



e-Journal of Media & Society

**MALAYSIAN'S LEVEL OF STANDARD OPERATING PROCEDURE (SOP)
COMPLIANCE IN THE FIGHT AGAINST COVID-19 INFECTION DURING
ENDEMIC PHASE**

Nur Adila Abdul Yazid, Nurfatihah Farahin Mahat, Mohd
Hilmi Bakar and Mohd Suffiean Hassan

International Islamic College (IIC)
Universiti Teknologi MARA

Correspondent email: hilmibakar@uitm.edu.my

ABSTRACT

A standard operating procedure (SOP) is a set of written instructions that describes the step-by-step process that must be taken to properly perform a routine activity. The goal of this study is to examine if Malaysians are concerned about SOPs during the endemic period and if SOPs have been successful in lowering infection rates among the general population. An online questionnaire with 12 items for demographic section and 16 items was designed in order to evaluate the Malaysia level of standard operating procedure (SOP) compliance in the fight against COVID-19 infection during endemic phase. The study is using the quantitative survey method which involves 306 respondents consisting of the public with various backgrounds by using Google Form platform. There are three main elements designed in this research in order to measure Malaysia's level of standard operating procedure (SOP) compliance in the fight against COVID-19 infection during the endemic phase. All variables were measured through the scale previously used by another researcher and scale of approval from 1 (Strongly disagree) - 4 (Strongly agree). The final result of the research indicates that the level of SOP compliance during endemic is very high ($M=3.70$), followed by the level of concern for the public in complying with the SOP is also very high ($M=3.27$) and the level of effectiveness of SOP compliance is very high ($M=3.48$).

Keywords

Standard Operating Procedure, SOP

INTRODUCTION

Coronaviruses (COVID-19) are a wide family of viruses that may cause illnesses ranging from the common cold to more serious conditions like Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). According to the World Health Organization (WHO), COVID-19 was identified in 2019 in Wuhan, China. This is a new coronavirus that has been previously identified in humans.

In Malaysia, there were two waves of COVID-19 cases. From January 25 to February 15, a total of 22 instances were reported, with no deaths and complete recovery in all cases. The ongoing second wave, which commenced on February 27, presented cases in several clusters, the biggest of which was the Sri Petaling Tabligh cluster with an infection rate of 6.5%, and making up 47% of all cases in Malaysia (Jamal, 2021).

Malaysia imposed a Movement Control Order (MCO) on March 18 that was phased down over two months and ended on May 12 to assist manage the pandemic and minimize cases. This is one of the ways to prevent spreaders of the virus while waiting for the vaccine. MCO restrictions on movement included travel bans nationwide (unless necessary to procure or supply essential goods and services such as food, daily necessities and healthcare) and international travel bans (except for residents returning to Malaysia). Gatherings for any reason, including religious, sporting, recreational, social, or cultural gatherings, were forbidden. Funerals were allowed to take place, but attendance was restricted to a "minimum" (note that "minimum" was not defined under the regulations) (Vivian, 2021).

Beside the MCO, the government of Malaysia also implemented Standard of Procedure (SOP). For example, wearing a face mask, social distancing, the usage of MySejahtera application and many more. According to Non-compliance with SOP among causes of spike in COVID-19

cases from Aug 24, (2021), the situation became worse when those who had contracted the virus continued to stay at their hostels or rental houses, resulting in more people being infected.

The vaccination, MCO and SOP shows a positive outcome when the number of cases is decreasing and at the stable point. The rate of death is also decreasing as well. The decrease is also captured by an easing gradient of the cumulative COVID-19 cases in Malaysia. Reduction in active COVID-19 cases is evident since 5 April, with more infected individuals recovering than new COVID-19 cases. (Tang, 2021).

Currently Malaysia is moving to an endemic phase since the cases of COVID is going down and not at the worrying point anymore. The cases also at the stable rate for a few weeks. This is the outcome after almost half of the population has been vaccinated and following the SOP as well. According to Moving towards endemic phase from Nov 23, (2021), with the high vaccination rates achieved among the adult population in Malaysia, in addition to the improved COVID-19 situation in the country, most states have been declared to be in Phase 3 and Phase 4 of the National Recovery Plan, with the reopening of almost all economic sectors. This is a transition from a pandemic to an endemic state of COVID-19

PROBLEM STATEMENT

Vaccination, rather than natural immunity, is currently the best way to achieve herd immunity against COVID-19. According to a study, Mayo Clinic (2021) There are at least two candidate vaccines which have reached the final stage of human clinical trials. The successful implementation of early preparedness and planning, the public health and hospital system, extensive contact tracing, active case detection, and a strict enhanced MCO has resulted in Malaysia's COVID-19 case fatality rate being lower than the worldwide average.

However, vaccination alone is insufficient since everyone has various forms of body herd immunity. People are still capable of getting COVID-19 if they are not following the SOP as well. Lately, people have been taking this issue lightly since we are almost moving to an endemic phase.

As we can see, there are a lot of people going on holiday without following the SOP strictly just like before.

Among the locations that are often mentioned and focused after cross -state travel is allowed is the Cameron Highlands. However, a survey on social media platforms found that some users raised concerns about the increasing number of visitors to the location and claimed there was a high risk of being infected with COVID-19. According to High risk positive Covid-19 in Cameron Highlands from Nov 11, (2021), a health worker said "I do not want to be afraid of anyone. I work at the health section, starting yesterday many who had just returned from vacation from Cameron came to the clinic carrying a positive test kit."

Hence, this research will determine the level people comply with the SOP in the fight against COVID-19 infections during this endemic phase. Besides, also the level of people concerned with SOP since the environment is getting better and not as worse as before. Either they still take this COVID-19 issue seriously or the other way.

RESEARCH QUESTIONS

1. What is the level of SOP compliance in the fight against COVID-19 infections?
2. What is the level of concern of the public in complying with the SOP?
3. What is the level of effectiveness of SOP compliance in reducing the infection of COVID-19?

RESEARCH OBJECTIVES

1. To identify the level of SOP compliance in the fight against COVID-19 infections.
2. To identify the level of concern of the public in complying with the SOP.
3. To identify the level of effectiveness of SOP compliance in reducing the infection COVID-19.

LITERATURE REVIEW

SOP Definition

A standard operating procedure (SOP) is a set of written instructions that specifies the step-by-step technique for performing a routine task appropriately. According to Kate (2021), standard operating procedures provide the policies, processes and standards needed for the organization to succeed. They may help businesses reduce mistakes, increase efficiency and profits, provide a safe working environment, and create standards for resolving problems and overcoming hurdles.

This is also applicable during COVID-19 phase, where all the public need to follow the SOP that has been set by the government. This is to prevent the virus from spreading freely and worsen the situation. According to Non-compliance with SOP among causes of spike in COVID-19 cases from Aug 24, (2021), the situation became worse when those who had contracted the virus continued to stay at their hostels or rental houses, resulting in more people being infected.

Malaysia has been practicing SOP since the first phase of COVID-19 during March 2019. The SOP will change regarding the COVID-19 situation. There are different SOP depending on the type of sector. Among the sectors involved are the manufacturing sector, food and beverages, workplace and so on. We can see there are a few differences of SOP during the early stage and now, endemic phase. For example, from the food and beverages sector. The SOP during the early stage of COVID-19 is way stricter. According to MKN (2020), the food and beverages section is not allowed to dine in. They were only allowed to drive through and take it away only. The operation and working hours also were decreased to only 8pm only.

Compared to now, after almost two years of COVID-19 & vaccination, the SOP also has changed and is lighter than before since the situation is under control. Ismail Sabri, Malaysian Prime Minister in a statement issued said, among the flexibility given is the operation of sundry shops, mini supermarkets, restaurants, petrol stations and convenience stores extended from 6 am to 12 midnight starting Thursday (MyStar, 2021). They also allowed people to dine-in but in order to do that, they need to follow the SOP of the restaurant. For example, only two people per table is allowed.

Not only the food and beverages sector, actually almost all the sector has lightened their SOP during this endemic phase. This including the sports sector like gym and swimming pool also were allowed to reopen and operate like usual. This change depending on the COVID-19 situation from time to time.

SOP Compliance Instructions in Malaysia

a) Wearing Face Mask

Publics start to wear face masks when the spread of COVID-19 virus is getting worse in March 2020. The government also has implemented a mandatory wearing of face masks in crowded areas starting in August, 2020. Face masks are compulsory for the public to wear every time they go out, especially in crowded places. This can be supported with a statement produce by Malaysia implements mandatory mask-wearing in crowded places from Aug 1, (2020), stated that Malaysians will be joining their counterparts in places such as Singapore, Hong Kong, Vietnam, and Victoria in Australia where face masks are mandatory in public spaces to stem the tide of COVID-19 infections. Furthermore, in order to ensure that the obligatory is effective and adhered to by Malaysians, the government has issued an order that any violators of the regulation of wearing a face mask can be penalized. According to Zolkepli (2020), “Those who do not comply with the ruling can be issued with a RM1,000 compound notice under the Prevention and Control of Infectious Diseases Act 1988 or prosecuted in court,”

Since then, Malaysians have made wearing face masks a way of living in the COVID-19 pandemic stages, which have already proceeded to the next disease phase known as Endemic. According to Covid-19 expected to become endemic in Malaysia by the end of October, says KJ (2021), Malaysia can expect to move from the COVID-19 pandemic into an endemic phase by the end of October, says Khairy Jamaluddin. Endemic means a level which does not constitute a major public health problem — i.e. smaller numbers of infection, less hospitalisations, and fewer deaths,” said Dr Lokman (Code Blue, 2021).

Throughout the pandemic to endemic phase, wearing a face mask is often effective against the COVID-19 virus. Masks, in particular, have been demonstrated to be effective in minimizing

asymptomatic transmission and preventing illness in healthy people. According to a study, hypothetical mask adoption scenarios, for Washington and New York state, suggest that immediate near universal (80%) adoption of moderately (50%) effective masks could prevent on the order of 17–45% of projected deaths over two months in New York, while decreasing the peak daily death rate by 34–58%, absent other changes in epidemic dynamics (Eikenberry, Mancuso, Iboi et al., 2020).

The number of people using face masks has dropped when Malaysia was notified that it will reach the Endemic phase by the end of October 2021. During the pandemic, the percentage of persons who followed the regulation of wearing face masks in public places decreased where on January 2021 was 91% on January 17, 2021 meanwhile as of October 24, 2021, 86 percent of Malaysian respondents stated that they were wearing face masks when in public places during the COVID-19 outbreak (Statista, 2021). Since the government gave flexibility in October 2021, the public has become more reckless and irresponsible with the SOPs that must be followed.

b) Social Distancing

Social distancing has also become one of the SOPs that the public must adhere to. Social distancing “has the ability to save millions of lives during the COVID-19 pandemic and reduce social contacts with others (Greenstone & Nigam, 2020). As a result, in March 2020, Malaysia issued a Movement Control Order (MCO), which was implemented in phases based on the country's infection waves. According to Hashim, Adnan, Hashim, et al (2021), Social quarantine or more popularly known as lockdowns coupled with social distancing has become an almost standard protocol in the control of COVID-19 spread across the world.

SOPs have been developed in which people must maintain a social distance in public settings other than wearing face masks. All industries, educational institutions, and commercial complexes have implemented this SOP since they are gathering places for people to get into contact with each other. According to a study, the recommended social distance for the public is to be apart from each other at a distance of not <1m (Hashim, Adnan, Hashim, et al, 2021).

The current situation, on the other hand, shows that people are getting more reliant on the government's freedom and failing to maintain social distance in public settings. This is supported by a case of Sunway Lagoon that made news on social media in November 2021, indicating that people are congregating and having fun at the pool without following the social distancing SOPs. The police have revealed that they will conduct a detailed investigation into the viral videos showing a large crowd of people that had gathered at the Sunway Lagoon Theme Park in Subang Jaya (Syahrul, 2021).

The Usage of MySejahtera Mobile Application in Malaysia

The Malaysian government has developed an application to detect and monitor COVID-19 infections among the general public. On 10 April 2020, the government of Malaysia launched a mobile application, called MySejahtera that was designed to track and trace the infection in order for the Ministry of Health to contain and isolate the infected persons (Othman & Babulal, 2020). Every citizen must use the application to update their personal and health information, such as their daily health status, when they have any symptoms, their close contact status, and test results. Thus, the utilization of the MySejahtera application is crucial in preventing the spread of COVID-19 virus and the government of Malaysia has also encouraged the adoption of this application (Treat MySejahtera as our bestfriend throughout RMCO, 2020). The usage of MySejahtera seems effective as over the following months, the application has helped to detect over 9,000 cases of COVID-19 infections (Wong, 2020) and has managed to cover over 24.5 million users across the nation (Mok, 2020).

The Level of SOP Compliance during Pandemic

Since the COVID-19 pandemic began in Malaysia in March 2020, the public must follow the SOPs. A study shows that the level of compliance on the SOP of wearing face masks in public places was at 96.75 per cent, physical distancing at 90 per cent and hand hygiene at 88 per cent (Seolyi & Teoh, 2021). Meanwhile 89.2 per cent of Malaysians are also seen to have a high awareness in cultivating new-norms lifestyle while 77 per cent of them felt that the role of the community in combating COVID-19 is important." (Seolyi & Teoh, 2021). This proportion demonstrates Malaysians' remarkable collaboration in the fight against COVID-19 infections in

the country. The government's recent freedoms, such as cross-state mobility, international and domestic travel, and even a little event, may have an influence on the rising number of infection rates. The enormous number of visits in various areas is alarming, especially in terms of following SOPs.

RESEARCH FRAMEWORK

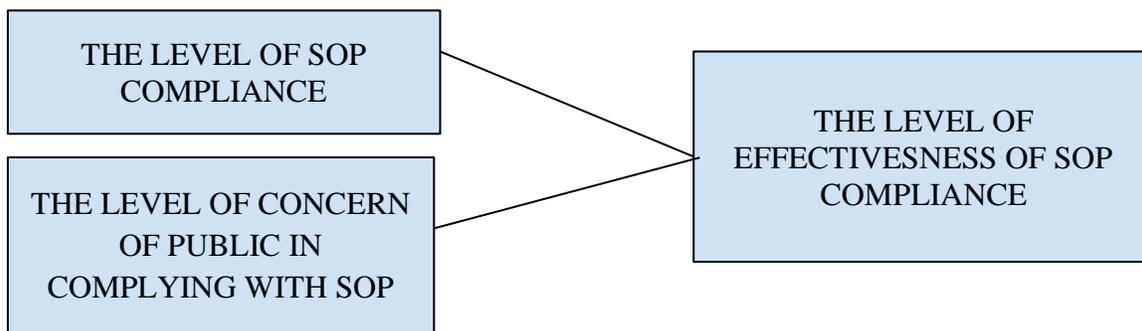


Figure 1.1: Malaysian’s Level of Standard Operating Procedure (SOP) Compliance in The Fight Against COVID-19 Infection During Endemic Phase.

RESEARCH METHODOLOGY

Research Design

Quantitative research is being used in this study. Quantitative research is the process of collecting and analyzing numerical data (Bhandari, 2021). Online surveys have been used and the link of the online survey was distributed to the public through social media such as WhatsApp, Facebook, Instagram and Twitter. By using all of these platforms, it is easier for the researcher to reach and gain respondents, especially the public as this study is required and focusing on public response in order to gather the finding and the results of the topic discussed.

Sampling Technique

Convenient sampling technique which is the non-probability sampling is used by the researcher in this study. Non-probability sampling is a useful sampling approach used in this investigation. According to McCombes (2022), in a non-probability sample, individuals are selected based on non-random criteria, and not every individual has a chance of being included. This study uses convenience sampling targets as the targeted respondents are among the public in various occupations such as working in the government and private sector, self-employed, students, full time housewife, retiree and unemployed. The total number of the respondents for this survey is 306.

Research Measurement

The questionnaire consists of 30 questions including the demographic section. The questionnaire is relevant to the study's research objectives. The questions are using ordinal, nominal and scale to measure the data. The information is entered into the Statistical Package of Social Science (SPSS). SPSS first store and organize the provided data, then it compiles the data set to produce suitable output (Noels, 2018). The questions are reliable and valid which make the respondents easy to understand and answer the questions. The scale of agreement 1 (strongly disagree) - 4 (strongly agree) has been used in the research analysis.

Data Analysis

The methods used for data analysis are through Statistical Package of Social Science (SPSS) software version 23. The data analysis procedure includes creating a survey stage, Pilot test and data transferring. The survey or questionnaire are created with the questions that are related to the research objectives of the research. The questionnaire is distributed to the first 50 respondents in order to identify the reliability of the research. The survey is continued to complete the data of 306 responses and the data collected transferred to SPSS software for analysis and finding purposes (Ridzuan, Ridzuan and Ridzuan, 2018). Researchers used descriptive statistics to see frequency, percentage and mean.

FINDINGS: RESULTS AND DISCUSSIONS

- a) The demographic of the sample discussed in the survey is in terms of the sex, age, ethnicity, occupation, household income, current residing state and area and 5 general questions that related with Malaysia's Level of Standard Operation Procedure (SOP) in the fight of COVID-19.

Table 1: Distribution of the respondents by demographic (n=306)

DEMOGRAPHIC	FREQUENCY	PERCENTAGE (%)
Sex:		
• Female	193	63.1%
• Male	113	36.9%
Age:		
• 18-23	213	69.6%
• 24-29	72	23.5%
• 30-35	17	5.6%
• 36-41	2	0.7%
• 42-47	1	0.3%
• 48-53	1	0.3%
• 54 & above	0	0%
Ethnicity:		
• Malay	235	76.8%
• Chinese	57	18.6%
• Indian	10	3.3%
• Others	4	1.3%
Occupation:		
• Government sector	16	5.2%
• Private sector	54	17.6%
• Self-employed	23	7.5%
• Students	205	67%
• Retiree	0	0%
• Unemployed	7	2.3%
• Housewife	1	0.3%
Household Income		
• < RM4,360 (B40)	171	55.9%
• >RM4,360-RM9,619 (M40)	113	36.9%
• >RM9,619 (T20)	22	7.2%
Current residing state:		

• East Coast (Pahang, Kelantan and Terengganu)	44	14.4%
• Northern Region (Perak, Penang, Perlis and Kedah)	30	9.8%
• Central Region (Kuala Lumpur, Selangor and Putrajaya)	120	39.2%
• Southern Region (Melaka, Negeri Sembilan and Johor)	103	33.7%
• East Malaysia (Malaysia Timur)	9	2.9%
Current residing area:		
• Urban	242	79.1%
• Rural	64	20.9%

Table 1 above shows the demographic of respondents from Malaysians. From the findings, most of the respondents who answered this survey are female (63.1%), aged between 18-23 years (69.6%), entitled as students (67%) with a major household income of <RM4,360 (B40) (55.9%) with current residing state from Central Region (Kuala Lumpur, Selangor and Putrajaya) (39.2%) and current residing area, which is Urban (79.1%).

b) There are seven questions that were asked in this section. The reason for asking these questions to the respondents is to know about their opinion toward Standard Operation Procedure (SOP) compliance in Malaysia.

Table 2: Respondent's opinion toward Standard Operation Procedure (SOP) compliance in Malaysia

Question	Frequency	Percentage (%)
Do you think the SOPs enforced by the government are suitable for Malaysians?		
• Yes	276	90.5%
• No	29	9.5 %

Do you think that the SOPs adherence is a burden?		
• Yes	67	22%
• No	238	78%
Do you think that the SOPs need to be loosened?		
• Yes	79	25.9%
• No	226	74.1%
Do you agree that using the MySejahtera application helps in the process of reporting SOP violations?		
• Yes	250	82%
• No	55	18%
Do you follow the SOPs for the sake of your safety and health or just because of the law enforce by the government?		
• For the sake of safety and healthy only	77	25.2%
• For the sake following the rule only	13	4.3%
• Both of above	215	70.5%

Table 2 above shows the respondent's opinion toward Standard Operation Procedure (SOP) compliance in Malaysia. The results of the findings show that the majority of respondents agree that SOPs enforced by the government are suitable for Malaysians (90.5%) and (78%) of the respondents do not think that the SOPs adherence is a burden. Respondents also agree that the SOPs do not need to be loosened (74.1) and admit that using the MySejahtera application helps in the process of reporting SOP violations (82%). It is also show that majority of the respondents

follow the SOPs because for the sake of their safety and health and because of the law enforce by the government (70.5%).

a) THE LEVEL OF SOP COMPLIANCE IN THE FIGHT AGAINST COVID-19 INFECTIONS DURING ENDEMIC

Table 3: The level of SOP compliance in the fight against COVID-19 infections during endemic

Time Management	Mean
I wear face masks to prevent the infection of COVID-19 virus.	3.79
I follow the SOPs to help to reduce COVID-19 cases.	3.74
I follow the rule of scanning in through MySejahtera App every time entering premises.	3.73
I believe that complying with the SOPs help to reduce the spread of COVID-19 virus.	3.73
I believe that face masks are still necessary to wear during the endemics.	3.71
I believe that even we are moving to endemic phase, I still need to follow the SOPs provided.	3.71
I still practicing social distancing in public places.	3.66
I confident that Malaysia can move to the endemic phase with the high rates of SOPs compliance among the society.	3.56
Overall	3.70

From Table 3, all of the respondents' feedback shows that they are still complying with the SOPs endemic by wearing face masks to prevent the infection of COVID-19 virus (M=3.79). This

can be supported by Hirschmann (2021) where it stated that as of November 17, 2021, 87 percent of Malaysian respondents stated that they were wearing face masks when in public places during the COVID-19 outbreak, up from 55 percent on Feb 24, 2020. Apart from that, Malaysia's Health Minister, Khairy Jamaludin also advised the public to keep their face marks on and avoid crowded places as the COVID-19 infectivity rate rises (Malaysian health minister advises people to continue to wear face masks as Covid-19 infectivity rate rises, 2021). Next, the survey also found that publics still follow the SOP during endemics in helping to reduce the number of COVID-19 cases. This can be supported by KL, Selangor has high SOP compliance, (2021) stating that the level of public compliance with the standard operating procedure (SOP) of the Movement Control Order (MCO) has reached 96 per cent in all six districts in the federal capital (Kuala Lumpur) and Selangor Police acting chief Datuk Arjunaidi Mohamed when contacted said the state had reached 93 per cent compliance. All in all, the average mean for this level of compliance of SOPs during endemic in Malaysia is (M=3.70) showing that most of the respondents are still complying and following the SOPs in their life.

b) THE LEVEL OF CONCERN OF THE PUBLIC IN COMPLYING WITH THE SOP

Table 4: The level of concern of the public in complying with the SOP

Time Management	Mean
I will avoid going out even when I am having symptom such as fever	3.62
I will avoid from doing any cultural behaviors such as shaking hands when meeting with people	3.37
I will avoid from going to a social event involving a large number of people such as wedding.	3.18

I frequently washed my hands with soap and water for at least 40 seconds especially after going to a public place or after nose-blowing, sneezing or coughing.	3.10
I will avoid from going to a crowded place such as shopping mall or any vacation spot	3.07
Overall	3.27

From Table 4, all of the respondents showed a high level of concern to avoid going out when they have a symptom such as fever ($M=3.62$). This is because If you have a fever, cough or other symptoms, you might have COVID-19. (Centres for Diseases Control and Prevention, 2021). According to Konstantinovsky (2021), Colds are most contagious in the first 2 to 4 days after symptoms start. But they can spread up to a few weeks after that and your symptoms will usually show up 2 to 3 days after you've been infected, so you may not know you're sick when you first get the virus. Next, the respondents also concern to avoiding any cultural behaviors such as shaking hands when meeting with people ($M=3.37$) This is due to a statement stating that people may also become infected when touching their eyes, nose or mouth after touching surfaces or objects that have been contaminated by the virus (World Health Organization, 2021). Apart from that, this also happens since the Prime Minister Tan Sri Muhyiddin Yassin today told Malaysians to start getting used to the “new normal” of more hygienic and contactless greeting habits in the wake of the COVID-19 outbreak (Emmanuel, 2020). Overall, the mean for this level of concern of the public in complying with the SOP is very high ($M=3.27$) showing that most of the respondents are concerned and complying with the SOPs during endemic.

c) THE LEVEL OF EFFECTIVENESS OF SOP COMPLIANCE IN REDUCING THE INFECTION OF COVID-19

**Table 5: The level Of Effectiveness of SOP Compliance
In Reducing the Infection Of COVID-19**

Time Management	Mean
I believe that a high percentage compliance of SOPs helps in reducing the number of COVID-19 cases	3.62
I believe that I play a huge role in achieving the effectiveness of SOPs compliance in reducing the infection of COVID-19	3.60
I confident that the compliance of SOPs can help Malaysia win the battle against the COVID-19 virus	3.55
I confident that the SOPs compliance will be successfully controlled the transmission of COVID-19	3.53
I believe that the government of Malaysia is handling the COVID-19 health crisis very well	3.10
Overall	3.48

Analysis in table 3 shows respondent choices towards effectiveness of SOP compliance in reducing the infection of COVID-19 is the high percentage compliance of SOPs. The highest mean is (M=3.62). According to (World Health Organization, 2019) masks are a key measure to reduce transmission and save lives. Wearing well-fitted masks should be used as part of a comprehensive 'Do it all!' approach including Maintaining physical distance, avoiding crowded, closed, and close-contact settings, providing proper ventilation of interior places, routinely washing hands, and concealing sneezes and coughs with a bent elbow tissue are also recommended. Next, the second

highest mean is (M=3.6) which respondents agreed that they play a huge role in achieving the effectiveness of SOPs compliance in reducing the infection of COVID-19. This is because when they follow the SOPs, they also help reduce the spreaders potential of the virus. This is supported by Hall (n.d.) maintaining space between yourself and others is a best practice and is one of the best tools to avoid exposure to COVID-19. People can transmit the virus even if they are not sick or aware that they are sick, therefore it is crucial to keep a safe distance from people at all times, even if they do not show symptoms.

CONCLUSION

Table 6: Description Malaysia's Level of Standard Operating Procedure (Sop) Compliance in The Fight Against COVID-19 Infection During Endemic Phase

Item	N	Mean
The level of sop compliance in the fight against COVID-19 infections during endemic	306	3.70
The level of effectiveness of sop compliance in reducing the infection of COVID-19	306	3.48
The level of concern of the public in complying with the sop	306	3.27
Overall		3.48

Based on the findings, it can conclude SOP compliance still high among the public as the findings from the surveys shows the total of mean score is more than (M=3.48) as the level of sop compliance in the fight against COVID-19 infections during endemic followed by the level of

effectiveness of sop compliance in reducing the infection of COVID-19 (M=3.48). The overall mean score conducted by the researchers in this survey (M=3.48) is considered as a high mean score. This has demonstrated that compliance with Standard Operating Procedures (Sop) in the battle against COVID-19 infection during the endemic period is still high, and people are still aware of it. Although the endemic phase is a better situation, it does not mean we are free from COVID-19. If we do not take this situation seriously, we may still become contaminated. Following the SOP may seem cumbersome at times, but it is one of the safeguards in place to keep us safe.

As a result, sop compliance is still required in order for Malaysia to maintain a stable condition with manageable cases. People could help minimize the spread of the virus by following SOPs. Instead of wearing face masks, social distancing, or utilizing the MySejahtera application, there are numerous more options. Even though we are allowed to go out during an endemic period, we may help reduce the danger of transmission by minimizing gatherings with friends or having limited time every time we meet. Besides the public, governments also play an important role during this endemic phase. As for now, we could say they already did their best by always updating the amount of daily cases without fail every day, nonstop awareness about everything that is related to the disease. In fact, we can see the current SOPs during this endemic phase of COVID-19 are even loosened than before, and the public need to be aware anytime and anywhere.

It's a huge relief to see that the findings of this SOP compliance study were positive. This demonstrates that the public still takes this issue seriously even though we are in an endemic phase. We hope that this momentum and realization will last till we can return to our normal lives. Malaysia would not be able to survive COVID-19 without everyone's help. Some people are enraged, others are losing patience, and a wide range of thoughts and viewpoints from many perspectives have been spoken to convey their sentiments.

Nonetheless, everything is still under control, which is understandable given that everyone is going through their own struggles. We all want this to end fast, but there is nothing we can do to make it stop in the blink of an eye. The things we can do is follow the SOPs in the hopes of reducing the chance of the virus spreading and returning everything to normal one day. We may

also work together to overcome this by assisting each other in times of need, constantly caring for those around us, and taking care of our own health, whether emotionally, psychologically, or physically, in order to continue battling the COVID-19 situation.

REFERENCES

- Ali, A. F. M. (2021, September 22). Kedai Runcit, Restoran Antara Premis dibenar operasi hingga 12 Tengah Malam - Lokal. *MStar*. Retrieved from <https://www.mstar.com.my/lokal/2021/09/22/kedai-runcit-restoran-antara-premis-dibenar-operasi-hingga-12-tengah-malam>.
- Bhandari, P. (2021). *What Is Quantitative Research? | Definition, Uses and Methods*. Retrieved from <https://www.scribbr.com/methodology/quantitative-research/>
- Brush, K. *What is a standard operating procedure (SOP)?* Retrieved from <https://searchbusinessanalytics.techtarget.com/definition/standard-operating-procedure-SOP>
- CodeBlue. (2021). *What Endemic COVID-19 Means*. Retrieved from <https://codeblue.galencentre.org/2021/09/28/what-endemic-COVID-19-means/>
- COVID-19 expected to become endemic in Malaysia by end of October, says KJ. (2021, September 1). *The Star*. Retrieved from <https://www.thestar.com.my/news/nation/2021/09/01/COVID-19-expected-to-become-endemic-in-malaysia-by-end-of-october-says-kj>
- Dr Moy, F.M. (2021). Moving towards endemic phase. *The Sun Daily*. Retrieved from <https://www.thesundaily.my/home/moving-towards-endemic-phase-FC8589340>
- Einkenberry, S.E., Mancuso. M., & Iboi, E., Phan, T., Einkenberry, K., Kuang, Y., Kostelich, E., & Abba, B.G. (2020). To mask or not to mask: Modelling the potential for face mask use by the general public to curtail the COVID-19 pandemic. *Infectious Disease Modelling*, (5), 293-308. <https://doi.org/10.1016/j.idm.2020.04.001>
- Emmanuel, S.M.C. (2020). Get used to 'new normal with no handshakes and more hand washing, PM tells Malaysians. *Malaymail*. Retrieved from

<https://www.malaymail.com/news/malaysia/2020/04/10/get-used-to-new-normal-with-no-handshakes-and-more-hand-washing-pm-tells-ma/1855462>

Fan, V., & Cheong, R. (2021). *MCO, CMCO, RMCO, CMCO again: Regulations and sops*. Retrieved from <https://www.mondaq.com/operational-impacts-and-strategy/1022936/mco-cmco-rmco-cmco-again-regulations-and-sops>.

Greenstone, M., & Nigam, V. (2020). *Does Social Distancing Matter?* University of Chicago, Becker Friedman Institute for Economics Working Paper, (2020-26).

Hall, S. (n.d.). *COVID-19 health and Safety Protocols. COVID-19 Health and Safety Protocols / Student Health Services at Moffitt Health Center | The University of Southern Mississippi*. Retrieved from <https://www.usm.edu/student-health-services/COVID-19-health-protocols.php#:~:text=Maintaining%20space%20between%20yourself%20and,they%20do%20not%20have%20symptoms>.

Hashim, J. H., Adman, M. A., Hashim, Z., Mohd Radi, M. F., & Soo, C.K. (2021). COVID-19 epidemic in Malaysia: Epidemic progression, challenges, and response. *Front Public Health*. <https://doi.org/10.3389/fpubh.2021.560592>

Hirschmann.R. (2021). *Share of people who wore masks in public COVID-19 outbreak Malaysia 2021*. Retrieved from <https://www.statista.com/statistics/1110960/malaysia-wearing-masks-during-COVID-19-outbreak/>

KL, Selangor has high SOP compliance. (2021). *Harakah daily*. Retrieved from <https://harakahdaily.net/index.php/2021/02/03/kl-selangor-has-high-sop-compliance/>

Konstantinovsky. M. (2021). *How Long Should I Stay Home with A Cold or the Flu?* Retrieved from <https://www.webmd.com/cold-and-flu/stay-home-cold-flu>

Malaysia implements mandatory mask-wearing in crowded places from Aug 1. (2020). *The Straits Times*. Retrieved from <https://www.straitstimes.com/asia/se-asia/malaysia-implements-mandatory-mask-wearing-in-crowded-places-from-aug-1>

Malaysia: Authorities announce easing of COVID-19 social distancing restrictions from April 29 /update 17. (2020, April 29). *Crisis 24*. Retrieved from <https://crisis24.garda.com/alerts/2020/04/malaysia-authorities-announce-easing-of-COVID-19-social-distancing-restrictions-from-april-29-update-17>

- Malaysian health minister advises people to continue to wear face masks as COVID-19 infectivity rate rises. (2021). *The Straits Times*. Retrieved from <https://www.straitstimes.com/asia/se-asia/malaysian-health-minister-advises-people-to-continue-to-wear-face-masks-avoid-crowded>
- Mayo Foundation for Medical Education and Research. (2021). *Herd immunity and COVID-19 (coronavirus): What you need to know*. Retrieved from <https://www.mayoclinic.org/diseases-conditions/coronavirus/in-depth/herd-immunity-and-coronavirus/art-20486808>.
- McCombes, S. (2022). *Sampling Methods Types and Techniques Explained*. Retrieved from <https://www.scribbr.com/methodology/sampling-methods/>
- MKN. (2020). *Kenyataan Media Majlis Keselamatan Jabatan Perdana Menteri*. Retrieved from <https://asset.mkn.gov.my/web/wp-content/uploads/sites/3/2020/03/PERGERAKAN-KAWALAN-COVID19-amended-18032020-UPDATED-12.12AM.pdf>
- Mok, O. (2020). *Health Ministry source: MySejahtera covers 24.5 million users with up to 30,000 daily downloads despite misconceptions*. Retrieved from <https://malaysia.news.yahoo.com/health-ministry-source-mysejahtera-covers-020809774.html>.
- Noels, J. (2018). *What Is SPSS and Its Importance in Research & Data Analysis?* Retrieved from <https://johnnoels.medium.com/what-is-spss-and-its-importance-in-research-data-analysis-5f109ab90da1>
- Non-compliance with SOP among causes of spike in COVID-19 cases. (2021). *Astroawani*. Retrieved from <https://www.astroawani.com/berita-malaysia/noncompliance-sop-among-causes-spike-COVID19-cases-315849>
- Othman, N., & Babulal, V. (2020). MySejahtera app disseminates COVID-19 information. *NST Online*. Retrieved from <https://www.nst.com.my/news/nation/2020/04/583117/mysejahtera-app-disseminates-COVID-19-information>

- Risiko Tinggi Positif COVID-19 di Cameron Highlands. (2021). *Kosmo Digital*. Retrieved from https://www-kosmo-com-my.translate.goog/2021/11/11/risiko-tinggi-positif-COVID-19-di-cameron-highlands/?_x_tr_sl=ms&_x_tr_tl=en&_x_tr_hl=en&_x_tr_pto=sc.
- Ridzuan, A.R., Ridzuan, A.R. and Ridzuan, M. (2018). Research Methods in Communication Research. E - Journal of Media and Society. 1, 1-10.
<https://ir.uitm.edu.my/id/eprint/29247/1/29247.pdf>
- Seolyi. F. & Teoh,P.Y. (2021). Study finds high SOP compliance among Malaysians. *New Straits Times*. Retrieved from <https://www.nst.com.my/news/nation/2021/03/678242/study-finds-high-sop-compliance-among-malaysians>
- Statista. (2021). *Share of people who wore face masks in public places during COVID-19 outbreak in Malaysia from February 2020 to November 2021*. Retrieved from <https://www.statista.com/statistics/1110960/malaysia-wearing-masks-during-covid-19-outbreak/>
- Syahrul. (2021, November 11). *(Viral) Sunway Lagoon Under Investigation Over Large Gathering at Theme Park. Hype*. Retrieved from <https://hype.my/2021/252254/sunway-lagoon-under-investigation/>
- Tang, K. H. D. (2020). Movement control as an effective measure against COVID-19 spread in Malaysia: An overview. *Journal of Public Health*. <https://dx.doi.org/10.1007%2Fs10389-020-01316-w>
- Treat MySejahtera as our best friend throughout RMCO. (2020, June 15). *Bernama*. Retrieved from <https://themalaysianreserve.com/2020/06/15/treat-mysejahtera-as-our-best-friend-throughout-rmco/>
- Wong, A. (2020). *Health Ministry: MySejahtera has helped to detect over 9,000 COVID-19 cases in Malaysia*. Retrieved from <https://www.soyacincau.com/2020/11/19/mysejahtera-contact-tracing-over-9000-cases-found-malaysia/>
- World Health Organization. (2021). *About the virus*. Retrieved from <https://www.euro.who.int/en/health-topics/health-emergencies/coronavirus-COVID-19/novel-coronavirus-2019-ncov>.

World Health Organization. (n.d.). *Coronavirus disease (COVID-19): How is it transmitted?* Retrieved from <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/coronavirus-disease-COVID-19-how-is-it-transmitted>

Zolkepli, F. Face mask compulsory from Aug 1. (2020). *The Star*. Retrieved from <https://www.thestar.com.my/news/nation/2020/07/24/face-mask-compulsory-from-aug-1>