

PENGGUNAAN TEKNIK BIOFEEDBACK
DALAM PROGRAM PENINGKATAN PRESTASI
DIRI DAN PERNIAGAAN USAHAWAN KECIL
AMANAH IKHTIAR MALAYSIA (AIM)

NAZROLNIZAH MOHAMAD NOORZELI

DOCTOR OF PHILOSOPHY

UNIVERSITI MALAYSIA PAHANG



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ABSTRAK

Prestasi perniagaan dikaitkan dengan prestasi diri. Prestasi diri adalah penting di kalangan usahawan kecil untuk meningkatkan prestasi perniagaan. Pelbagai teknik digunakan untuk meningkatkan prestasi individu dalam perniagaan menggunakan pelbagai pendekatan. Penyelidikan sebelum ini membuktikan bahawa melalui latihan Biofeedback, ia membantu individu untuk meningkatkan prestasi kognitif dan prestasi kerja melalui teknik pengawalan diri. Sehingga kini, tidak banyak kajian dilaksanakan dengan menggunakan latihan Biofeedback untuk meningkatkan prestasi perniagaan di kalangan usahawan kecil di Malaysia. Kebolehubahan Kadar Jantung (HRV) Biofeedback menunjukkan aplikasi yang berpotensi dalam peningkatan prestasi. Oleh itu, kajian ini bertujuan untuk melihat bagaimana teknik latihan Biofeedback dapat digunakan untuk meningkatkan prestasi perniagaan di kalangan usahawan wanita Amanah Ikhtiar Malaysia. Objektif kajian ini adalah untuk mengkaji kesan latihan Biofeedback HRV bagi peningkatan prestasi perniagaan di kalangan usahawan kecil wanita di Malaysia. Kajian ini memberi tumpuan kepada pembinaan dan penggunaan modul terapi zikir untuk membantu usahawan mencapai koheren HRV. Teknik-teknik yang digunakan dalam latihan meliputi penggunaan teknik pernafasan resonan, teknik pernafasan diafragma dan penggunaan terapi zikir untuk mencapai ketenangan fikiran, emosi dan hati serta meningkatkan skor koheren HRV di kalangan peserta dengan mengambil 50 orang usahawan wanita Amanah Ikhtiar Malaysia dari daerah Pekan, Pahang, Malaysia sebagai sampel kajian. Subjek secara rawak ditugaskan sebagai Kumpulan Latihan Biofeedback ($n = 25$) dan Kumpulan Kawalan ($n = 25$). Para peserta ujian menerima lima sesi latihan Biofeedback HRV sepanjang kajian dan selama 3 minit data direkodkan setiap satu sesi. Profil fisiologi dan soal selidik diri (Skala Kemurungan, Kegelisahan dan Tekanan) telah dinilai sebelum latihan Biofeedback. Data yang dikumpul melibatkan analisis HRV: VLF, LF, dan HF untuk Ujian Kuasi Eksperimental manakala analisis keuntungan dan jualan digunakan untuk mengukur peningkatan prestasi perniagaan. Dalam analisis kumpulan dengan menggunakan Ujian-T untuk dua kumpulan sampel bersandaran menunjukkan, Kumpulan Latihan Biofeedback menunjukkan peningkatan yang signifikan dalam semua pengukuran HRV. Keputusan signifikan yang sama tidak wujud dalam Kumpulan Kawalan. Analisis statistik korelasi digunakan untuk mengkaji hubungan antara peningkatan perniagaan dan HRV. Dapatan kajian menunjukkan terdapat hubungan yang sangat kuat antara prestasi perniagaan dan profil HRV di kalangan peserta, dengan skor 0.80-1.00. Ini menunjukkan bahawa usahawan yang mempunyai keupayaan pengawalan diri yang baik mampu mengendalikan tekanan dengan lebih baik serta mempunyai potensi yang lebih tinggi untuk berjaya dalam perniagaan. Oleh itu, kajian ini menyimpulkan bahawa teknik Biofeedback HRV boleh dijadikan pengukuran yang penting dalam meningkatkan tahap kesihatan dan prestasi perniagaan usahawan.

ABSTRACT

Business performance can be associated with self-assessment. Self-performance is important among small entrepreneurs due to increasing the business enhancement. Several techniques and various approaches were used to enhance small entrepreneurs' performances in business. Previous research proved that through Biofeedback training, it helps an individual's cognitive and work performance through self-regulation techniques. To date, there has not been much research conducted on the use of Biofeedback training to improve business performance among small scale entrepreneurs in Malaysia. Heart Rate Variability (HRV) Biofeedback shows potential application in performance enhancement. Thus, this study aims to look at how Biofeedback training techniques can be used to improve business performance among Ikhtiar Malaysia women entrepreneurs. The objective of this study is to examine the effect of HRV Biofeedback training for the improvement of business performance among small scale woman entrepreneurs in Malaysia. This study focuses on the construction and the use of Islamic recitation (zikr) module to help entrepreneurs to achieve HRV coherence. The techniques used in the training include the use of resonant breathing techniques, diaphragm breathing techniques and the use of Islamic recitation (zikr) to achieve peace of mind, emotion and heart; and improve the HRV coherence score among participants by profiling 50 Ikhtiar Malaysia women entrepreneurs from the district of Pekan, Pahang, Malaysia as a sample. Subjects were randomly assigned as the Biofeedback Training Group (n=25) and Control Group (n=25). The intervention participants received five Biofeedback HRV training sessions throughout the study and three (3) minutes of data were recorded per session. Physiological stress profiles and self-report questionnaire (Depression, Anxiety, and Stress Scale) were assessed before the Biofeedback Training. Data collected involves HRV analysis: VLF, LF, and HF for Quasi Experimental Tests while profit and sales analysis were used to measure business performance improvements. Within group analysis using paired T-Test revealed that, the Biofeedback intervention group improved significantly on all HRV measures. Similar significant results did not exist in the control group. Correlation statistical analysis was used to study the relationship between business improvement and HRV. The findings revealed a very strong relationship between business performance and HRV profiles among the participants, with a score of 0.80-1.00. This indicated that entrepreneurs with good self-control capabilities are able to handle their stress very well and possess the highest potential for success in business. Thus, this study concludes that HRV Biofeedback techniques can be an important measure in gauging business entrepreneur's health and performance.

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SENARAI SIMBOL

r^2 Square of Pearson Correlation / Pekali Korelasi Pearson

SENARAI SINGKATAN

AADC	Asia Pacific Development Center
AIM	Amanah Ikhtiar Malaysia
ANS	Autonomic Nervous System
BP	Blood Pressure
BPM	Breath Per Minutes
DASS	Depression, Anxiety, Stress Scale
DRG	Dorsal Respiratory Group
EEG	Electroencephalography
GSR	Galvanic Skin Resistant
HF	High Frequency
HR	Heart Rate
HRV	Heart Rate Variability
HTAA	Hospital Tengku Ampuan Afzan
LF	Low Frequency
MARA	Majlis Amanah Rakyat
PNS	Peripheral Nervous System
RSA	Respiratory Sinus Aritmia
SSM	Suruhanjaya Syarikat Malaysia
USM	Universiti Sains Malaysia
VLF	Very Low Frequency
VRG	Ventral Respiratory Group
YPEIM	Yayasan Pembangunan Islam Malaysia

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