HTP 40103
PROJEK PENYELIDIKAN PELANCONGAN (PPTA 2)

AWARENESS AND KNOWLEDGE OF RIGHT TO DISCONNECT AFTER WORK AMONG LECTURERS IN UNIVERSITY MALAYSIA KELANTAN (KOTA) : A QUALITATIVE STUDY

By

MOHAMAD RAMZI BIN AB. RAHIM H20A1924
MUHAMMAD NIZAMUDDIN BIN SHAHARUDIN H20A1929
NOR NABIHAH BINTI ZAKARIA H20A1932
NUR SYUHADA BINTI AHMAD H20A1940

Bachelor of Entrepreneurship (Tourism) with Honors

A report submitted in partial fulfilment of the
requirements for the degree of
Bachelor of Entrepreneurship (Tourism Entrepreneurship)
with Honours

Faculty of Hospitality, Tourism and Wellness
UNIVERSITI MALAYSIA KELANTAN

2023

DECLARATION

I hereby certify that the work embodied in this report is the result of the original researchand has not been submitted for a higher degree to any other University or Institution.

☐	**OPEN ACCESS**	I agree that our report is to be made immediately available hardcopy or on-line open access (full text)
☐	**CONFIDENTIAL**	(Contains confidential information under the Official Secret Act 1972)*
☐	**RESTRICTED**	(Contains restricted information as specified by the organisation where research was done)*

I acknowledge that University Malaysia Kelantan reserves the right as follow.

The report is the property of University Malaysia Kelantan.

The library of University Malaysia Kelantan has the right to make copies for thepurpose of research only.

The library has the right to make copies of the report for academic exchange.

Certified by

_____	_____
Signature	Signature of Supervisor
Group Representative:	Name:
Date:	Date:

Note: *If the report is CONFIDENTIAL OR RESTRICTED, please attach the letterfrom the organisation stating the period and reasons for confidentiality and restriction.

EVD FHPK
UNIVERSITI MALAYSIA KELANTAN

ACKNOWLEDGEMENT

We would like to thank our supervisor Mr. Firdaus bin Bidin and also Dr Muhamad Nasyat bin Muhamad Nasir who gave us a chance to work on this project. We are very grateful that they provided valuable suggestions for the betterment of the project, which we greatly appreciate them for doing so. Furthermore, we want to extend special thanks towards our respondents as well because without their resources then none of what is seen now could have been possible in terms of creative or intellectual development. Last but not least, everyone involved with this think tank deserves recognition such as family members and friends. They all played an important role when it came down to giving motivation at times where there was no hope left!

FYP FHFK
UNIVERSITI
MALAYSIA
KELANTAN

TABLE OF CONTENT

	Page
TITLE PAGE	**i**
CANDIDATES' DECLARATION	**ii**
ACKNOWLEDGEMENT	**iii**
TABLE OF CONTENTS	**iv**
LIST OF TABLES	**vi**
LIST OF DIAGRAMS	**vii**
ABSTRACT	**viii**
ABSTRAK	**ix**
CHAPTER 1 : INTRODUCTION	
1.1 Inroduction	**1-2**
1.2 Background of the study	**3-4**
1.3 Problem statement	**4-5**
1.4 Research Question	**6**
1.5 Research Objectives	**6**
1.6 Scope of Study	**6-7**
1.7 Significance of the Study	**7-8**
1.8 Structure of the Report	**9**
1.9 Summary	**10**
CHAPTER 2 : LITERATURE REVIEW	
2.1 Introduction	**11-12**
2.2 Discussion of the issues	**13**
2.2.1 The Employees Legal Right Not To Be Disturbed	**13-14**

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

	After Work Hours	
	2.2.2 Excessive Workload At Home	**14-15**
	2.2.3 The Relationship Between Physical Health, Emotional Stress And Mental Disorders	**16-17**
2.3	**Summary**	**17**
CHAPTER 3 : METHODOLOGY		
3.1	**Inroduction**	**18**
3.2	**Research Design & Strategy**	**19-20**
3.3	**Sampling Strategy**	**21**
	3.3.1 Target Population	**21-22**
	3.3.2 Sample Size	**22**
	3.3.3 Sampling Method	**23**
3.4	**Data Collection Method**	**24**
	3.4.1 Primary Data	**24**
	3.4.2 Secondary Data	**25**
	3.4.3 In-Depth Interview	**26**
3.5	**Data Analysis Process**	**27**
	3.5.1 Thematic Analysis	**28-29**
3.6	**Summary**	**30**
CHAPTER 4 : FINDINGS AND DISCUSSION		
4.1	**Introduction**	**31-32**
4.2	**Discussion Based On Research Questions**	**33-48**
4.3	**Summary**	**48**
CHAPTER 5 : CONCLUSION		
5.1	**Introduction**	**49**
5.2	**Link With Previous Studies**	**50-51**
5.3	**Research Finding**	**51-54**
5.4	**Limitation**	**55**
5.5	**Recommendation**	**56-58**
5.6	**Summary**	**59**
REFERENCES		**60-61**

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

LIST OF TABLES

Tables	Title	Page
Table 4.1	Knowledge	36
Table 4.2	Awareness	36
Table 4.3	Theme one Awareness to disconnect after work	43-45
Table 4.4	Theme two knowledge to disconnect after work	46-47
Table 5.1	Findings of Theme One	51-52
Table 5.2	Findings of Theme Two	53-54

LIST OF DIAGRAMS

Diagrams	Title	Page
Diagram 4.1	Theme one knowledge	34
Diagram 4.2	Theme two awareness	35

FKP FHPK
UNIVERSITI MALAYSIA KELANTAN

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 labour 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

FYP FHHK
UNIVERSITI MALAYSIA KELANTAN

ABSTRAK

Pekerjaan ialah sekumpulan jawatan yang mempunyai kewajipan atau tugas asas yang serupa. Dalam aktiviti analisis kerja, sesuatu pekerjaan boleh diduduki oleh seorang, atau beberapa orang tersebar di pelbagai tempat. Objektif kajian ini adalah untuk mengkaji kesedaran dan pengetahuan mengenai hak putus hubungan selepas bekerja dalam kalangan pensyarah di Universiti Malaysia Kelantan (KOTA). Kajian ini mengkaji kesan gangguan terhadap pensyarah di Universiti Malaysia Kelantan, memfokuskan kepada hak untuk mencabut plag selepas bekerja dan menuntut imbuhan untuk buruh selepas waktu bekerja. Teknologi digital telah membolehkan kerja jauh, tetapi ia juga membawa kepada hari kerja yang lebih panjang. Kerajaan mesti melindungi pekerja dan menangani undang-undang putus sambungan untuk memastikan keseimbangan kerja-kehidupan. Penyelidikan ini bertujuan untuk mempromosikan penyelesaian yang positif dan berguna untuk kedua-dua pekerja dan perniagaan, mencegah isu berulang dan mempromosikan persekitaran kerja yang lebih harmoni.

Kata kunci : Kesedaran, Pengetahuan, Kesan, Putus Hubungan, Pekerja

FYP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

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. 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". This means that, during working hours, employees:The employee is under the control of the employer and cannot do as he pleases or engage in personal activities, Employees cannot leave the workplace without the employer's permission, Employees cannot come late or return before the end of working hours. (IsmailN, 2020)

Traditionally, organization of working hours required that all workers in an establishment work the same hours. These hours which commonly started in the morning and finished in the late afternoon were fixed unilaterally by the employer. Thus, the 8 a.m. to 4 p.m. or ‘9 to 5’ patterns are exceedingly common. However, from time to time, two variations on this pattern are used. In some organizations, it was found that workers were needed to work longer than the normal 8 hours. Thus, an overtime pattern emerged. Alternatively, shift work was introduced where the workers are divided into groups. Each group works different hours of the day. (Maimunah Aminuddin, 2022)

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

More recently, in an effort to raise employee engagement, businesses have been experimenting with a range of Alternative Work Schedules (AWS). Particularly in nations with a tight labour market, systems like job sharing, flexitime, part-time shifts, and the shortened work week are examples of those that are growing more and more popular. In orderto attract more workers, employers who are having trouble filling positions may take measures to provide appealing work schedules. These schedules may entice retirees and housewives to enter or return to the workforce as well as other groups like housewives. (Maimunah Aminuddin, 2022)

Labor performed after regular business hours ends is considered overtime, however work completed on weekends and federal holidays is not. (Labor performed outside of "regular working hours," excluding work performed on rest days and public holidays, - Handbook of Malaysian Labor Laws, M.N. Any work completed after this regular working hour is ended is considered overtime (OT). (Ismail N 2020)

Therefore, all employees have the right to disconnect after work. 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 dutiesat office or any place directed after normal working hours or holidays weekly or public holidays are subject to the rules and conditions set. (SPP, 2010)

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

1.2 BACKGROUND OF THE STUDY

The ability to disconnect from work and, in particular, refrain from using work-related electronic communications, like emails or text messages, during non-work hours is referred to as the right to disconnect. (Staufenberg, Jess, 2016). In a ruling by the Labour Chamber of the French Supreme Court, the right to disconnect became established in France. "The employee is under no obligation either to accept working from home or to bring there his data and working instruments," the judgement from October 2, 2001, stated. (Labor Chamber, 2001)

The ability to work from anywhere at any time is now made possible by digital technology, yet this technological empowerment also lengthens working hours. Workers claim to put in more hours every year, even after leaving the office. As a result, the integration of work and life for employees is frequently threatened, which is why governments have recognized the need to safeguard employees and incorporate the legal point of disconnect. Businesses should pay more attention to this problem since it is mandated by law and because if digital technologies are utilised excessively, it may have an impact on employee wellness and productivity. The unbalanced relationship between work and other facets of life, the challenge of escaping an "always-on" culture, the addictive qualities of the digital world, and the current organizational practices that support the state of connectivity affect not only the wellness but also the productivity of employees. (Luc Punsu, 2018)

Over the last 18 months, there have been many reports of a "decrease in work-life balance", and an inability to truly "disconnect" from the job outside working hours. This has led to an increased focus from some governments on how to implement successful "right to

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

disconnect" policies. Since 2016, France, Italy and Spain have all introduced legislation which grants workers the right not to respond to work-related communications after core hours. Workers and employees are demanding for further change in regulations and attitudes around their work-life balance in light of the epidemic and the transition to remote working.A recent law protecting the "right to disconnect" in Ireland has a special regulation designed to safeguard all workers, including those who work remotely. Companies rather than the legislation have made reforms in Germany. (Imogen Dean, 2021)

The specifics of a "Right to Disconnect" from work after regular business hours can be negotiated by employees in organisations with more than 50 employees under a new employment legislation that France implemented in January 2017. (Couffe and Pralong, 2017). In order to protect workers from problems brought on by the increased use of digital technology at work, Myriam El Khomry, the minister of labour, developed Article 55 under Chapter II of the Labour Code, "Adapting the Labour Law to the Digital Age" (Ministère du Travail, 2017).

1.3 PROBLEM STATEMENT

Working overtime after the end of working hours causes many problems for the community, regardless of whether they are from the same or different types of work. The problem that arises is when there is no period of rest from work, which causes us to conduct a study on this problem. Various mental and physical problems can occur if they continue to

UNIVERSITI MALAYSIA KELANTAN

complete work even after being brought home. Working time that is too long also affects an individual's performance (Lucy Brown, 2022).

Physical health deterioration is one of the negative effects. Your physical health will be affected, such as with ulcers and other issues in your stomach. According to studies, 60% of people who work more than 7 hours a day will develop heart disease. They can also suffer from other diseases, such as high blood pressure due to work pressure (TIME, 2015). In addition, those who work overtime can also be associated with anxiety and depression problems. (Laura Walter, 2008) A study conducted by Elisabeth Kleppa and her colleagues atthe University of Bergen in Norway analysed data based on working hours from a study conducted on men and women in Norway. As a result of the test, a total of 1350 people work overtime, 41 up to 100 hours per week, and at least 9000 workers work less than 40 hours. The average depression for men who work overtime is as much as 12.5%, while the female group increased from 7 to 11 percent. This anxiety and depression problem primarily affects those who work for low pay and lack sufficient expertise.

The next problem is related to productivity, work, and life balance. Those who work non-stop will have difficulty managing their daily activities (Tom Elliott 2020). Those who work nonstop and are productive are more likely to make mistakes. A working period that is too long can also reduce productivity in various ways. Employees that work excessive hours frequently take more breaks, leave early, or arrive late the next day. They also tend to lose focus easily. Additionally, they can be too exhausted to do the work at hand and take longer than normal.Therefore, the issue of the right to disconnect after work is carried out to get more information and their rights as employees if the above problems occur.

UNIVERSITI MALAYSIA KELANTAN

1.4 RESEARCH QUESTION

1. What is the level of awareness on right to disconnect after work among workers?

2. What is the level of knowledge of the workers about their right to disconnect after work?

1.5 RESEARCH OBJECTIVE

1. To examine the awareness and rights to disconnect after work.

2. To analyze the level of wokers knowledge about their right to disconnect after work

3. To suggest recommendations on awareness knowledge right to disconnect after work

1.6 SCOPE OF STUDY

The scope of the study is the area of research that is the focus of the researcher. This study aims to examine and identify the awareness and knowledge about after-hours disturbances among the lecturers at University Malaysia Kelantan. At University Malaysia Kelantan are the subject of this study because of the short amount of teaching time that causes lecturers to be interrupted by their students after they complete working. Therefore,

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

this study was conducted to find out the right to disconnect after working hours. In addition, this issue happened a lot during the Covid-19 pandemic which caused lecturers' working hours to become inflexible due to many interruptions from students. This causes health problems such as anxiety, depression, stress and causes early retirement. . According to a Malaysian Mental Health Association study published in October 2020, the number of Malaysians seeking counselling climbed "two-fold" during the Covid-19 lockdown, largely for stress-related problems.

1.7 SIGNIFICANCE OF THE STUDY

The importance of a study must be meaningful because it has great implications for improving or finding a solution to a problem related to the study being conducted. Generally, the section on the research's importance gives the reader pertinent details about how the study was conducted. However, it is typically clear what is being offered for the research and who would gain from it. The significance of this study is carried out to give/contribute knowledge to academic research, to educate the right awareness & knowledge to disconnect after work and to contribute to a better quality of life, work balance.

Other than that, the importance of awareness and knowledge about distractions after work hours is very important in every job. This is because if there is no awareness and knowledge about this problem, it will have an impact on the employee and possibly also on the employer himself. Without awareness and knowledge about these distractions after work hours, they will cause various problems regarding a person's health. Employees' health will also be affected when they get work interruptions after the end of working hours. Employees

FYP FFHPK
UNIVERSITI MALAYSIA KELANTAN

will feel burdened when the time they need to spend resting and with their families at home has to be sacrificed when it comes to work interruptions outside of their working hours. Here it begins: health problems such as anxiety and depression that are borne by employees due to work that needs to be done outside of their working hours.

Unmanaged flexible working arrangements and the continued use of mobile communication technology have a measurable impact on workers' well-being and their daily lives. In this section, the study considers employers' liability for these effects from a human rights legal perspective. When disruptions occur after working hours, causing employees to work overtime and interrupting their time to rest. Interruptions after working hours cause stress to employees indirectly because they must think about work even after working hours. This causes the emergence of health problems as a result of acquired disorders.

The results of this study are expected to provide relief and knowledge about the disturbances received after the end of working hours. In addition, it can open the eyes of the community, especially the employer, so that they do not disturb after the end of working hours.

UNIVERSITI
MALAYSIA
KELANTAN

1.8 STRUCTURE OF THE REPORT

The issue statement, research questions, research objectives, scope of the study, the significance of the investigation, report structure, and summary will all be covered in Chapter 1 after the introduction and backdrop of the study.

In Chapter 2, which includes an introduction, discussion of the problems, and summary, the literature study will be covered. The purpose of this investigation was to gather more data and do research on the subject of choice.

In Chapter 3, this will include the study methodology as well as the following topics: introduction, research design & strategy, sampling strategy, data gathering technique, data analysis procedure, and summary. This section will examine the methods by which scholars have gathered data.

In Chapter 4, which will comprise an introduction, discussion based on research questions, and a summary, the findings and discussion will be covered.

Chapter 5 will examine the conclusion, which will include an introduction, a reference to prior research, research findings, limits, suggestions, and a summary.

FYP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

1.9 SUMMARY

Overall, this chapter provides a review of this study on the lecturers at University Malaysia Kelantan because every lecturer must not be disturbed by his students after work hours. The goal of this study is to examine on how disturbances occur after working hours, forcing employees to work extra hours and interfering with their rest time. As a result, every employee has the right to unplug after work. Employees have the right to demand remuneration if they are asked to labour after hours. Workers may file claims the norms and conditions established apply to overtime pay as well as allowances for doing official activities at the office or anywhere else under direction beyond regular business hours, weekends, or public holidays. Employees are stressed indirectly as a result of interruptions after working hours.

Digital technology has made it possible to work from anywhere at any time, yet this empowerment also results in longer workdays. Even after leaving the office, workers assert that they put in more hours every year. Governments have realized the necessity to protect employees and include the legal point of disconnect because as a consequence, the integration of work and life for employees is frequently challenged. Given that this issue is required by law and that excessive usage of digital technology may have an adverse effect on employee productivity and wellbeing, businesses should pay greater attention to it.

The results of this research are expected to bring tranquilly and open the eyes of the community, particularly employers, so that they do not disturb after working time. Any solution that is positive and useful to both parties can be chosen to prevent the problem from recurring and producing additional issues for both the employee and the business.

FYP FHFK
UNIVERSITI MALAYSIA KELANTAN

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

In order to verify that the students are on the correct road, the supervisors can check the students' progress with the use of a literature review, which can be used either as an introduction to the research study or as the entire paper itself. An essential appraisal of the most recent body of information on a subject is a literature review. In order to verify that the students are on the correct road, the supervisors can check the students' progress with the use of a literature review, which can be used either as an introduction to the research study or as the entire paper itself. An essential appraisal of the most recent body of information on a subject is a literature review. A literature review, instead of being a list of everything that was published, must be an insightful, individual, and yet nonbiased summary of the data, to provide a balanced perspective that contains contradictory evidence, discrepancies, and established and latest thinking (Catherine L Winchester, 2016).

The systematic literature research goes beyond a quick evaluation of the literature and requires more than just a few succinct bullet points. It is an extension of the information gathering that may be done to obtain a personal viewpoint into the history of a topic. Doing a literature review is critical for generating research ideas, integrating what is already

FYP FTHPK
UNIVERSITI MALAYSIA KELANTAN

understood about a topic, and identifying potential knowledge gaps as well as how the study might add to deeper understanding (Mark Salji, 2016).

The literature review provides an overview of the literature related to themes, theories and methods and synthesizes previous studies to strengthen the knowledge base. By reviewing the literature, the researcher can understand the breadth and depth of the existing scope of study and know the gaps to explore (Xiao & Watson, 2019). A literature review is a critical appraisal of current collective knowledge about a subject. There are various reasons towrite one, and this will determine the length and style of the researcher's review (Winchester et al., 2017). Finding relevant literature is the first stage in producing a literature review. The next step is analyzing the sources. The third step is identifying themes, controversies, and gaps. The fourth step is establishing the framework. The fifth and final phase is writing the literature review (McCombes, 2019).

This 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. This topic is very important because it can give exposure and knowledge to the lecturers at Universiti Malaysia Kelantan (Campus Kota) about the definition and accurate information about the right to disconnect after work.

FYP FPP
UNIVERSITI
MALAYSIA
KELANTAN

2.2 DISCUSSION OF THE ISSUES

2.2.1 THE EMPLOYEES LEGAL RIGHT NOT TO BE DISTURBED AFTER WORK HOURS

Technology has significantly improved employees' work lives in a number of ways, including by boosting productivity, gathering better records and data, and facilitating quick communication. Technology has, however, also changed the where, when, and how frequentl workers work. The workday never stops for many employees because they take tasks home, react to emails, make reports, take calls, anddo research. Some employees never stop working because they use technology to continue working at home beyond normal business hours. The conveniences that havemade our lives easier are also ruining the work-life balance of employees and posing legal risks for businesses by blending the boundaries between work and personal time (Tanya M. Marcum,2018).

A 2015 study conducted in Britain provides “concrete evidence that happier employees are more productive in the workplace.” Positive workplace morale fosters greater productivity. There are both physical and psychological factors that impact employee morale. Employee morale involves the physical aspects of the work environment such as comfort, lighting, restrooms, and other interior features. Employee trust and respect for the company's management is one of the key psychological aspects that affect employee morale. Employees who are knowledgeable of interesting workplace developments also express greater job satisfaction. According to one research, a prospective applicant should consider work-

life balance and a flexible schedule while selecting a professional opportunity. Combining these factors with the ideals of Millennials and Gen Z employees highlights the need for businesses to evaluate the expectation of workers to engage in after-hours work in a digital environment. (Tanya M. Marcum,2018).

Many workers find that their workday continues when they leave the office. Employees in this modern age are continuously linked to their jobs via their smartphones, laptops, tablets, and other electronic gadgets. Employees in a wide range of professions get electronic communications at all hours of the day, as well as on weekends, holidays, and personal days, from clients, coworkers, and superiors. Employees physically leave the workplace, but they don't give up on their employment. Benoit Hamon, a former minister of education in France, claimed that "they stay linked by a sort of electronic leash, like a dog." Should pay continue after hours since workers' job doesn't cease when they leave the office? Does freedom lead to more creativity and less stress? Are employees who are given freedom and relaxation happier, more successful, and in better health? Is this "leash" imposed by the company, the workers' dependence on technology, or both? These inquiries are presently being confronted by employers across all industries since they have emerged as modern workplace concerns (Tanya M. Marcum,2018).

2.2.2 EXCESSIVE WORKLOAD AT HOME

Too much workload is among the issues and discussions in the study on the right of employees not to be disturbed after working hours. The excess burden borne

by employees who have overtime will greatly affect themselves and their characteristics. Workload occurs when employees exceed the limits they set for themselves in terms of hours worked or intensity of work. Normally, an employee's excessive workload results from them being required to perform tasks that are outside the standard scope or level of responsibilities for their position. This can happen for a variety of organizational reasons, including budget cuts, unfair treatment at work, a lack of role transparency, and a lack of managerial support (Shannon Toe, 2022). Excessive workload also affects the morale of an employee. In a survey conducted by Flex jobs in 2018, as many as 73% of respondents stated that work-life balance is more important than salary when assessing job opportunities (Flexjobs, 2018). Amongthe detrimental impacts of an excessive workload are stress and burnout. 2020 Mary Dowd According to the American Institute of Stress, 80% of managers and workers experience stress both at work and at home. This is due to the fact that an excessive workload and lengthy hours are the main stresses.

Sleep disruption might also occur when employees have an excessive workload at home (Kiran Poudel, 2021). Too much work will affect sleep patterns. When you have more work to do, it is evident that you will feel more pressure mentally. And when it happens, stress increases, and you will feel more pressure mentally. Less time means more work, which eventually leads to sleep deprivation.

Acrimony in domestic personal relationships is one of the negative impacts. In 2018, 76% of American employees, according to Korn Ferry, reported that their personal relationships were impacted by work-related stress. When too much time is spent on completing work, quality time with family will be set aside. It may not be a problem for a day or two, but not spending time together for a long period of time will definitely affect the relationship (Kiran Poudel, 2021).

2.2.3 THE RELATIONSHIP BETWEEN PHYSICAL HEALTH, EMOTIONAL STRESS AND MENTAL DISORDERS

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 (PassportHealth, 2019). Research on British civil servants in 2018 highlights a connection between work stress and metabolic syndrome. Those who have metabolic syndrome, or "syndrome X," are more at risk of diabetes, stroke, and heart disease. The Harvard Medical School also concluded that working 55 or more hours per week increased the risk of a heart attack by 13%. They were also 33 percent more likely to suffer a stroke compared to those who worked 35 to 40 hours per week.

The problem affects both the physical and the mental in addition to the bodily. 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 including depression, anxiety, emotional tiredness, tension headaches or migraines, poor sleep, and unhealthy coping mechanisms like drug misuse (Haeli Harris, 2022). Emotional stress can affect life in terms of emotions, behavior, thinkingability and so on (Hedy Marks, 2021). Avoiding others, feeling inadequate, finding it difficult to unwind and calm your thoughts, feeling overwhelmed, and being easily agitated, annoyed, and irritable are some emotional signs of stress. Employees who do

FYP FPK
UNIVERSITI MALAYSIA KELANTAN

not take care of their physical and mental health run the danger of contracting one of the many diseases that might develop.

2.3 SUMMARY

This chapter will explain issues related to the right to disconnect after work. This research describes the issues related to the rights of employees to terminate relationships after working hours in more detail. At the same time, this chapter will also discuss some other labor laws and the consequences if these matters are not emphasized. Working overtime will also be harmful if a person works overtime for a long period of time. This chapter will give impact, knowledge, and awareness to the community about the disadvantages of working overtime to the body and allow the lecturers at University Malaysia Kelantan (Kota) to think and take care of their health.

FYP FPK
UNIVERSITI
MALAYSIA
KELANTAN

CHAPTER 3

RESEARCH METHDOLOGY

3.1 INTRODUCTION

In this study, qualitative research was used. With the aid of qualitative research, the researcher can better understand respondents' viewpoints and delve deeper into personal insights (Mahdi Borzooei, 2015). This study employed a phenomenological study method to investigate the employee's right to disconnect after working hours and the effect of working overtime among lecturers at the University Malaysia Kelantan (Kota Campus). In addition, a non-probability sampling strategy was applied in this study. In this study, a purposive or judgmental sampling approach was applied at the same time. This form of sampling was used to pick participants for the sample, which matches to the study's goal (Pooja Bhardwaj, 2019). The data collecting approach for this study relied on primary sources. The data collection method used is an in-depth interview where the researcher conducts an online interview with open questions asked to all interviewees through the Google Meet application. A total of 8 lecturers at University Malaysia Kelantan (Kota Campus) participated in in-depthinterviews for this research. In order to examine the data for this inquiry, thematic analysis was used.

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

3.2 RESEARCH DESIGN & STRATEGY

The research design ensures that the data requested, from whom, and how it will react to the examination question is obtained. The research design had an impact on the likelihood that causal instances on the impact of intercession would be created. (Jalil, 2013).

Quantitative and qualitative research methodologies are extensively utilized in research, according to Kothari (2004). The qualitative research method is employed in this study to determine employees' entitlement to disconnect after work and the impacts of overtime labour among lecturers at University Malaysia Kelantan (City Campus). Qualitative research is a collection of approaches that takes an analytical, phenomenological approach to its subjects. This demonstrates that qualitative researchers explore phenomena in their natural context with the goal of knowing or interpreting them from a definite individual perspective. Case studies, personal observations, introspection, personal history, interview, observation, history, interpretation, and visual text are examples of qualitative data used to depict frequent and challenging circumstances and values in human existence (Patrik Aspers & Ugo Corte, 2019).

Qualitative research 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 (Holloway & Galvin, 2016). This research style arose from the behavioural and social sciences as a means of studying humans' unique, dynamical, and all-encompassing nature. Rather than converting language indicators into statistical data, the respondents' and the 23 researcher's phrases were used to explain the phenomena being investigated using qualitative research (Felicity Agwu Kalu & Jack C. Bwalya, 2017).

FYP FEHRK
UNIVERSITI MALAYSIA KELANTAN

There are various advantages to using qualitative research methodology and procedures. To begin, qualitative research produces extensive (rich) characterizations of respondents' thoughts, ideas, and personal experiences, as well as an analysis of the relevance of their activities. Furthermore, some argue that qualitative research fully comprehends a person's entire personal experience in a specific scenario. Third, qualitative research enables the researcher to look into respondents' inner experiences as well as how societal and societal judgements are made. As a result, qualitative research technique may be utilized to offer a complete and relevant assessment of an issue, and respondents have the freedom to pick the best solution for them (Md Shidur Rahman, 2016).

Second, a phenomenological study method was utilized in this study to determine workers' rights to end their relationship after work and the impacts of working overtime among professors at the University Malaysia Kelantan (Kota Campus). Phenomenological studies look at personal beliefs and the explanations they give. This will be known as "life experience." The goal of phenomenological research is to define the meaning that each individual acquires from their interactions. This type of study is used to explore issues about which little is known (MaryAnn Demchak et al., 2019).

Phenomenological study tries to comprehend topics, concepts, and circumstances from a shared understanding and resilience rather than from a position of difference. The study of how individuals perceive their environment is known as phenology. It gives researchers with powerful tools for comprehending conscious experience. Phenomenology assists researchers in developing a fundamental knowledge of how people act by allowing participants to analyse their experiences, thoughts, and emotions (Dr. Sadruddin Qutoshi, 2018).

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

3.3 SAMPLING STRATEGY

A sample is a smaller group of people chosen from a larger group to help with statistical analysis and population characteristics estimation. Sampling is the process of choosing a group from whom research data will be collected. In order to make inferences about the population, the sample is employed. Samples are practical, affordable, simple, and regulated, making data collection easier. Probability sampling and non-probability sampling are two types of sampling that may be utilised in research. A representative sample is picked using the probability sampling technique, which gives each member of the community an equal chance of being chosen. Non-probability sampling is a way of picking people from a population without knowing who would be chosen. (Andrea E. Berndt, 2020).

3.3.1 TARGET POPULATION

A population is a collection of individuals or a community of individuals who share a common place, belong to the same group, and are able to interbreed. A population is another term for a group of people who share a characteristic and can be used in research as a sample for analysis and data collection. Population definition must be included in the documentation for both qualitative and quantitative investigations (Nestor et al., 2017). The use of a sampling process is necessary due to the size of the population.

FYP FHRK
UNIVERSITI MALAYSIA KELANTAN

The information for this study was gathered from Pengkalan Chepa, Kota Bharu, Kelantan's Universiti Malaysia Kelantan (Kota). The study's target population is lecturers from the Universiti Malaysia Kelantan (Kota). The major goal of this effort at Universiti Malaysia Kelantan (Kota) is to raise awareness and knowledge of the rights that people should be aware of after their working hours have ended. Because it fulfils the study's goals, this demographic is the best option for the study's target group.

3.3.2 SAMPLE SIZE

The term "sample size" describes the number of participants or persons from the study's population (Ajay Shankar Singh, 2014). Eight lecturers from Universiti Malaysia Kelantan (Kota) were the maximum number of respondents for the in-depth face-to-face interview that served as the data gathering method. All respondents were subjected to open-ended questions by the researchers during the in-depth, face-to-face interview.

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

3.3.3 SAMPLING METHOD

Sampling is the process of picking a group from which the researchers will gather the data for their study. To ensure maximal representation and minimise errors and biases, sampling techniques should be as exact as feasible (Tyrer & Heyman, 2016). The probability sampling method and the non-probability sampling method are the two available sampling techniques.

A non-probability sampling technique has been applied in this study. In addition, a judgemental or purposive sample approach has been used in this study. Over the past three decades, there has been a dramatic rise in the number of qualitative research published in peer-reviewed publications (Pernecky, 2016). A sample method linked to the researchers' criteria is called "purposive sampling." (Sarstedt et al., 2018).

A sample strategy related to the researcher's criteria is called "purposive sampling" (Sarstedt et al., 2018). 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. However, thanks to endemics, researchers can now travel anywhere to conduct interviews. Since the data source is suitable for the context of the study, it can also lower the data error margin.

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

3.4 DATA COLLECTION METHOD

3.4.1 PRIMARY DATA

Concentrate on primary data and original primary data. Since neither the articles nor the websites could be seen, the data was acquired during prime time. (Burns & Bush, 2010). The primary sources of data include surveys, questionnaires, interviews, and observations. (Syed, 2018). Information will be gathered through in-depth interviews based on the respondents' everyday activities related to the subject.

Primary data has the advantage of being specific, which meets the needs ofthe researchers. Due to the fact that it is based on the collection of actual data, the researchers can be fairly specific about the purposes, goals, and justifications (M. Rahman, 2021). It provides more detailed information and is current. Researchers have a lot more control while conducting primary research, which advantages primary data.

The study's participants, hiring practises, sample size, and sampling techniques are all subject to researcher discretion. In addition to any proprietary rights, the researchers or the organisation funding the research own the originaldata they have obtained, and others may not have access to it. Data were collected from in-depth interviews. Lecturers from the University Malaysia Kelantan were given in-depth interviews with responses on campus (Kota). A total of eight respondents would participate in this study.

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

3.4.2 SECONDARY DATA

The researchers then employed secondary data as a source of knowledge and guidance from books, newspapers, and research journals. Another method of gathering knowledge is through observation. In the course of conducting the research, the management, visitors, and activities were initially observed. The process of obtaining information from readily available sources is used to identify solutions to problems. The process evaluates the outcome and predicts potential trends and possibilities for the future. Prior to increasing the amount and type of data to be collected, researchers first obtain the most basic facts relevant to the problem. Information called "secondary data" has already been obtained and documented by some researchers for purposes unrelated to the current study question. It can be accessed in the form of data compiled from a variety of sources, such as government publications, censuses, organisational internal records, books, journal articles, websites, and reports, among others. This form of data collection is inexpensive, easily accessible, and time and money efficient. The main negative is that the data was acquired for another reason, making it possible that it won't be trustworthy or appropriate for the current study's objectives.

FYP FHHK
UNIVERSITI
MALAYSIA
KELANTAN

3.4.3 IN-DEPTH INTERVIEW

An interview plan is used to ensure that virtually all participants were asked the same set of questions in the same order during a personal or face-to-face interview. An interviewer engages respondents in a two-way dialogue in order to collect information. The questions, their phrasing, and the order in which they are asked determine the format of the face-to-face interview. Participant interviews are used in research investigations known as surveys to collect data. Sample surveys are studies whose subjects genuinely represent a representative sample of a wider community. (Markus Saarijarvi & Ewa-Lena Bratt, 2021).

Structured, semi-structured, and unstructured research interviews are the three main categories. Structured interviews are described as research methods that are very rigorous in their operations and give participants little to no room to be prompted to gather and analyse data. Based on the level of detail required, the interview's questions are already predetermined. Structured interviews are widely used in survey research to guarantee consistency throughout all interview sessions. The usage of open-ended or closed-ended questions will depend on the type of target population. Open-ended questions can be used to learn more about a particular component of the interview whereas closed-ended questions can be used to understand user preferences from a list of answer options (Bhat A., 2021).

For this particular study, 8 lecturers underwent in-depth interviews. The interview questions in the study guide address the subject of helping to understand

FKYPFHPK
UNIVERSITI
MALAYSIA
KELANTAN

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.

3.5 DATA ANALYSIS PROCESS

One of the key steps in doing qualitative research is data analysis. Data collection, interpretation, and analysis are all steps in the qualitative research process known as data analysis. By going through all of these steps, the researcher will be better able to make future decisions. There are a range of approaches and strategies for conducting an analysis depending on the sector and the purpose of the research (Calzon, 2021). Researchers have used thematic analysis to produce data for this study.

The in-depth interviews, which were conducted with open-ended questions and conducted face-to-face with all interviewers, were how the researchers gathered their data. In an in-depth interview, the researchers typically start with a simple question before inviting the participant to speak candidly about the topic. In-depth interviews offer a lot of data as well as the opportunity to ask follow-up questions, elicit additional data, validate prior responses, and establish a connection between various topics. Additionally, it offers a friendly atmosphere where people may feel more comfortable starting a conversation. (Andre Queiros et al., 2017). The data analysis used for this study is thematic analysis.

UNIVERSITI MALAYSIA KELANTAN

3.5.1 THEMATIC ANALYSIS

Thematic analysis is used to examine the data. Thematic analysis compiles and summarises common observations and perceptions of the subject, as well as justifications and textual comments to back them up. The fact that new researchers learning how to evaluate qualitative data can use theme analysis is just one of the numerous advantages it offers. There are various methods for determining the meaning of a dataset because thematic analysis is such a flexible tool (Kimberly A. Neuendorf et al., 2018). Thematic analysis, according to Mostafa Javadil & Koroush Zarea (2016), is a method for identifying, analysing, and reporting data themes. It is widely employed in qualitative data analysis because it is the most straightforward method of organising and describing a set of data.

In qualitative research, the transcripts must be read several times. This section of the resulting interview is shown here. Before moving on, researchers must fully comprehend the entire knowledge base or corpus of information (that is, all research and other data that may be used). Now is an excellent time to take notes and record the researcher's initial hypothesis (Moira Maguire & Brid Delahunt, 2017).Researchers must create the initial code in the second stage. At this point, researchers start structuring and better understanding their data (Michelle E. Kiger, 2020). The actof dividing a big amount of data into smaller, more manageable parts is known as coding. Every line of the content was blank; there was no coding. The researchers could have coded every sentence using line-by-line coding if they had conducted more inductive investigation. Open coding was employed by researchers. In other

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

words, they created and adjusted the programs as the coding process went along rather than using pre-built ones (Charles Cunningham, 2016). Finding topics is the third phase. Themes, as was already established, are patterns that highlight an important or fascinating aspect of data or study topics (Deborah Diaz Granados et al., 2020). Finding themes, interesting patterns, or significant trends in data is the goal of thematic analysis, which is then used to explore those themes and draw conclusions regarding issues. The effective theme analysis goes beyond merely explaining content. It also understands and analyses it. It's a typical oversight to use the primary query as the topic of the interview (Gareth Terry et al., 2017). The use of a lengthy interview question as a topic is a common error (Mostafa Javadil & Koroush Zarea, 2016). Typically, this indicates that the information has been organized and summarized rather than analyzed.

FYP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

3.6 SUMMARY

Overall, it can be concluded that the method used to analyze the data for this chapter is compatible with the title "right to disconnect after work". This chapter will explain how to obtain and analyze data using qualitative methods. By using the in-depth interviews, data on the study of the right to disconnect after work can be obtained faster and in accordance with the feedback expected from the respondents. The target population set is also easy because it does not involve a large number of respondents and only 8 people from among the lecturersat University Malaysia Kelantan (Kota). The data collection method uses primary and secondary data, which are easier to analyze, to obtain the results of this study. To help the respondents produce the best answers, the information is also made simple. Books, newspapers, and research journals are used to collect secondary data. Another method is to doobservations. After that, the analysis of the data will be processed to get the overall results, especially the feedback from respondents about their rights not to be disturbed after working.

FYP FEHRK
UNIVERSITI
MALAYSIA
KELANTAN

CHAPTER 4

FINDINGS AND DISCUSSION

4.1 Introduction

Chapter 4 states the results of the study of awareness and knowledge of the right to disconnect after work among lecturers at the University of Malaysia Kelantan (Kota). It took a week to collect data from the respondents, starting from May 11, 2023, until May 17, 2023. The data collection method employed in this study is an in-depth interview, in which the researchers conducted the interview face-to-faceand asked all the interviewers the same questions. A total of 8 respondents from lecturers were selected to be interviewed in this study. In this study, the interview took 30 to 40 minutes for a lecturer. As a result, 8 lecturers will be interviewed in this study. In-depth interviews with respondents were administered among students at University Malaysia Kelantan (Campus Kota) from several faculties. Thematic analysis has been utilized to analyze the data for this research. The 6-step process (Braun and Clarke, 2006) is used. This was a method for finding, analyzing, organizing, summarizing, and interpreting ideas in a set of data (Braun & Clarke, 2006). In this chapter, the findings and discussion were obtained after the in-depth interview session through a physicalmeeting face-to-face with lecturers at University Malaysia Kelantan (KotaCampus).

In addition, the thematic analysis examines three areas: The first area, which is Part A, contained demographic questions and was created to gather basic information about respondents, such as their background. For example, their name, gender, age, race, and status. Part B is about the respondent's awareness of disconnecting after work among lecturers at the University Malaysia Kelantan (Kota Campus), and Part C is about the knowledge possessed by lecturers not to be disturbed after work hours. The questions were written and asked in a bilingual language to ensure that respondents understood the study questions and responded appropriately.

FYP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

4.2 Discussion Based on Research Questions

The conversation based on research questions served to interpret the information provided by the eight respondents who lecturers were. During face-to-face interviews, respondents provided information that the researchers used to compile their findings. In order to gather data for the study's research aims and to provide answers to the research questions, the researchers gathered responses from 8 respondents. The data for this study were analyzed using a thematic approach. The transcript of respondents, awareness, and knowledge were divided into three categories by the researchers using theme analysis. The knowledge of unplugging after work is theme one. The second theme is the right and knowledge of lecturers to unplug after work. Researchers organize codes for both themes. Additionally, researchers compile the responses of 8 respondents for each theme and choose one respondent from each theme to provide a more thorough response to the research questions and objectives.

UNIVERSITI
MALAYSIA
KELANTAN

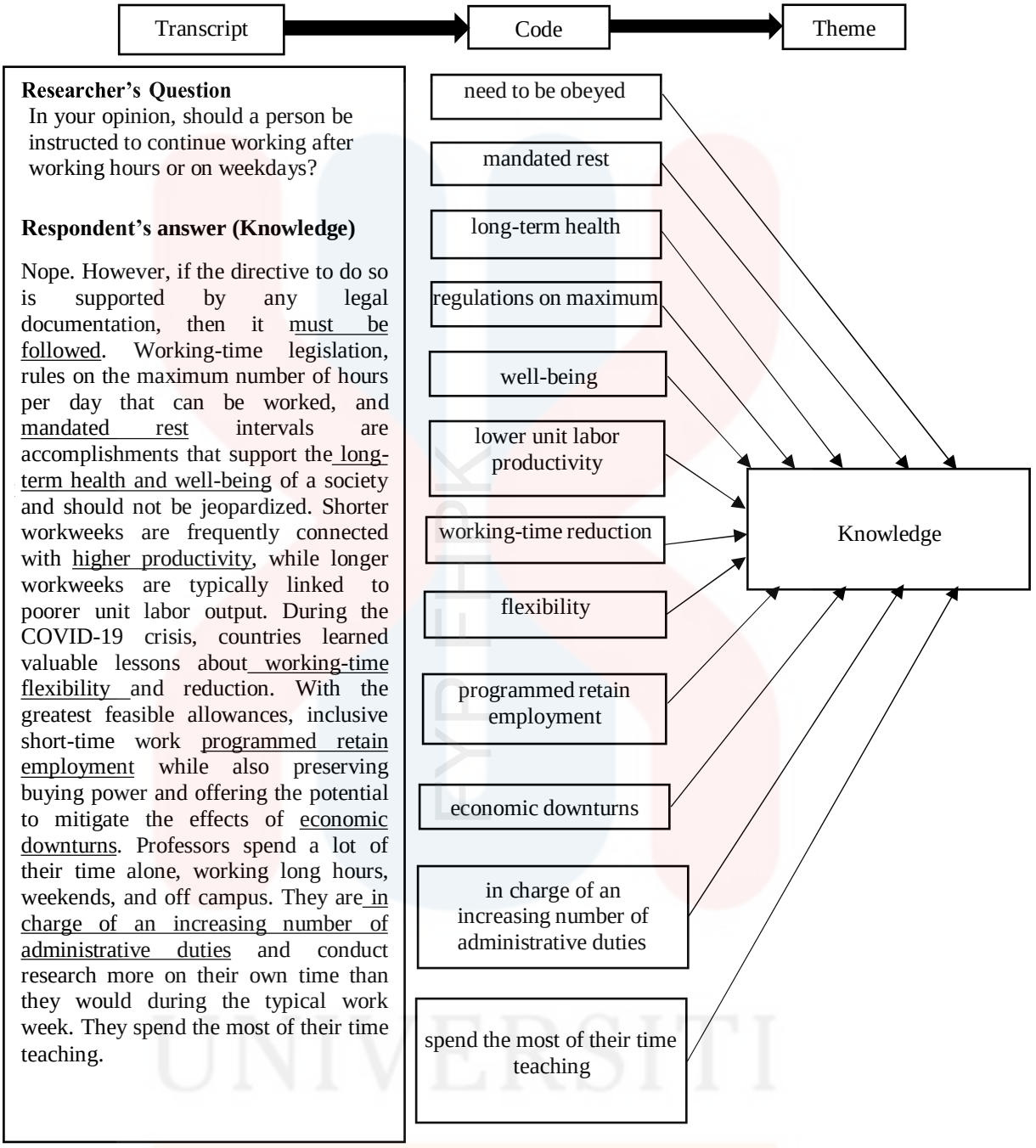

Diagram 4.1: Theme one Knowledge

UNIVERSITI MALAYSIA KELANTAN

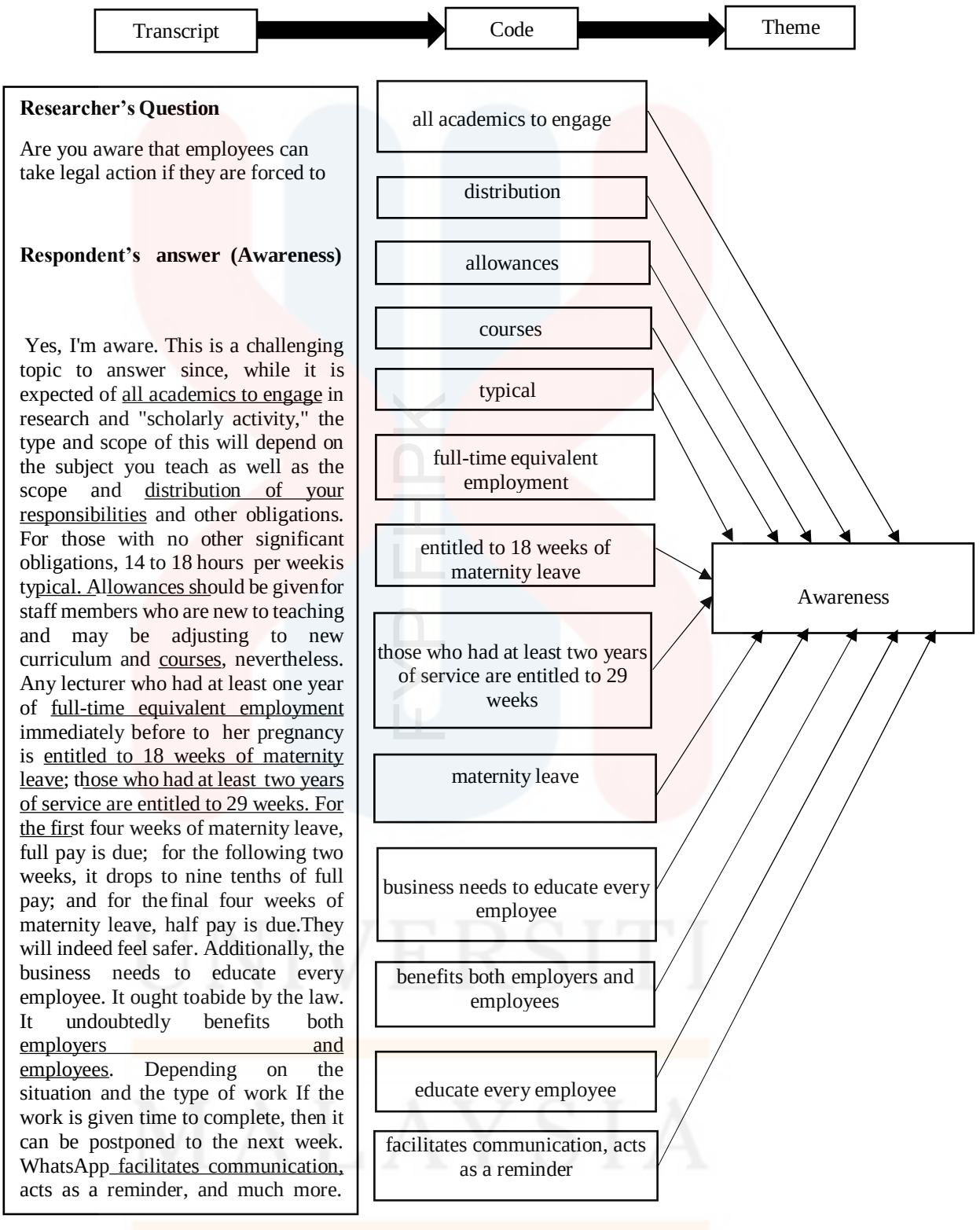

Diagram 4.2: Theme two Awareness

Table 4.1: Knowledge

Theme	Codes
Knowledge	• Need to be obeyed • Mandated rest • Long term health • Regulations on maximum • Well being • Lower unit labor • Working time reduction • Flexibility • Programmed retain employment • Economic downturns • In charge of an increasing number of administrative duties • Spend most of their time teaching

Table 4.2: Awareness

Theme	Codes
Awareness	• All academic to engage • Distribution • Allowances • Courses • Typical • Full time equivalent employment • Entitled to 18 weeks of maternity leave • Those who had at least two years of service are entitled to 29 weeks • Maternity leave • Business needs to educate every employees • Benefits both employers and employees • Educate every employee • Facilitates communication, acts as a reminder

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

Research Objectives 1: To examine the awareness and rights to disconnect after work among lecturers in University Malaysia Kelantan (Campus Kota)

Theme 1: Awareness to disconnect after work

Interview's Transcription (8 lecturers)

Respondent 1, 40 years old, a married Malay female lecturer . 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.

(Respondent 1)

Respondent 2, 46 years old, a married Malay Muslim female lecturer. 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 notgo off track. Negative because it causes one party to be wrong. Whether the positive effect is good depends on the individual.

(Respondent 2)

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

Respondent 3, 44 years old, a married Malay female lecturer. 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.

(Respondent 3)

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 Labour. 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.

(Respondent 4)

Respondent 5, 33 years old, a married male lecturer. Thereis 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.

(Respondent 5)

FAR FHPK
UNIVERSITI
MALAYSIA
KELANTAN

Respondent 6, 38 years old, a female lecturer. 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

(Respondent 6)

Respondent 7, 33 years old, a female married lecturer. 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.

(Respondent 7)

Respondent 8, 30 years old, a female lecturer. 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.

(Respondent 8)

FYP FTHPK
UNIVERSITI MALAYSIA KELANTAN

Research Objective 2 : To analyze the level of workers knowledge about their right to disconnect after work among lecturers in University Malaysia Kelantan (Campus Kota)

Theme 2: Knowledge to disconnect after work

Interview's Transcription (8 FHPK lecturers)

Respondent 1, 40 years old, a married Malay female lecturer . 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 theemployer to answer

(Respondent 1)

Respondent 2, 46 years old, a married Malay Muslim female lecturer. 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.

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

(Respondent 2)

Respondent 3, 44 years old, a married Malay female lecturer. 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.

(Respondent 3)

Respondent 4, 38 years old, a married male lecturer. 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 emphasized. No problem.

(Respondent 4)

Respondent 5, 33 years old, a married male lecturer. 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

(Respondent 5)

FYP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

Respondent 6, 38 years old, a female lecturer. 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.

(Respondent 6)

Respondent 7, 33 years old, a female married lecturer. 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.

(Respondent 7)

Respondent 8, 30 years old, a female lecturer. 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 mightnot be needed. Yes absolutely. Depending on the situation But most of the situations did not actually need the employer to disturb after office hours.

(Respondent 8)

FYP FHPK
UNIVERSITI MALAYSIA KELANTAN

Table 4.3: Theme one awareness to disconnect after work

Theme	Interview's Transcription (8 lecturers)
1.Awarenness to disconnect after work	**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. **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 causesone party to be wrong. Whether the positive effect is good depends on the individual. **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. **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 like Labour. 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. **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. **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 **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.

	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 byarbitrarily. The majority of staff rarely take the opportunityto use their legal rights, even though they actually need them. Again, it depends on the situation.

FYP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

Table 4.4 Theme two knowledge to disconnect after work

Theme	Interview's Transcription (8 lecturers)
2. Knowledge to disconnect after work	**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 **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. **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. **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 isstill facing work. Perhaps a task record system can becreated 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, thn 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.

4.3 SUMMARY

In conclusion, the findings and discussion based on the study questions will be covered in this chapter. The aim of this chapter is to learn the respondents' responses regarding the respondents' knowledge of their right to disconnect after work and awareness of their right to disconnect after work among lecturers at University Malaysia Kelantan (Campus Kota). Eight respondents' responses for each theme were compiled by researchers, who then found one responder from each theme who provided a more thorough response to the research questions and objectives.

FKP-FHPK
UNIVERSITI
MALAYSIA
KELANTAN

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

This fifth chapter serves as the study's conclusion and includes a summary, a discussion of the study's limitations, research findings, and recommendations for future research. The connection to earlier research is based on a review of the literature on lecturers at University Malaysia Kelantan (Kota)'s awareness of and knowledge of their legal right to disengage from work after hours. After conducting in-depth interviews with each interviewee face-to-face and asking all of them open-ended questions, the researchers provide their findings based on the data analysis. While conducting the study and gathering information from the respondents, the researchers also identify the study's shortcomings. The researchers finish this study by summarising their findings and making a recommendation for the direction of their future work, which is to increase awareness and understanding among the professors at University Malaysia Kelantan (Kota).

FYP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

5.2 LINK WITH PREVIOUS STUDIES

This part draws on earlier research on professors' awareness and knowledge of their legal right to disconnect from work after hours by using 8 lecturers as responders to the Part A, Part B, and Part C study questions. Research question for Part A is about the respondents' background including their name, gender, age, race and their status. Research question for Part B are about the awareness to disconnect after work among lecturers in University Malaysia Kelantan(Kota). While research question for Part C is about the knowledge to disconnect after work among lecturers in University Malaysia Kelantan (Kota). To get more precise data, face-to-face interviews with all respondents were done. The researchers used open-ended questions and follow-up questions to get a better understanding of the respondents' experiences, perspectives, opinions, sentiments, and expertise.

In Part B, the researcher asked respondents related questions about their awareness of disconnecting after work. As an example question, is awareness about the right to disconnect after work nowadays very important? The answer from respondent 3 and 4 is that it is very important, and employers can be charged when employees are forced to work until they experience stress (Kate Ng, 2021). While the answer from respondent 6 is that they are aware of it but does it also applicable to professionals such as lecturers? It is also linked to the previous study about the right to disconnect after office hours choice of employee (Silvestre H. Bello, 2017).

In Part C, the researcher asked respondents about questions related to knowledge of disconnecting after work among lecturers at the University Malaysia Kelantan (Kota). Among the questions is, what do you think about the WhatsApp application as one medium for work? The answer from respondents 1, 2, 4, 5, 6, and 7 is that they agree that the WhatsApp application

is very helpful in work and daily affairs and it is linked to the previous studies on staff reflection on the effectiveness of Whatsapp Usage for organizational communication (Sohayla Attala, J.Ebrahim, Hassan Ads and Najihah Abdul Razak, 2020).The answer from respondent 3 is linked to the previous studies, which are WhatsApp pros and cons you should know to decide if this chat app is for you (Kamal Dasila, 2022)

5.3 RESEARCH FINDING

8 respondents provided responses for each theme, and the researcher then selected one from each theme to provide a more thorough response to the research questions and objectives.

Findings of Theme 1 which is the awareness to disconnect after work among lecturers in University Malaysia Kelantan(Kota).

Table5.1 : Findings of Theme 1

No	Awareness to disconnect after work	Interview's Transcription
1	Awareness to disconnect after work among lecturers at University Malaysia Kelantan(Kota)	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 Labour. 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. Respondent 4 was chosen by the researchers because it provided a more precise and concise response to the question. This respondent at University Malaysia Kelantan (Kota) is quite knowledgeable about the need for FHPK instructors to unplug after work, and she responded to all questions on the subject with greater assurance. This respondent has great intelligence. Through in-depth interviews, researchers are better able to understand the beliefs and experiences of this person.

UNIVERSITI MALAYSIA KELANTAN

Findings of Theme 2 which is the knowledge of right to disconnect after work among lecturers at University Malaysia Kelantan (Kota)

Table 5.2: Findings 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)	Respondent 8, 30 years old, a female lecturer 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. Respondent 8 was chosen by the researchers because it provided a more precise and concise response to the question. This respondent has a greater understanding of the right to disconnect from work after hours.

		This respondent also provided more assured responses to all questions pertaining to this theme. The respondent was extremely intelligent. Through in-depth interviews, researchers are better able to understand the beliefs and experiences of this person. Researchers are learning more about respondent 8 and getting a greater grasp of them. This respondent's responses to the research questions provide additional information that furthers the study's objectives. This was the basis for the researchers' decision to use respondent number 8 for the study's conclusions.

FYP FHRK
UNIVERSITI
MALAYSIA
KELANTAN

5.4 LIMITATION

Every study has limitations that make it difficult to come to a successful conclusion and this research is no exception. Throughout the study process, the researchers must make every effort to reduce the range of scope of constraints. All types of study will run into obstacles and issues while conducting it. First off, due to a lack of time, researchers find it challenging to conduct in-depth face-to-face interviews with respondents. The meeting schedule with the respondents had to be arranged in advance to allow them to always be free to be interviewed. Due to the researchers' and respondents' hectic schedules with studies, coursework for each subject, and online and physical learning, in-depth interview sessions had limited time. Therefore, the problem of time constraints and limited time is one of the problems faced when carrying out this research.

Second, researchers found it challenging to gather more data due to the paucity of prior studies using qualitative methodologies to examine lecturers at University Malaysia Kelantan (Kota) awareness and knowledge of their entitlement to disconnect after work. Although it has a similar name, it does not specifically involve academics from Universiti Malaysia Kelantan. Other than that, the research area lacked prior investigations in it. The University Malaysia Kelantan (Kota) region is where this study's title is not yet conducting research. Future researchers will need to come up with ideas or use these study plans to conduct better research.

In addition, the overload of tasks faced by the researchers and the respondents caused this research to take some time to complete. The researchers need to complete this research and also assignments for other subjects.

FYP FBP
UNIVERSITI MALAYSIA KELANTAN

5.5 RECOMMENDATION

It is suggested that researchers seek for a permission letter from the University in order to conduct an in-depth interview with respondents. In the library, universities should give more qualitative research and secondary data sources. Researchers can distribute study questions to respondents using programmers such as Google Forms and social media sites. All of these methods can assist researchers in gathering data. This is so that while conducting in-depth interviews face-to-face, researchers can communicate effectively with respondents and gather more information or in-depth responses to study questions. If the researchers kept utilising the Google Meet app to conduct in-depth interviews, make sure they had better suggestions for those whose internet connections were disrupted, like supporting data connections to prevent bad internet connections. In order to ensure that respondents are motivated to respond to the research questions, this is done.

Second, it is advised that all institutions publish numerous qualitative research studies and instances of qualitative research reports relating awareness and knowledge of the right to disconnect after work among academics at the University of Malaysia Kelantan (Kota). This is done for future reference. All universities must offer a variety of secondary data sources in their libraries, including information on research in books, journal articles, conferences, seminars, and dissertations, both published and unpublished, in order to gain knowledge for conducting qualitative research. It is necessary to extend the research beyond Universiti Malaysia Kelantan (Campus Kota).

The results from other Malaysian locales may be better or different because this study

focused on samples taken from Universiti Malaysia Kelantan (Campus Kota). In order to shorten the time it takes for respondents to respond, the researcher may in the future, for a limited period of time, switch from conducting in-depth interviews using the Google Meet application to creating research questions in the Google Form and asking an open-ended question of every respondent. The Google Form would then be distributed via WhatsApp, Telegram, Instagram, and email.

Furthermore, it is advised that in the future, if there is a lack of a target group, the researchers should take all of the professors in university ages from at least one faculty. Researchers should also obtain the contact information for all professors who wish to participate in the study. As a result, this can eliminate misunderstanding and bias and generate better study outcomes. Employees can therefore 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 also be interesting to see if multinational corporations headquartered in states where there are laws protecting the right to disconnect will as a matter of practice implement similar rules locally.

Examine your relationship with your job and experiment with other schedules. Examine your expected commitments, workplace work hour policies, and benefits provided. Use modernization of work instruments where possible (such as remote work techniques employing digital technology); working time is no longer solely focused on in-person presence at the office, but rather on job completion. The virtual office component can provide great flexibility in terms of time and place of work, save time spent travelling and commuting, and make schedules and lives easier to manage. Attending conferences online and providing invited speeches, seminars, and interviews electronically can minimize weariness and increase time available for activities that are important to your health. Working remotely may not work for all or on many days of a

week, but an overall reduction in travel is possible.

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. While there is a growing literature providing specific solutions for coping with busy academic life, assembling these different bits of advice into a cohesive framework is a challenging endeavor, and few capture multidimensional counsel by ECRs for ECRs. Departments and institutes must help to 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

FYP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

5.6 SUMMARY

In this summary, it has been established that the instructors at University Malaysia Kelantan (Kota) are aware of their legal entitlement to disconnect from work after hours. To examine the awareness and knowledge of the right to disconnect after work among teachers at Universiti Malaysia Kelantan (Kota), a total of 8 lecturers from various faculties and across all ages participated. Researchers come to the conclusion that the Universiti Malaysia Kelantan (Kota) can provide lecturers with appropriate awareness and understanding regarding their right to unplug after work. In this study, researchers have provided explanations and recommendations regarding lecturers' rights to disconnect after work awareness and understanding. In essence, the outcome demonstrates that this study is acknowledged and that the researchers' goals were met. Researchers anticipate that future researchers will find the study's findings useful. Future scholars about this subject will have access to enough sources and ideas as a result.

FKP FHPK
UNIVERSITI
MALAYSIA
KELANTAN

REFERENCES

Phil Jones Nick Bano (2021, August) *THE RIGHT TO DISCONNECT* . Retrieved from https://autonomy.work/wp-content/uploads/2021/08/the-right-to-disconnect-AutonomyFINAL.pdf

Bettina Burgess, Hina Ghaus (2022, March 23). *2022 EMPLOYMENT, LABOUR & EQUALITIES LAW WEBINAR SERIES RIGHT TO DISCONNECT.* Retrieved from https://gowlingwlg.com/getmedia/7110f6f9-06aa-4259-a6a6-6b89b7eaba34/Gowling-WLG-Right-to-disconnect-2-March-23.pdf.xml

Muhammad Yusry (2022, October 12*) Mental illness a big issue in Malaysia, says expert* Retrieved from https://www.thesundaily.my/local/mental-illness-a-big-issue-in-malaysia-says-expert-NL9973285

Bahana Kerja melebihi masa berita harian. (n.d.). Retrieved January 8, 2023, from https://www.bharian.com.my/wanita/sihat/2020/02/651832/bahana-kerja-melebihi-masa

Basu, T. (2015, August 19). *Working overtime linked to increased risks of stroke, heart disease*. Time. Retrieved January 8, 2023, from https://time.com/4003902/working-long-hours-stroke-heart-disease/#:~:text=Those%20who%20work%20such%20long,to%2040%2Dhour%20work%20week

Elliott, T. (2022, February 14). *Working Overtime: The effects of long working hours on productivity*. Official Teamly Blog - Official Teamly Blog - Your Project Management Resource. Retrieved January 8, 2023, from https://www.teamly.com/blog/working-overtime/

GS;, K. E. S. B. T. (n.d.). *Working overtime is associated with anxiety and depression: The Hordaland Health Study*. Journal of occupational and environmental medicine. Retrieved January 8, 2023, from https://pubmed.ncbi.nlm.nih.gov/18545093/

OnLabor. (2022, March 30). *The right to disconnect: Emerging issues and ways to overcome them ✦ onlabor*. OnLabor. Retrieved January 8, 2023, from https://onlabor.org/the-right-to-disconnect-emerging-issues-and-ways-to-overcome-them/

Picincu, A. (2021, November 20). *The effects of a heavy workload on employees*. Bizfluent. Retrieved January 8, 2023, from https://bizfluent.com/info-8178431-effects-heavy-workload-employees.html

Right to disconnect policy requirement - Gowling WLG. (n.d.). Retrieved January 8, 2023, from https://gowlingwlg.com/getmedia/7110f6f9-06aa-4259-a6a6-6b89b7eaba34/Gowling-WLG-Right-to-disconnect-2-March-23.pdf.xml

Scribd. (n.d.). *Pengenalan Hak-Hak Pekerja PDF*. Scribd. Retrieved January 8, 2023, from https://www.scribd.com/document/388124530/Pengenalan-hak-hak-pekerja-PDF-pdf#:~:text=Hak%20ialah%20suatu%20yang%20dimiliki,atau%20patut%20diberi%20kepada%20orangramai.%20Abidin,%20N.%20Z.%20(2008).%20Kerjaya%20sebagai%20pensyarah.%20PTS%20Professional.

The right to disconnect - autonomy.work. (n.d.). Retrieved January 8, 2023, from https://autonomy.work/wp-content/uploads/2021/08/the-right-to-disconnect-AutonomyFINAL.pdf

Working overtime can lead to anxiety, depression | EHS Today. (n.d.). Retrieved January 8, 2023, from https://www.ehstoday.com/safety/article/21906197/working-overtime-can-lead-to-anxiety-depression

Yusry, M. (n.d.). *Mental illness a big issue in Malaysia, says expert*. www.thesundaily.my. Retrieved January 8, 2023, from https://www.thesundaily.my/local/mental-illness-a- big-issue-in-malaysia-says-expert-NL9973285

-, L. B., By, -, Lucy BrownLucy Brown has many years of experience in the project management domain and has helped many organizations across the Asia Pacific region. Her excellent coordinating capabilities, Brown, L., Lucy Brown has many years of experience in the project management domain and has helped many organizations across the Asia Pacific region. Her excellent coordinating capabilities, & here, P. enter your name. (2022, October 3). *How working overtime can affect your work efficiency?* Invensis Learning Blog. Retrieved January 8, 2023, from https://www.invensislearning.com/blog/overtime-and-work-efficiency/

FYP FHRK
UNIVERSITI MALAYSIA KELANTAN