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**BOOK OF EXTENDED ABSTRACTS**

# **iVCPPTS 2021**

**1<sup>ST</sup> INTERNATIONAL VIRTUAL CONFERENCE ON PUBLIC POLICY AND SOCIAL SCIENCE**

**iVCPPTS 2021:**

**REGIONAL ISSUES IN PUBLIC POLICY  
AND SOCIAL SCIENCE  
DURING COVID 19 PANDEMIC**

CO-ORGANIZED BY:

**FACULTY OF ADMINISTRATIVE SCIENCE  
AND POLICY STUDIES, UTM KEDAH  
& FAKULTAS ILMU SOSIAL DAN ILMU POLITIK  
UNIVERSITI OF AIRLANGGA (UNAIR)**

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# LIST OF PAPER iVCPPTS 2021

| No | Name & paper  | Page  |
|----|---|-------|
| 1  | <b>MANAGING SUPERTEAMS: HOW TEAM COMPOSITION AFFECT THE TEAM PERFORMANCE OF PUBLIC HEALTHCARE IN MALAYSIA</b><br><i>Dr Azlyn Ahmad Zawawi</i>   | 1-2   |
| 2  | <b>REGIONAL AND SUSTAINABLE DEVELOPMENT IN MALAYSIA: UNRAVEL THE TALE OF RURAL ECONOMIC DEVELOPMENT</b><br><i>Dr Nazni Noordin</i>  | 3-4   |
| 3  | <b>MALAYSIAN FISCAL POLICY INITIATIVE DURING PANDEMIC COVID-19: A SYNOPTIC VIEW</b><br><i>Mohamad Ariff bin Mohd Yusof, Muhammad Farouk bin Azmi &amp; Dr. Junaida Ismail</i>   | 5-7   |
| 4  | <b>THE CHALLENGES OF DIGITAL POVERTY IN PURSUING ONLINE DISTANCE LEARNING AMONG UNIVERSITY STUDENTS IN MALAYSIA</b><br><i>Syuhada Shahren, Nur Aiesya Atika Ardi &amp; Intan Syahriza Azizan</i>                          | 8-11  |
| 5  | <b>THE IMPACT OF FLEXIBLE WORKING ARRANGEMENT TO THE EMPLOYEES AT PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN (SUK)</b><br><i>Nurul Ayuni Shafei, Nur Jalilah Salleh &amp; Dr Nor Zaini Zainal Abidin</i>                 | 12-13 |
| 6  | <b>THE ROLE OF SOCIAL EXCHANGE THEORY ON INTERNAL TEAM PERFORMANCE: A CONCEPTUAL REVIEW OF MALAYSIAN SEARCH AND RESCUE (SAR) TEAM</b><br><i>Norsyazwani Ab Halim &amp; Azlyn Ahmad Zawawi</i>                             | 14-16 |
| 7  | <b>COVID-19 AND ONLINE LEARNING IN HIGHER LEARNING INSTITUTIONS: REVIEW ON ISSUES AND CHALLENGES FACED BY STUDENTS</b><br><i>Ayu Nazurah Dzulhasdi, Siti Nur Anis Safiah Rosli , &amp; YM Tunku Nashril Tunku Abaidah</i> | 17-20 |
| 8  | <b>JOB PERFORMANCE AMONG ENFORCEMENT STAFF IN NORTHERN MALAYSIA: A CASE OF JPJ SEBERANG JAYA, PENANG, MALAYSIA</b><br><i>Anis 'Amirah Razali, Noorzaihaini Ahmad &amp; Nazmi@Nazni Noordin</i>                            | 21-22 |

- |    |   |       |
|----|---|-------|
| 9  | <p><b>GRADUATE EMPLOYABILITY POST-COVID 19: THE CHALLENGE FOR MALAYSIAN PUBLIC UNIVERSITY</b></p> <p><i>Muhammad Asiff Rafani Bin Mohd Noor Azmi, Nur Ashma Hidayah Binti Ahmad Bakri &amp; Adnan Aminuddin</i></p> | 23-25 |
| 10 | <p><b>MALAYSIAN GOVERNMENT INITIATIVES IN MANAGING EDUCATION CRISIS DURING COVID-19 PANDEMIC</b></p> <p><i>Nur Atika Azman, Nur Aniessa Abd Aziz &amp; Muhammad Syahmizan Azmi</i></p>                              | 26-32 |
| 11 | <p><b>FACTORS THAT CONTRIBUTE TO ACADEMIC STRESS AMONG STUDENTS IN NORTHERN MALAYSIA HIGHER LEARNING INSTITUTION</b></p> <p><i>Nur Basirah Zahari, Kalsom Lazim, &amp; Azni Syafena Andin Salamat</i></p>           | 33-39 |
| 12 | <p><b>ANTECEDENTS OF THE UNIVERSITY STUDENTS, INTENTION TO PRACTISE E-WASTE RECYCLING</b></p> <p><i>Nursyafiqah Najeehah Abdullah Rizzal, Nurul Athirah Kassim, &amp; Mohd Nazir Rabun</i></p>                      | 40-46 |
| 13 | <p><b>ANALYSIS OF COLLABORATIVE GOVERNANCE REGIME IN SPATIAL AND ZONE PLANNING POLICY IN GREATER MALANG AREA</b></p> <p><i>Siti Khodijah Ananda Ayu, Rerica Dhea Shavila &amp; Muhammad Hafizh Irhamna</i></p>      | 47-49 |
| 14 | <p><b>THE DILEMMA BETWEEN ECONOMIC MOTIFS AND SOCIAL RESPONSIBILITY: GOALS AMBIGUITY IN GOVERNMENT-OWNED ENTERPRISE</b></p> <p><i>Rendy Billiyanto &amp; Dr. Antun Mardiyanta</i></p>                               | 50-51 |
| 15 | <p><b>DYNAMIC GOVERNANCE THEORY FOR UNDERSTANDING WORK FROM HOME POLICY: A CASE OF PUBLIC SERVICE IN DKI JAKARTA DURING THE PANDEMIC</b></p> <p><i>Ahbiiba Nur Iftah Ellahuuta &amp; Putri Faticha Sari</i></p>     | 52-53 |
| 16 | <p><b>INTENTION OF USE OF E-HEALTH SITE BY PUSKESMAS PATIENTS (STUDY IN SURABAYA CITY)</b></p> <p><i>Irvan Kurniawan, Arfiedna Tiara Fatiha, &amp; Dr. Antun Mardiyanta</i></p>                                     | 54-55 |
| 17 | <p><b>CRITICAL ANALYSIS OF PUBLIC SERVICE EXPENDITURE POLICIES TOWARD GENERAL ALLOCATION FUNDS (GAF) FOR REGIONAL DEVELOPMENT IN 2020</b></p> <p><i>Ayuni Nur Siami, &amp; Dr Sulikah Asmorowati</i></p>            | 56-58 |

## THE IMPACT OF FLEXIBLE WORKING ARRANGEMENT TO THE EMPLOYEES AT PEJABAT SETIAUSAHA KERAJAAN NEGERI KELANTAN (SUK)

Nurul Ayuni Shafei<sup>1</sup>, Nur Jalilah Salleh<sup>2</sup>, Nor Zaini Zainal Abidin (PhD)<sup>3</sup>

<sup>1</sup> Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Cawangan Kedah, Kampus Sungai Petani, Kedah, Malaysia, [ayunishafei98@gmail.com](mailto:ayunishafei98@gmail.com)

<sup>2</sup> Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Cawangan Kedah, Kampus Sungai Petani, Kedah, Malaysia, [jalilahsalleh23@gmail.com](mailto:jalilahsalleh23@gmail.com)

<sup>3</sup> Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA, Cawangan Kedah, Kampus Sungai Petani, Kedah, Malaysia, [zaini637@uitm.edu.my](mailto:zaini637@uitm.edu.my)

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#### Keywords:

FWA, motivation, morale, stress-level, work-life balance

#### Corresponding Author:

[ayunishafei98@gmail.com](mailto:ayunishafei98@gmail.com)

### EXTENDED ABSTRACT

#### INTRODUCTION

Nowadays, flexible working arrangement is one of the core concepts that is becoming important at the workplace. Many organizations provide the versatility at work to employees due to some circumstances such as COVID-19 pandemic, the advancement of technology and a transition in the industrial system which have majorly changed the conventional working methods. The flexibility impacts both the employees and employers. In this paper, the relationship between FWA and the most dominant impacts of FWA is investigated.

#### PURPOSE/AIM & BACKGROUND

The purpose of this study is to identify the impacts of FWA and to analyse the most dominant factor of FWA to the employees in SUK. In recent years, there is an increasing number of organizations providing the flexible working arrangements to employees. It was proven in a survey report by JobStreet's Malaysia which showed that 67% of Malaysian companies required staff to work from home due to COVID-19 pandemic in 2020. The COVID-19 pandemic has obviously given a broad and immediate short-term effect by shifting the regular employment to schedule and location flexibility. It seems that many people are now working from home with adapted flexible working hours. Previous studies have shown that flexible working arrangement can increase motivation, morale, work-family life and reduce stress level implications (Shagvaliyeva et al., 2014). Public and private sectors in Malaysia have introduced flexible working arrangement to their employees due to the COVID-19 pandemic. In this respect, Egole et al., (2020) defined the flexible working arrangement as a non-normal or an alternate work structures. Flexible working practises can be seen through the weekend work, shift work, overtime, regular hours schedule, part-time work, job sharing, flex-time and others. As for this study which has been carried out at SUK, it shows that the flexibility in work has been introduced due to COVID-19 pandemic as the workforce are encouraged to work from home as well as the government has also supported the establishment of flexibility. This is agreed by Kamakrishnan & Arokiasamy (2019), as the researchers mentioned that the government decided to expand the flexibility of work to all federal government agencies in the country, and this policy is intended to build the administration and extend the period of benefits to the general public.



### METHODOLOGY

A descriptive research design was used for the study, where primary sources for data collection were used. Questionnaire was adapted from the previous research of a similar nature. Sampling techniques applied in this study was simple random sampling. The study was conducted with the sample size of 195. Primary data was collected through questionnaires. More than 200 questionnaires were distributed and 169 of them were completed in all respects which were considered for the study.

### FINDINGS/RESULTS

The findings of this study show a relationship between FWA and the four variables investigated that are; motivation, morale, stress level and work life balance. The result also revealed that motivation is the most dominant factor of FWA to the employees in SUK. Based on the result, it shows that there is a strong connection between motivation and FWA, which is  $r = 0.802$ , and  $p < 0.05$  is a substantial value of 0.000. Therefore, it can be concluded that there is a significant relationship between motivation and FWA. The result as indicated in figure 1 shows that the motivation of employees can be enhanced through the establishment of FWA at the workplace.

**Figure 1:** Results of the Relationship Between Independent Variables and Dependent Variable

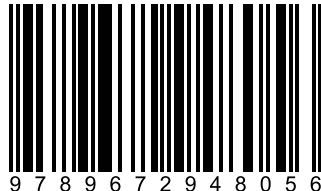
| Variables         | r value | p value              |
|-------------------|---------|----------------------|
| Motivation        | 0.802   | P= 0.000, $p < 0.05$ |
| Morale            | 0.507   | P= 0.000, $p < 0.05$ |
| Stress level      | 0.662   | P= 0.000, $p < 0.05$ |
| Work-life balance | 0.700   | P= 0.000, $p < 0.05$ |

### CONCLUSIONS

In conclusion, the result of this study has proven that motivation is the most dominant factor of FWA among SUK staffs. It is suggested that the organizations offer ample considerations with various options of FWA as there are many benefits or positive impacts that the employees can gain through practising the flexibility in work. Therefore, it has become essential for companies to take the advantage to adapt to the FWA in today's workforce.

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