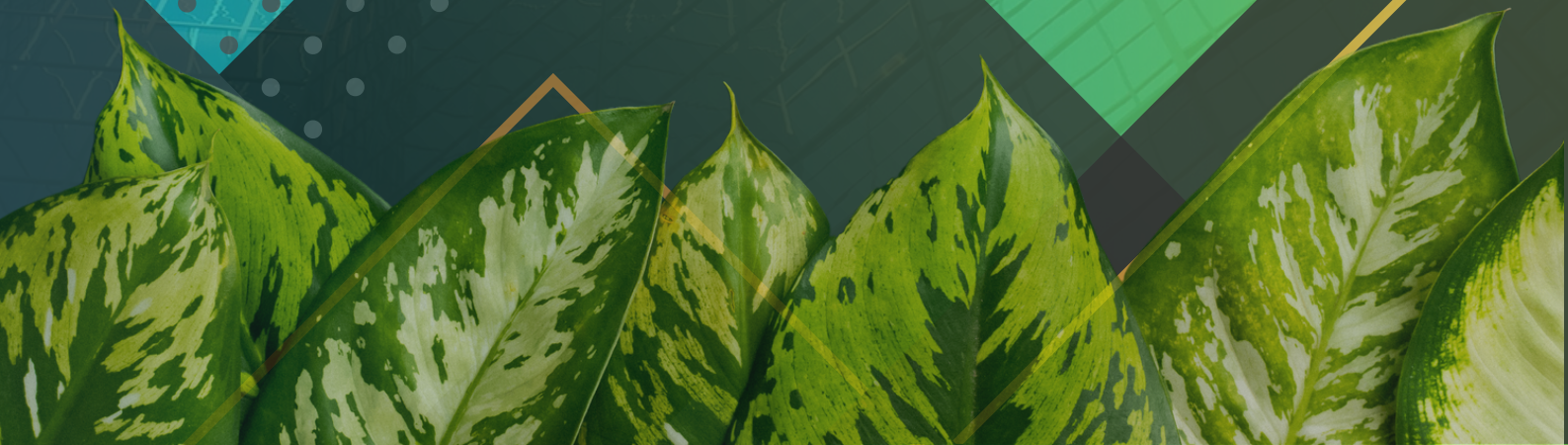




E-PROCEEDING HOTWEC 7.0

**SUSTAINABLY NURTURING
TOURISM,
HOSPITALITY AND WELLNESS INDUSTRY
FOR A BRIGHTER TOMORROW**



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HOSPITALITY AND WELLNESS INDUSTRY
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Perpustakaan Negara Malaysia Cataloguing-in-Publication Data

Title: E-Proceeding Hotwec 7.0 Sustainably Nurturing Tourism, Hospitality and Wellness Industry For A Brighter Tomorrow

e-ISBN: 978-629-489-007-7

Published by:

UMK Press

Universiti Malaysia Kelantan

Office of Library and Knowledge Management

16300 Bachok

Kelantan

(Member of Malaysian Scholarly Publishing Council (MAPIM))

(Member of Malaysian Book Publishers Association (MABOPA))

Membership Number: 201903)

In Collaboration:

Faculty of Hospitality, Tourism and Wellness Universiti Malaysia Kelantan (UMK), Kampus Kota Pengkalan Chepa, 16100 Kota Bharu Kelantan, Malaysia.

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PREFACE

In the dynamic landscape of today's global economy, the fields of tourism, hospitality, and wellness are experiencing unprecedented growth and evolution. This compendium represents a convergence of innovation and academic rigor, providing a platform for students to showcase their scholarly contributions. E-proceedings encapsulate a collection of research projects, and insights that underscore the diverse dimensions of tourism, hospitality, and wellness. It is a testament to the curiosity, dedication, and intellectual prowess of our undergraduate scholars. In the pages that follow, readers will find a rich tapestry of research articles that reflect the tourism, hospitality, and wellness disciplines.

Students, lecturers, and industry partners collaborative efforts signify a commitment to advancing knowledge and fostering a community of learners who are well-equipped to navigate the complexities of the modern tourism, hospitality, and wellness sectors. May this collection inspire further exploration, dialogue, and innovation among the next generation of leaders in these dynamic fields.

Therefore, this book summarizes the selected papers of student conference focused on the current issues in tourism, hospitality and wellness field. Presented papers deal with investigation of issues and challenges of tourism, hospitality and wellness to make the industries more sustainable and adapt with the changes in the environment. Presented paper bring a wide database of issues and challenges in the field which could be used in the future researcher and industries players in the future.

Ataul Karim Patwary, PhD

Muhamad Nasyat Muhamad Nasir, PhD

Nurul Aziah Binti Ahmad

Mohd Firdaus Bin Mohd Nasir

ACKNOWLEDGEMENT

It is our pleasure to present this volume consisting of selected papers based on presentations from the Hospitality, Tourism and Wellness Colloquium 7.0, held on May 28 and 29, 2023 at the Universiti Malaysia Kelantan. The main colloquium objective is to explore, within the generative framework, different acquisition contexts, across a variety and between different components of the Hospitality, Tourism and Wellness fields. The colloquium was organized and supported by the Faculty of Hospitality, Tourism and Wellness (FHPK), Universiti Malaysia Kelantan (UMK). We would also like to extend our gratitude to the excellent work of our colloquium organizing committee which comprised of the following:

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Mohd Firdaus Bin Mohd Nasir
Mazne Binti Ibrahim
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Nor Maizana Binti Mat Nawi
Zaimatul Binti Awang
Fauzan Hafiz Bin Muhammad Safri
Fadhilahanim Aryani Binti Abdullah
Abdullah Bin Muhamed Yusoff
Mohammed Ruqaimi Bin Remeli
Ahmad Faezi Bin Ab. Rashid
Nursalihah Binti Ahmad Raston
Harnidah Binti Samengon
Nor Amira Binti Mohd Razali
Siti Selihah Binti Che Hasan
Nurzehan Binti Abu Bakar
Nurul Fardila Binti Abd Razak
Nur Azimah Binti Othman
Muhammad Firdaus Bin Bidin

We would also like to acknowledge the excellent work of our conference reviewers of the original abstracts and the papers submitted for consideration in this volume for having so generously shared their time and expertise. Along with these individuals, we wish to thank our local colleagues and students who contributed greatly to the organization and success of the colloquium.

Awareness and Knowledge of Right To Disconnect After Work Among Lecturers In University Malaysia Kelantan (KOTA)

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ABSTRACT

A job is a group of positions that have similar obligations or basic tasks. In job analysis activities, a job can be occupied by one person, or several people spread out in various places. The objective of this study is to study the awareness and knowledge of right to disconnect after work among lecturers in University Malaysia Kelantan (KOTA). This study examines the impact of disturbances on lecturers at University Malaysia Kelantan, focusing on the right to unplug after work and demand remuneration for labor after hours. Digital technology has enabled remote work, but it also leads to longer workdays. Governments must protect employees and address disconnect laws to ensure work-life balance. The research aims to promote a positive and useful solution for both employees and businesses, preventing recurring issues and promoting a more harmonious work environment.

Keywords: Awareness, Knowledge, Impact, Disconnect, Employees

INTRODUCTION

A job is a group of positions that have similar obligations or basic tasks. Under Section 60 (A) (9) of the Work Act 1955, "hours of work" are defined as the time during which an employee is at the disposal of the employer and is not free to dispose of his own time and movements. Businesses have been experimenting with Alternative Work Schedules (AWS) in an effort to increase employee engagement. Labor performed after regular business hours ends is considered overtime, but work completed on weekends and federal holidays is not. All employees have the right to disconnect after work, and for employees who are instructed to work outside working hours, they are entitled to demand payment. Employees can claim Overtime Pay together with allowances for carrying out official duties at office or any place directed after normal working hours or holidays.

SIGNIFICANCE OF THE STUDY

This study is conducted to provide knowledge to academic research, educate the right awareness and knowledge to disconnect after work, and contribute to a better quality of life. It is expected to provide relief and knowledge about disturbances received after the end of working hours, as well as open the eyes of the community, especially the employer, to not disturb after the end of working hours. Unmanaged flexible working arrangements and the continued use of mobile communication technology have a measurable impact on workers' well-being.

LITERATURE REVIEW

A literature review is an essential appraisal of the most recent body of information on a subject. It involves finding relevant literature, analyzing sources, identifying themes, controversies, and gaps, establishing the framework, and writing the literature review. This study will discuss the issues of awareness and the right to disconnect after work, as well as knowledge of awareness of the right to disconnect after work. It is important because it can give exposure and knowledge to the lecturers at University Malaysia Kelantan (Campus Kota) about the definition and accurate information about the right to disconnect after work.

Discussion of the issue

Technology has improved employees' work lives by boosting productivity, gathering better records and data, and facilitating quick communication. However, it has also changed the where, when, and how frequently workers work. A 2015 study conducted in Britain provides "concrete evidence that happier employees are more productive in the workplace." Positive workplace morale fosters greater productivity, and there are both physical and psychological factors that impact employee morale. Research suggests that prospective applicants should consider work-life balance when applying for a job. The need for businesses to evaluate the expectation of workers to engage in after-hours work in a digital environment is highlighted by the ideals of Millennials and Gen Z employees.

Employees in this modern age are constantly linked to their jobs via their smartphones, laptops, tablets, and other electronic gadgets. Benoit Hamon, a former minister of education in France, claimed that "they stay linked by a sort of electronic leash, like a dog". These inquiries are being confronted by employers across all industries since they have emerged as modern workplace

concerns. The study on the right of employees not to be disturbed after working hours discusses the issue of excessive workload at home. Excessive workload occurs when employees exceed the limits they set for themselves in terms of hours worked or intensity of work.

This can be due to budget cuts, unfair treatment at work, a lack of role transparency, and a lack of managerial support. It also affects the morale of an employee, as 73% of respondents stated that work-life balance is more important than salary when assessing job opportunities. Among the detrimental impacts of an excessive workload are stress and burnout, as well as sleep disruption and acrimony in domestic personal relationships. In 2018, 76% of American employees reported that their personal relationships were impacted by work-related stress. Employees who work too hard and exceed their own capacity can be attacked by various diseases and problems either externally or internally, such as emotional stress and mental disorders.

Research on British civil servants in 2018 highlights a connection between work stress and metabolic syndrome, which increases the risk of diabetes, stroke, and heart disease. 94% of American employees in 2019 said that stress brought on by too much work was a problem. Overwork can result in burnout, which can aggravate existing conditions such as depression, anxiety, emotional tiredness, tension headaches or migraines, poor sleep, and unhealthy coping mechanisms like drug misuse. Emotional stress can affect life in terms of emotions, behavior, thinking ability, and so on. Employees who do not take care of their physical and mental health run the risk of contracting one of the many diseases that might develop.

METHODOLOGY

Research Design

Qualitative research is a collection of approaches used to gain a deeper understanding of people's perspectives, thoughts, attitudes, and real-life situations. It is used to gain a deeper understanding of people's perspectives, thoughts, attitudes, and real-life situations, as well as to produce theoretical approaches to those personal experiences. Qualitative research was used to explain the phenomena being investigated using respondents' and 23 researcher's phrases. Qualitative research provides extensive characterizations of respondents' thoughts, ideas, and personal

experiences, as well as an analysis of the relevance of their activities. It also enables the researcher to look into respondents' inner experiences and how societal and societal judgements are made.

Phenomenological studies look at personal beliefs and the explanations they give, known as "life experience," to define the meaning that each individual acquires from their interactions. Phenomenology assists researchers in developing a fundamental knowledge of how people act.

Data Collection

This text discusses the methods used to collect primary and secondary data. Primary data is specific and provides more detailed information and is current, while secondary data is obtained from books, newspapers, research journals, and observation. The main negative is that the data was acquired for another reason, making it possible that it won't be trustworthy. In a personal or face-to-face interview, a standard arranged question is utilised to ensure that nearly all participants were asked the exact same range of questions in the same order. Research studies known as surveys use participant interviews to gather data.

For this particular study, 8 lecturers underwent in-depth interviews to understand awareness and knowledge of right to disconnect after work among lecturers in University Malaysia Kelantan (Kota). An in-depth interview was the methodology employed in this study.

Sampling

The data for this study was collected in the Universiti Malaysia Kelantan (Kota) at Pengkalan Chepa, Kota Bharu, Kelantan. The main purpose of this initiative is to provide knowledge and awareness about the rights that need to be known after the end of working hours. The sample size was limited to 8 lecturers from the Universiti Malaysia Kelantan (Kota) for the data collection method, which was an in-depth interview conducted by the face-to-face. Sampling methods should be as rigorous as possible to keep errors and biases minimal and to increase maximum representation. A non-probability sampling technique was applied and a judgemental or purposive sample approach was used. Purposive sampling is a sampling technique related to the researcher's criteria, and since only Universiti Malaysia Kelantan (Kota) lecturers participated in the respondent's study, the researcher needs to go to the campus and meet the lecturers to collect data with this sampling technique.

Data Analysis

Thematic analysis is a key step in qualitative research, as it compiles and summarises common observations and perceptions of the subject, as well as justifications and textual comments to back them up. It involves reading transcripts several times, taking notes, recording the researcher's initial hypothesis, creating the initial code, and finding topics. Themes are patterns that highlight an important or fascinating aspect of data or study topics, and are used to explore those themes and draw conclusions regarding issues. It is a common error to use the primary query as the topic of the interview, as this indicates that the information has been organised and summarised rather than analysed.

FINDINGS

Analysis of Theme 1

Table 1 below shows Analysis of Theme 1

Table 1: Analysis of Theme 1

| Research Question | Respondent | Theme |
|-------------------|------------|-------|
|-------------------|------------|-------|

| | | |
|--|--|--|
| <p>1. Are you aware that employees can take legal action if they are forced to work even after working hours have ended?</p> | <p>R1: In my opinion, not all lecturers are aware. They will feel safer. It needs to be spread so that people know. Not necessarily because there is a law. They will be positive because misbehaviour can be avoided.</p> <p>R2: Less clear with awareness. The law can protect workers in this context if they are persecuted. For example, if the company forces employees to work but they are not paid and they work during non-working hours, You can give information, but not in a backstabbing manner that tarnishes the image of any party. University Malaysia Kelantan (UMK) has its own advisor, and he will ensure the matter does not go off track. Negative because it causes one party to be wrong. Whether the positive effect is good depends on the individual.</p> <p>R3: Action can be taken against the employer. Very safe to protect employees. I agree when it comes to mental well-being. Some lecturers don't really care because they think the work can be completed as soon as possible. Can't be at will. Need authentic evidence to the detriment of health and well-being. Each party needs to be tolerant. Cooperate with each other. There must be rules to protect the rights of employees and employers.</p> <p>R4: Can take legal action when forced to become pressured. Legal action should be taken. We need to tell others so there is awareness. It is definitely safe because there is an association</p> | <p>1. Awareness to disconnect after work</p> |
|--|--|--|

| | | |
|--|--|--|
| | <p>like Labor. Employees know they are safe. I agree because they have no right to be bullied and forced to cause stress at work. Can't because there needs to be tolerance. Manipulating the right to disagree. There is a positive in everything that happens.</p> <p>R5: There is no flexible time. There is no more when working as a lecturer. Can't take things for granted. It is good that there is awareness so that there is no oppression.</p> <p>R6: They are aware but is it applicable to professionals such as lecturers? It should be, yes. That's the purpose of the law created to protect oppressed workers. Of course. Creating and spreading awareness is everyone's responsibility</p> <p>R7: Yes, I am aware of that. Yes, they will feel safer. Yes, I agree, and in addition, the employer should spread awareness to all employees. It should follow the law. It surely has a positive effect on both employees and employers.</p> <p>R8: Yes, I am aware. Absolutely. Of course. Sharing something like this will create a better working environment for the staff. Depending on what you mean by arbitrarily. The majority of staff rarely take the opportunity to use their legal rights, even though they actually need them. Again, it depends on the situation.</p> | |
|--|--|--|

Analysis of Theme 2

Table 2 below shows Analysis of Theme 2

Table 2: Analysis of Theme 2

| Research Question | Respondent | Theme |
|--|--|--|
| <p>1. In your opinion, should a person be instructed to continue working after working hours or on weekdays</p> <p>And WhatsApp as one medium to work?</p> | <p>R1: Depending on the situation and the type of work if the work is given time to complete, then it can be postponed to the next week. WhatsApp facilitates communication, acts as a reminder, and much more. No additional fees are required. There are no interruptions. It is not mandatory to contact Used to it. Mandatory for the employer to answer.</p> <p>R2 : On weekends. If possible, the staff tries to avoid it. Had to direct other workers outside of working hours. Excellent tools. Media that makes it easy and also for supporting documents. It can be a folder to save documents. Important for work. Lecturers do not have flexible hours for overtime work. WhatsApp makes work easier, and there is no time limit. Delaying a task if it involves something important The choice is in one's own hands not to be disturbed. Can't be blamed for being out of work hours.</p> <p>R3 : It is inappropriate to be instructed outside of working hours. But it depends on the situation. There are pros and cons. Can be contacted at any time. The lecturer has no extra points. Flexible hours and no timeframe You need to limit time and need space for yourself, depending on the situation and how you manage time. Employers need to give time to their own employees.</p> | <p>2. Knowledge to disconnect after work</p> |

R4 : You have to look at the situation to see if there is no problem with that. Not something formal but important. There is no need to pay. As long as there is a period of work, then it is necessary to work. The date of delivery of the work should be emphasised. No problem.

R5 : It is possible if there is an additional payment. WhatsApp is very good and helpful. Charged because the lecturer does not have overtime. Disturbing if outside working hours

R6 : There is no need because work-life balance is more important. WhatsApp is not a problem to use as a medium or a tool for work because it is easier, but the time to use it should be limited after work hours. If it is to be counted, I think it is appropriate because the lecturer's job involves a lot of cognitive things, and sometimes until the night is still facing work. Perhaps a task record system can be created for the time count and recorded payment.

R7 : No need. It helps us a lot, but we can't rely on it 100%. Yes, you must be paid if working overtime. No, because it depends on the workplace.

R8 : need .But if the instructions come with valid documents, then they have to be obeyed. Just follow the technology as it evolves. Similar to how people communicate with letters, now we communicate through WhatsApp. Of course, unless it was something that deal with the

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| | flexibility of how those 8 hours operated, additional payment might not be needed. Yes absolutely. Depending on the situation But most of the situations did not actually need the employer to disturb after office hours. | |
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Findings of Theme 1

Table 3 below shows the result Findings of Theme 1

| No | Awareness to disconnect after work | Interview's Transcription |
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| 1 | Awareness to disconnect after work among lecturers at University Malaysia Kelantan(Kota) | <p>Respondent 4, 38 years old, a married male lecturer. Can take legal action when forced to become pressured. Legal action should be taken. We need to tell others so there is awareness. It is definitely safe because there is an association like labor. Employees know they are safe. I agree because they have no right to be bullied and forced to cause stress at work. Can't because there needs to be tolerance. Manipulating the right to disagree. There is a positive in everything that happens.</p> <p>Researchers chose respondent 4 because this respondent answered the question more accurately and clearly. This respondent knows well a lot about awareness to disconnect after work among lecturers at University Malaysia Kelantan (Kota) and this respondent also answered all questions about this theme with more confidence. This respondent was very clever. Researchers gain a better grasp of this</p> |

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| | respondent's opinions and experiences through in-depth interviews. |
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Findings of Theme 2

Table 4 below shows the result Finding of Theme 2

| No | Knowledge of right to disconnect after work | Interview's Transcription |
|----|---|--|
| 1 | Knowledge of right to disconnect after work among lecturers at University Malaysia Kelantan(Kota) | <p>Respondent 8, 30 years old, a female lecturer</p> <p>No need .But if the instructions come with valid documents, then they have to be obeyed. Just follow the technology as it evolves. Similar to how people communicate with letters, now we communicate through WhatsApp. Of course, unless it was something that dealt with the flexibility of how those 8 hours operated, additional payment might not be needed. Yes absolutely. Depending on the situation But most of the situations did not actually need the employer to disturb after office hours.</p> <p>Researchers chose respondent 8 because this respondent answered the question more accurately and clearly. This respondent better understands the knowledge of right to disconnect after work. This respondent also answered all questions about this theme with more confidence. This respondent was very brilliant. Researchers gain a better grasp of this respondent's opinions and experiences through in-depth interviews. Researchers are acquiring a deeper understanding of this respondent 8 and learning more from this</p> |

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| | <p>respondent. The answers from this respondent to the research questions fulfil the research objectives with more information. This was the reason researchers choose this respondent 8 to do the research findings.</p> |
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LIMITATION AND RECOMMENDATION

This research study faced several limitations, including time constraints, lack of previous studies on qualitative methods in awareness and knowledge of the right to disconnect after work among lecturers at University Malaysia Kelantan (Kota), and overload of tasks. Researchers recommended seeking permission from the university to conduct in-depth interviews with respondents, providing more qualitative research and secondary data sources, and using Google Forms and social media platforms to distribute study questions.

To expand the research beyond University Malaysia Kelantan (Kota), researchers should expand the study to include all university professors and obtain contact information for all professors who wish to participate. This will help eliminate misunderstandings and bias and generate better study outcomes.

Employees can propose that their employers better limit working hours, set specified boundaries, and create practices that respect work-life balance, especially if their case is built on the need to preserve health. It will be interesting to see if multinational corporations headquartered in states where there are laws protecting the right to disconnect will implement similar rules locally.

Lecturer work-life balance must be studied in the academic setting in terms of spatial and temporal flexibility, employment practices, and employee habits. Researchers across all career stages recognize the need to enhance work-life balance. Departments and institutes must help improve research practices for academics at all levels of their careers. By respecting limits and giving individuals greater authority over their own work schedule, PIs and mentors can build healthier workplaces in their laboratories.

CONCLUSION

This study aimed to analyze the awareness and knowledge of the right to disconnect after work among lecturers at University Malaysia Kelantan (Kota). Eight respondents from various faculties

were analyzed. The researchers concluded that the university can provide proper awareness and knowledge about the right to disconnect after work. They also suggested recommendations for improving awareness and knowledge among lecturers. The study's findings are accepted and will be helpful for future researchers, providing valuable sources and ideas.

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