

THE IMPACTS OF THE UNIVERSITY POLICIES DURING
COVID-19 PANDEMIC TOWARDS ACADEMIC
OPERATION, FINANCIAL, FACILITIES AND STAFF
OPERATION IN UNIVERSITI MALAYSIA PAHANG:
A DEMATEL BASED MODEL.

AZRIZULAZMI BIN BUSTAN

Master of Business Administration
UNIVERSITI MALAYSIA PAHANG



SUPERVISOR'S DECLARATION

I hereby declare that I have checked this thesis and, in my opinion, this thesis is adequate in terms of scope and quality for the award of the Master of Business Administration.

(Supervisor's Signature)

Full Name : DR. LEE CHIA KUANG

Position : SENIOR LECTURER

Date : 19 JULY 2022



STUDENT'S DECLARATION

I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

(Student's Signature)

Full Name : AZRIZULAZMI BIN BUSTAN

Number : KBB19026

Date : 19 JULY 2022

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AZRIZULAZMI BIN BUSTAN

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ABSTRAK

Penularan virus COVID-19 yang dikatakan bermula di Wuhan, China dan merebak ke serata dunia telah menyebabkan ekonomi di setengah-setengah negara menjadi lumpuh. Aktiviti perniagaan tidak dapat dijalankan, pekerja hanya dibenarkan menjalankan kerja dari rumah akibat daripada perintah kawalan pergerakan, kadar kematian makin meningkat disebabkan virus COVID-19 dan kadar kemiskinan dan pengangguran semakin bertambah di seluruh dunia. Di Malaysia, penularan virus COVID-19 ini juga telah pun merebak ke seluruh negara bermula pada awal Mac 2020 dan telah mengganggu kepada pertumbuhan dan ekonomi negara. Kesan daripada penularan virus COVID-19 dan Perintah Kawalan Pergerakan (PKP) yang dilaksanakan oleh Kerajaan Malaysia bagi membendung jangkitan COVID-19 kepada rakyat Malaysia, ianya telah memberi impak dan merubah lanskap sistem pendidikan tinggi negara. Kajian kes ini adalah bertujuan untuk melihat implikasi kepada polisi di universiti semasa tempoh COVID-19 terhadap pengoperasian akademik, kewangan, fasiliti dan staf di Universiti Malaysia Pahang (UMP). Kajian ini akan merujuk kepada beberapa polisi-polisi yang telah dibangunkan oleh pihak UMP semasa pandemik COVID-19 ini melanda bagi mengatasi permasalahan dan isu-isu yang berkaitan dengan pengoperasian di UMP. Kajian kes ini melibatkan seramai 15 orang responden yang terdiri daripada Pengurusan Tertinggi Universiti, Dekan & Timbalan Dekan (Akademik) di Fakulti, Pengarah-pengarah di Pusat Strategik dan Perkhidmatan Akademik, Pengurus Kewangan dan Pengurus di Bahagian Sumber Manusia. Proses merekodkan dan pengumpulan data dilakukan dengan menggunakan kaedah kualitatif melalui proses temu bual dan closed guide questionnaire dengan melibatkan seksyen yang berkaitan demografik, keefektifan pelaksanaan sesuatu polisi yang dibangunkan oleh universiti dan impak polisi kepada pengoperasian univerviti. Setelah itu, data dianalisis menggunakan Relative Importance Index (RII) dan hasil dari RII menetapkan polisi mana yang mempunyai kadar keefektifan pelaksanaan yang terbaik di UMP. Soal selidik yang dilakukan pengumpulan data juga dilakukan untuk mengenal pasti hubungan antara setiap polisi. Soalan kaji selidik yang digunakan adalah berdasarkan DEMATEL. DEMATEL telah digunakan untuk menganalisa pengumpulan data kedua dari responden. Dengan menggunakan kaedah DEMATEL, hubungan antara setiap polisi dapat dikenal pasti dan kerangka berdasarkan hubungan dapat dirangka. Polisi-polisi yang memberi impak kepada pengoperasian univerviti telah dibuktikan didalam kerangka yang dirangka. Polisi-polisi memberi impak dan mempengaruhi kepada pengoperasian universiti ialah pengajaran dan pembelajaran secara dalam talian. Manakala, polisi-polisi kurang memberi impak kepada pengoperasian univerviti adalah polisi pengurangan kadar yuran penginapan pelajar yang berada di dalam kampus.

ABSTRACT

The spread of the COVID-19 virus, which is said to have started in Wuhan, China and spread around the world, has paralysed the economy in some countries. Business activities could not be carried out; workers were only allowed to work from home as a result of movement control orders; death rates were rising due to the COVID-19 virus; and poverty and unemployment rates were rising worldwide. In Malaysia, the spread of the COVID-19 virus has also spread throughout the country since early March 2020 and has disrupted the country's growth and economy. As a result of the spread of the COVID-19 virus and the Movement Control Order (PKP) implemented by the Malaysian government to curb the infection of COVID-19 among Malaysians, it has impacted and changed the landscape of the country's higher education system. This case study aims to look at the implications for policy at the university during the COVID-19 period on the academic, financial, facility, and staff operations at Universiti Malaysia Pahang (UMP). This study will refer to some of the policies that have been developed by the UMP during the COVID-19 pandemic to address the problems and issues related to the operation of the UMP. This case study involved a total of 15 respondents, consisting of University Top Management, Dean and Deputy Dean (Academic) in the Faculty, Directors in the Strategic Center and Academic Services, Finance Manager, and Manager in the Human Resources Division. The process of recording and sampling data is done using qualitative methods through the process of interviews and closed guide questionnaires involving sections related to demographics, the effectiveness of the implementation of a policy developed by the university, and the impact of the policy on university operations. After that, the data was analysed using the Relative Importance Index (RII), and the results from RII will determine which policy has the best implementation effectiveness rate in UMP. Questionnaires conducted for data collection were also conducted to identify the relationship between each policy. The survey questions used were based on DEMATEL. DEMATEL was used to analyse the second data collection from the respondents. Using the DEMATEL method, the relationship between each policy can be identified and a framework based on the relationship can be devised. The policies that impact the operation of the university have been demonstrated within the framework. The policies that impact and influence the operation of the university are online teaching and learning. Meanwhile, the policies that have less impact on the operation of the university are the policy of reducing the accommodation fee rate for students who are on campus.

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LIST OF ABBREVIATIONS

UMP	Universiti Malaysia Pahang
MCO	Movement Control Order
WFH	Work from Home
ICT	Information and Communications Technology
SIA	Satisfied Importance Analysis
DEMATEL	Decision Making Trial and Evaluation Laboratory
SOP	Standard Operation Procedures
HEI	Higher Education Institution
WHO	World Health Organization

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