will be calculated by year to year basis as proposed in industrial organizational theory. Besides, present study also uses static panel estimation techniques to investigate the determinants of concentrations for the period 1997-2010. The findings herein support the structure-conduct-performance (SCP) paradigm, where different concentration ratios show a decreasing trend over the study period, which reflect greater degree of competition in the Malaysian dual banking system. However, the level of competition is greater in the Islamic banking system compared to the conventional banking market. Meanwhile, the empirical results also show several evidences that support the SCP paradigm: firstly, banks in both banking stream earn higher profit while operating in concentrated market. Secondly, competitive environment in the banking market is essential for the banks to operate efficiently. Thirdly, ideal level of concentration and competition is needed to maintain the stability of the banking sector. Finally, implementation of government policies has intensified the level of competition in the Malaysian banking industry.

Keywords: Banks, Competition, Concentration Measures, Islamic Banking Industry, Market Structure.

The Role of Potential Licensee Availability in Facilitating Commercialization of Academic Research Results

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Abstract

The commercialization of university-generated knowledge looms large in the public discussion nowadays and is mainly due to the production of scientific results takes place at universities, interface between universities and industry that has come to focus. This paper mainly focuses to investigate the effect of availability of potential licensee as a measure of academic commercialization. Moreover a qualitative research method was adopted and is based on a case study approach. In order to explore the issues of this study, a sum of ten face-to-face interview was conducted. The respondents chosen were from inventors, researchers, academic entrepreneurs and Technology Transfer Office staff those who were present in Universiti Teknologi Malaysia (UTM). The content-analysis approach to analyze the data obtained from the semi-structured interviews of the respondents was used by the researcher. The results showed that the availability of potential licensee and awareness of the market potential invention facilitated the invention commercialization.

Keywords: Commercialization, potential licensee, market potential, research output

Significant Theories in Supervision Process: A study in Malaysian context

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Abstract

The purposes of this study were (i) to investigate the significance of theoretical orientation amongst supervisee (counselling trainee) and (ii) to investigate the significance of theoretical orientation amongst supervisor (lecturer) during supervision process. 120 supervisees (counselling trainees) and 18 supervisors (lecturer) from four public universities in Malaysia were selected as respondents through stratified random sampling. The Selective Theory Sorter (STS) has been used to measure significant theory applied by supervisor and supervisee (Duane and Kimberly, 2006). Means, standard deviations, and percentage were reported in the study. It is essential to identify the theoretical orientation used by supervisors and supervisees to monitor the intervention and supervision process.

Keywords: theoretical orientation, contextual factor, positive supervision process

Safeguarding Malaysian Heritage Food (MHF): The Impact of Malaysia Food Culture and Food Culture Involvement on Tourists' Intentional Loyalty

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Abstract

Cultural food experiences in tourism destination hold a great impression among tourists towards ensuring them to revisit and repurchase destination's heritage food in the near future. Even though this issue is being highly debated around the globe, there is still inconclusive literature investigating the relationship between Perceived Importance of Malaysia food culture and Tourists' food culture involvement with Intentional loyalty. Nowadays, globalisation and urbanisation are keep on threatening the cultural practices among food service providers which has led to the minimization of tourists' food culture involvement to experience the food cultural heritage values on their vacation. A sample of 100 international tourists was surveyed in the Departure Hall of Kuala Lumpur International Airport (KLIA) to address to the research questions. Multiple regressions analysis was employed statistically to verify the relationship among variables being tested. Finding discovered that tourists' involvement has a significant relationship on tourists' intentional loyalty as does Malaysia food culture. The proposed model explains 24% of variance in tourists' intentional loyalty. Tourists' food culture involvement has stronger unique contribution towards intentional loyalty compared to Malaysia culture dimension. International tourist's food culture involvement and Malaysia food culture have a great impact on tourists' loyalty intention to revisit Malaysia and repurchase MHF. Also, this research outlines some of possible recommendations and strategic marketing plan especially for food service providers in marketing MHF, and establishing Malaysia as a highly reputable food tourism destination in the eyes of the world.

Keywords: Food Culture, Involvement, Tourist, Intentional loyalty.

Compulsory Travel Insurance In Malaysia: Some Regulatory Considerations

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Abstract

In some developed countries, several legal measures were introduced to broaden the types of protection mechanism for outbound travellers on top of reliance on regulated travel insurance. In Malaysia, outbound travellers are protected, to a large extent, through the licensing regulation of travel agencies which has been criticised, in this paper, for being insufficient in many aspects. While efforts are still underway to introduce a more sensible solution, compulsory travel insurance could be the answer to the current problem. By adopting qualitative research method, this article provides a cursory review on the importance of travel insurance in Malaysian travel industry and examines the regulatory framework currently in place in United Kingdom (UK), Hong Kong and the United States (US). The paper identifies several legal challenges that need to be considered before the proposed initiative could be implemented.

Keywords: travel insurance, compulsory, risk, travel agent, challenges

Parental Attachment, Coping Efficacy and Antisocial Behavior among Adolescents from Divorced Family in Selangor, Malaysia

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Abstract

The main purpose of this study was to determine the relationships between parental attachment, coping efficacy and antisocial behavior among adolescents from divorced families. Respondents were 170 secondary school students aged 13 to 17, selected using purposive sampling technique. Self-administered questionnaire was used in data collection. Adolescents' attachment with parent was assessed with Parent Attachment subscale from Inventory of Parent and Peer Attachment (IPPA). Coping Self-Efficacy Scale (CSES) and Subtypes of Antisocial Behavior Questionnaire (STAB) were used to measure adolescents' coping efficacy and antisocial behavior respectively. Correlation analysis showed that mother attachment ($r = -.219$, $p < .01$) and coping efficacy ($r = -.365$, $p < .001$) had significant negative correlation with antisocial behavior. Coping efficacy fully mediated the relationship between mother attachment and antisocial behavior ($Z = -3.512$, $p < .001$). Intervention or prevention programs should target both mothers and children from divorced families.

Keywords: antisocial behavior, coping efficacy, divorce, parental attachment

Peer Relationship Satisfaction, Self-Efficacy, and Adolescents' Suicidal Ideation in Selangor, Malaysia

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Abstract

The occurrence of suicide has become a serious phenomenon throughout the world. This study investigated the relationships between peer relationship satisfaction, self-efficacy and adolescents' suicidal ideation in Malaysia. The mediation effect of self-efficacy on the relationship between peer relationship satisfaction and adolescents' suicidal ideation was also examined. A total of 684 school-going adolescents participated in the current study. Pearson correlation and a series of multiple regression analysis were carried out to examine the mediation effect of self-efficacy on the relationship between peer relationship satisfaction and adolescents' suicidal ideation. The study revealed that peer relationship satisfaction and self-efficacy were negatively correlated with suicidal ideation. This means that adolescents who are more satisfied with their peer relationship and have higher self-efficacy tend to have lower suicidal ideation. Self-efficacy also partially mediates the relationship between peer relationship satisfaction and suicidal ideation. These findings implied that adolescents' satisfaction with peer relationship is a predictor that impact suicidal ideation, while self-efficacy plays an significant role in the relationship between peer relationship satisfaction and suicidal ideation. Intervention in planning suicide prevention programs should emphasize on both improving peer relationships and increasing self-efficacy among adolescents.

Keywords: peer relationship satisfaction, self-efficacy, suicidal ideation

Practical Use of Review Question and Content Object as Advanced Organiser for Computer Programming Lesson

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Abstract

The purpose of this study is to examine the effectiveness of two types of intervention used for prior knowledge activation in an introductory computer programming. The students' engagement when using the strategies was examined to reach the primary findings. The sample size of the study was one hundred and three foundation students enrolled in an Introduction to C programming course. Content object (CO) as the advanced organiser to activate prior knowledge used before a new programming concept was learnt. Review questions (RQ) on programming concepts and solutions were designed to encourage the paper-pen method, whereas for CO a small amount of content embedded with visuals animated the flow of control structures. An experiment was conducted in a programming lab to measure post-test performance. Experimental group 1 used RQ questions as the strategy to activate prior knowledge while experimental group 2 used CO as advanced organiser over seven teaching weeks to learn six programming concepts. Findings have shown similar performance in post-test. However, students' engagement results indicted CO preferable than RQ. The outcome of this study showed CO useful to foster better learning programming.

Keywords: content object, C programming, prior knowledge, mental models, concept map

Adoption of Hospital Information System (HIS) in Malaysian Public Hospitals

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Abstract

The adoption of Hospital Information System (HIS) has increased not only among the developed countries, but also in developing countries like Malaysia. This system is important to be implemented and adopted by the hospitals to improve their operations and services. Despite their importance, only 15.2% of Malaysian Public Hospitals implemented the HIS. Eleven public hospitals implemented Total Hospital Information System (THIS), while two public hospitals implemented Intermediate Hospital Information System (IHIS) and eight public hospitals implemented Basic Hospital Information System (BHIS). This statistic shows a low adoption level of HIS among Malaysian Public Hospitals. Hence, this study aimed to identify factors affecting the HIS adoption across different categories of HIS's hospitals. This study employed a quantitative approach via the use of a cross-sectional survey. There were 229 respondents from all categories of HIS who participated in this survey. The findings showed that there are significant differences between factors affecting HIS adoption in the THIS compared to IHIS's hospitals, and THIS and BHIS's hospitals. However, there is no significant difference among factors between IHIS with BHIS's hospitals. This study highlights that the adoption of HIS in public hospitals needs to consider categories of HIS being adopted.

Keywords: Basic Hospital Information System (BHIS), Hospital Information System (HIS), Intermediate Hospital Information System (IHIS); Total Hospital Information System (THIS)

Firm and Macroeconomic Determinants of Debt: Pakistan Evidence

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Abstract

The purpose of this study is to identify the firm level and macroeconomic factors determining the debt levels of non financial listed firms of Pakistan. This study is also aimed at understanding the role of firms' heterogeneity in determining the debt. Study implies static panel data modeling using pooled OLS and fixed effect regression as estimation techniques with two different proxies of debt. Profitability, tangibility, and size of the firm appear to affect debt level significantly across different proxies and different estimation techniques. Profitability has negative, while tangibility and size have positive effect on corporate debt. Cash and non debt tax shield have significant negative impact on debt in pooled OLS. Interest rate and inflation are significant determinants of debt in fixed effect estimation. Use of fixed effect estimation increases the explanatory power of the model confirming the existence of firm specific influence on debt.

Keywords: Capital Structure, Fixed Effect Regression, Macroeconomic Factors, Panel data, Pooled OLS

Inclusive Education For Social Transformation

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Abstract

Segregation has happened in all societies, throughout centuries, for multiple reasons. What is clearly visible in our society presently is the segregation of disabled people. Society needs a paradigm shift in its thinking. The disabled person on the other hand needs training to merge himself / herself into society. Social transformation could take place through inclusive education. Inclusive education requires well-equipped, knowledgeable and competent teachers who are able to foster the requirements of values, confidence and support in disabled students, to enable them to apply and become capable citizens. This paper discusses the reasons for this segregation; the proposed teacher training program for regular teachers and the methodology used in this research based study.

Key words: disability ; training ; program ; segregation ; neurological ; biological



Penipuan Melalui Surat Kuasa Wakil (Power Of Attorney) Dalam Urus Niaga Tanah: Satu Analisa Fraud By The Power Of Attorney In Land Dealing: An Analysis

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Abstract

Dalam konteks undang-undang tanah, surat kuasa wakil (PA) merupakan satu kebenaran yang diberikan oleh tuan punya tanah (Pemberi Kuasa) kepada wakilnya (Penerima Kuasa) untuk bertindak bagi pihaknya dalam urusan urus niaga tanah. Mengikut laporan statistik yang dikeluarkan oleh Jabatan Siasatan Jenayah Komersial, PDRM dari tahun 2009 hingga 2013 menunjukkan penipuan yang menggunakan PA adalah merupakan antara modus operandi yang digunakan dalam jenayah penipuan tanah. Justeru itu, trend jenayah penipuan menggunakan PA dalam urus niaga tanah yang semakin meningkat amatlah membimbangkan kerana boleh menggugat keselamatan hak milik tanah yang didaftarkan. Kertas kerja ini bertujuan untuk menganalisis penipuan menggunakan PA, beberapa cadangan penambahbaikan dan jalan penyelesaian bagi mengekang jenayah ini dari terus berlaku. Perbincangan ini turut mengupas Akta Surat Kuasa Wakil 1949 (ASW 1949) adakah mampu memberi penyelesaian kepada permasalahan jenayah ini. Kajian ini merupakan kajian sosio perundangan yang menggunakan pendekatan kualitatif. Teknik temu bual separa berstruktur digunakan dalam penulisan ini dengan Pendaftar Hak Milik, Pentadbir Tanah dan kakitangan pejabat tanah. Di samping itu juga, kajian kepustakaan dan kaedah analisis kandungan turut digunakan. Hasil kajian mendapati terdapat beberapa cara atau kaedah yang dikenal pasti digunakan oleh penjenayah dalam usaha menjayakan penipuan menggunakan PA ini. Akta Surat Kuasa Wakil 1949 turut dilihat masih longgar dalam usaha untuk mengekang isu penipuan ini.

Kata Kunci: Penipuan, Surat Kuasa wakil (PA), Akta Surat Kuasa Wakil 1949, Cadangan Penambahbaikan.

In the context of land law, Power of Attorney (PA) means a permission granted by the landowner (donor) to his representative (donee) to act on his behalf in land dealing. Statistics from the Commercial Crime Investigation Department, Royal Malaysian Police Force for the period of 2009 to 2013 involving modus operandi used to cheat land dealings included the use of false Power of Attorney. Thus, the trend of fraudulent execution of a Power of Attorney has created a feeling of concern for the security of landowners registered title. This article attempts to analyse the problems and offers suggestions to overcome such problems. It is also a question whether the Power of Attorney Act 1949 do much to address the problems. The study is a social legal research which uses a qualitative approach. The methodology used was based on a semi structured interviews conducted with Registrar of Titles, Land Administrator and employees of the land office to explore the problem. Besides that, library research and content analysis methods are also used. The finding of this research had established that a different method identified has been used by the fraudster to commit fraud by the PA in land dealing. It is also shown that the Power of Attorney Act 1949 is still loose to curb fraudulent land dealing by the PA.

Keywords: Fraud, Power of Attorney, Power of Attorney Act 1949, Solutions.

Value Education towards Empowerment of Youth – A Holistic Approach

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Abstract

There has been a growing concern over the erosion of values among youth in recent times. The increasing incidences of deviant behaviour among youth are one of the indicators of the crisis of values in society. Therefore, a need is felt for empowering youth through value education. Value education refers to those different pedagogies or programmes that educators use in order to create learning experiences for students and addresses issues related to personal development, moral development, social and cultural development, religious education, spiritual development, citizenship education and character formation.. Maharani Lakshmi Ammanni College for Women (MLACW) has partnered with DISHA, an NGO engaged in value based initiatives to conduct programs for under-graduate students adopting a self-exploratory and scientific methodology. The programme is intended to enable the youth to explore and put into practice a wide spectrum of values with the potential to empower and enrich their lives. This paper presents an insight into the impact of such value education as a means of empowerment. Data obtained by administering a structured questionnaire to randomly selected group of students who underwent the programme conducted by DISHA were analyzed. Results indicate that there is a positive change in the physical, emotional, mental, aesthetic, moral and spiritual development of the students. The cognitive, conative and affective dimensions of value education objectives have been met. The study revealed that a holistic approach to value education has developed skills among students to help them lead happy, fulfilled and successful lives.

Key words: Empowerment, Learning experiences, Value education, Youth



The Roles of Learning in Stimulating Knowledge Sharing at SMEs

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Abstract

Knowledge sharing is widely recognized as one of the most important ingredients for organizations to improve company performance. In the case of Small and Medium Enterprises (SMEs), successful utilization and management of knowledge amongst their workers would greatly affect its bottom line. Hence, it is important to understand the variables that affect knowledge sharing in SMEs. In view of this, the purpose of this study is to examine the influencing of individual factors (trust, motivation, interest, attitude and self-efficacy) towards knowledge sharing behavior in SMEs. While the factors that influence knowledge sharing behavior can be speculated, this study proposed to investigate the moderating effect of learning towards individual factors and knowledge sharing behavior. Then, simple random sampling will be used to select SMEs companies and the primary data will be analysed through Structural Equation Modeling (SEM) technique. The finding of this study aims to provide a valuable insight of the process of knowledge sharing in SMEs companies as well as the influence of learning in knowledge sharing practices especially amongst SMEs in Malaysia. Furthermore, the findings can provide important references for academicians and practitioners to improve the current knowledge sharing practices and to enrich understanding about individual factors in influencing knowledge sharing.

Keywords: Learning, Knowledge Sharing, Behaviour, Individual Factors

The Factors Affecting Organizational Innovativeness

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Abstract

Innovation becomes the most important keyword in today's fast-moving world and highly-competitive several organizations environment competition in the internet and globalization era. This study is an objective to explore the determinant to affect the capability to innovate, to explore the opinion of the employees for the capability to innovate and explore the level of the capability to innovate by applying to use the approach of resource-based view and learning organization to create the determinant for increasing the capability to innovate. The groups of this study that are the employees of foreign mission in Thailand to survey from three big department employees opinion. It uses the answer ratio of 270 questionnaires that is 90% of the study approach model for analyzing with three determinants that are Organization Environment with five sub determinants, Human Resource Management with four sub determinants and Organizational Learning with four sub determinants. They impact the capability to innovate. The results of the study, the capability to innovate is rather high level. The six direct variables affect the capability to innovate by sorting from maximum positive direct result to minimum positive direct result that are Commitment to Learning, Customer focus, Management support and attitude toward change, Organizational Structure, Knowledge sharing within organization, Contingency Reward. While other determinants that are Appraisal, Slack Resources, Interfunctional Coordination and position selective recruitment process that are indirect determinants for the capability to innovate. Independent Variables that do not have direct and indirect effects on the dependent variable that are shared vision, open-mindedness and training and development. Of all variables, Customer focus is the most positive direct and indirect causes with the capability to innovate and next is Management support and attitude toward change, Commitment to Learning, Contingency Reward, Knowledge sharing within organization, Organizational Structure, Slack Resources and Interfunctional Coordination. In addition to the factors already mentioned. There are some factors that affect direct and indirect causal negative is the ability to innovate that is Human source management of position selective recruitment process and Appraisal. The study found that A change in the external environment affect the need for more innovation. Although various organizations to meet the pressure from the external environment. All organizations are required to have the ability to change and innovation to create sustainable competitive advantage, If you are moving to "Innovative Organization" need to adjust the paradigm by paradigm must focus on the recognition and support of the change of leadership. Organizational change to make a difference. Adaptive learning and knowledge sharing. To establish a link between the private sector, government agencies and academia.

Keywords: innovation, Organizational Innovativeness, resource-based view, learning organization

Local Perceptions towards Tourism Impacts Related to Homestay Programme

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Abstract

The purpose of this research was to identify how degrees of contact derived from frequency of communication with tourists influence the local perceptions towards social impacts of tourism. This research also examines the local's support for additional tourism development or support for restrictions on tourism development in Kampung Benuk Homestay (KBH), Kuching. Two theoretical frameworks, namely Social Exchange Theory and Model of Resident Tourism Perceptions and Attitudes were adapted in this research. A qualitative method was employed in which a semi-structured interview was conducted face-to-face with 12 respondents. Data from these interviews were analysed manually using Microsoft Word 2010. From the findings, three categories of respondent: 'High Contact' (HC), 'Medium Contact' (MC), and 'Low Contact' (LC), showed significantly different perceptions towards social impacts of homestay programme. The findings indicated that the positive or negative perceptions towards social impacts influence the local's support for additional tourism development or support for restrictions on tourism development. The HC respondents were positive towards social impacts and supported additional tourism development. In contrast, the MC respondents perceived social impacts negatively, but agreed to support additional tourism development. The LC respondents had positive perceptions towards social impacts, but were both supportive for additional tourism development and for restrictions on tourism development. The research provides practical implications for local government and stakeholders for planning and policy in the community-based homestay programme in Sarawak. The theoretical implication highlights the need for heterogeneous respondents in the future homestay programme studies on perceptions towards social impacts of tourism.

Keywords: homestay programme; local residents' perceptions; social impacts; qualitative; Sarawak

A Legal Perspective Of Shareholders' Meeting In The Globalised And Interconnected Business Environment

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Abstract

Shareholders' meeting is one of the oldest mechanisms for corporate decision-making. It empowers the so-called 'owner of the company' to participate in the administration of companies' affairs through the exercise of their rights to speak and vote in the said meeting. The shareholders' meeting conventionally is significant in determining the main direction of the company. However, since the separation of 'ownership and control' in the early decades of the 20th century, retaining the true purpose of having a meeting proves to be challenging. In a present globalised interconnected business environment, many actions require effective, fast and efficient decision-making process. From the birth of unanimous consent to the waiver of AGM for private companies, modifications were made to the basic concepts of a meeting in order to meet with the demand of modern corporate practices. Against this background, the question is to what extent the significant role of a meeting will subsist? This paper aims to address the issue by revisiting the concept of a shareholders' meeting. The role of such a meeting in the current era will be forwarded. This paper will also evaluate the development of the related legal framework and corporate trend. In the end, this paper will reiterate on the importance of having a shareholders' meeting. It should be placed more importantly today, as companies around the world are being held to a higher standard of transparency and accountability.

Keywords: Shareholders' meeting; concept and role.



Application Of Microfinance In Selected Islamic Banks In Malaysia: Issues And Challenges

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Abstract

Purpose – This paper aims to investigate the issues and challenges faced by Islamic banks in implementing MF in selected Islamic banks in Malaysia.

Design/methodology/approach – An empirical study is endeavoured consisting of semi structured interviews with senior managers and officers from four Islamic banks in order to address the main research questions.

Findings – Out of the four randomly selected Islamic Banks, only two are currently providing MF. The MF programs in these two banks are mostly restricted to pensioners, army wives, registered companies and companies operating for a minimum of two to three years. The main challenges facing Islamic Banks when dealing with MF can be highlighted in the six following points: the default risk, the lack of funds and the unwillingness of shareholders to take MF risk, the high operating cost, the complexity of MF processing, and regulatory restrictions. Other hindrances include the lack of well trained staff capable of efficiently managing MF. This research concludes with a call for Islamic Banks to seriously participate in economic and social development through greater involvement in MF.

Originality/value –MF in Islamic Banks has been theoretically discussed at length, yet, empirical studies are almost non-existent. Despite being conducted on Malaysian Islamic Banks, the findings of this research represent a general outlook of the main challenges in implementing MF in Islamic Banks and provide a platform for greater engagement in MF among Islamic Banks.

Keywords: Islamic microfinance, Islamic banks, Microfinance.

Anti-Corruption Strategy to Fight Corruption in Public Construction Projects Through Transparency Initiative (TI)

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Abstract

Transparency is defined as the open flow of information and an essential element of the Government primary approach to reduce corruption. The prime reason for dealing with corruption problem is to promote transparency for all businesses; particularly construction sector. In Malaysia, fighting corruption is one of the National Key Results Area (NKRA) under the Government Transformation Program (GTP). Hence, the objective of this paper is to prove that transparency initiative (TI) as one of the important anti-corruption strategies. The empirical research was undertaken in two phases; Preliminary Survey (i.e., exploratory interviews, a brain-storming workshop, and document analysis) and Main Survey (i.e., questionnaire) with respondents from Government agencies, contractors and consultants. The data was analysed utilising thematic content analysis, Atlas t.i version 7 and Statistical Package for the Social Sciences (SPSS) software version 21. This paper proved that transparency was found to be the vital anti-corruption strategy followed by enhancement of integrity and ethics, and enforcement. The result could assist policy reform in designing more effective anti-corruption strategies in order to increase transparency and reduce corruption.

Keywords: Transparency Initiative (TI), anti-corruption, construction

Pirated Software: The Relationship Between Factors

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Abstract

The advancement of Information Technology (IT) gadgets will indirectly encourage or influence users out there to use pirated software for any reason. Users may claim why they commit software piracy for varied reasons. Thus, this study aims to investigate the relationship of software piracy among information professionals in Klang Valley, Malaysia. The dependent variable is the Degree of Hardcore Pirate (DHP) while the independent variables include the Impression Management (IM), Personal Attributes (PA), Pirating Behavior (PB), Reciprocal Fairness (RF), Procedural Fairness (PF), Perceptions (P), Subjective Norms (SN), Intention (I) and Ethical Standards (ES). The finding of this study reveals that only two (2) out of nine (9) factors are significantly related to software piracy among information professionals in Klang Valley, Malaysia.

Keywords: Pirated Software, Degree of Hardcore Pirate; Impression Management; Personal Attributes; Pirating Behavior; Reciprocal Fairness; Procedural Fairness; Perceptions; Subjective Norms; Intention; Ethical Standards; Information Professionals

Initiating Green HRM: evidence from Malaysian Manufacturing Firms

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Abstract

The purpose of this paper is to understand what factors that drive Malaysian manufacturing firms to implement green HRM, associated benefits and challenges. Based on three general interview questions, this paper analysed and developed several themes. Factors that drive the implementation of green HRM and its successfulness are attachment toward sustainable policies; top management support; benchmarking; leadership meetings, consultation and seminar; and employees awareness, participation and receptivity. This paper also addressed benefits foreseen from the implementation and the challenges associated.

Keywords: green HRM, interview, manufacturing firms, Malaysia

Impact of Perceived Company's Innovativeness, Service Quality and Customer Satisfaction on Repurchase of Life Insurance

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Abstract

The study attempts to increase the knowledge of how Thai customers' perception of company's innovativeness and service quality has influenced their repurchase of life insurance. This research aims to investigate, develop and validate a causal relationship model of life insurance repurchase by means of structural equation modeling (SEM) analysis. The sample group of 400 people who had bought insurance policies from companies in Thailand was approached to answer a structured questionnaire. The results reveal that repurchase of life insurance was directly affected by perceived company's innovativeness and customer satisfaction, and indirectly affected by service quality of insurance agents. From previous studies, whereas the correlation between service quality elements and repurchase, the correlation between corporate image and repurchase were well clarified, the interrelationship among the factors related to insurance company's innovativeness was not well illustrated. This research has developed a generic model of life insurance repurchase by means of structural equation modeling; this has value for its originality in Thailand context.

Keywords: perceived company innovativeness, life insurance purchase, service quality, satisfaction

Cointegration Analysis on Export, Exchange Rate and Output in ASEAN-5 Countries

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Abstract

ASEAN is established to increase the cooperation among its members in various aspects including economic. The existence of this trading bloc has also increased the market shares and economic growth. However, there are challenges faced by ASEAN such as recession and an emergence of China. Thus, the aim of this study is to investigate relationships on economic indicators in ASEAN-5 countries namely Indonesia, Malaysia, Philippines, Singapore and Thailand. The indicators are export, exchange rate and GDP ranged from 1980 to 2012. Times series techniques such as cointegration, vector error correction model (VECM) and Granger Causality Test are employed. The results show that there is a long run equilibrium relationship among GDP, export and exchange rate for all ASEAN-5 countries. The one-lagged error correction terms (ECM) for ASEAN-5 countries are found to have the expected negative sign and are statistically significant. The estimated coefficient for error correction model indicates that 46 to 84 percent of the disequilibrium is corrected between one year for ASEAN-5 countries. Results from Granger causality test show the existence of bidirectional causality between economic growth-export, and economic growth-exchange rate for the case of Malaysia and Singapore. Meanwhile unidirectional causality exists in Indonesia and Thailand where export led to economic growth. In Philippines, the results show the causality between economic growth and exchange rate.

Keywords: Export, exchange rate, output, economic growth, cointegration

Cointegration and Granger Causality among Monetary, Fiscal Policy and Economic Growth in Malaysia

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Abstract

The global financial crisis started from US housing market in 2008 affected to the rest of the world. Different countries have been affected differently, depending on the nature of their financial and trade linkages, the quality of financial institutions and policies. The purpose of the study is to determine empirically whether monetary and fiscal policy have important effects on output growth performance in Malaysia. Time series data from 1960 to 2011 are analyzed using Vector Autoregressive (VAR) approach. Money supply (M1), government expenditure (GOV) and gross domestic product (GDP) are the proxies for monetary policy, trade policy and output growth, respectively. The results showed that expansionary monetary and fiscal policies are significantly correlated with larger output gained.

Keywords: Monetary policy, fiscal policy, economic growth

An Audit Remark on Malaysian Local Authorities Immovable Asset Management

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Abstract

Every year, the National Audit Department of Malaysia is responsible to audit the management activities of the Government Departments or Agencies including local authorities. The management activities of the Local Authorities were audited to evaluate whether the planning of programmes and activities was carried out successfully within the stipulated period, without any wastage. Generally, any issues or weaknesses of activities will be revealed by the audit. Thus, the outcome of the audit will assist Local Authorities to take corrective action on the issues raised so that value for money could be obtained. The objective of this paper is to review what are the issues that frequently raised up by the audit on Local Authorities' immovable assets such as land, building and infrastructure. A total of 13 projects or activities were reviewed through the Auditor General Report on the activities of State Government Department and Agencies from 2011 to 2013. The review only involved project on Local Authorities' immovable property. Document analysis method was used to know the evaluation done by the Malaysian National Audit Department of the local authority property management over the years. Content analysis allows the researcher to make a valid and reliable inferences from a text in order to answer a research question or understand a phenomenon. Out of 13 project or activities being reviewed from the audit report, it can be concluded that there were seven main matters that have caused a lot of money being wasted for namely high arrears of rental and tax revenue, poor maintainance, vandalisme and theft activities, delayed project, poor documentation, record and system, abandoned and unutilised asset also weak monitoring and enforcement by the council on property. Factors were interrelated to each other make more money to be spent in managing a property. If Local Authorities' property not are well managed, the financial income become suffers. Property management in Local authorities is still in unsatisfactory level as described by the audit report. Comments issued by the National Audit Department may be a best guideline for improvements. This paper proposed further research to be undertaken into property management issues based on category of immovable property.

Keywords: Audit remark, Local authority immovable asset, Weaknesses

The Determinants Of Individual Disclosure Of Executive Directors' Remuneration: A Malaysian Perspective

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Abstract

In light of the East Asian 1997-1998 financial crisis, the Malaysian regulatory framework on disclosure had undergone significant changes. In light of these reforms, this paper aims to examine the extent and the determinants of disclosure of individual executive directors' remuneration in Malaysia. The individual disclosure of executive directors' remuneration was continuously tracked from 2000 to 2008, a period of evolving regulatory framework. Using panel logit regression, the study incorporated agency theory, legitimacy theory, signalling theory and proprietary costs into the research framework to test the determinants of the individual disclosure of executive directors' remuneration. The pooled data showed that only 10.54 percent of the Malaysian companies that were examined provided disclosure of executive director's remuneration individually. The multivariate analysis showed that there was a significant and negative association between family ownership and the disclosure of individual executive director's remuneration. The results also showed significant and positive associations between government ownership, director ownership, proportion of independent directors, audit quality and company size and the disclosure of individual executive director's remuneration. There appeared to be significant reluctance by companies to disclose on individual executive director's remuneration albeit the reforms in the Malaysian disclosure framework. Malaysian companies took advantage of the mandatory nature of the Listing Rules that prescribe the disclosure of remuneration by bands to override the recommendation of the MCCG to disclose remuneration individually. Nonetheless, the result also indicated that the various corporate governance mechanisms put in place by shareholders are working to a certain extent in protecting their interests. However, these mechanisms may not be powerful enough in mitigating the traditional dominance of family owners in pushing for disclosure of individual remuneration.

Keywords: executive remuneration, disclosure, corporate governance



Cybercrime Over Internet Love Scams In Malaysia: A Discussion On The Theoretical Perspectives, The Connecting Factors And Keys To The Problem

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Abstract

Ever increasing cybercrime cases related to Internet make an eye open to the authority bodies of the country to investigate the cause and action need to be taken. Malaysia as a developing country that looking towards advancement of ICT usage in various sectors need to take fast and strategic action to overcome cybercrime especially love scam that effect the development of wise generation and degradation of economic growth. There is a need also to take a look this matter at the ethical point of view or perspective. Perhaps, holistic view of the problem, causes and solution can be highlight. Throughout massive literature review and cases study analysis that had been done, it is clear to illustrate the harmful and unethically act of cybercrime especially Internet love scam. Several factor had identified either from the weaknesses of the victim or advancement of ICT usage itself. Proactive solutions also had been proposed to be take part from the individual internet users and so as the authority department in the country especially Malaysia.

Keywords: cybercrime; internet romance scam; love scammer; scammers

Environment Dominant Logic: Furthering the thought of future marketers

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Abstract

Due to consumers' growing consciousness regarding environmental aspect, several researchers have started to point marketers' role as the catalyst in bringing the change in conventional way of looking of business aspects. Considering the environmental deterioration, a new business approach and/or a philosophy is utmost necessary. The present study addresses this issue by proposing a paradigm shift of the present marketing approach to a more timely, needed and holistic ideology: environment – dominant logic. More specifically, this study attempts to answer three basic questions pertaining to this issue: (i) Why we need 'environment-dominant' logic? (ii) What is it all about and how does it differ? (iii) The central role of E-D logic in marketing activities.

Keywords: Environment – Dominant logic, Paradigm shift, Conventional marketing, ecologically friendly marketing

Pasca Krisis Makanan 2008: Ke Arah Mencapai Pengeluaran Sektor Padi Berproduktivi Tinggi

Post 2008 Food Crisis: Towards Achieving High Productivity Production of Paddy Sector

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Abstrak

Krisis makanan yang melanda dunia pada tahun 2008 telah merungkai implikasi dari sudut keselamatan makanan sekiranya pergantungan yang tinggi terus-menerus disandarkan terhadap sumber import. Rentetan itu kajian ini telah dijalankan bertujuan untuk mengunjurkan tingkat produktiviti yang perlu dicapai dalam pengeluaran padi bagi mengurangkan pergantungan terhadap beras import. Unjuran pada setiap dekad dari tahun 2020 hingga 2090 dianggarkan menggunakan pengiraan matematik berdasarkan maklumat jangkaan lingkungan tingkat penggunaan beras per kapita dan unjuran populasi. Dapatan unjuran ini menjelaskan bahawa sekiranya pengeluaran beras berproduktiviti tinggi hanya menumpu di kawasan jelapang, untuk mengekalkan tahap sara diri (SSL) beras 70% maka tingkat produktiviti kawasan jelapang perlu mencapai lingkungan hasil pengeluaran 5.7mt/ha hingga 9.6mt/ha. Sasaran ke arah pencapaian SSL yang lebih tinggi pula menuntut kawasan jelapang untuk mencapai lingkungan hasil pengeluaran sekitar 7.3mt/ha hingga 12mt/ha bagi merealisasikan SSL 85% dan 8.9mt/ha hingga 14.5mt/ha untuk mencapai SSL 100%. Justeru, sasaran SSL yang lebih tinggi memerlukan negara untuk memperluaskan skala pengeluaran padi berproduktiviti tinggi ke kawasan luar jelapang. Selain itu, kajian ini turut mencadangkan beberapa langkah strategik lain bagi memperkasakan lagi intervensi kerajaan ke arah memacu pengeluaran sektor padi berproduktivi tinggi.

Kata kunci: Intervensi kerajaan, krisis makanan dunia, tahap sara diri (SSL), kawasan jelapang, unjuran produktiviti pengeluaran padi.

The importance of investigating TESL trainees' attitudes towards Communicative Language Teaching (CLT)

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Abstract

The importance of teacher attitudes and their influence on teacher behaviour and the learning process has been recognised by a number of teacher educators and educational researchers (Breen 1991, Burns 1990, Clark & Yinger 1979, Garcia & Reynolds 1977, Dunkin & Biddle 1974, Gayle 1979, Grotjahn 1991, Guthrie 1984, Nunan 1990, Shavelson & Stern 1981, Wright 1990). Teachers' attitudes play an important role in curriculum innovations in the success or failure of innovation projects. Hence, investigating teachers' attitudes towards the philosophy of the innovation help the researcher to understand the difficulties teachers face in implementing curriculum innovations (Dingwall 1985)

The Decision Processes of Pragmaticism's Inductive Inference

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Abstract

Many frameworks for problem-solving have been made available in mathematics, healthcare, aerospace, business, management and law. Regardless of the many problem solving frameworks established for specific use in various discipline of studies, they are aimed at facilitating effective decision making in normative form. In line with normative theory of decision making, these frameworks offer a staged, systematic, structured and cyclic decision processes. These processes are therefore become critical parts in any problem solving frameworks. This paper outlines the staged, systematic, structured decision processes of inductive inference of Pragmaticism's theory of inquiry of Charles Sanders Peirce (1939-1914). The inductive inference of Peircean Pragmaticism is the third from the three main reasoning processes that aims at the "attainment of belief" or "eliminating doubt" in its actual essence. In tracing and outlining the decision processes of inductive inference, the vast Peircean literature has been extensively reviewed and analyzed by using lexical method. The review has resulted in the identification of decision processes of inductive inference namely Operation and Justification. These two traceable decision processes of Pragmaticism's theory of inquiry frameworks are analyzed and compared with the decision processes of other renowned problem-solving frameworks such as Polya (1957), Simon (1960) and Huber (1980). Through this analytical comparison, the working and the strength of each of Operation and Justification process of inductive inference within Pragmaticism's theory of inquiry can be justified.

Keywords: Decision Processes; Inductive Inference; Problem Solving Frameworks; Pragmaticism's Theory of Inquiry; Operation; Justification

A Review on Customer Perceived Value and Its Main Components

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Abstract

The purpose of this paper is to have a revision on customer perceived value and main components of customer value. This revision attempts to make more clarification on customer perceived value as a foundation stone to the success of buyer-seller relationships. In this regard, this study was conducted to address following problem. The problem is; satisfied customers may not return to the firm and spread positive word-of-mouth communications to others despite of having customer satisfaction in a firm. Whereas customer value can help to build trust and causes willing to commit long-term relationship with a firm. Thus, customer perceived value is discussed by offering a review on the importance of customer perceived value, and its main components. Finally, the paper finds out, in spite of having customer satisfaction, the firm does not deliver what is exactly value in the mind of customer. Therefore, by offering desired value to the customers, long-term relationship gained which is the result of customer loyalty.

Keywords: Customer Perceived Value, Customer Value, Price, Product Quality, Service Quality

Developing Quality Management Measures In Print And Visual Media In India: Challenges Ahead

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Mr. Nishad V.H.

Abstract

The study aims to explore the opportunities of quality measurement concepts in print and visual media. The study focuses the key issues and concerns related to quality dilution and total quality damage of news and information. The primary issues are identified as agenda setting, framing, lobbying, politicization, paid news syndrome and absence of code of ethics and value based professional education.

The study describes the importance of quality measurement standards, and standardization, role of ombudsman, positive news framing and agenda setting, citizen journalism etc.

Key words: News quality, agenda setting, framing, lobbying, politicization, paid news, code of ethics, ombudsman

EMA Practices In SME Manufacturing: Malaysian Context

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Abstract

This study was conducted to examine the management accounting practices which related to environmental activities in SMEs. Specifically, it investigated the factors and the barriers which influenced the SMEs manufacturing practice environmental management accounting (EMA). The study applied the institutional theory which consists of Coercive, Normative and Mimetic pressures. Data was collected via questionnaire which was sent to managers in Malaysian SMEs' manufacturing sectors. The results revealed that the majority of them have budget allocation related to environmental activities and plan to have obtained any of EMS certificate in the near future. The result also implies that most of the SMEs manufacturing firm are relatively tend to practice physical EMA than monetary EMA. Furthermore, this study showed that the coercive factors dominated in influencing the SMEs manufacturing to practice EMA in their firm compared to normative and mimetic factors. The implication of this study is to the aspiration of the EMA implementation which several interested parties, such as Malaysian government, tax authorities and accounting professional bodies should have orchestrated efforts to resolve the barriers to the EMA's development in the SMEs manufacturing such as financial constraint, lack of environmental knowledge and skill.

Keywords: Environmental Management Accounting, SME, Institutional Theory

Information and Communication Technology (ICT) and Secondary Schools in India: A Case Study in Hyderabad

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Abstract

Results are reported from a study in which teachers' views on usage and impact of information and communication technology in secondary schools, were compared between private and government schools and between two different board of education systems. The main purpose of the study was to answer the following questions:

Firstly, How socio economic parameters like age, gender and income can impact the ICT usage? Secondly, what differential role does ownership (Public/Private) of the management has an impact on the usage of ICT? and Thirdly, How the board of education can have an impact on the usage of ICT in secondary schools? The key finding the study are as follows

Firstly, on socio economic front, variables like gender, age and income have shown no impact on ICT usage, Secondly ownership of the schools has no impact and Thirdly results have indicated that board of education has shown its impact on the usage of ICT in secondary schools

Keywords: Gender, age, income, ICT, government, private, ownership.

The Effects Of Geogebra On Students' Achievement

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Abstract

In Mathematics, the rapid growth of technology in teaching and learning includes the introduction of educational software. Although there have been wide implementation of the software, rare reports were found that provides evidence on the effectiveness of these software. Although Ruthven and Hennessy (2002) suggested a practical model of the use of computer-based tools and resources to support mathematics teaching and learning, teachers have to understand and carefully select the teaching materials that suit their respective population. This study aimed to investigate the effectiveness of using GeoGebra software on students' Mathematics learning performance. Participants of this study included 62 students from a secondary school in Malaysia. Results show that students are found to perform better in learning Statistics by using GeoGebra software ($p < 0.05$). Students also have positive perception towards learning with GeoGebra software in their learning process ($m = 4.26$). In conclusion, the overflown of Mathematics software and resources has triggered teachers and students' interest to learn Mathematics. However, the selection of useful software has to be based on the usefulness of the software. GeoGebra software is proven to provide positive effects on students' learning performance in Mathematics. Available free online, the software can benefit teachers and students to teach and learn Mathematics and thus diversifying learning in classrooms.

Keywords: GeoGebra software; learning Mathematics; learning performance; technology in learning and teaching



An Examination of Learning Effectiveness in Online Collaborative Learning Using Data Mining

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Abstract

Online collaborative learning has become increasingly popular due to advancement in online learning technology that enables discussion to occur at distance, and students can construct knowledge at their own time pace. Most studies report on students' learning achievement as a result of effective online collaboration while assessment on the collaborative learning process is also necessary. It can be done using the data mining technique where students' online collaborative learning experiences can be assessed based on their log files available in online databases. This study found that students can also perform well by being a silent learner in an online collaborative learning. However, students have to spend more effort to be a successful silent learner such as spending more time to read the available learning resources and going through the collaborative discussion threads.

Keywords: online collaborative learning, online learning, educational data mining

Determinants Of Customer-Based Retailer Equity: An Empirical Verification Approach From Indian Large Retail Market

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Abstract

The aim of this study is to examine the applicability and practicality of customer-based brand equity model based on well-known brand equity framework of Aaker from customers' standpoint in the Indian large retailing. We conceptualize retailer equity comprises four dimensions-retailer awareness, retailer associations, perceived retailer quality and retailer loyalty. We proceeded with mall intercept method and contacted shoppers with the structured questionnaire at the outlets of large Indian retailers. We obtained 312 valid and useable questionnaires wherein responses are recorded on Likert-type scale of 5 points, with 1 being strongly disagree and 5 strongly agree. Then, the analysis was carried out by Exploratory Factor Analysis (EFA), Confirmatory Factor Analysis (CFA) and Structural Equation Modelling (SEM). Findings of this study reveal that except retailer awareness, all the other three retailer equity dimensions- retailer associations, perceived retailer quality and retailer loyalty have the positive and significant influence on overall retailer equity. Retailer loyalty was the most influential dimension of retailer equity. Thus, based up on the results, it was confirmed that Aaker's brand equity model is also applicable to the Indian retail industry. Hence, retailers should consider relative importance of these dimensions while evaluating their overall equity. This study is of great interest for large retailers who wish to increase their brands' value proposition to the marketplace.

Keywords: retailer equity, retailer awareness, retailer associations, retailer perceived quality, retailer loyalty, structural equation modelling, India

The Need Of Specialization In Intra-Asean Trade

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Abstract

ASEAN members experiencing economically diverse region, of which will give impact to various stages of economic development. Countries in a region can stabilize their economic development via economic integration. Intra-ASEAN trade was experiencing stagnant at 25 percent for a few past years. It was due to ASEAN members were over reliant to non- ASEAN economies and less interdependency among ASEAN members. Employed gravity model in order to evaluate the relationship of trade between two countries with the application of panel data analysis. The positive market size showed the country's economic health. While a rise in RER indicates depreciation of importer country's currency and will boost trade between two ASEAN members. Once every ASEAN member has their own product specialization, it will make them interdependence each other and boost trade between them. They also prefer to trade with their neighboring country because the longer the distance, the lower the trade due to higher costs. Due to the weak economic integration amongst ASEAN members, they need to be over reliant on ASEAN economic. This can be done if every member has its own product specialization. It will boost bilateral trade between two ASEAN members and strengthen the economic integration amongst ASEAN members. An addition of comparative advantage element in the gravity model, will give a signal to ASEAN members which product they should concentrate to in order to boost bilateral trade between two ASEAN members.

Keywords: specialization, intra-ASEAN trade, gravity model, panel data analysis

Corporate Performance, Corporate Governance And Ceo Dismissal In Malaysia

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Abstract

This study examines the incidence of CEO dismissal in Malaysian Public Listed Companies (PLCs). Using 44 CEO turnover firms in 2010 among financial and non- financial institution, we find that the firm performance, board multiple directorship, family ownership and institutional investors influence CEO dismissal. Specifically, firms that have lower performance, have a high proportion of board member multiple directorships and controlled by institutional investors are more likely to dismiss their CEOs. These results imply that poor performance together with board multiple directorship and controlled by large institutional investors are amongst major factor that contribute to CEO dismissal. In contrast, we find CEO dismissal is less likely occurred in firms that controlled by family. This result may due to large control by family and in some cases the CEOs are among family members. Firm characteristics such as leverage and Big 4 have a negative relationship with CEO dismissal which suggests that firms with high leverage and audited by BIG 4 have lower probability of CEO dismissal.

Keywords: CEO dismissal, corporate performance, corporate governance.

Intellectual Capital Reporting: Evidence From Malaysian Companies

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Abstract

The disclosure of a variety of intellectual capital (IC) items by companies demonstrates the importance of these IC items to signal a positive information to investors through annual reports. This study aims to examine the extent, nature and form of IC disclosure in the annual reports of 70 largest Malaysian companies listed in Bursa Malaysia based on market capitalization in year 2006. The study adopts classification of IC disclosure by Huang et al. (2007) with three broad IC categories namely human capital, structural capital and relational capital in forty-five items. Content analysis was used to collect the IC data in the annual reports. Results show that the disclosure covers a wide range of IC items. The pattern of IC disclosure tends to focus more on items in the relational capital and human capital, while internal capital is reported the least. The five top favorable IC disclosures are three items from relational capital which are growth in business or service volume, followed by society's image of the company and market demand for products/services. Another two items are leadership qualities of managers and employee work-related knowledge from human capital theme. The least favorable IC disclosures length of time for product design development, life cycle of product, key employee turnover, employee loyalty and employee job satisfaction. Findings of this study help users to understand which IC resources are considered as value drivers to companies. In addition, such evidence could be of interest to regulators and standard-setting bodies to indicate possibilities for IC information to be included in the financial statement. Moreover, standard setters who have interests in formulating the guidelines for IC information can also gain insight from the findings of this study.

Keywords: IC reporting, human capital, internal capital, external capital

Success Factors in Securing Finance for Private Finance Initiative (PFI) Project

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Abstract

The timely provision of infrastructure is crucial for nation's economic growth. In Malaysia, the Private Finance Initiative (PFI) has been identified as a tool to implement projects in the national development agenda. Securing project finance and finance availability are the main issues that hinder the private sector to participate in a PFI project. Local financing bodies in Malaysia are still relatively inexperienced and doubtful in providing project financing for PFI projects for various reasons due to the involvement of huge amount of capital invested for a long-term concession agreement. The high risks in financial markets that is becoming a barrier to financial institutions to take part in PFI loan business. The purpose of the paper is to identify the success factors in securing project finance in PFI projects and to measure the level of importance these success factors. Both qualitative and quantitative methods were adopted to obtain the required data. The result revealed that there were five (5) main aspects of success factors in securing project finance for PFI projects. There were project attributes; contractor attributes; financial attributes; political and economic environment attributes, and government attributes. The findings provide tools for project participants to evaluate the potential involvement in PFI project and enable successful securing of finance.

Keywords: success factor, project finance, private finance initiative, public sector, attributes

Favourable Prototypes In The Ordering System at Coffee Houses In South India – A Customer Retention Strategy

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Abstract

In the dynamic business arena of today, companies are majorly customer-driven. To gain a competitive edge over the other competitors, a company has to provide its customers a value added service and products. This study has been conducted with the objective of identifying the need to implement a customer friendly and satisfactory ordering system at Coffee Joints in South India. The study has highlighted the emerging epitomes in the ordering system, which would help the customer by reducing waiting time, and thereby increases customer satisfaction and retention. The study has shown that respondents have shown a favourable attitude towards the use of the a mobile phone / Personal Digital Assistant (PDA), prepaid card and would like to have the additional facility of having a touch screen in order to reduce time and effort in placing their order.

Keywords: Customer Retention, Strategic Management, Growth Strategy

Use and Usability of Web Digital Library: The Case of Universiti Teknologi MARA

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Abstract

Given the importance of utilization as one of the aspect of usability, this study further extends previous studies by integrating utilization into commonly used criteria of the usability of digital library (DL) which are effectiveness, efficiency, learnability and satisfaction. Using a survey research methodology involving 320 respondents who are students of a university, the findings of this study suggest that utilization construct fits well with other usability constructs. Three constructs, namely effectiveness, efficiency and learnability are found to be significant predictors of utilization and satisfaction. A significant relationship is also found between utilization and satisfaction. The developed model used in the study can be further tested in other research setting and can also be used as an instrument for assessing the usability of the DL.

Keywords: utilization, usability, digital library, effectiveness

The Diffusion of Balanced Scorecard Within a Malaysian Government-Linked Company

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Abstract

An in-depth case study method was employed to investigate the factors influencing the adoption of Balanced Scorecard (BSC) by a government-linked company (GLC) in Malaysia. Data were collected mainly through interview sessions and company documentary evidence. Using a framework provided by Rogers' Theory of Diffusion of Innovation, the data were examined and analysed qualitatively. The interview evidence was fully transcribed and analysed using a multi-step coding process which consisted of data reduction, data display, conclusion drawing and verification in arriving at key themes on BSC motive and implementation stages. The results showed that there were multiple external and internal motives influencing the top management's decision to adopt BSC. As the major shareholder of GLCs in the country, the Malaysian government aimed for these companies to adopt innovative tools to be competitive and successful through improved work performance. Key performance indicators were identified and targets were set according to the framework provided by BSC and the government's Transformation Programme for GLCs. The top management of the case company, taking the cue from other companies which had already adopted BSC, decided to opt for this innovative instrument, albeit a modified one. By offering an insight into the stages of a successful BSC implementation by a GLC, the empirical findings in this study would contribute to the body of knowledge on performance measurement systems and BSC. The findings revealed that both external environmental and organizational factors had a strong bearing on the adoption of BSC within the company.

Keywords: Balanced Scorecard (BSC), case study, diffusion, Malaysian Government-linked Company (GLC)

Does Social “Closeness” Essential In The Medical Relief NGO?

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Abstract

The paper focuses on the social relationships in the NGOs setting, which attempt to address the formalisation of social accountability within the social community. The accountability can be extended outside traditional reporting into forms of actions including conversation, behavioural explanations and reasonable conduct. Therefore, the research question emphasises on: How social relationship (between accountor and accountee) are formalised within the social community in the NGO? Thus, the study reveals the concept of social accountability including the obligations of an organisation to engage in negotiation and discussion with a wider society about its activities through social action. The theoretical contribution lies in its efforts to identify the “closeness” through the understanding of individual position related to “veil of ignorance”. The accountability paradigm emphasises on the rights, contracts and two parties (i.e. accountor and accountee) within the different societies. The central theoretical framework argues accountability is based on moral positioning of “individual”, which can be translated through language and social action. The empirical contribution focused on case study for MERCY Malaysia, an international disaster relief NGO. Together the theoretical and empirical contributions of the paper provide an understanding of representations of accountability relations, which can be explained beyond the traditional corporate social disclosure framework. For Mercy, this involves the use of annual reports and performance reports in negotiating physical access to relief sites. Besides, the social “closeness” within the community can be seen from the moral values imperatives that had driven by the trustworthiness and willingness of the people in the community to engage in the volunteering work.

Keywords: Closeness; Social accountability; Social disclosures

Social Responsibility Relations In The Sustainable Palm Oil Plantation: The Case Of Felda

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Abstract

Federal Land Development Authority (henceforth, Felda) was amongst the earliest organizations to support the Roundtable on Sustainable Palm Oil (RSPO) initiative and in signing the Statement of Intent, which was actively involved to establish the RSPO certification in 2004. The paper discusses the role of sustainability reporting for the implementation and development sustainable plantation in Felda. The interpretive methodology is undertaken, through an extensive research was conducted based on interpretive methodology, through a series of in-depth interviews, documentary review and observations. The empirical field is conducted to the Felda headquarters, and Felda settlement sites. The manual coding was done in obtaining in-depth insights about the case study. The interview data was analysed thoroughly after each session before continuing with the other respondents. This is to obtain any additional information that was missing or unquestioned after scrutinising the past field data. The thematic analysis is delineated from definition of the categories that primarily evolved from the sub-categories. The verification of the interviews is implemented through the consultation with the third party experts. Besides this, the feedback from the respondents, who will be given the transcripts for checking, is also considered as a means of verifiability. The reliability of the information especially concerning the themes is valued from the discussion with the experts to attain further insights and in-depth information regarding certain situational inferences. The findings reveal the development of the rural community and the advancement of the sustainable palm oil plantation has indirectly contributed to the sustainability palm oil industry in Malaysia. The reason for this can be explained through the community engagement of Felda in a huge resettlement of the small farmers for palm oil plantations, where the cash crops are selling to its corporate entity, Felda Holdings (the largest crude palm oil producer in the world). Further, the findings uncover on the policy and practice implementation in evaluating the underpinning social values and symbolic meaning articulated from the sustainable engagement and sustainability disclosures.

Keywords: Social responsibility relations; Social accountability; Sustainability development; Sustainable plantations

Interference Issues and Conflict of Activities At Dam Water Catchment Area In State of Selangor Malaysia.

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Abstract

Dams in Selangor before, is located far from the urban area without any interference from human activity. But over the time, the dam now approached by municipal area with the threat. This study will look at the influence of human activities at the seven major dams in State of Selangor, Peninsular Malaysia, to fill the reverse interaction theory between dam, human and environment in the context of human impact to the dams. By answer the one research questions, Interference Issues and Conflict Activities at Dam Water Catchment Area in Selangor. With qualitative research technic, involved Field Study, Map Analysis, Document Review and Interview Session. Result shows there have an influence on human activities in the dam area such as illegal dumping, illegal stall, and recreation activities that comes from the urban population surrounding the dam area. Location of the dam within the urban area are not the main cause of interference to the dam area, but the availability of public accesses and land use conflict at the dams water catchment area, become a main factor of issues and problems of interference in the dam area in Selangor.

Keywords: Interference Issues, Conflict of Activities, Sustainable Dam Management System, Selangor, Malaysia.



The Influence of Intellectual Capital on The Firm's Value with The Financial Performance as Intervening Variable

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Abstract

The aim of this research is to provide empirical evidence on the influence of intellectual on the firm's value with financial performance as intervening variable. Intellectual capital was measured by using Pulic's model; value added intellectual coefficient (VAIC), value added capital employed (VACA), value added human capital (VAHU), and structural capital value added (STVA). Financial performance in this study is measured by return on assets (ROA), return on equity (ROE), and net profit margin (NPM). Firm's value measured by price to book value (PBV). Population and sample of the research are public firm manufacturing sector listed in Indonesia Stock Exchange during the year of 2012. Study sample size was ninety three firms (93 firms). Hypothesis testing is conducted by using multiple regression analysis method. The results of this research indicated that: (a) intellectual capital (VAIC,VACA,STVA) had positive influence on the firm's value (PBV); (b) intellectual capital (VAIC,VACA, STVA) had positive influence on the financial performance (ROE); and (c) the research prove that the role of financial performance (ROE) as intervening variable on relation between intellectual capital (VAIC, VACA, STVA) and the firm's value (PBV).

Keywords: Intellectual capital, firm's value, financial performance.

Conceptions Of Mathematics Among Diploma In Actuarial Science Students

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Abstract

This study aims to identify students' conceptions of mathematics in the Diploma in Actuarial Science programme. It focuses specifically on how Diploma in Actuarial Science students conceptualize aspects of mathematics such as the meaning of mathematics, the meaning of learning mathematics, and the use of mathematics in daily life. This study is based on the universal integrated perspective and uses the case study design. Findings show that the Diploma in Actuarial Science students used the universal integrated perspective to interpret the acquisition of mathematical knowledge but their understandings of mathematical concepts, process of learning mathematics, and proper usage of mathematical ideas are mostly at the surface level, rather than deep understanding.

Keywords: Diploma in Actuarial Science students, conceptions, mathematics, and universal integrated perspective.

Pengaruh Tret Personaliti Terhadap Keseronokan Menonton Filem Seram

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Abstrak

Sejak tahun 2003 industri perfileman Melayu di Malaysia mengalami fasa baharu munculnya filem Mistik (2003) terbitan Metrowealth Movies Production yang merupakan genre seram mula mengembalikan prestasi kebangkitan filem seram di Malaysia. Setelah itu, kemunculan satu lagi filem seram iaitu Jangan Pandang Belakang (2007) yang berjaya membuat kutipan pecah panggung menyemarakkan lagi penerbitan filem seram di Malaysia (Perbadanan Filem Malaysia FINAS, 2012). Berdasarkan kutipan filem-filem pecah panggung (box-office) beberapa filem ternyata filem seram telah mendapat perhatian khalayak penonton. Filem juga, adalah medium dapat menyentuh perasaan dan emosi penonton dan menggambarkan kehidupan sebenar, menghiburkan, sumber inspirasi, malah boleh juga menakutkan dan mengganggu pemikiran penonton (Umam Chaerul, 2010). Malah, ada yang memilih untuk menonton filem bagi mencerikan serta lupa kesusahan harian, atau kepenatan bekerja (Knobloch-Western, 2006). Malah kejayaan filem seram juga berlaku di Barat, dan genre ini amat menguntungkan (Neil Terry, 2010; Robert King & Jeri J. Walker, 2010). Oleh itu, kertas kerja ini adalah untuk mengenalpasti pengaruh faktor personaliti penonton dengan pengukuran dimensi Big Five Personality yang diasaskan oleh Gorrberg 1993. Kertas kerja ini akan meneliti dan mengenalpasti jenis personaliti penonton seperti Extrovert, Agreeableness, Conscientiousness, Neuroticism dan Openness to Experience penonton dalam keseronokan menonton filem seram. Pembentukan personaliti ini merupakan aspek yang dikenali dengan panggilan 'psikofizikal' merupakan kebiasaan yang manusia lakukan atau tabiat, sifat, sikap, keadaan emosi manusia, juga nilai kepercayaan diri, serta motif. Selain itu ia juga mempunyai kaitan dengan bentuk psikologi manusia yang merangkumi aspek fizikal manusia seperti kelenjar, urat saraf dan juga keadaan tubuh serta badan manusia (Yahya, 2008). Oleh itu, kajian ini meneliti tentang bagaimana aspek personaliti penonton filem seram terhadap mencari keseronokan semasa menonton. Kajian ini dijalankan dengan kaedah kuantitatif yang mewakili penonton di panggung wayang Jitra Mall Cineplex. Filem yang diambil ialah filem Pengantin Malam (2014).

Keywords: Personaliti, keseronokan menonton dan filem seram.

Bachelor's Degree In German Studies And Then? The Professional Development Of The 2008 Ba German Graduates From Universiti Putra Malaysia

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Abstract:

The comprehensive study on the „Future Direction of the Language Education in Malaysia“ in 2010 concluded that graduates of language majors from Malaysian universities do not have any problem in securing employment either in the public or the private sector. A survey related to the professional development of former Bachelor of Arts in Foreign Languages (German)-students confirmed that the majority of graduates from University Putra Malaysia found employment in the corporate or education sector shortly after finishing their studies. Many have changed their career paths several times in order to gain higher incomes, face greater challenges and enjoy better career opportunities. Some graduates became language teachers (Mandarin, English, Bahasa Malaysia and German) at primary and residential schools, colleges and universities. Furthermore, several opted for Master's degrees. An ongoing tracer study project – January 2014 to October 2015 – aims to provide more comprehensive data on the professional development of BA German graduates from UPM. The group of 2008 graduates has been chosen to provide initial data via in-depth interviews, questionnaires and social media groups, which allowed the conclusion that studying BA German at UPM combined with a business-related minor subject is a proven formula for a successful and quick entry into the Malaysian job market.

Keywords: 2008 graduates, BA German curriculum, BA German programme, Malaysia Job Market, Professional Development of UPM Graduates, Tracer Study, UPM



Vehicle Production And Sales By Segment In Asean.

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Abstract.

Background:

Automotive industry is a representation of mechanical phenomenon by human generous. Existence one of the wildest mounting parts in the world its active development stages are described by nature of competition, product life cycle and customer request. Currently, the worldwide automotive industry is worried with customer demands for shaping, protection, and luxury; and with employment relationships and industrial competence. The industry is at the junction with worldwide unions and transfer of manufacture focuses to developing emerging economies. Owing to its profound advancing and backward associations with numerous significant segments of the economy, the automotive industry is obligating a sturdy multiplier consequence on the development of a nation and henceforth is accomplished of existence the driver of financial development. As automotive industry is fetching further and more consistent, the level of competition is snowballing and manufacture base of the greatest of auto-giant corporations are being removed from the industrialized nations to emerging nations to yield the benefit of low rate of manufacture.

Objective: a study has been conducted to scrutinize the vehicle production and sales by segment in ASEAN.

Methodology: The study is prepared grounded on primary evidence and secondary material. The primary evidences have composed through oral interview from stalwarts of automotive industry. The secondary information has collected from the reports of international Insight of automotive industry and all existing literature has obtained from internet automotive websites, auto business magazines, and e-auto journals.

Results: Outcome of the research divulges that, in vehicle production and sales by segment i.e. Light Commercial Vehicle (LCV), Large Size and also Compact Vehicles in ASEAN expected to increase further in future years, so the Automotive Industries of ASEAN should uninterruptedly participate in Research and Development in order to keep up with their Global competitors in terms of technological advance.

Conclusion: ASEAN countries would implement the thoughtful and achievement policies in Automotive Industry in agreement to the auto information and world-wide automotive industry competition tendency, to enhance the development of automotive industry.

Key Words: Production, Sales, Vehicle, Automotive, Industry, Segment, ASEAN.



Brand Related User Generated Content in Consumer Socialization Process: An Integrated Conceptual Model and Research Propositions

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Abstract

Considering the increase in popularity and usage of social media, a trend that has continued relentlessly since its inception, there is no doubt that the potential for e-marketing and other forms of online positioning is growing in equal measure. Consumer socialization through these new types of online communities, especially via social networking websites, that actively stimulate online engagement, has become an important part of contemporary marketing, as it provides a cost effective mechanism with the ability to target specific types of consumer demographics. However, there is still a gap in the socialization literature regarding the effects of consumers and Brand-related User-generated Content (BR-UGC); given the increasing exposure to generating and sharing BR-UGD and the prevalence of social networks like Facebook in the lives of today's users this gap needs to be addressed. This paper marks an exploratory step toward our understanding of the interactive roles BR-UGC content and Facebook play in the formation of socialization agent through the lens of consumer socialization theory and, their effects on users' attitude towards the brands and purchase intentions .It also addresses the impact of social structural variables and social experience variables as antecedents to generating vs. sharing BR-UGC as consumer socialization agents. The proposed model is valuable for future empirical research whereby users interactions via BR-UGC can be enhanced to maximize the influence of social media in purchase intention.

Keywords: Brand-related User-generated content; Consumer socialization agent; Consumer socialization theory; Social networking websites; Social structural variables ; Social experience variables; Purchase intention

The Formation Of Malaysia: Advancing The Theses Of Decolonization And Competing Expansionist Nationalisms

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Abstract

The formation of Malaysia is an old topic but in the past its formation has been explained basically in terms of the expansion theory and the security theory. With the release of new documents on the subject by the British National Archives (previously known as the Public Record Office), in recent years, much more information, hitherto unavailable, is now at the disposal of researchers. A careful study of these documents reveals that 'Malaysia' was in essence a British Colonial scheme hatched in 1942 for the eventual decolonization of Southeast Asia. It is therefore the intention of this paper to advance the view that though the British failed to create their 'Grand Design' due to political exigencies on the ground, the formation of Malaysia on 16 September was in fact undertaken to solve the problems of British decolonization as well as to cater to the phenomena of competing expansionist nationalisms in post-colonial Southeast Asia rather than fulfilling the needs of the narrower expansion and security theories.

Keywords: formation of Malaysia, decolonization, expansionist nationalisms, security theory, grand design

Outlier Impacts In Stock Pricng

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Abstract

Outlier is the observation that is not consistent with the rest of observations. It exists not only in stock prices but also in the economic variables. In multifactor asset pricing model, the ordinary least square method (OLS) is used to estimate coefficients. The existence of outliers can lead to inadequate results under the OLS framework. Huber's robust method (HRM) can be used to avoid the bad impacts of outliers and the abnormal problems. Applying both methods to Shanghai stock market, the outlier observations are analyzed to examine its influence on the results and parameters estimation. The result of this study found that HRM outperforms OLS.

Keywords: Outliers, HRM, OLS, Shanghai stock market

System Dynamic Model for Public Private Partnership Higher Educational Institution Projects in Malaysia

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Abstract

In line with the aspiration to make Malaysia the Asian Education Hub by 2020 and the growing number of tertiary student population, public Malaysian Higher Educational Institution (HEI) will have to provide additional building spaces and facilities. The physical development of the projects involves colossal sum of capital and it is expected that the funding goes beyond the means of the public sector alone. Collaboration between the public and private sector are crucial and Public Private Partnership (PPP) was introduced to obtain funding when developing the projects. This research aims at developing a system dynamic model – based on concession pricing model for Higher Educational Institution (HEI) Projects. The methodology that will be employed in designing an objective and reliable concession pricing model for PPP HEI projects is based on quantitative and qualitative approaches such as comprehensive literature review, observation and case study. This research will develop a new conceptual concession price model (system dynamic model) which consists of a set of cause-effect diagrams. Thus, it is expected that the proposed model would enable the PPP to better promote Higher Educational Institution projects development and lead to efficient and better pricing of PPP projects to benefit all stakeholders and achieve optimum utilization of the country's resources. In addition, the model will also be instrumental in diversifying the pattern of the economic countries, attracting lenders and investor and deepening the integration with external markets.

Keywords: Concession Price, Financial Model, Public Private Partnership, System Dynamic Model

The Problem of Bilateral Relations between Educational Institution and Industrial Committee towards WBL Programme in Malaysia

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Abstract

Work-Based Learning (WBL) is a method of teaching and learning which requires students to apply theoretical knowledge and go through industrial training at the same time. In the industry, the employer will be responsible for teaching the students through practical and theory knowledge, and at the same time providing evaluation of the students. However, it has been found that several problems exist in the area of cooperation between the educational institutions and the industries. Therefore, this study aims to explore the issues concerning the liaison or cooperation within the WBL Programme using qualitative case study methodology. Data were collected through three methods, namely interview, observation and document analysis in the research field. The study was carried out for about one and a half years in an educational institution and two companies located in Melaka. Six participants were involved in the study. The data were analysed using a type of computer software, NVivo. The findings show the major issues related to the bilateral relations between educational institutions and the industries. This situation is critical, as it has an adverse effect on the implementation of WBL, and has resulted in failure of its implementation at Kolej Komuniti.

Keywords: Bilateral Relations; Relationship; Work-Based Learning (WBL)

IFRS Convergence and Earnings Management

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Abstract

We examine the extent of earnings management before and after IFRS convergence. The board characteristics (independent of board members, board size, ethnicity, and political influence), and company characteristics (audit quality, foreign stock market listing, company size, leverage, profitability and growth) before and after IFRS convergence are also investigated. Kothari's discretionary accruals model is used to measure the extent of earnings management. Using a sample of 231 publicly listed Malaysian companies over the 2005–06 period, we find that IFRS convergence reduces the extent of earnings management. However, board characteristics variables did not show any significant difference before and after IFRS convergence. As for company characteristics, only company growth is found to have a statistically significant difference before and after IFRS convergence.

Keywords: Political connections, IFRS, Malaysia, Earnings management

Control Of Corporate Malaysia: Is The Prospect Of Bumiputera-Chinese Joint Venture Companies Promising?

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Abstract

Discourse on the fairness of economic policies in Malaysia has focused on the inter-ethnic distribution of gains since the introduction of the New Economic Policy of 1971, which emphasised the need for affirmative action in favour of the disadvantaged ethnic group. A recent report from the Centre for Public Policy Studies (CPPS) a unit of Asian Strategic Leadership Institute suggested that the policy objective of equitable distribution of company shares between different ethnic groups entails the promotion of inter-ethnic joint venture companies. This paper examines the measure adopted by the CPPS in analysing such joint venture. We found the measures are not commensurate to the definition of joint ventures as advocated by CPPS. Employing CPPS own definition, we refined these measures and tested them on a new data set comprised of a randomly selected sample of 203 (19.8%) companies listed on the Main Board of Bursa Malaysia. Only a small percentage of companies listed on the stock exchange can be considered inter-ethnic joint ventures in the favourable sense. Finally this study provides snapshots as to why the future remains a struggle.

Keywords: Chinese, Bumiputera, Joint Venture, Equity Distribution

The Importance of US Shocks and Monetary Transmission Mechanism Channels in the United Arab Emirates (UAE)

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Abstract

This paper empirically examines the importance of U.S external shocks and monetary transmission mechanism channels in the United Arab Emirates (UAE). This is aimed to answer important questions about the extent to which the U.S external shocks are relevant to the UAE economy and the relevance and significance of the two channels of monetary transmission mechanisms, namely the interest rate and the exchange rate channels after the global financial crisis of 2007/2008. Contributing to fill up a literature gap in this field in the GCC countries, this paper uses a Structural Autoregressive (SVAR) methodology on a six year data set. The findings of this study suggest that the U.S. external shocks do affect the UAE output and inflation rate quickly and strongly. In addition, the results also suggest that the interest rate and exchange rate channels of monetary transmission mechanisms are not effective. This is consistent with the hypothesis of the study, in which it was assumed that both interest rate and exchange rate channels will not be effective channels due to the fixed exchange rate system and interest rate pegging. Another important finding of the study is that the oil price is still a key component in explaining the major macroeconomic fluctuations in the UAE economy, which suggest the country's economic diversification plans have yet to prove to be dominant sources of the fluctuations.

Keywords: Monetary Transmission Mechanisms, the U.S. external Shocks; the United Arab Emirates (UAE)



Reward and Employee's Creativity: A Case in Manufacturing Organization

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Abstract

Many approaches have been developed and accepted global to get better employee's performance counting goal setting approach, dimension and response approach, participation of employees in decision approach, organization's customs approach, organization's expectation approach, job design approach, rewards and recognition approach. These approaches are interrelated as they focus on the maximizing the employees' satisfaction and motivation to improve creativity. Among of all the approaches listed, the most common is extrinsic and intrinsic rewards. Organization needs a strategic reward system for their employees that address these four areas that consist of compensation, benefits, recognition and appreciation Employee creativity is the outcome that employees should be embedded in themselves. Based on the research, the researcher discussed about reward system necessary to every organization; whether the reward system gives more benefit to the organization and employees such as improving employee level of creativity or vice versa. There were one hundred and twenty (120) respondents that answered the questionnaire from the five (5) electronic manufacturing industries in Shah Alam, Selangor area. Besides that, this study also provides the recommendations for the organization and future research for their improvement.

Keywords: extrinsic reward; intrinsic reward; employee creativity; manufacturing organization

The Psychological Poverty And The Influence Of Family Support Among Juvenile Sex Offenders In Malaysia

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Abstract

The purpose of this research was to examine the Psychological Poverty and the factors that contributed to the sexual offending behaviour of the Juvenile Sex Offenders in Malaysia. This study also examined the influence of family's support of the juvenile sex offenders. Apart from this, the psychopathological effect, demography and life history were also investigated. Data was analysed using a mix method approach. The sample of this research comprised of thirty five juvenile sex offenders from a detention centre in Malaysia. The findings of this research linked to several factors pertaining to the causes of the psychological poverty which were from family issues (absent parent, neglect, domestic violence, and attachment issues) and exposure to pornography, and lack of religious involvement, substance abuse and incomplete education.

Key words: Psychological Poverty, Family's support, juvenile sex offenders

Rawatan Literature Circles: Pencapaian Murid Terhadap Kefahaman Teks Naratif

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Abstrak

Salah satu faktor yang menyumbang kepada kegagalan murid memahami teks adalah kerana pemilihan kaedah pengajaran yang kurang sesuai dan menarik di dalam kelas. Hal ini kerana, kebanyakan guru lebih cenderung melaksanakan pengajaran dengan menumpukan perhatian yang lebih terhadap pencapaian menjawab soalan-soalan kefahaman sahaja tanpa mengambil kira rasional di sebalik kaedah pengajaran yang dipilih bagi menyumbang kepada kefahaman yang mendalam. Oleh itu, kajian ini dilaksanakan adalah bertujuan untuk membandingkan pencapaian kefahaman teks melalui pra dan pasca ujian setelah melalui rawatan menggunakan kaedah Literature Circles (LC) dalam kalangan murid-murid Tahun 5. Selain itu, kajian juga ingin mengenal pasti persepsi murid-murid terhadap kaedah Literature Circles. Kajian ini adalah kajian berbentuk kuantitatif yang menggunakan kaedah kuasi eksperimen dan tinjauan. Seramai 44 orang murid berpencapaian sederhana terlibat dalam kajian ini. Hasil dapatan menunjukkan bahawa terdapat perbezaan yang signifikan antara pencapaian kefahaman murid yang diberikan rawatan dengan kaedah Literature Circles dengan pencapaian kefahaman murid yang dikawal dengan kaedah konvensional dengan keputusan nilai $t(44) = -3.12$, $p = .003$. Selain itu, minat murid dalam menyertai setiap aktiviti dalam Literature Circles juga menyumbang kepada pencapaian tersebut iaitu dengan min skor $M=3.73$ dengan $S.P = 0.63$. Oleh yang demikian, rawatan kaedah Literature Circles mampu menarik minat dan meningkatkan pencapaian kefahaman murid serta boleh digunakan sebagai salah satu kaedah pengajaran di dalam bilik darjah.

Keywords: literature circles; kefahaman membaca; Bahasa Melayu; kaedah pengajaran; Brunei Darussalam.

Kaedah Jigsaw Ii: Kesannya Terhadap Pencapaian Penulisan Karangan Murid Tahun 5

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Abstrak

Kemahiran menulis merupakan suatu kemahiran yang kompleks, rumit dan mencabar berbanding dengan kemahiran-kemahiran bahasa yang lain. Ini menyebabkan ramai murid kurang menguasainya. Oleh itu, kajian ini bertujuan untuk melihat kesan penggunaan Jigsaw II terhadap pencapaian penulisan karangan murid Tahun Lima yang terdiri daripada pelbagai tahap pencapaian di sebuah sekolah rendah kerajaan di daerah Brunei dan Muara. Kajian ini menggunakan reka bentuk kuasi eksperimen yang melibatkan seramai 36 orang responden, iaitu 18 orang murid kumpulan kawalan dan 18 orang murid kumpulan eksperimen. Murid kumpulan eksperimen didedahkan dengan pengajaran menggunakan kaedah Jigsaw II manakala murid kumpulan kawalan diajar dengan kaedah konvensional. Hasil kajian dianalisis menggunakan ujian-t untuk menilai sama ada terdapat perbezaan yang signifikan bagi pencapaian penulisan antara kumpulan kawalan dan eksperimen dalam ujian pra dan pasca. Manakala analisis One Way Ancova digunakan untuk menentukan kesan penggunaan Jigsaw II terhadap penulisan karangan. Berdasarkan analisis ujian-t menunjukkan bahawa penggunaan kaedah Jigsaw II dapat meningkatkan pencapaian keseluruhan penulisan karangan jenis fakta murid kumpulan eksperimen dengan nilai $t(36) = -3.07, p < 0.05$. ($p = .007$). Selain itu, dapatan analisis data One Way ANCOVA juga menunjukkan bahawa penggunaan kaedah Jigsaw II jelas memberikan kesan yang positif terhadap pencapaian murid kumpulan eksperimen, iaitu $p = 0.029 < 0.05$.

Kata Kunci: Kaedah Jigsaw II, penulisan, karangan jenis fakta, kuasi eksperimen, murid Tahun 5

Harmonizing A Thriving World Palm Oil Industry and Economy Through Genuine Collaboration Between Producers-- Malaysia, Indonesia, and West Africa, And Consumers—India and China

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Abstract

Today, Malaysia, Indonesia, and West Africa are the world's major producers of palm oil. Malaysia and Indonesia have however overtaken West Africa, the original home of palm oil or the palm tree. Malaysia is currently the world's largest exporter of palm oil although it is the second-largest producer of the oil after neighboring Indonesia...Malaysia is now home to the West African palm first introduced to Malaysia (then known as Malaya) as an ornamental plant in 1875. Commercial planting of oil palm did not take place until 1917. The rapid expansion of oil palm in the 1960s was encouraged by the Malaysian government, which recognized its potential as a complementary crop to rubber (May 2012). Rubber is also a cash crop in West Africa whose climate is a humid tropical one similar to that of Malaysia. Arguably, is it not this similar background fact that incited the rumour that Malaysia took its first palm fruit/seedlings from Nigeria in West Africa to establish their own gigantic palm oil industry?

In 2013, The Director of the Nigerian Institute for Oil Palm Research (NIFOR) debunked this insinuation while receiving media fellows sponsored by the "Biosciences for Farming in Africa." Biosciences for Farming in Africa is an international non-profit organization, and "the facility visit was aimed at assessing the level of research on oil palm at the institute." It was not just assessment for assessment sake but a demonstration of a desire to identify areas or factors that can significantly raise production level of palm oil in the country. Unlike West Africa, the oil palm was first introduced to Southeast Asia in 1848, when four seedlings, originating from West Africa, were planted in the botanical gardens at Buitenzorg (now Bogor) in Java. But this introduction did not swiftly lead to a plantation industry for some time. But when world export of palm oil rose from thousands to million tonnes a year in the 1960s through the early 1980s, Malaysia emerged as the world's largest and strongest producer. But in West Africa, particularly in Nigeria, policy instability, inadequate funding, and overdependence on petroleum oil resulting in a sad neglect of cash crops like palm oil spelled a different picture of the country and the rest of West Africa especially in terms of palm oil industry.

“Domestic Contracts” The Effect of Family Contracts; the Malaysian Law Perspectives

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Abstract

A domestic contract refers to agreement between persons having family relationship and despite the general rule of contract, that parties in social, domestic and family agreements do not have intention to create legal relations, domestic contracts are legally binding. In the context of family law, domestic contracts normally involves marriage contracts and separation agreements which includes among others; pre-nuptial agreement, settlement agreement, division of matrimonial property agreement and custody of children agreement. Despite the common nature and structure of domestic contract as a typical agreement, there are concerns by the family law practitioners that domestic contracts should be interpreted differently from the commercial or other types of contract and judges should have special or additional factors of consideration in giving effect to the contracts.

In Malaysia, there is a proposal for the formation of a Family Court to improve procedures and providing a better service to families. The main objective of the Family Court is to empower the parties to resolve their disputes by mutual consent and in a manner that best serves the needs of the children involved. With the proposal for the establishment of family court, it is very important for the issues on interpretation and effect of domestic contract to be highlighted. This paper discusses and compares the approaches which the courts applied in dealing with domestic contracts and commercial contracts. Research methodology adopted in this paper are statutory and doctrinal analysis.

Keyword: Domestic contract; family law; contract law; family court

How Far Islamic Banking Has Gone Globally And Nigeria In Particular.

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Abstract

Non interest banking, also known as Islamic banking is a system of banking that does not permit interest to either be given or received by the bank for the maintenance of their customers or client account or any contract between them and their clients. In its operation, it has witnessed rapid expansion globally since first established 30 years ago. In Nigeria, it is a new concept and its establishment has been challenging.

This study was carried out with the aim of appraising its operation globally and in Nigeria in particular. The challenges faced in its operation such as unfamiliarity and wrong perception by the populace, regulatory framework, implementation process, liquidity management, lack of professionals among others are highlighted. Differences between it and the conventional bank are also considered. The study also pointed the banks processes of profit making through leasing, partnership and trading.

The study recommends that there is need to develop research and development units comprising of scholars, marketers, professionals and skilled bankers. The Nigeria government and the central bank should not relent in public awareness campaign for wider acceptability as this will benefit the poor member of the community as they will have easy access to interest free loan for small scale business.



Changes in Management Accounting Practices: Evidence From Malaysian Case Studies

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Abstract

The transformation of management accounting in terms of developing new techniques and tools has been witnessed since last two decades. Recent development in technology evolves changes in management accounting practices. The objective of this study is to examine changes of management accounting practices in Malaysian organizations from two different industries. Case study method was employed in this study. Face-to-face interviews were conducted with key personnel from management accounting division in the selected organizations. The case study found that management accounting practices in organizations are facing ongoing transformation and more challenging nowadays. Management Accountants are expected to be forward looking and should be able to cope with rapid changes in technology as well as high expectation from top management within the organizations.

Keywords: management accounting practices; management accounting profession; change management

Patient Process Flow Improvement: Value Stream Mapping

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Abstract

Value stream mapping (VSM) is one of a lean technique and a preferred tool to visualize and understand a process flow that involves process mapping technique. VSM is drawn as pictures of processes with the purpose of identifying the flow of work, information, as well as understanding the structure of departments. It helps to reduce waste and lead time in delivery service and even support the administration and management. The application of VSM in Malaysia healthcare is still in early stage. The crucial issue concerned is the long waiting time faced by patient. Therefore, the objective of this study is to improve the process flow of patient by reducing lead time and waste. This study focus on applying VSM in clinic which involve quantitative data collection. The result provides clear evidence in reducing the lead time and waste by using VSM which has been proposed in the future state map.

Keywords: Healthcare, Lean, Process Improvement, Value Stream Mapping, Waste removal

Crimea's annexation: The blockade of EU's energy diversification strategy in Black Sea basin?

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Abstract

This paper is a conceptual study that attempts to analyze the possible impact of the recent annexation of the autonomous region, Crimea into Russia that lies on the Black Sea basin that could trigger the border's security tension especially on the resources security issue. For more than a decade, the EU has been trying hard in seeking alternative energy from the Caspian region, North Africa, and Middle East to reduce the dependency towards Russian's gas resources. The paper also investigates the Russian' annexation strategy towards Crimea that could be a deadlock for the European Union energy diversification policy due to the sudden change of the geopolitical landscape within Black Sea region. Therefore, one of the main objectives of this study is to contribute to the discussion about the natural gas supplies issue between Russia and EU, the possible implementation from Russia to against EU's energy diversification strategy by using Crimea as intermediaries, and also the issue of regaining strength in the Black Sea region. Moreover, the discussion about the challenges of mega pipelines construction that falls under the Black Sea region to feed the EU in the next decade such as Trans-Anatolian gas pipeline (TANAP) will be added. However, the annexation not only triggers the internal conflict of Ukraine, but affects the EU relationships on geopolitical, military, and energy economic.

Keywords: European Union (EU), Energy Economics, Crimea, Black Sea, Diversification Strategy.

Switching Intention of Muslim Depositors Towards Islamic Deposit Account

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Abstract

Islamic banking industry is a crucial part of a nation's financial improvement. Islamic banking has been existence since the 1970s. More than the most recent 30 years, it has indicated quick development and spreads everywhere throughout the world including the western nations. Islamic banking system practices the concept of bai al-inah in order to attract the depositors through promised return on deposit account. Nonetheless, the issue of bio al-in concept is not sanctioned in the Middle East and Indonesia because of the controversial matter. Therefore, this study is focused on switching intention of Muslim depositors if return on deposit account in Islamic banking is unpromised. A purposive sampling method utilized as a part of request to choose specific components or subjects that proper for this study. Data collection method for this study is personally administered questionnaires. Data analysis in this study used partial least squares structural equation modelling (PLS-SEM) in SmartPLS 2.0 M3. Attitude and Muslim religiosity negatively and significantly related to switching intention while the result of subjective norms negatively and insignificantly related to switching intention towards unpromised return on deposit account in Islamic banks.

Keywords: Deposit account, Islamic banks, unpromised return, switching intention

Fraudulent Financial Statement Detection in Small Medium Automotive Using Statistical Techniques

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Abstract

Fraudulent financial statements (FFS) are now placed under greater public scrutiny following an increase in the number of collapses among companies due to management fraud with losses on average at 5% of revenue (ACFE, 2014). There is consensus that management fraud is an on-going reality and no single organization is immune from the damage caused by the fraudsters (KPMG Malaysia, 2009). Small and medium sized businesses are also threatened by fraudulent activities and statistics showed organizations with fewer than 100 employees experienced more fraud cases than larger corporations (ACFE, 2008). Most of the companies in the automotive industry in Malaysia are small and medium scaled, hence these companies bear a greater burden and face higher risks of fraud. Precautionary measures in preventing fraud are crucial; however, with limited resources, effective detection may be severely curtailed. This paper assesses the possibility of FFS in a small medium automotive company in Malaysia using three statistical analyses namely the Beneish model, Altman Z-Score and Financial Ratio. The findings show that there are riskier zones that need to be further investigated by the management. It is suggested for the company to establish an internal audit unit to provide assurance on the company's operations, financial reporting accuracy and adherence to regulations.

Keywords: fraud detection, statistical techniques, small medium entity, automotive

Commuter Families: Parental Readiness, Family Environment And Adolescent School Performance

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Abstract

The scenario of commuter families is recently rising and being is worried by most researchers in Malaysia because the living style of commuter families contradicts with the traditional families model in Malaysia. Family environment is a very important component for adolescent development especially their school performance. Therefore, the purpose of this study is to investigate the impact of commuter family on adolescents school performance by proposed a single mediation model namely, Mediation Model of Adolescent Performance. A total of 434 respondents from 20 public secondary schools were involved in the data collection by using two instruments namely, Parental Readiness Inventory and Family Environment Scale. For adolescent school performance, marks and scores were provided by the school management. Structural equation modelling revealed that parental readiness and family environment significantly predicted adolescent school performance. The model accounted 22% of variability in adolescents school performance explained by the model with the total effect 0.44 which was similarly with the total direct effect between parental readiness and adolescent school performance. Therefore, results indicated that family environment only partially mediates the relationship between parental readiness and adolescent school performance among commuter families in Malaysia. The finding highlights the importance of parental readiness to maintain a healthy family environment and ensure that the separate living style of commuter family does not affect an adolescent development. Collectively from this study, findings supported the mediation model proposed by this study. Model proposed was confirmed, accepted, and matched with the data observed.

Keywords: commuter family; parental readiness; family environment

Service Quality: A Case Study of Logistics Sector in Iskandar Malaysia Using SERVQUAL Model

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Abstract

This study is aimed to review the logistics service quality provided by third party logistics in Iskandar Malaysia. Iskandar Malaysia is one of the most rapid development regions that contribute to the Malaysian economy. One of the economic growth nodes in Iskandar Malaysia is the logistics sectors. Thus, the ability of logistics service providers to deliver the best service quality is imperative to ensure higher customers' satisfaction and better service performance. Satisfied customers tend to be loyal customers as they will keep on using the same services continuously and will increase profits for the logistics service providers. In order to do that, this study refers to SERVQUAL model from previous researches. However, researches that investigate service quality and customers' satisfaction in logistics service in Malaysia's context is limited. Thus, this study will apply the SERVQUAL model to identify customers' satisfaction towards service quality in logistics service in Malaysia. The main objective of this study is to identify gaps between customers' satisfaction and desire. It also identifies the relationship between customers' satisfaction with the service quality offered by the logistics service providers in Iskandar Malaysia. Questionnaires will be distributed to 265 companies from four pillars in Iskandar Malaysia that outsource their logistics activities.

Keywords: Service quality, SERVQUAL model, Logistics

Takzir Offences By Youth: The Common Offences And Adequacy Of Syariah Criminal Offences (Takzir) (Terengganu) Enactment 2001

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Abstract

The commission of syariah offences by youths has become increasingly worrisome nowadays in Malaysia particularly in the state of Terengganu. News on the arrest of these teenagers by the authorities frequently appears in the daily newspapers and reports. If the act is not controlled or effectively overcome, it will result in moral collapse amongst the future generations. Thus the article seeks to investigate the common takzir offences committed by young offenders as well as the adequacy of Syariah Criminal Offences (Takzir)(Terengganu) Enactment 2001 in the prevention of such offences. The study adopts qualitative methodology where data are collected through library research and semi-structured interviews with key informants. During the process, the data of takzir offences will be analysed from case law decided by the Terengganu syariah courts from year 2008 to 2013. The study finds that most of the reported takzir offences committed by the youths relate to sexual offences and the Terengganu enactment is inadequate in proving effective punishment. The article concludes by forwarding suggestions to improve the implementation of the syariah enactment to the young offenders.

Keywords: takzir offences, Syariah Criminal Offences (Takzir) (Terengganu) Enactment 2001 (SCOTT), youths.

Training Needs Assessment on Emotional Intelligence of Pakistani University Librarians

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Abstract

The objective of this research study was to perform the training needs assessment on EI of Pakistani university librarians. For this purpose a comparative study between current and needed EI was conducted. Questionnaire method composed of five point Likert scale was used to collect data on current and needed level of EI. Similarly, to explore the difference between the study constructs, a paired sample t-test was utilized. The difference study showed job best-fit, deficit and surplus in EI. Regarding deficit and surplus, findings suggested training and evaluation of the librarians' job description. Additionally, findings suggested theory of top-down allocation of tasks as best option to handle surplus in the EI. The results of the training needs assessment described that less than half of Pakistani university librarians reported deficits in EI and demanded training. Similarly, more than half of these librarians reported a surplus in EI. However, only a small percentage of the sample was recorded as job best-fit in terms of EI of Pakistani university librarians. These results have several implications for LIS professionals such as designing of training programs on EI, employ EI in competency based performance or recruitments, figuring out the dynamics of deficit and surplus in EI to avoid job dissatisfaction, low commitment and poor performance etc.

Keywords: emotional intelligence, training needs, competencies, university librarians, Pakistan

Decision Facilitating Role of Comprehensive Performance Measurement System (CPMS) and Job Performance: Influence of Role Ambiguity and Locus of Control

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Abstract

Abstract—This research examines the decision facilitating role of CPMS on manager's role ambiguity and also examines the influence of personality traits of locus of control in the relation between CPMS and job performance. Incorporating role theory and social learning theory, research hypothesizes that informational characteristic of CPMS is useful to reduce manager's role ambiguity and in turn enhance their job performance. The data were collected from 120 business unit managers of manufacturing firms listed in the Federation of Malaysian Manufacturers (FMM) 2011 Directory. The results provide evidence that CPMS reduce manager's role ambiguity which in turn enhances job performance. Additionally, result also indicates that locus of control moderates only in the relation between CPMS and role ambiguity and there is no evidence of moderation identified in the relation between CPMS and job performance.

Keywords: Performance Measurement System, locus of control, role ambiguity, job performance

Role of Intellectual Capital towards Sustainability: Study of Malaysian SMEs

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Abstract

Today's complex business environment has created numerous challenges for the small and medium enterprises especially related to their sustainability. SMEs due to their smaller size and resources are vulnerable to external shocks and are prone to failure. SMEs are working to attain competitive advantage and sustainability through developing skilled human resources that would help them achieve competitiveness and sustainability. The present study is an attempt to investigate the role of intellectual capital towards sustainability. Sample consisted of SMEs selected from the database of Federation of Malaysian Manufacturers. Self-administered questionnaires were distributed to 335 respondents with a response rate of 51%. The results of the study indicate that intellectual capital is having a significant relationship as well as influence on sustainability of SMEs. Further, multiple regression analysis was conducted for the dimensions of intellectual capital. The results indicate that knowledge and innovativeness were having significant influence on sustainability; while competence, intellectual agility and skills were found to be insignificant. The study provides future directions for the researchers interested in the area.

Keywords: Intellectual capital, sustainability, knowledge, competence, innovativeness, skills, SMEs.

The Relationship Between Strategic Resources And Business Performance

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Abstract

Performance lies at the heart of any managerial process and organizational construct and is therefore considered as a critical concept in the strategic management field. Therefore, the decisions to put or acquire certain strategic resources are part of the management responsibilities in order to ensure the business survival is not under pressure. Based on this argument, the paper proposes a conceptual framework on the relationship between strategic resources and business performance in Malaysia.

Keywords: strategic resources; business performance

A Conceptual Framework On Promotional Activity Practices In Malaysian Education Resource Center

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Abstract

The terms education resource center, school resource center, learning resource center and many others had been used interchangeably to represent a school library. Education resource center is vital to learning and act as a central point for engagement with all kinds of reading, access to information and knowledge building. There should be an active encouragement towards a continuous usage of the education resource center, thus promotional activity can be seen as a vital approach in the delivery of comprehensive along with an efficient services. The research objectives of this study are intended to answer the following questions: What kind of promotional methods used by the education resource center in conducting promotional activities?; What are the challenges faced by media teacher in conducting promotional activities?; Do promotional activities affect the education resource center performance?. The purpose of this study is to provide an understanding whether there is a significant influence contributed by the activity in enhancing the education resource center's performance. Consequently, this can facilitate in building the perception of need and improve the image of the library.

Keywords: Education resource center, Promotional activity, Media teacher



Objectivity and Quality of Internal Audit Function: The Effect of External Auditors' Reliance on Internal Audit Work

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Abstract

The main objective of this study is to examine the factors affecting the external auditors' reliance on the internal audit work. Two different questionnaire surveys were sent to 387 head of internal auditors and 142 external auditors of the English local authorities, yielding a response rate of 43.9% and 45.0% respectively. Findings of the study show that both internal and external auditors of local authorities in England perceived the size of the internal audit department as a significant factor affecting the level of external auditors' reliance on internal auditors' work. Only external auditors perceived top management support of the internal auditors' work as a significant factor affecting the level of external auditors' reliance on their work. To conclude, the findings from this study may benefit both internal and external auditors. In order to build a good co-operative relationship with the external auditors, the internal auditors may be motivated to improve further the quality of their internal audit function. In turn, this may improve the external auditors' assessment of their reliance on internal auditors' work.

Keywords: Internal audit; external audit; internal auditor's work; UK



Connecting Web 2.0 To Connectivism In Supporting Students' Learning

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Abstract

The advancement of technology has reorganised how people interact and communicate, therefore influencing how people learn. Students' learning has been transformed by the advent of Web 2.0 which is defined as a second generation, or more personalized, communicative form of the World Wide Web. Yet it is still not clear in what ways Web 2.0 applications are able to incorporate in learning at digital age. This paper is positioned within the context of Web 2.0 and its applications in changing the educational environment. Connectivism is described as the learning theory of the digital age, as it reflects social interaction as part of the learning process. In contrast to traditional theories, students' learning can result from any form of social interaction. Students' learning can therefore be visualised as connectivity, because people derive skills and competencies from forming connections with outside sources while focusing on connecting specialised information sets. Connectivity has establishment of communication networks that enable students to obtain applicable knowledge and experiences. People can still learn by applying the traditional learning theories, but the fundamental insight, aligning with the assumptions underpinning connectivism, is that any form of learning, including personal development and professional growth, relates to people's ability to construct their own social networks that integrates with their personal learning environments within them foster and sustain the flow of knowledge. Web 2.0 tools such as blogs, social networking sites and wikis allow for a variety of online social interactions and are continuously moulding the way in which people relate to each other. As such Web 2.0 has brought in supporting students' learning through the lens of connectivism. This paper will not be based on research but will develop hypotheses. It also likely to be discursive and will cover philosophical discussions and comparative studies of others' work and thinking.

Keywords: Web 2.0, Connectivism, students' learning



Claiming Maintenance From Children: The Malaysian Legal Perspective

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Abstract

A survey conducted in 2011 showed that 675,000 citizens aged 60 and above have been abandoned and deprived from receiving financial support from their children. Although abandoning of aged parents in Malaysia is not rampant, it is a new phenomenon which may become an acceptable practice in the future and this is a cause of concern. Few years ago, parents of 8 children filed summon against their most successful children in the Syariah court; claiming for life maintenance and it was given a wide media coverage. It has commanded the attention and awareness of many concerned citizens on preventing such situation from taking roots in our society. Generally, the obligation of children on maintenance of parents is not defined or legislated in Malaysia. The Maintenance Laws in Malaysia only provides for relief for maintenance of a spouse to the other spouse during the subsistence of marriage and maintenance to children. Whilst the states Islamic family law statutes provide for obligation of Muslims for maintenance to wife, children and others. Thus, this paper seeks to examine the rights and legal position on maintenance of parents in Malaysia, and further to determine whether there is a need to enact laws to enforce children to care and provide maintenance for their aging and/or disabled parents. Research methodologies applied in the paper are analysis of the primary and secondary materials and comparative study. Analysis of the data will be done via examining the existing materials including statutory provisions, case law and other legal and non-legal literatures relating to the law of maintenance. In discussing on the need to legislate such law, this study will look at other countries that have enacted such law i.e. Singapore and India.

Keywords: maintenance of parents, financial support, children, civil and Shariah law.

Dealing with Shares on a Shareholder's Death: The Plight of the Deceased's Personal Representative

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Abstract

Where a shareholder of a company dies, the right to his interest in the shares will pass to his estate beneficiaries. Nevertheless, before such process could take place, the shares would legally vest in the deceased shareholder's personal representative via transmission of shares. Undeniably, the most serious impact affecting the estate beneficiaries is the fall in the current value of the shares between the death of the shareholder and the receipt by the estate beneficiaries. Hence, the personal representative is highly required to act expeditiously in order to minimize any loss in share value. This paper aims to examine the extent of the personal representative's duties in dealing with the shares prior to the estate distribution. This paper also seeks to analyze the liabilities of the personal representative together with the available options to the estate beneficiaries with regards to their entitlements to the shares. The study adopts the doctrinal analysis by examining the existing primary and secondary materials including statutory provisions as provided by the Probate and Administration Act 1959 and the Companies Act 1965, case law and other legal and non-legal literatures relating to the duties and liabilities of the personal representative in dealing with the deceased's shares. It is found that the estate beneficiaries' rights to the shares are restricted and subject to the Memorandum and Articles of Association of each company. As for the personal representative, he stands vulnerable to be sued for civil liability for the loss arising from his failure to promptly realize and convert the shares, or charged for criminal offences in cases where he wastes or converts the shares to his own personal use.

Keywords: Shareholder's Death, Transmission of Shares, Estate Distribution, Personal Representative, Malaysian Law

Migrant Consumers' Attitudes towards Homeland Products

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Abstract

This work investigates the determinant factors of migrant consumers' willingness to buy products originate from their home country. The unit of analysis in this study was Malaysian migrants in the UK and the analysis was based on 330 usable data gathered through an online survey. The results indicate that the migrants' willingness to buy their homeland products was significantly and positively influenced by the migrants' levels of national identity. This finding suggests that the stronger the migrant consumers' association to their origin identity, the higher their willingness to purchase homeland products. The study provides a support that the migrant consumers' positive attitudes towards homeland products were not determined by the migrants' degree of ethnocentrism. The present study has implications for consumer behavior and marketing in multicultural societies.

Keywords: Consumption, International Migration, Ethnocentrism, Identity, Assimilation

The Effects of Brand Orientation of Furniture Manufacturing Firms on Brand Distinctiveness and Brand Performance

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Abstract

This study aims to examine the influences of brand orientation and brand distinctiveness on brand performance. Proportionate stratified random sampling was used to collect data of 550 furniture manufacturing firms. It was found that brand orientation of the furniture manufacturing firms have positive and significant relationships with brand distinctiveness and brand performance. This indicates the more oriented their brand are, the more distinctive and better performance are their brands. Brand distinctiveness was revealed as a mediator between brand orientation and brand performance. Hence, this study provides important findings through the integration of these variables towards brand performance within the furniture firms in Malaysia.

Keywords: Brand performance, Brand orientation, Brand distinctiveness, Furniture Firms, Brand Strategy

Tax Service Quality: The Mediating Effect Of Perceived Ease Of Use On The Online Tax System

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Abstract

This study examined the mediating effect of perceived ease of use on the relationship between tax service quality and online tax system. A total of 206 surveyed data was analyzed using structural equation modeling. The result shows that perceived ease of use has a significant mediating effect on the relationship between tax service quality and online tax system, and tax service quality has positive significant relationship with an online tax system. The findings shows the goodness-of-fit indices are adequate with the model fit indices showing the chi-square value of 290.857, DF =183, p- value = 0.000, CFI =0.961, NFI = .906, and RMSEA = .065. This study contributes to the ongoing effort to enhance the effective usage of online tax system by the tax authority through the self-employed taxpayers. This may lead to the increase in revenue generation by the government through it effective implementation.

Keywords: Tax service quality, Perceived ease of use, and online tax system

Using Causal Loop Diagram in Understanding Financial Activities in Malaysia Pension Fund

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Abstract:

Pension has become one of the most important issues for policymakers where in most countries, pension spending is projected to grow substantially as populations' age and the number of retirees increases. An aging population also creates concern about the sustainability of public pension systems (Boldrin et al. 1999; Bongaarts, 2004). As workers reach their retirement age and their longevity happens to be high, they will be entitled to draw pension for a much longer time. As a result, it will affect the pension's plan sponsors who have to bear the cost of providing pension benefit (Banks and Emmerson, 2000). This study will develop a simulation framework to analyze financial condition of Malaysia Pension Fund.

From the literatures (Fombellida and Zapatero, 2010; Menoncin and Scaillet, 2010; Xiao, 2001), numerous factors influencing the financial condition pension fund is summarized. Based on the set of system factors in literature summarization, causal loop diagram is used to analyze the inter-relationships among these factors. A causal loop is referred to as influence diagram or mathematically known as directed graphs

In Malaysia Pension fund, the contributing employers are divided into two types of employers, federal contribution and state contribution. Both of the employers are contributing to the pension contributions for employees who are granted pensionable status by the Public Service Department. In addition, employers are required to pay pension contribution for its pensionable employees at the rate of 17.5% of the basic salaries of the employees. Therefore, 17.5% from total salary of state and federal employees will be contributed into the pension fund. Hence, the increment of salary for state and federal employees causes a rise in total salary which also causes a rise in total contribution. Thus, all the contribution will be invested in pension asset. The amount of pension asset placed into each class is determined by an asset allocation model.

This paper discusses the contribution of causal loop framework to illustrate the financial activities of Malaysia pension fund. The framework enables the decision maker of Malaysia pension fund to quickly access the linkages that exist in the financial activities of the pension fund. Then, causal loop diagram will be used as the dynamic hypothesis of this study and serves as a basis for quantitative models.

Keywords: Pension Fund, Financial Activities, Simulation, Causal Loop Diagram

Development of Patient Satisfaction Model: Propositions And Directions For Future Research

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Abstract:

The aim of this paper is to propose a patient satisfaction model that links hospital employee satisfaction, perceived quality of care, and hospital reputation as antecedents to patient satisfaction and patient loyalty as an outcome of patient satisfaction. In developing the conceptual framework, we searched for general management and health care management literatures within available databases such as EBSCO Host, ABI/inform and Social Sciences Citation Index. The keyword search includes *satisfaction, patient, reputation, healthcare/hospital employee, quality of care, and hospital*. Apart from single keyword search, we also used a combination of two or more of the keywords to search for relevant literature. To ensure quality the search was limited to published journal articles only.

Empirical findings are irrelevant in this paper. We present a conceptual framework of patient satisfaction that links employee satisfaction, perceived quality of care and hospital reputation as antecedents to patient satisfaction. Also, we propose patient loyalty as an outcome of patient satisfaction. Based on a broad literature review and a combination of established, but adapted satisfaction and reputation model, several propositions concerning the relationships of patient satisfaction, healthcare employee satisfaction, hospital reputation, perceived quality of care and patient loyalty were developed. . On the basis of broad review of past literature and underpinning models, the model was developed with the intention for general application within the hospital settings. This conceptual model is a novel attempt in understanding the connection between employee satisfaction and patient satisfaction, and the role of reputation within hospital settings. Although no empirical evidence is presented in this paper, our research provides some thoughtful insight in linking the study variables within a framework. Future researchers may use this model to validate and refine the links empirically.

Keywords: patient satisfaction, employee satisfaction, hospital reputation, perceived quality of care, patient loyalty

Customers' Repurchase Intention Model for Malaysian Segment-C Car Market

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Abstract

A rugged competition due to the growth in the non national vehicles in the Malaysian segment-c market, retaining their existing customer becomes a key factor for maintaining market presence. Our study focuses on the leading non national automotive corporation, UMW Toyota, Toyota Motor Corporation as their sales volume in 2013 dropped drastically compared to the previous year (MAA, 2014). As suggested by past research (e.g. Shi, Shi, Chan & Wang (2009)), continuous repurchase behaviour leads to good business results or economic advantages. McIlroy and Barnet (2000) also had asserted that to acquire a new customer could costs five times more compared to keep the existing ones. Since there are lack of formal empirical researches carried out on repurchase intention in the automobile industry, as such, we investigate the factors that may contribute to the formation of customer satisfaction in turn lead to retention of customer. This study attempts to reinforce better understanding of the antecedents to the customers' repurchase intention in the automobile market by building model from different perspective. To achieve the research objective, a questionnaire survey was conducted with 360 car owners of selected models of Toyota brand. Partial Least Square Structural Equation Modeling (PLS-SEM) is adopted in the holistic tool for model building and analysis. The formative approach of PLS-SEM are proposed as the direction of causality is from diverse facet of aspects (perceived service quality, perceived product quality, perceived price fairness, customer satisfaction, trust) to form measure of the customers' repurchase intention, rather than customers' repurchase intention is reflected in these aspects. In turn, the measure is validated with a set of indicators that normally reflect the customer's repurchase intention.

As per the hypothesized relationships between the latent variables in the formative measurement model, the empirical evidences indicated that all three aspects: perceived price fairness, perceived product quality and perceived service quality impact customer satisfaction significantly. Both customer satisfaction and trust are the key drivers of customer retention. Moreover, customer satisfaction serves as the mediator of perceived service quality, perceived product quality and perceived price fairness, significantly influences the repurchase intention. The repurchase intention model had shown substantial amount of explained variance which the customer satisfaction and trust together explained 79.3% of the variation in customer repurchase intention. A comprehensive study through employing Partial Least Square Structural Equation Modeling (PLS-SEM), a formative approach, offers alternative lens to conventional reflective measurement model and this study suggest the plausibility of the formative measurement model, in the context of customer retention in the Malaysian automotive industry. As practical implication, a corporation in the automobile market should establish customer trust and consider the factors (perceived service quality, percieved product quality and perceived price fairness) that lead to customer satisfaction, in order to attract customers to repeat purchase. And these findings can be of significant contribution to other corporations' endeavor in retaining customers.

Keywords: Customers repurchase intention, formative measurement model, PLS-SEM

Effective Employee Engagement and Organizational Success: a Case Study

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Abstract

Employee engagement is often associated with other organization related concepts such as job satisfaction, job involvement, organizational citizenship behavior and burnout. However the main challenge for most HR Managers remains in achieving employee engagement at the organizational level. Different employees will have different expectations, perceptions and experience at different levels of their career and it is a challenging task for HR to meet all their expectations. As a result of this, many may indicate their desire to leave the organizations and the organization will have to incur huge explicit and implicit cost in managing this issue of turnover and lack of engagement among the disaffected employees.

Based on an intense exploration of the literature on the subject-matter the researcher was able to figure out five thematic areas that trigger employee engagement the most: the work environment, supervisor-employee relationship, job satisfaction, HRM Practices, and organization culture. Quantitative approach was the main approach adopted to gather 137 valid responses from employees of MNT Ghana with four comprehensive interviews to saturate the robustness of the findings. Therefore, the methodological underpinnings of this research outcome could be best described as triangulation.

The findings of the research revealed that the engagement strategies in current execution by the company are in good shape and very responsive. However, an ascending rating of the engagement factors in terms of their influence on engagement effectiveness as indicated by the responses of the research participants unveiled the 'Work Environment' as having the least relationship with the dependent variable. The interview analysis spontaneously touched on a causal link rooted in the electric power inconsistency which is a confronting challenge not only to MTN Ghana but as national hurdle. Employee engagement as an "engine" in talent management drive draws its resilience from the effectiveness of factors such as: the environment of work, quality of relationship in the work context, HRM Practices, job satisfaction, and the prevailing culture within the organization.

Employee engagement is the new HRM mantra in talent management. Strategic employee engagement initiatives by organizations will support the organizational branding and reputation among the existing and potential employees. This will enhance the positive reinforcement and attitude towards the organization and its success in attracting, motivating, developing and retaining employees. Ultimately, an organization will be the preferred employer to work for.

Keywords: effective employee engagement, talent management, organizational success



Supply Chain Performance Measurement: The Case Of A State Owned Pharmaceuticals Company (BFM)

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Abstract

Integrated supply chain is critical for BFM to excel against its competition. The Purpose of this study is to identify Supply Chain Management and performance measurement in BFM, benchmarked with other Pharmaceutical companies, and to create solutions in improving and developing Supply Chain Management using the Supply Chain Operations Reference model (SCOR). The Supply Chain Operations Reference Framework for supply chain collaboration (SCOR) model developed a set of performance metrics for collaboration, including reliability, flexibility and responsiveness, expenses, and assets/utilization. The methodology of supply chain research in BFM was surveyed by field observation, interviews and research. Interviews were conducted to examine the main issues and a hypothesis was tested by applying SCOR model, which also includes green SCOR model as consideration of environmental management. This study found that problems arose in the Supply Chain Management of BFM are lead time issues and low performance compared to the score of Pharmaceuticals industry. Environmental management could not be measured using SCOR metrics at Plan Source stage due to limited supplier of BFM. To increase supply chain management performance, BFM shall consider to re-organize the system of supply chain management internally and with other stakeholder. The first step is planning and organizing. The second step is collaboration with suppliers and within internal departments to develop mutual trust, responsibility, etc. Practical implications give specific recommendations for implementation planning such as information sharing, decision making, performance measurement and technology. The Business solution implementation plan is divided into three planning horizons, such as short-term which is one until six months, medium-term which is about one year, and long-term which is about two years.

Keyword: Supply Chain Management, Performance Measurement, Indonesia Pharmaceutical Industry, SCOR

Curriculum Of Islamic Economics And Finance In Islamic University Of Indonesia: Challenges Of Asean Economic Community

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Abstract

This research was aimed to observe and examine the curriculum by which students skills are developed to achieve competences in Islamic economics and finance. The research examines the curriculum implemented in departments of Islamic economics of Faculty of Islamic Studies and of Economics of Faculty of Economics, both in Islamic University of Indonesia. The curriculum is examined to oversee weather it is relevant with the need of human resources in the ASEAN Economic Community era or not. The research also aimed to overcome the problems faced by curriculum to meet the need in the context of regional economic globalization.

The research examines curriculum of Islamic economics and finance applied in two different departments in Islamic University of Indonesia, i.e. Department of Islamic Studies of Faculty of Islamic Studies and Department of Economics of Faculty of Economics. The data about the departments' curriculum is gathered from their official book guides consisting subjects, competences, and methods of teaching. These curriculum were then discussed in the term of its relevance with the challenges faced by departments in meeting the need of human resources in the context of ASEAN Economic Community. The standards by which human resources requirements in ASEAN Economic Community would be examined in the form of departments' curriculum.

Curriculum of Islamic economics and finance implemented by Islamic University of Indonesia was mainly based on the need of local and national challenges of market dynamics in Islamic banks, microfinance, and other Islamic financial institutions. To meet this local and national challenges, curriculum has performed well in answering the demand of human resources needed. It was equipped with essentially required subjects and applied well. As the result, alumni in these programs is received well in the market. The research suggested important endeavours to increase curriculum quality mainly by adding English-based contents in some subjects. These additional contents are aimed to embody students with better understanding about current issues in regional development of Islamic economics and finance which information about it is delivered mostly in English. Other suggestion is increasing regional context in products, practices and regulations so that students will be easily adapt in other countries environment as they work abroad. Furthermore the research advocates the need of standardization of curriculum in Islamic economics and finance in the framework of ASEAN without neglecting Indonesian original characters of economic and financial activities.

Keywords: Curricula of Islamic Economics and Finance, ASEAN Economic Community, Curriculum Design, Islamic Financial Institutions, Economic Integration



Islamic Banks And Local Development In Indonesia

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Abstract

This paper was aimed to explain the development of Islamic banks and their contributions in Indonesia local development. In doing so, the paper described data on essential financial reports of IFIs in selected provinces in Indonesia. The description was important to understand at what point Islamic banks have contributed in local development especially in comparison with its counterpart from conventional banks. The research gathers data on assets, financing and its quality, and intermediaries function of Islamic banks operating in selected provinces in Indonesia namely North Sumatera, South Sumatera, West Java, Central Java, East Java, East Kalimantan, South Sulawesi, and West Nusa Tenggara. The provinces selected were the provinces with Muslim majority in its population, many Islamic banks established local branches in its, and have its own sharia office of BPDs. Data collected ranged from 2005 to 2013 to cover the development and performance of Islamic banks' local branches and BPDs. The research also relies on similar data from conventional banks to explain its relation and comparison. Besides financial data from banks, the research also collected data on macroeconomic indicators such as economic growth, poverty, and others. The data obtained were then compared with financial data from Islamic banks to describe IFIs contribution in local development.

The results suggested that Islamic banks have showed well-performed financial activities in term of asset growth, financing quality, and intermediaries function especially if compared with their counterparts, i.e. conventional banks. In the selected provinces, data indicated that Islamic banks' financial performance were better especially in financial intermediaries function. Islamic banks tended to distribute their funds with higher percentage than conventional banks. Islamic banks also showed better financing quality as viewed from non-performing loan quality. The paper revealed important findings on the nature of Islamic banks in local development in Indonesian economy which was still a new emerging topic of research. It also exposed another intriguing fact about Islamic banks' performance which is financially well-developed but still in need further expansion to reach the most needed society member living in poverty. To do so, this paper suggests the systematized endeavours from Islamic banks to push government in opening wider opportunities in developing and expanding of IFIs.

Keywords: local development, Islamic bank, financial intermediaries, economic growth, poverty



Forecasting Sales During Promotions in a Supermarket: An Empirical Study

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Abstract

Overestimating the promotional demand causes retailers to carry excess inventories and suffer from the associated inventory costs. On the other hand, underestimating the promotional demand causes lost sales and customer dissatisfaction. Sales forecasting and associated ordering decisions in supermarkets are usually based on the judgements and experience of store managers and category experts. This study aims to develop a promotional sales forecasting model for a local supermarket in Turkey and to provide insights into the factors influencing promotional sales in supermarkets.

Since promotional sales are affected by various factors, an explanatory forecasting model is determined as the most suitable approach to the problem. Therefore, multiple regression analysis is performed in this study. Dependent variable of the model is lift factor, which is defined as the promotional sales of a product divided by its average non-promotional sales. Promotion variables, product characteristics, holiday variables, and product category variables are the four groups of independent variables that are designed for the regression model. Regression model is tested with the sales and promotion data obtained from a sample store. Fast moving non-food products are determined through Pareto analysis and included within the scope of study.

According to the results of the regression analysis, relative discount is found to have the strongest impact on the lift factor. Besides; previous lift factor, baseline sales, number of products in subcategory that are on promotion, length of promotion period, timing of previous promotion, and summer season are among other variables that are found to have a significant influence on promotional sales. Longer duration of promotions have a negative impact on the promotional lift. On the other hand, no empirical support was found for the influence of holidays or special days such as new year period or Ramadan feast on the lift factor for the selected product groups. The explanatory power of the regression model is measured by Adjusted R² values and found as 52 % and 54 % for two different regression settings. Forecasting performance is measured by Mean Absolute Percentage Error (MAPE) and calculated as approximately 33 % for both settings.

Even though this regression model is peculiar to the product categories of interest and to the selected store of the supermarket, it can be modified for different contexts for further empirical research. With this research, it is expected to encourage practitioners in the retail industry for putting more effort on integrating scientific models in their marketing and operational processes, rather than relying purely on expertise and intuition.

Keywords: Promotion, sales forecasting, multiple regressions



Furthering the Thought of Islamic Work Ethics for Future Researchers

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Abstract

The concept of Islamic work ethic is gaining more attention from researchers due to its importance in the workplace. Considering its numerous benefits, the present study reviews the existing literature pertaining to this phenomenon in order to understand and to identify the areas that are already explored as well as the areas that are needed to be addressed. The findings of this study highlight important gaps in the Islamic work ethic literature particularly in term of its dimensionality and its measurement scale. This study concludes by stressing the necessity of future research to address these gaps in the literature in order to increase the understanding of this construct at workplace.

Keywords: Islamic work ethic, Protestant work ethic, Islamic Shariah principles, Dimensionality and measurement

Why do managers leave their organization? Investigating the role of ethical organizational culture in manager turnover in a 4-year follow-up study

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Abstract

The main aim was to examine 1) whether an ethical organizational culture predicts managerial turnover in a four-year follow-up period, 2) what are the reasons managers name for turnover, and 3) whether an ethical organizational culture is associated with these reasons. The sample consisted of 446 managers from different organizations. Ethical organizational culture was measured with the Corporate Ethical Virtues scale (CEV; Kaptein, 2008) at the study baseline (2009). Turnover was investigated by asking participants if they had changed their job during the past four years (yes/no). Also the timing and reason for turnover was inquired. Of the investigated managers, 130 (29.1%) changed their jobs during the four-year period. Logistic regression analysis showed that an ethical organizational culture was associated with less manager turnover. The reasons for turnover managers named were divided into seven categories: (1) Career goals (26.9%), (2) Employee ill-being, sickness (5.4%), (3) Lay-off (33.1%), (4) Organizational change (6.9%), (5) Resignation (7.7%), (6) Early retirement (5.4%), and (7) Dissatisfaction with the previous job/organization (14.6%). ANCOVA analysis showed that those managers, who had not changed or left their job, evaluated their ethical organizational culture higher compared to the job changers. The lowest ratings were given by those managers who had changed their job due to dissatisfaction with the organization or the ones in the early retirement group. The findings indicate that an ethical culture plays a significant role in keeping managers in their organizations.

British Diplomats, Bakufu And Japanese Civil War: Friends Or Foes

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Abstract

Being the most dominant foreign power in nineteenth century Japan, Britain is often believed to have been behind the rise and eventual success of anti-Bakufu movement in a war against Tokugawa Shogunate. Britain, as argued by some, had indirectly supported the anti-Bakufu forces leading to the collapse of the Shogunate and establishment of new Imperial government in 1868. While there had been some events or developments cited to support this view, the general British diplomats' stance towards either the Bakufu or its opponents, as this paper attempts to show, was that of neutrality. Their attitude and views towards both parties with regard to different matters varied, ranging from condemnatory to complimentary. This paper aims to highlight the general neutral attitude of the British diplomats, and at the same time exceptional views as expressed by a few, such as diplomat Ernest Satow in favour of the anti-Bakufu forces. Using mainly archival materials and diplomatic correspondence, this paper will demonstrate not only the views of British diplomats towards the Bakufu and anti-Bakufu forces as Japanese politics underwent changes, but also related issues or concerns which might have influenced their attitude and stance towards both.

Key words: *Bakufu*, British, civil war, diplomat, Japan

Peer relationships safeguard for learned helplessness behaviour

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Abstract

Martin Seligman (1975) explained the learned helplessness behaviour is when people feel that they have no control over their situation, they may also begin to behave in a helpless manner. The impact of learned helplessness has been demonstrated in a number of people in different ages and situations (Peterson et al., 1993). The studies indicated peer relationships (Laible et al., 2000) as well as parenting styles (Ellis, 2003) have a significant impact on children's social and educational performance. Therefore the peers along with parents is one of the beneficial sources that children refer to when they faced a problem and help them better adjustment to the environment (Laible et al., 2000). The present study, aimed to determine the relationships between the above variables that are contributing in the development of helplessness behaviour and to find out the significant protective factor in developing helplessness behaviour.

This is a correlational study. A sample of 120 participants aged 18 to 23 years ($M=19.7$) from Sunway University, Malaysia participated in the study. The participants were in equal number of males (50%) and females (50%). The participants were asked to complete a set of questionnaires including Parental Authority Questionnaire (PAQ), Inventory of Parent and Peer Attachment (IPPA) and Helplessness Behaviour (HBQ) were used in the study.

The current study examined the impact of parenting styles, peer relationship and learned helplessness among university students. Findings of the study revealed no significant relationship between parenting styles and learned helplessness behaviour. However, there was a negative and significant association between peer attachment and learned helplessness behaviour ($r = -.387$, $p < .000$). The study therefore revealed the significant effect of peer relationship on learned helplessness among the sample irrespective of gender. The results suggested that good reciprocal interaction between individual and peers results better in mental health. The present study hence highlighted the importance of peer relationship in the drafting of educational curriculum for adolescents. Later studies may examine the effect of other socio-environmental factors on learned helplessness behaviour.

Keywords: learned helplessness, parenting styles, peer relationship

Entrepreneurial Strategic Flexibility In Resource Construction

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Abstract

The concept of flexibility is important in new firms, especially in knowledge intensive industry that experience intense competition, high uncertainty, and rapid innovation. Due to shorter product life-cycle, new firms need to recognize and rapidly develop business opportunity, and successfully launch their new products. This kind of flexibility or entrepreneurial strategic flexibility enables firms to leverage on their entrepreneurs' flexibility actions to create firms' new capabilities to rapidly respond to environment and market changes. At present, research studies linking entrepreneurial strategic flexibility to the process of resource construction are scant. The objective of this study is to review the flexibility theories and propose the types of flexibility actions and flexibility capabilities in constructing firms' resources. This study proposes four types of flexibility capabilities in resource construction. These include flexibility in cognition and strategic decision making, flexibility in knowledge accumulation and integration, flexibility in business and social networks, and flexibility in technological investment. These insights are useful for both entrepreneurs of new firms and policy makers to improve entrepreneurial actions in supporting firms' growth.

Keywords: Entrepreneurial strategic flexibility, resource construction and knowledge-intensive firms.

Students' Perception towards Mechanical Engineering Program in the Malaysian University

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Abstract

Program Outcome (PO) is the objective set by the institution to be achieved after duration of study. In UKM, the achievement of these POs is systematically assessed throughout some courses taken in the program. Student perception is however relevance to be considered as a method to assess the achievement of POs as well as the effectiveness of a program. A survey was conducted among a batch of final year student which will be graduated. The survey was designed to anticipate their achievement from their own perspective and to cater some other issues in order to evaluate the strengths and weaknesses of the program implementation in overall. The research data are including; the assessment of PO, curriculum and teaching and learning process, career aspects and perception on relationship between student and lecturer. In overall, almost all potential graduates are satisfied with teaching and learning system during their study in UKM and they are well prepared to step into the industrial world. Every aspects issued has shown a satisfactory results where all students gave more than 3.5 out of 5 average scales. Finally, the observation of some aspects that scored comparatively low such as mentor-mentee system and technical content of the program need to be improved in the future. Finally, the observation of some aspects that scored comparatively low such as mentor-mentee system and technical content of the program need to be improved in the future.

Keywords: Program Outcome, Students' Perception, Survey

The Role of Environmental Management in Territorial Sovereignty Disputes

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Abstract

Recent court decisions in territorial sovereignty disputes showed that effective occupation (*effectivités*) has increasingly received international recognition that it is capable of creating a root of title by itself. Original modes of title acquisition are becoming less appealing since they require stringent evidence, while reliance on sole *effectivités* proves abundantly prolific to many States. *Effectivités* can be manifested by State's activities to establish State's intention to act as sovereign. In the case of Sipadan and Ligitan Islands [2002] ICJ Rep 148, the ICJ extended environmental management as one of the State's *effectivités* over the islands. Legislations concerning protection of birds by the Government of Malaysian were considered as manifestation of the Government to act as *à titre de souverain*. However, to what extent environmental management constitutes act of *à titre de souverain*? This paper examines the criteria of environmental management to be valued as *effectivités*. Should the government policies and activities by volunteer organizations be considered as manifestation by the State Authority? The second issue is whether environmental management by adverse possession can displace the title of the existing authority. The expected findings are (i) administrative policies by the Government to protect the environment shall be considered as *effectivités*. This excludes volunteering works. However, (ii) there must be correspondence between the environmental management and legal titles. As a conclusion, environmental management exercised by the State Authority with intention to bind the whole community plays a significant role as a winning tool in the negotiation of territorial sovereignty.

Keywords: Environmental Management, Sovereignty, Boundary, Effective Occupation

Human Communities and Their Uses of Natural Resources: A Case Study at Batang Lupar Headwaters

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Abstract

In the last two decades, significant economic development activities had been carried out in many parts of the state. This has caused great depletion of natural resources still available in the state. Even though Sarawak has excellent laws and regulations governing the protection of natural resources such as Natural Resources and Environmental Ordinance, Sarawak (1993), Wild Life Protection Ordinance Sarawak (1998) in addition to the relevant laws and regulations at the national level like National Wildlife Act (1972), National Forestry Act (1984), National Policy on Biological Diversity (1998), it was reported that 80% of the rainforest had been affected by the deforestation, conversion into monocrop plantation and dams construction activities. The questions now are: to what extent the human communities in Batang Lupar headwaters are affected by these economic development activities? What natural resources are still available in the area? How do the community in this part of Sarawak use the natural resources?

This study adopted qualitative approach. Interviews with the villagers in Lubok Pantu will be conducted based on survey questions prepared earlier. The results of the study indicated that the community in Lubok Pantu are still heavily dependent on the uses of various natural resources for their consumption, construction of houses and various furniture and for medical purposes. The findings of the study help to draw some policy implication for implementation.

Keywords: Natural resources, Human communities, Livelihoods

Customer Knowledge Management and Its Impact On Customer Satisfaction And Loyalty In Malaysian Takaful Industry

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Abstract

The Malaysian Takaful industry is considered a growing industry with significant progress and continues to play an important socioeconomic role within the economy. In the global economy, service providers are competing to develop and retain customers through increased satisfaction and loyalty. To achieve this aim, customer knowledge has been increasingly recognized as a key strategy in managing customer relationships (Peppers & Rogers, 2004; Xu & Walton, 2005). Organisations sometimes are not aware of what actually goes on in a customer's mind. This study is undertaken to examine the relationship between customer knowledge, knowledge management, satisfaction and loyalty among policyholders within the Takaful Industry.

The target populations for this study were subscribers of Takaful products or services from any of the Takaful operators in Malaysia. A multistage sampling technique was used, first to identify the region and then the Takaful companies within the region. Four regions were selected, namely, central, northern, southern and eastern regions. Then respondents were then conveniently selected based on the Takaful companies that they subscribed with. Data collected were then analyzed using SPSS version 20 and Structural equation modelling using AMOS version 18. All the hypotheses for this study were tested to be significant indicating that the relationships between the predictors and the criterion variables were all supported. Customer knowledge and knowledge management both explained 61% of the variance in satisfaction and satisfaction explained 52% of the variance in loyalty. These findings suggest that Takaful operators need to know their customers well and to manage their customers' information so as to maximize their customers' satisfaction. The findings also indicate that customers' satisfaction will result in repeat purchase and loyalty. As it is more challenging to differentiate product offerings within the services sector, therefore, customer knowledge and knowledge management can be the differentiating element.

Keywords: knowledge management, customer knowledge, satisfaction, loyalty, Takaful industry

Quality vs Quantity Fertility Decision within Women Household in Malaysia

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Abstract

This study will focus on the microeconomics perspective which emphasizes education and women in employment, socio-economics and family intergenerational factors. Consequently, this analysis would further investigate women's preferences for having children with owning a house, having spouse, age, marital status and occupation type. Microeconomics most widely discussed theory, by Becker et.al. (1960) known as quantity–quality (Q-Q) model described that an increasing marginal cost of quality (child outcome) with respect to quantity (number of children) leads to a tradeoff between quantity and quality. The model is based on the microeconomic approach to fertility which is pioneer by Becker (1960) and Becker and Lewis (1973) suggests that household fertility decision are a function of family income, female wage, female employment and education. The ordered probit model is suitable for modeling with a categorical dependent variable (in this case, rank on number of children).

In reviewing the family policy literature, it becomes apparent that each country as it ways of classifying family policies and set up wide range of goals. Some country have the notion that smaller families and slower population growth are essential for development motivates governments like China, India, Mexico and Indonesia to promote smaller families (Weil, 2005). Based on the previous literature relating to family policies in Chapter 2, Malaysia should adjust policy more towards 'nations of individuals', which are supportive and concern towards women's right and children's living standard. Malaysia has changed its policy from one of lowering the population growth rate and no longer intervenes to reduce it. This corresponds to the steady decline of its population growth rate that has resulted mainly from the decline in overall fertility. The empirical results from this study are very useful as guides in formulating family-oriented policy for Malaysia.

Keywords: fertility-decision, quantity, quality



Attitude of Students Towards Statistics Application

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Abstract

Many statistics educators believe that students' attitude toward statistics are important. This study was conducted among undergraduate students of program, Bachelor of Science Information System Management Hons. Faculty of Information Management Shah Alam, Malaysia. This study aims to investigate the factors that influence the students' statistics acceptance and its relationship. The dependent variable is Students' Statistics Acceptance (SSA) while the independent variables were Affect (A), Cognitive Competence (CC) and Value (V). The findings of this study show that, out of three investigated independent variables, only two variables turned out to be influential in predicting student's statistics acceptance among undergraduate students of program Bachelor of Science Information System Management Hons. Faculty of Information Management Shah Alam, Malaysia.

Keywords: Student's Statistics Acceptance, Affect, Cognitive Competence, Value, Undergraduate Students.

Energy Conservation Behaviour Of Higher Institution Using Theory Of Planned Behaviour

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Abstract

In general, energy conservation means consume less energy to achieve an overall energy reduction. Human behaviour is an essential ingredient in energy conservation efforts. This paper aims in identify the role of attitude, subjective norm, perceived behaviour control and knowledge in encouraging pro-environmental behaviour among private university student. This study using Model of Planned Behaviour by Ajen and Fishben, (1991) and variable suggested by Low et. al., (2010). This research is using quantitative study and sample respondent from government link company private university. The data will be analysing using Principle Component Analysis (PCA). Confirmatory Factor Analysis method (CFA) will be used to certify the basic factors produced by PCA using Comparative Fix Index Value (CFI), Tucker Lewis Index (TLI) and RMSEA.

The result obtained will be used to identify which variable influence the pro-environmental behaviour. This study can be utilised to develop a suitable pro-environmental behaviour model for the use of university students and public.

Keywords: Energy Conservation Behaviour, Energy Sustainability, Theory of Planned Behaviour, World Energy Threat

A Study on Factors of Web Users Behaviour towards Online Purchasing Intention Among People in Jakarta

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Abstract

The success of e-commerce depends on the numbers that is taken into consideration. At the customer side, the trend of online shopping triggers more people to do purchase by online and it also reflect on the business side where they will start to upgrade their business one step ahead by creating e-commerce website. However, the lack of overall website structure will affect to the web user behaviour which indirectly impact to the success of e-commerce. Jakarta, as Indonesia's capital city is the place of the survey of the study with 100 respondents where the result from the questionnaire feedback will portray on what are people take into consideration about the website and justification as well as the result provide a better understanding about web user behaviour or in the other words willingness to stick, trust and understand the consequences of perceived risk to a website, which means the result also give the suggestions to the businesses to create an overall reliable website design and structure to engage their customer and translate to the success of e-commerce.

Keywords: Stickiness; Perceived Risk; Trust; Online Purchasing Intention; Website Quality; Web User Behaviour

Evaluating The Quality Of English Language Support For UK-Bound Post-Secondary Malaysian Science And Technical Students From Their Perspective As Consumers: A Pilot Study

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Abstract

The deteriorating quality of Malaysian graduates has often been attributed to lack of communication skills in English. Arguably, universities have failed to train students, who are customers (Fairclough, 1995) or consumers (Furedi, 2011) of service, and turned them into high quality graduates. Yet, little is known about the quality of English language support prior to university admission (Evans & Morrison, 2011) while evaluation itself is also lacking (Gillett, 2011; Gillett & Wray, 2006) and has not been viewed from students' perspective as consumers. This paper presents a practical Importance-Performance Analysis (IPA) technique (Martilla & James, 1977) which tested 33 items describing quality of Teachers (TR = 9), Teaching (TG = 4), fellow students (ST = 4), course design (CD = 5), availability of support systems (SS = 6), course effectiveness (CE = 5) using a 10-point Likert scale in a pilot study, which yielding 23 usable responses. Mean scores for performance items and importance items were placed on the x- and the y- axes respectively.

The intersection point (7.64, 9.06) created four IPA quadrants: QA) low performance-high importance, QB) high performance-high importance, QC) low performance-low importance, and, QD) high performance-low importance. QA comprised items from ST (3), CE (3), SS (2) and TR (1) while items from TR (6), TG (1), CD (1) and CE (1) represented QB, although QD showed items from TG (3), CD (3) and TR (2). Cronbach alpha coefficients were above 0.70 (Nunnally, 1970), with higher values for performance. As 65% of responses came from students who studied at three Malaysian preparatory colleges, a case study approach (Yin, 2009) is recommended for the main study.

Keywords: service quality; evaluation; English language support; university admission.