

INDUSTRIAL TRAINING REPORT

THE IMPACT OF TECHNOLOGY ON EDUCATION : CASE STUDY OF UITM



NAME : NURUL AFIQAH HANIS BINTI MOHAMAD HELNI
STUDENT'S ID : 2019341357
DATE OF INTERNSHIP : 1 MARCH 2021 – 13 AUGUST 2021
PLACE OF INTERNSHIP: UITM PERMATANG PAUH PULAU PINANG
COURSE : BACHELOR IN BUSINESS ADMINISTRATION
(HONS) IN FINANCE
PRESENTED FOR : DR NORSIAH KADIR

EXECUTIVE SUMMARY

This report is regarding my industrial training journey. My internship placed is in Universiti Teknologi MARA (UiTM) Permatang Pauh, Pulau Pinang. I have assigned under Pejabat Bendahari UiTM Permatang Pauh Pulau Pinang. The journey of my internship at Pejabat Bendahari started from 1 March 2021 until 13 August 2021 which is 6 months. There are 22 number of staffs in Pejabat Bendahari. During my 6-month internship journey I got a lot of experience and gained many information. The task that assigned to me is filing, documentation, manage records data on document, editing and more. Moreover, I also experienced to use their system which is FAES System. Other than that, I also get to know how to edit e-book. The total of my task for editing is 6 types of e-book. In this report also stated the result of my research during 6 months. The title of the research is The impact of technology on education, case study of UiTM. This research was conducted using secondary data. Total of the variables that being used to conduct this research study is five variables which are one dependent variable and four independent variables. There are 3 variables that has positive significant relationship which are technology, human capital and government expenditure with education while one variable has negative significant relationship with education is physical infrastructure. The result from the research can help UiTM to improve their organization. Lastly, I also make several recommendation for UiTM to improve their organization in education like increase the number of teachers, upgrade the technology and more.

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2.0 COMPANY'S PROFILE

The company that I choose for my internship program is Universiti Teknologi MARA at Permatang Pauh Pulau Pinang. UiTM is a public university that establish in November 1956 in Shah Alam, Malaysia. It have one main campus and 34 satellite campuses. UiTM offers it programmes for the undergraduate to the postgraduate level of students with over 500 programmes. The chairman of UiTM is Dato' Sri Raufhail Bin Rusli. UiTM Permatang Pauh was establish in Jun 1996 at Permatang Pauh, Seberang Prai. There are six faculties that offered in UiTM Permatang Pauh. The rector of UiTM Permatang Pauh is Professor Dr. Salmiah Kasalong.

Next, the motto of UiTM is endeavour, religious and dignified. The uniqueness of UiTM is they are only offer their course for the bumiputera and international students but not for non-bumiputera students. The vision of UiTM is to establish UiTM as a Globally Renowned University of Science, Technology, Humanities and Enterpreneurship while for the mission is to lead the development of agile, professional bumiputeras through state of the art curriculam and impactful research.



Figure 1 : Logo of UiTM

Based on figure 1 it stated the logo of UiTM. The logo of UiTM has four types of colour which are dark blue, purple, yellow and white. Each colour has its own meaning itself. For dark blue it shows the maturity of UiTM which offer the differents level of study. For purple it symbolises as an excellence in global knowledge. Yellow represents the sovereignty of the Malay kings and the last one is white show the pure knowledge offered for students. Moreover, for the logo it also has The Tombak Agung, The Mace and The Keris Agung. All of this item represent their meaning itself. The most important things is UiTM maintained their logo from the begin of the establishment of UiTM. It is because to retain the identity of UiTM.

Then, in UiTM has several units which have its own function itself, so for my internship I have been placed at Pejabat Bendahari. For Pejabat Bendahari has it own vision, mission and also goals itself. Firstly, the vision of Pejabat Bendahari is to be a ideal, prudent and profesional finance department while the mission of Pejabat Bendahari is to operate the financial services with efficiently, fast, accurate and responsibly according with the objectives of UiTM. Pejabat Bendahari has its own objectives which are to ensure that Financial Management and Accounting are administered in the best, efficient, fast, accurate and responsible manner in accordance with financial and accounting procedures.

Table 1 : Operation hours of Pejabat Bendahari UiTM Permatang Pauh

Days	Time
Monday – Thursday	8.00 a.m – 1.00 p.m 2.00 p.m – 5.00 p.m
Friday	8.00 a.m – 12.15 p.m 2.45 p.m – 5.00 p.m
Saturday - Sunday	Holidays

Based on table 1 it shows the operation hours of Pejabat Bendahari UiTM Pulau Pinang. It operated from 8.00 a.m until 5.00 p.m everyday. The total of working hours is 8 hours per day. All staffs need to make sure that they are clock in and clock out in the system to record their attendance. For the staff of Pejabat Bendahari they are not allowed to work overtime after office hours.

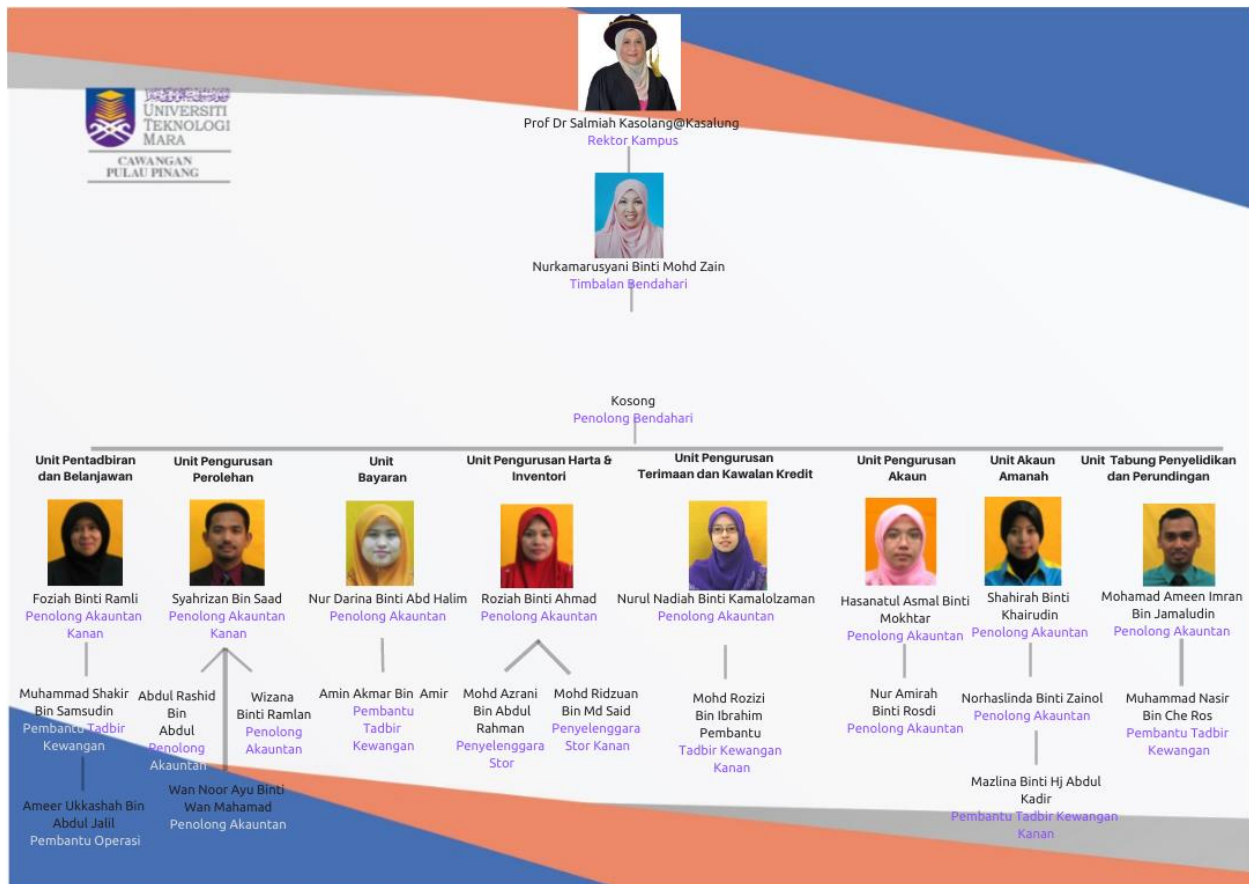


Figure 2: The Organization of Pejabat Bendahari UiTM Permatang Pauh Pulau Pinang

Based on figure 2 stated the organization of Pejabat Bendahari UiTM Permatang Pauh Pulau Pinang. Pejabat Bendahari was headed by Deputy of Bendahari Puan Nurkamarusyani Binti Mohd Zaini. There are twenty-two number of staffs in Pejabat Bendahari UiTM Permatang Pauh and staffs were divided into eight units. Each unit have its own task.

Moreover, for each unit have its head of unit. First unit is Administration and Budget Unit, it led by Mrs. Foziah Binti Ramli. For the Procurement Management Unit led by Mr. Syahrizan Bin Saad. Then, payment unit lead by Madam Nur Darina Binti Abd Halim while Property & Inventory Management Unit led by Mrs Roziyah Binti Ahmad. Next unit is Receipts Management and Credit Control Unit which is led by Mrs. Nurul Nadiah Binti Kamalolzaman. The 6th unit is Account Management Unit led by Pn Hasanatul Asmal Mokhtar. After that, for the Unit Trust Account led by Mrs. Shahirah Binti Khairudin and lastly Unit Research and Consultancy Fund led by En Mohamad Ameen Imran Bin Jamaludin. All of unit has its assistant itself.

Lastly, the responsibilities of Pejabat Bendahari are need to manage the budget of university by prepared the complete documents. They also need to make the payment to the client

within 7 days from the days of the clients send the document to them. They also need to handle the asset of UiTM. To conclude, Pejabat Bendahari act on behalf of UiTM's staff in managing their financial that related with the university. Pejabat Bendahari is important because they are managing the asset of UiTM especially the budget that UiTM owned.

3.0 TRAINING'S REFLECTION

In this section, it is about my internship journey. The total duration of my internship programmes is 24 weeks which are started from 1st March 2021 until 13th August 2021. The place of my internship is at UiTM Permatang Pauh Pulau Pinang. Before I started the internship at UiTM, I have been informed that they are not provided any facilities such as allowances and hostel. For the hostel I need to pay RM150 for a month. This is because all internship students need to stay in the hostel during pandemic Covid-19. It is to reduce the risk of Covid-19 infection. During my internship I have been placed under two units which are I have been placed under Coordinator of Faculty Business and Management and Pejabat Bendahari. The working days during my internship journey is 5 days a week from 8.00 a.m until 5.00 p.m.

Firstly, for a month which is from 1st March 2021 until 1st April 2021 I have been placed under Coordinator of Faculty Business and Management. This unit manages the admission of PhD and Master' students. During first month, I have been taking to work under Dr. Samsudin Wahab. At there, the task that assigned to me regarding documentation, editing and others. I also do work like draft, format and print the document related the task that given to me. I also learned how to organize and prepare paperwork. At there I also assigned the task that related to editing. I need to edit six types of books. From this I get new experience in editing.

Next, in 2nd April 2021, I have moved to Pejabat Bendahari UiTM Permatang Pauh Pulau Pinang. At Pejabat Bendahari, I have been assigned under Madam Nurkamarusyani Binti Mohd Zaini. On the first day of my internship, my supervisor asked me to study about Pejabat Bendahari like the organization, the units in Pejabat Bendahari and other that related with Pejabat Bendahari. I also get a chance to join their first meeting for 2021. At begin I have been informed by Madam Syani that I will be scheduled based on unit. In the previous, I have mentioned that Pejabat Bendahari has eight units. So every two weeks I will transfer to the new unit and the task that will be given to me is based on the current unit that assigned. For the first task I have assigned under Administration and budget unit. Under this unit, I learned about documentation. I also learned how to make payment and receive the payment using their system. The example of receive payment, is a payment make by the students at the counter. For make payment, the staff taught me how to make payment using FAES system. Then, for the second unit is Property & Inventory Management Unit. Under this unit the task that assigned to me is to generate the data from FAES system. It is the data about the asset of UiTM. To conclude, the task that assigned to me mostly regarding documentation, filing and others.

Lastly, during my internship at UiTM Permatang Pauh Pulau Pinang, I have learned a lot of things and new knowledge. I also gained some skills during there. I also improve my

communication skills and can adapt with the work environment. I really thankful to my supervisor and my officemates that helped me during my internship journey and treated me well.

4.0 ANALYSIS

4.1 INTRODUCTION

In this new era, technology is important thing especially in education industry. This is because technology help education improved. In March 2020, many countries faced with pandemic Covid-19 so with this virus, Malaysia needs to close several industries to avoid the cases of Covid-19 increase. Based on an article from (Teräs et al., 2020), it said that 1,500,000 worldwide students cannot attend school because of Covid-19. All school has been closed during this pandemic so teachers and students need to face with new phase which is to meet through online. In this situation, it shows that technology encouraged with the students' daily activities. The most important thing technology can support the educational system.

The technology that can assist teachers and students to continue their learning are computer, gadget and also internet. By these technologies they can access to meet each other through online. With the new phase, E-learning become one of the fastest-moving trends and new alternative in education industry. Other than that, technology also can make the education process more attractive and effective. Even though, technology is important but instructor is the main factors that can help to improve the students' academic. Moreover, internet also the most important things because internet can make students and teachers access with further information. It also can make teacher and students meet through online especially during pandemic covid-19 where all schools need to conduct online classroom.

As we know that technology is important things in this era especially during pandemic. Therefore, it can be conducted a new study regarding the impact of technology on education. This study has been conducted in University Teknologi MARA (UiTM). The data that been collected to complete this research is 40 years which ranging from 1980 until 2019. This data is collecting from World Bank database.

Then, the dependent variable in this study is education. The number of school enrollment tertiary has been used as a proxy of education. There are four independent variables use in this study which are technology, government expenditure, human capital and physical infrastructure. In this study, technology is proxy by no of fixed telephone subscription, government expenditure is proxy by number of government expenditure for education, human capital is proxy by number of secondary education teachers and lastly physical infrastructure proxy by number of machinery.

Lastly, most of the previous study of the impact of technology on education utilizing the primary data while, this study fills the gap by using a secondary data that focus on UiTM.

4.2 LITERATURE REVIEW

This section regarding the recap of findings from the previous study that related with this topic. There are several previous studies on the impact of technology on education (Basri et al., 2018);(Francis, 2017) and (Raja & Nagasubramani, 2018) and (Al-Hariri & Al-Hattami, 2017). There have been various studies were conducted about the impact of technology on education. These studies have focused on various factors and country but none of the study focus on UiTM. Therefore, this study tries to fill the research gap by focus on UiTM. From the previous study, it gives various result findings about the impact of technology on education.

4.2.1 Technology

Based on previous study from (Basri et al., 2018),it shows that technology has positive relationship with education. It stated that ICT can give good impact towards students' academic performance and improve the quality of learning outcome. Students' academic performance can be measured by the increasing of student GPA due to the adoption of ICT in teaching and learning. Other than that, based on an article from (Basri et al., 2018) said that ICT application is very useful for the students to do their homework. Then, for the teachers', ICT can help their improvement towards education based on their attitude towards ICT by using technology in learning to improve their skills. It can be concluded that the impact of ICT on education has positive relationship.

Next, a research from (Raja & Nagasubramani, 2018) shows has positive impact of technological developments on education. Technological developments are like digital cameras, projectors, mind training software, computers, Power point presentations, 3D visualization tools and others. All of these sources helps students to understand what their teachers taught. Moreover, by using visual explanation concepts, teachers also get the benefit by make their classes more interesting and interactive. Therefore, it can show that the impact of technological developments has positive relationship with education.

Other than that, based on an article from (Al-Hariri & Al-Hattami, 2017) it said that there is a significant relationship between student's use of technology and their achievements in physiology course. The most frequent devices that the students used during their study were laptops, phones, tablets and desktop computer. All of this device helped students to make their study more effective.

4.2.2 Human Capital

Next, the variables that has positive impact towards education is human capital. The human capital for the education industry like teachers, lecturers, instructors and other that related with it. It can be proved by an article (Francis, 2017). In this article, teachers are important because teachers need to find the effective method that need to be used by the students to receive the information. It is become necessary for teachers to utilize technique and technology that will be suit with the students. It shows that, students need teachers to improve their education and make their learning more effective.

4.2.3 Physical infrastructure

Lastly, physical infrastructure. In education industry infrastructure like computer is important things. It can be proved by an article (Francis, 2017), it stated that most students were more motivated by using the technology in the classroom like allow all students to access to education with the system that being installed. Moreover, teachers also approved that using the technology that installed by school will give the positive impact towards students because by this they can make it as an opportunity to complete their task. Other than that, students also said that by installed the technology in the classroom like SMART Boards, Google Chromebooks and more things that can help them in their learning. To sum up, infrastructure has significant relationship with education.

4.3 METHODOLOGY

The study was conducted to examine the impact of technology on education in University Teknologi MARA (UiTM). The data was collected using quantitative method. To complete this study, the data obtained from the World Bank's website. The data were collected using yearly data from 1980 to 2019 (40 years) which is the total of observation is 40. Lastly, the data will be analyses by E-view software using the regression method.

The dependent variable of this study is the Education. Meanwhile, the independent variables consist of 4 variables which are technology, human capital, physical infrastructure and government expenditure. Table 2 shows the details of the data used in this study.

Table 2: The dependent and independent variables

Variables	Proxy	Symbol
DEPENDENT VARIABLE		
Education	School Enrollment Tertiary (%gross) (unit)	EDU
INDEPENDENT VARIABLES		
Technology	Fixed telephone subscription (unit)	TEL
Physical Infrastructure	Machinery (value)	INF
Government expenditure	Government expenditure for education (GDP%) (value)	EXP
Human Capital	Secondary education, teachers (unit)	TEACHERS

INDEPENDENT VARIABLES

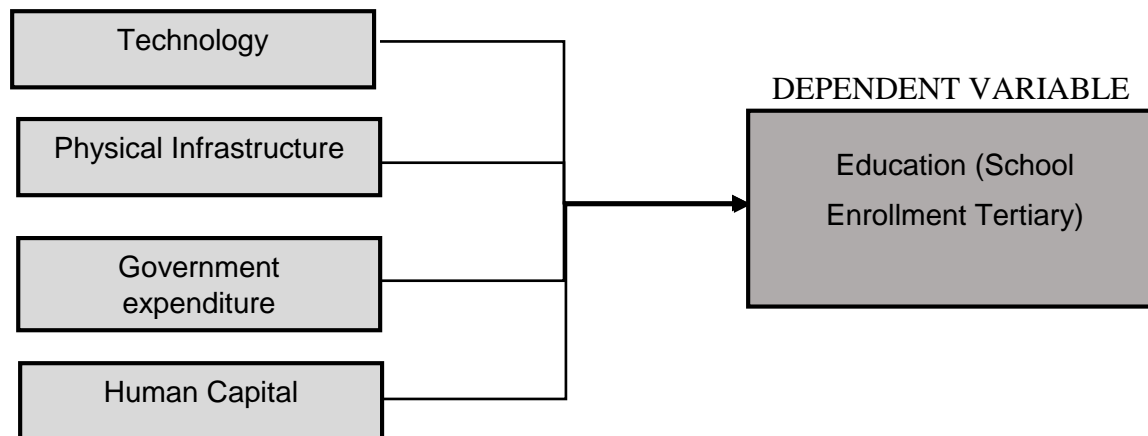


Figure 2: Proposed Research Framework

The econometric model for this research is as follow:

$$LEDU = \beta_0 + \beta_1 \text{LnTEL} + \beta_2 \text{LnEXP} + \beta_3 \text{LnINF} + \beta_4 \text{LnTEACHERS} + \varepsilon$$

$$LEDU = -19.26 + 0.16 \text{LnTEL} + 0.47 \text{LnEXP} - 0.13 \text{LnINF} + 1.6 \text{LnTEACHERS}$$

Where:

LnEDU = log of the School Enrollment Tertiary (%gross) (unit)

LnTEL = log of the Fixed Telephone Subscription (unit)

LnEXP = log of the Government Expenditure for Education (GDP%) (value)

LnINF = log of the Machinery (value)

LnTEACHERS = log of the Secondary Education, Teachers (unit)

ε = Error terms

β_1 to β_5 = Estimated coefficients of the independent variables

4.4 FINDINGS

Table 3: Regression Results for the Impact of Technology on Education: Case study of UiTM

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	-19.25733	0.827915	-23.26004	0.0000
LTEL	0.162429	0.060362	2.690908	0.0109
LEXP	0.471834	0.107436	4.391747	0.0001
LINF	-0.134974	0.053178	-2.538134	0.0158
LTEACHERS	1.645963	0.134080	12.27597	0.0000
R-squared	0.986644	Mean dependent var		2.802438
Adjusted R-squared	0.985118	S.D dependent var		0.843291
SE. of regression	0.102875	Akaike info criterion		-1.594140
Sum squared resid	0.370413	Schwarz criterion		-1.383030
Log likelihood	36.88280	Hannan-Quinn Criter		-1.517809
F-statistic	646.4008	Durbin-Watson stat		1.129578
Prob (F-statistic)	0.000000			

The result for the regression analysis is as follows:

$$LEDU = \beta_0 + \beta_1LTEL + \beta_2LEXP + \beta_3LINF + \beta_4LTEACHERS + \varepsilon$$

$$LEDU = -19.26 + 0.16LTEL + 0.47LEXP - 0.13LINF + 1.6LTEACHERS$$

$$t\text{-stat} \quad (-23.26) \quad (2.69) \quad (4.39) \quad (-2.53) \quad (12.28)$$

$$S.E \quad [0.83] \quad [0.06] \quad [0.11] \quad [0.05] \quad [0.13]$$

This section is to investigate the relationship between the impact of technology on education case study of UiTM. The overall observation for this study is 40 observations. The data was collected from 40 years which are from 1980 until 2019. Based on the table above it shows there are one dependent variable and four independent variables that being used to measure the relationship between the impact of education on technology in UiTM Pulau Pinang Permatang Pauh. For the dependent variable, using education as the variable and proxy by tertiary school enrollment. Then the education will be measured by 4 variables which are technology, government expenses, human capital and infrastructure. Technology is proxy by no of fixed telephone subscription while government expenses proxy by government expenditure for

education (GDP%), physical infrastructure proxy by number of machinery and for the human capital proxy by secondary education, teacher.

As shown in Table 2, it is the regression result of the data. The overall R^2 of 0.98 suggests that the four independent variables explain 98% of the variance impact in education. The remaining 1.34% is explained by other variables that were not included in the model. The results of the regression also suggest that four variables have a statistically significant relationship with education. The results also show that machinery is negatively related to the education, whereas fixed telephone subscription, government expenditure for education (GDP%), and secondary education teacher has positively significant relationship with education.

5.0 DISCUSSION

The results of the regression also suggest that four variables have a statistically significant relationship with education. The results also show that infrastructure is negatively related to the education, whereas fixed telephone subscription, government expenditure for education (GDP%), and secondary education, teacher have positively relationship with education.

Firstly, the relationship of technology and education has positive significance relationship at 2.69 significant level. The result showed that a one percent increase in technology will increase the level of education at 0.16 percent. This revealed that technology is importance role on education especially during this pandemic. During pandemic, lecturers and students need to make class with online. In this situation, technology is importance things especially internet. From this it can be proved that technology has positive significant relationship with education.

Next, physical infrastructure that proxy by machinery. Based on the result it shows that physical infrastructure has negative significant relationship with education which is -2.54. The result showed that a one percent increase in physical infrastructure will decrease the level of education at 0.13 percent This is because during pandemic all teachers and student study through online. Even though it has significant relationship with education but it is negative because physical infrastructure underused. To sum up, it can be proved that physical infrastructure has negative significant relationship with education.

Then, government expenditure which is being proxy by government expenditure for education (GDP%). Government expenditure has positive significant relationship with education. There is positive significant relationship between government expenditure and education which is 4.39. The result showed that a one percent increase in government expenditure will increase the level of education at 0.47 percent. This is because fund that spending by government for education is important to improve the quality of education. By that expenses, school and university can improve their technology so from this it can give the best services for the students and also can make student and instructor more convenient in teaching and learning. From this it shows that government expenditure and education has positive significant relationship.

Lastly, human capital proxy by secondary education teachers. It also has positive significant relationship which is 12.28. The result showed that a one percent increase in human capital will increase the level of education 1.65 percent. Instructors are the important role in education. The increase number of instructors can make the quality of education improve. Without

existing of instructors or lecturers, it cannot improve the quality of students. To conclude, human capital has positive significant relationship with education.

6.0 RECOMMENDATION

The finding of this study can be used for the parties that involved in UiTM. From this result it can make several recommendations to improve the performance of UiTM. Based on this study it shows that the impact of technology on education has positively relationship. Education can be improving in numerous factors such as technology, physical infrastructure, government expenditure and human capital.

Firstly, to improve the organization UiTM recommended to improve their technology. This is because technology can help students and lecturers to look for more information through online. It can be proved by an article from (Basri et al., 2018), the result present that the impact of technology on education have good relationship. It stated that ICT adoption give the positive impact towards the students' academic performance and can improve the quality of learning outcomes. Moreover, by using technology in teaching and learning process will make the process more intensive and further can make students being more self-regulation and self-efficacy. By this it can improve the level of education of the students (Bond et al., 2020). There are also other evidence said that the information technologies help instructor to be better because it provides the effective and inflexible methods for them (Bhakta, 2016) because information technologies provide a lot of information that can facilitating the education and learning process.

Next, UiTM also recommended to hire the good instructors or lecturers to improve their organization. For example, UiTM need to hire more lecturers with higher level of education like hire teachers with Master and PhD holder because in education teachers is important role to improve the level of education. It can be proved by an article (Francis, 2017). In this article stated, teachers are important because teachers need to find the effective method that need to be used by the students to receive the information. It is become necessary for teachers to utilize technique and technology that will be suit with the students. It shows that, students need teachers to improve their education and make their learning more effective. Other than that, from an article by (Cloete, 2017), it said that even though traditional classroom can be replaced with online classroom and all the information can be stored via technology but he argues that the knowledge and lecture cannot be replicated online. From this, it shows that even though technology is important in education but the most important to improve the quality of education is hiring the good lecturers or instructors.

Then, the organization need to seek for more government expenditure. This is because from the government fund it can help to improve the organization system and have a good

technology. With the government fund, UiTM can use it to finance their assets such as improve the equipment for teaching and learning purposes (Abdullah et al., 2017). The learning equipment that can improve is like multimedia and computers equipment, laboratories and other learning materials. The improvement of the technology can make it easy for the lecturers to use it. To sum up, government fund is important because it can help to improve the organization technology and can make UiTM become better.

Lastly, physical infrastructure. UiTM should consider to improve their physical infrastructure because it can give impact for the organization. Thus, by high quality infrastructure can make it easier for the lecturers to deliver better education and can improve the students' performance. The example of physical infrastructure that can improve is UiTM can increase the number of computers, upgrade the line of internet and other infrastructure that can help the learning process. Based on an article by (Basri et al., 2018), it stated that, university increase into the better services and features by facilitated the online learning management system for students and lecturers. It also can be proved by an article (Francis, 2017), it stated that most students were more motivated by using the technology in the classroom like allow all students to access to education in the system that being installed. Moreover, (Calderón et al., 2020), said that using digital technology can help to enhance the information of subject and can support classroom teaching. To conclude, it is important for UiTM to improve their infrastructure because it can help to improve the level of education.

7.0 CONCLUSION

In conclusion, I have gained many experience and knowledge during my internship programme at Pejabat Bendahari UiTM Pulau Pinang. It is a good experience for me to know more about working environment at there. I learned many things especially work related to administration. I also can improve my communication skills during there. Even though working environment is not the same with the life as a student but I can adapt with new environment with the help of the staff at there. I can conclude that during my internship programme it taught me a lot of knowledge for me to prepare myself into the real working environment in the future.

Moreover, based on research about the impact of technology on education case study of UiTM, the findings show that all the variables like technology, physical infrastructure, government expenditure and human capital has significant relationship with education. In order to improve the organization, instead of improve technology, UiTM also can improve their physical infrastructure like upgrade their computer and hire more number of lecturers. With this recommendation I hope it can help UiTM can be better in the future.

Lastly, I hope with the experience of my internship can help me to improve my weaknesses in the future. I also hope that I will get the job that I love and passion in the future. Moreover, in the five years I hope I will have gained more working experience that make me more success and being expert in the field of my job. Therefore, I also hope that UiTM will improve their organization according to the level of lecturers that they will hire, improve their infrastructures in the classroom to make their student more convenience to use it, improve their technology and the other things that can help their organization being better in future. This is because nowadays students and lecturers relying more on technology to fulfill their academic needs.

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9.0 APPENDICES



Figure 1: Website of UiTM Pulau Pinang



Figure 2: Facebook page of Pejabat Bendahari UiTM Pulau Pinang



Figure 3: Pejabat Bendahari of UiTM Pulau Pinang

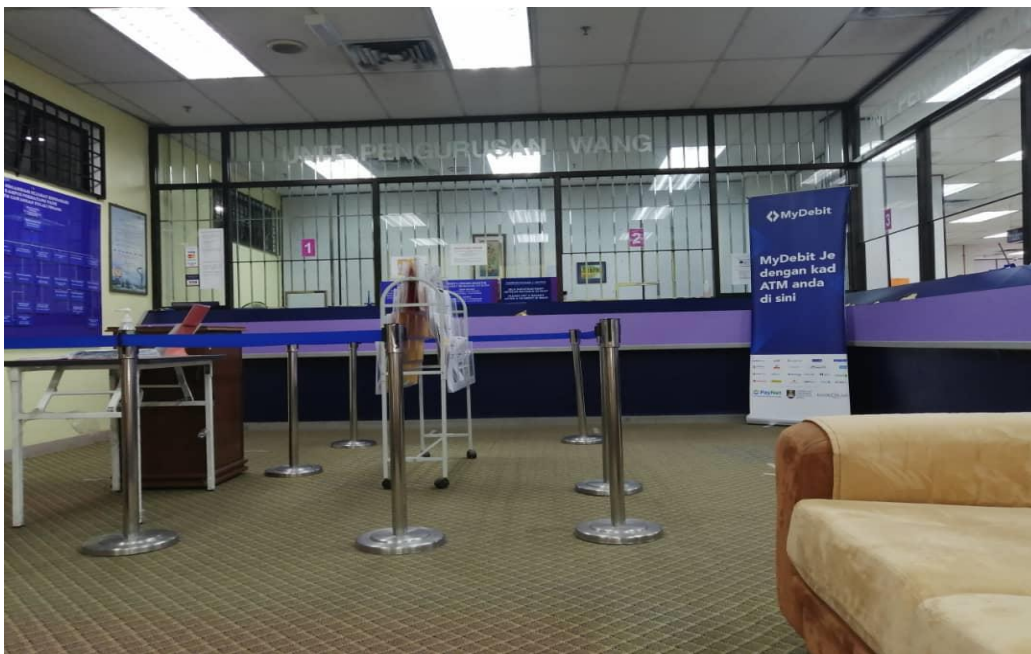


Figure 4: Counter of Pejabat Bendahari



Figure 5: The decoration of Pejabat Bendahari for Hari Raya Aidilfitri



Figure 6: First meeting with staff of Pejabat Bendahari