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**THE IMPACT OF COVID-19 ON HOTEL WORKERS IN KELANTAN**

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## TABLE OF CONTENT

<b>TITLE PAGE</b> .....	<b>ii</b>
<b>DECLARATION</b> .....	<b>ii</b>
<b>PENGESAHAN TESIS</b> .....	<b>iii</b>
<b>ACKNOWLEDGEMENT</b> .....	<b>iv</b>
<b>TABLE OF CONTENT</b> .....	<b>v</b>
<b>LIST OF TABLES</b> .....	<b>ix</b>
<b>LIST OF FIGURES</b> .....	<b>x</b>
<b>LIST OF SYMBOLS AND ABBREVIATIONS</b> .....	<b>xi</b>
<b>ABSTRACT</b> .....	<b>xii</b>
<b>ABSTRAK</b> .....	<b>xiii</b>
<b>CHAPTER1: INTRODUCTION</b>	
1.1 Introduction .....	1
1.2 Background of study .....	1
1.3 Problem statement.....	3
1.4 Research objectives .....	5
1.5 Research questions .....	6
1.6 Significant of study .....	6
1.7 Definition of term.....	7
1.8 Summary .....	8

**CHAPTER 2: LITERATURE REVIEW**

2.1	Introduction .....	9
2.2	Literature review .....	10
2.2.1	Job routine.....	10
2.2.2	Staff welfare.....	11
2.2.3	Job anxiety .....	12
2.3	Hypotheses .....	13
2.4	Conceptual framework .....	18
2.5	Summary .....	19

**CHAPTER 3: METHODOLOGY**

3.1	Introduction .....	20
3.2	Research design.....	20
3.3	Population .....	22
3.4	Sample size.....	22
3.5	Sampling method .....	23
3.6	Data collection .....	24
3.7	Research instrument .....	25
3.8	Data analysis .....	26
3.9	Summary .....	28

**CHAPTER 4: DATA ANALYSIS**

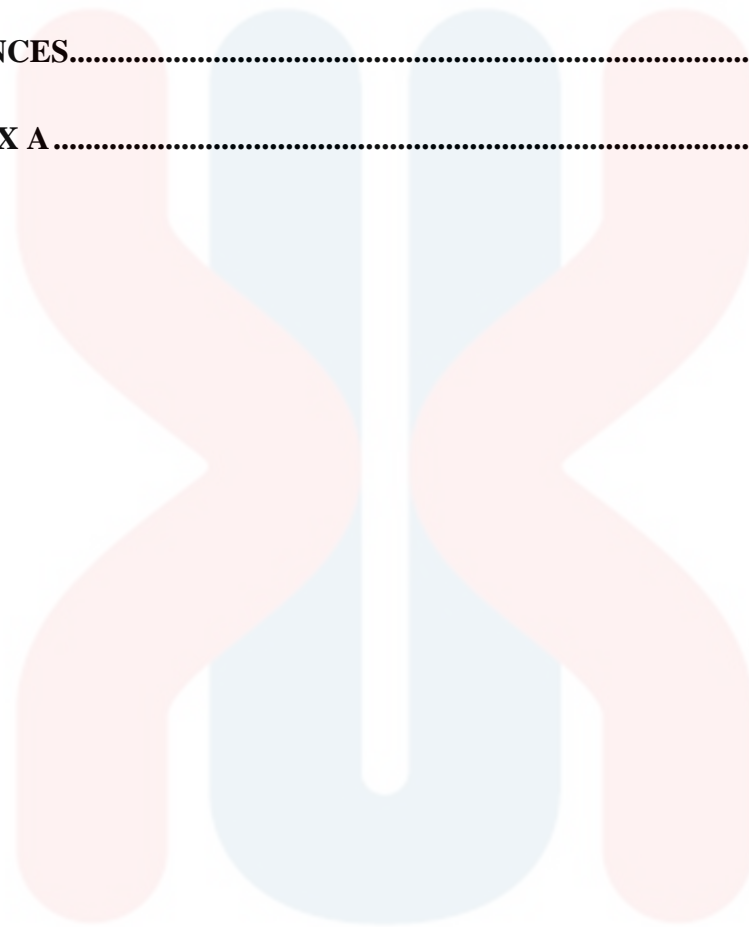
4.1	Introduction .....	29
4.2	Descriptive analysis .....	30

4.2.1	Gender.....	30
4.2.2	Age.....	31
4.2.3	Marital status.....	33
4.2.4	Sector .....	34
4.2.5	Rank .....	35
4.3	Reliability analysis (Pilot Test).....	37
4.3.1	Pilot Test.....	38
4.4	Result of inferential analysis.....	40
4.4.1	Univariate analysis.....	40
4.4.2	Pearson correlation analysis.....	46
4.5	Discussion Based on Research Objectives.....	48
4.6	Summary .....	49

## **CHAPTER 5: CONCLUSION**

5.1	Introduction.....	50
5.2	Recapitulation of the findings.....	51
5.2.1	Job Routine .....	51
5.2.2	Staff Welfare.....	52
5.2.3	Job Anxiety .....	53
5.3	Limitation of the study .....	54
5.4	Recommendations.....	56
5.4.1	Theoretical Recommendation for Future Research .....	56
5.4.2	Methodological Recommendation for Future Research .....	57

5.4.3	Practical Recommendation for Future Research .....	58
5.5	Summary .....	58
<b>REFERENCES</b> .....		<b>60</b>
<b>APPENDIX A</b> .....		<b>63</b>



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## LIST OF TABLES

<b>Tables</b>	<b>Title</b>	<b>Pages</b>
Table 4.1	The gender of the respondents	30
Table 4.2	The age of the respondent	32
Table 4.3	Marital status of respondent	33
Table 4.4	The sector of respondents	34
Table 4.5	Rank of the respondent	36
Table 4.6	Results of Cronbach's Alpha Coefficient	37
Table 4.7	Reliability Statistics for Pilot Test	39
Table 4.8	Descriptive analysis for job routine	40
Table 4.9	Descriptive analysis for staff welfare	42
Table 4.10	Descriptive analysis for job anxiety	43
Table 4.11	Descriptive analysis for the social effect on hotel workers	45
Table 4.12	Table of Pearson's Correlation Coefficient	46
Table 4.13	Results of Pearson Correlation Analysis.	47
Table 4.14	Summary for hypothesis testing	48

## LIST OF FIGURES

<b>Tables</b>	<b>Title</b>	<b>Pages</b>
Figures 2.1	Conceptual Framework	18
Figures 3.1	Sample size determination by Krejcie and Morgan, (1970)	23
Figures 4.1	The percentage of gender	31
Figures 4.2	The percentage of age	32
Figures 4.3	The percentage of marital status	33
Figures 4.4	The percentage of sector	35
Figures 4.5	Rank Percentages of respondents	36

## LIST OF SYMBOLS AND ABBREVIATIONS

### Symbols

N	Population
S	Sample size
n	Frequency
%	Percentage
r	Pearson Correlation Coefficient
p	P value

### Abbreviation

F&B	Food and beverage
MAH	Malaysia Association of Hotels
RM	Ringgit Malaysia
MCO	Movement Control Order
WHO	World Health Organization
SARS	Severe Acute Respiratory Syndrome
SOP	Standard Operation Procedure
IV	Independent variables
DV	Dependant variables
SPSS	Statistical Package for Social Science

## ABSTRACT

This study focused on the social effect toward the hotel workers who are working in the hotel industry in Kelantan during the pandemic covid-19. The study examines the relationship between the job routine, staff welfare, and job anxiety toward the social effect on hotel workers during pandemic covid-19. A quantitative methodology is used to accomplish this research. Convenience sampling is used, and responses are collected from 200 respondents. To analyse all the data, descriptive analysis, reliability testing and Pearson's correlation are used. The results support all the variables. This research can be used as a reference material for further research.

**Keywords:** Staff welfare, Hotel workers, Social effect, Job anxiety, Job routine, Pandemic, Covid-19

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## ABSTRAK

Kajian ini memfokuskan kepada kesan penularan wabak covid-19 kepada pekerja hotel industry di Kelantan. Kajian dilanjutkan dengan penyelidikan terhadap hubungan antara rutin pekerjaan, kebajikan pekerja dan kebimbangan terhadap pekerjaan memberi kesan sosial kepada pekerja hotel. Kaedah kuantitatif digunakan dalam menyempurnakan kajian ini. Di samping itu, pensampelan kemudahan digunakan dan seramai 200 orang respondent dikumpulkan bagi memenuhi kehendak kajian. Bagi tujuan menganalisis data, kajian ini menggunakan analisis deskriptif, ujian kebolehpercayaan dan korelasi Pearson. Pada akhir kajian, hasil kajian menyokong kesemua pemboleh ubah. Kajian ini boleh digunakan sebagai rujukan untuk kajian yang lebih mendalam pada masa akan datang.

***Kata kunci:*** Kebajikan pekerja, Pekerja hotel, Kesan sosial, Kebimbangan terhadap pekerjaan, Rutin pekerjaan, Pandemik, covid-19

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 INTRODUCTION**

In this chapter, researchers will explain the background of the study, problem statement, research objective, research question also the significance of the study about the social effect on hotel industry workers during covid-19 pandemic in Kota Bharu, Kelantan. Furthermore, researchers will describe some terms that are used in this study at the definition of terms.

#### **1.2 BACKGROUND OF STUDY**

Hospitality industry is a business that provides services to guests who are far away from home. Nowadays, the hospitality industry is very important according to high requests from their legal customers. There are many services that include the hospitality industry such as food and beverage, lodging, travel and tourism, recreation, event planning, theme park, and transportation. For example, food and beverage is the important thing that needs to be in the hotel sector or restaurant. In other words, food and beverage which is also known as the initial F&B is the largest segment of the

hospitality industry. F&B is engaged in preparing meals, snacks, and beverages for their guests. Hotels offer this service as it is one of the ways to attract the guests.

There are many reasons for people to choose working in the hospitality industry. First, by working in this sector it will help to improve soft skills. So, with this, the employees will talk about many things such as how they need us in communication with customers or people, humility, collaboration, and interpersonal awareness. By this they will feel more confident and try to work harder. Next, by joining this sector also it will drive someone to be more creative and innovative. It will help the employee to be more creative on the job that they are doing. It will make the workers become an open-minded thinker and will accept the opinion of others.

On December 8, 2019, the government of Wuhan, China, announced that health authorities were treating dozens of new virus cases, identified as coronavirus disease 2019 (covid19). Since then, covid-19, has grown into a global pandemic and is spreading across many countries. Hospitality industry is one of the sectors that are most affected by this spread of covid-19 disease. This can be evidenced by the various negative effects that have occurred and involve the entire hospitality industry such as hotels, restaurants, theme parks and others around the world. This can be seen by the temporary and permanent closures of this place. This is because these places are not able to make a profit and must pay more to survive. In addition, many countries have launched several methods and initiatives to curb the spread of covid-19 such as lockdown, stay at home order, social distancing, and others.

Furthermore, this problem not only affects activities abroad, but it also affects the activities of the hospitality industry in Malaysia. In March 2020, the local industry had to lay off their workers and the Malaysia Association of Hotels (MAH) estimated a

loss of RM560.72 million revenues for this movement control order (MCO) period. This is due to the lack of entry of foreign tourists as well as locals who want to use this service. This is further strengthened because our country, Malaysia has tightened the law in the country by holding a Movement Control Order (MCO) and uses the slogan "stay at home" to anyone who has no business outside.

Apart from that, the entrance to the country is also taken care of and everyone who wants to enter Malaysia must have a valid health record. This needs to be given attention and taken care of properly to curb and prevent the spread of covid-19 disease. Besides, the state of Kelantan is a very great state in terms of tourism and hospitality. However, the existence of this covid-19 pandemic has given a huge impact and threat to hotel operators to deal with it. This is due to the lack of foreign and local tourists. There are some small hotels that have decided to close their hotels because they cannot afford to pay their employees. In addition, this has had a huge impact on entrepreneurs under the hospitality industry as well as the hotel workers themselves.

### **1.3 PROBLEM STATEMENT**

The first case involving covid-19 viruses was reported last year during December 2019. The case was reported to the World Health Organization (WHO) and declared as a public health emergency. Until now, this virus which is known as covid-19 had spread around the world. When WHO announced covid-19 as a pandemic situation to the world, Malaysian government declared lockdown or more known as



Movement Control Order (MCO) which is where the society are prohibited to go outside of their house without reasonable reason.

For sure at this current state there are a lot of industries affected such as Tourism, Hospitality, and any other business industry. For this research we will focus on the hotel industry which is the most affected industry besides tourism. From this research, the main issue is about the cause that affected the hotel worker socially during the pandemic. There are effective attempts to solve this issue which is to prevent the hotel from shutting down their services because of a lack of workers.

If the current issue which is pandemic is not being solved as soon as possible, there will be a long-term effect toward the hotel industry. There will be many hotel industries shutting down their services. The aim of this study is to determine how the job routine, staff welfare and job safety will socially affect the workers in the hotel industry, especially in Kelantan during the current situation which is pandemic.

During the research, it was found that the first factor that will affect the workers in the hotel industry is the job routine. The job routine during the pandemic is quite difficult because the workers need to adapt with the new norms that had been stated by the World Health Organization (WHO). A workplace can become an environment with a high chance of virus transmission when a pandemic breaks out, and workers can feel helpless, nervous, afraid, panicky, and even burnt out (Kim & Niederdeppe, 2013).

The second factor is staff welfare, which makes the workers feel they are important in the organization and their welfare are being monitored by the management especially during the covid-19 pandemic. Provide additional training to the workers on how to handle this current situation. According to Dr. Siddhartha Jain, 2020, hotel housekeeping staff needs to be additionally trained in disinfecting the room once they

do their routine cleaning. Because of the lack of staff welfare from the management almost all workers lost their job. According to Pine and McKercher 2004, in accommodation, catering, travel, leisure and other recreational places, significant employment losses were suffered, and hotel occupancy fell 10-12 percent.

The last factor is job anxiety, it is the most common hotel housekeeping workers that are specific to personal hygiene, it is vital that masks and gloves are always worn to ensure that they do not come into close contact with the disease or customers. This includes the other hotel workers such as the front, waiters or waitresses, porters, and others. This may help the workers to stay calm and avoid being stressed because of the work environment.

There are many factors that affect the hotel, but this study is to investigate how job routine, staff welfare and job safety will socially affect the hotel workers. The hotel should come up with the best strategies to help their workers and their business going well during the pandemic.

#### **1.4 RESEARCH OBJECTIVES**

The aims of the study are:

- i. To identify the social effect of the job routine toward hotel industry workers in Kelantan during covid-19
- ii. To determine the social effect of staff welfare toward hotel industry workers in Kelantan during covid-19

- iii. To examine the social effect of job anxiety toward hotel industry workers in Kelantan during the covid-19

## **1.5 RESEARCH QUESTIONS**

The questions that will be asked in this research are:

- i. What is the social effect of the job routine toward the hotel industry workers in Kelantan during covid-19?
- ii. What is the social effect of the staff welfare toward the hotel industry workers in Kelantan during covid-19?
- iii. What is the social effect of job anxiety toward the hotel industry workers in Kelantan during covid-19?

## **1.6 SIGNIFICANCE OF STUDY**

This study covers the knowledge of the social effect on the hotel industry workers during covid-19. The study is to target the people in the hotel industry in Kelantan as the respondents. This study will benefit the hotel industry by knowing the social effect of a pandemic amongst the workers. It will help them to provide the suitable way to face the covid-19 after they have known the effects that they might face. Moreover, this study will also support other industries to face any pandemic situation without having to have problems with the job routine, staff welfare and job safety. It

will also be beneficial for the students to explore more about the social effect of the covid-19 towards the hotel industry or other industries so that they can apply it to their study.

## **1.7 DEFINITION OF TERMS**

Pandemic refers to the disease that outbreak and spread all over the world (WHO, 2010).

According to WHO, (2020), Covid -19 is a new disease caused by a new type of coronavirus. Covid-19 stands for corona (CO), virus (VI), disease (D) and 19 stands for 2019. It ranges from some types of common cold to more severe disease like 'Severe Acute Respiratory Syndrome' (SARS).

Staff welfare is every step that the company takes for the development and well-being of the staff beyond the salary that has been paid (Dushar, D., 2019). In other words, it is a needed action from the company to give a better life to their staff rather than just paying for their salaries.

Social is related to the society or the organization. It includes the demographics, daily lifestyles, health, and welfare.

According to Madhav, (2019), SOP stands for standard operating procedure. It is the steps or rules that need to be followed by people to ensure safety when performing any work.

## 1.8 SUMMARY

This chapter covers the overview of the research study. It is an introduction for the research study. The background of the study, the problem statement, research objectives, research questions, the definition of terms as well as the significance of the study are clearly defined in this chapter. The next chapter will focus on the literature of this research study.



## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 INTRODUCTION

The pandemic situation has struck in many countries even in the world nowadays. The current situation affects almost every country including our country. This situation causes many problems to society. There are many industries getting affected because of this pandemic but the most affected industries are hospitality industries and the tourism industries. Now this study is going to focus on the hotel industry worker which is the scope of research.

According to Kumar, Abdul Talib & Ramayah, (2013), literature generally refers to story, novels, and poems. Nevertheless, in the context of a research, literature in a literature review refers to the research article which is published or unpublished. The researcher should describe, objectively, summarize, clarify, evaluate, and have conducted in the areas which are related to the one being studied. The articles are referred to understand and investigate the research problem.

Independent variable is known as a predictor or explanatory variable. IV is the variable that is expected to be correlated with the dependent variable or to justify the variance. This has a positive or negative effect on the dependent variable. In other

words, the independent variable accounts for the variance in the dependent variable (Kumar, 2013).

A variable that can be estimated and described is the dependent variable, also known as the criterion or outcome variable. What a researcher aims to clarify is the difference in the dependent variable. The key theme of the research operation in which it reflects the issue is believed to be this variable. The dependent variable is the variable of primary interest to the researcher. Most research activities only aim to predict one dependent variable in the research work, as it becomes the core part of the research (Kumar, 2013).

This chapter will discuss the job routine, staff welfare and job anxiety as independent variables which affected the social of the workers in the hotel industry in Kelantan during covid-19, the relationship between every independent variable with dependent variable, literature review, hypothesis, the conceptual framework, and ended by the summary of this chapter.

## **2.2 LITERATURE REVIEW**

### **2.2.1 Job routine**

The job routine is the one factor that will affect in terms of social status for workers in the hotel industry. This is because of the reduced demand by the guests or customers. At this current situation, the society just follows the government rules which

the Movement Restriction Order (MCO) and because of that there is a lack of demand and booking of hotel rooms. There is also cancellation booking from the guest because of the covid-19 pandemic. It has recently been reported that even during such periods of crisis, many consumers have been charging cancellation fees for their room cancellations by many third-party platforms, alleging that this is being achieved according to their "terms and conditions" (Chew, 2020). Totally the job routine for the workers will change this will make them feel anxiety and overthinking about their current job position.

The hotel that is familiar and has experience with the disaster and has become well prepared with the pandemic of covid-19 will respond to the pandemic effectively. The hotel will start to manage the procedure that needs to be followed by their staff to face the pandemic. Hotels need to develop a reactive and successful standard operating procedure (SOP) to increase the performance of emergency management disaster handling expertise, from natural disasters and emergency conditions (Fei Hao, Qu Xiao, Kaye Chon, 2020).

### **2.2.2 Staff welfare**

Staff welfare refers to the policies provided by the employer to the employee. It is an advantage to the employee that includes the services, facilities, healthcare, and other benefits. During the pandemic, this staff welfare should be the focus by the employer because to make sure the employee's welfare is getting cared for.



During the current pandemic, if the management just practises the handoffs attitude, this will affect their workers. This is because the welfare that is provided will help the worker to face the current issues, and at least they are ready for any circumstance. If the employer provides the healthcare benefits, this will make the workers relieved and able to face any problem such as pandemic. The welfare also includes the safety of the staffs, the ability of the employer to make sure their staff are in good condition. These include a set of behaviours that aim to meet an organization's safety requirements, during the pandemic situation such as wearing protective suits provided by employers and others. Griffin and Neal (2000) proposed that safety compliance is influenced by an individual's safety knowledge, safety skills and safety motivation, which in turn are influenced by the organization's safety climate

### **2.2.3 Job anxiety**

Job anxiety refers to stress caused by the work that leads to anxiety. As we know the pandemic of covid-19 caused many assumptions and this is because of the panic and trust issues toward the government. It is the same in the hotel management as the workers feel stressed and being pushed to doing the work by this current issue. This is also caused by job insecurity because the workers are afraid, they will lose their job. Karatepe, (2020) said that job insecurity directly hinders employees' engagement, and Shin and Hur (2020) concurringly found that job insecurity depletes the physical, psychological, and mental energy of employees, negatively influencing their health and well-being and thereby inducing decreased engagement.

This job anxiety will also be caused by the uncertain working hours. For instance, when there is not enough staff or lack of staff because of a pandemic, for sure the working hour will be rescheduled, and this will affect the staff who work there. Measures of job characteristics are occupational status, psychosocial working conditions and working hours (Jung, H., Jung, Y., & Yoon, H, 2021).

The social media rumours about the covid-19 pandemic will worsen the situation and possibility for the workers to overthink about their career. The human emotional system forms a kind of anxiety with the existence of this apprehension and doubt about the future. This is a state of human emotion which can be formed due to the perception of future threat (Dobson, 1985).

### **2.3 HYPOTHESIS**

**H1. If the employee job routine is affected, it has a negative social impact on the hotel industry workers during this covid-19.**

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The hospitality sector is an important industrial sector, and it is also the biggest contributor to the profitability of Malaysia. However, due to the spread of covid-19 in Malaysia, all sectors in Malaysia were forced to close for a while. Malaysia is one of the countries with the biggest losses due to the spread of this covid-19 case. All sectors including the hotels sector are also forced to close to curb and jointly prevent from contracting the disease.

The government's decision to restrict the entry of foreign investors has also caused huge losses to the hotel industry and this loss also will affect their workers. This is said so because social stability plays a very important role, if the country's society is at an affected level or this danger can have a very big impact in the field of hospitality, especially the hotel industry. This is due to the shortage of foreign investors coming to Malaysia due to the spread of covid-19. As a result, the demand for this industry is declining. This can be proven by, during this MCO period Malaysia does not accept any tourists who want to enter Malaysia unless they have important work matters. In addition, locals are also not allowed to enter this place to avoid its spread.

However, after a few months later the government has decided to reopen the sector, but gradually to help improve the Malaysian. The Ministry of Health Malaysia allowed a few sectors to operate, but with the Standard Operation Procedure (SOP). Ministers in the Prime Minister's Department (Economy) have taken several plans and recovery strategies to help strengthen the country's reduced this covid-19 pandemic.

Due to this covid-19 pandemic, every hotel needs to make changes to technology used. Through person-to-person transmission, Covid-19 is extremely contagious (Chan et al, 2020) and individuals were advised to minimize personal interaction and increase physical distance (WHO, 2020). It can therefore be expected that the outbreak of covid-19 would speed up the introduction of AI and robotics technology into the hospitality industry. Preliminary results indicate that a large proportion of restaurant customers (64.71 percent) and many hotel customers (70.42 percent) believe that to reduce human to human interaction, the use of multiple technology service delivery would be important in the COVID-19 environment. As for the result of this kind of newness in technology, the job routine amongst the employees totally will change accordingly with the current situation.

## **H2. If the lack of staff welfare it will cause problems to industry hotels workers during this covid-19.**

Furthermore, due to the spread of covid-19, it also has a social impact on the hotel industry workers. It is because there are many things that have changed due to this situation. In this situation of the covid-19 pandemic, the employers need to play a very important role in taking care of their employees. So, the hotel needs to put in new rules, and it must be followed by all its employees. Every employee needs to provide a health report before they come to work. This is the part of welfare provided by the management to their employees. If the employee feels unwell such as cough, fever, and so on, it is requested that they not come to work. This is because the employer does not want something unwanted to happen. This also changes the way the worker lives while at work. If the management lacks this kind of welfare, it will affect their employees, and at the same time cause problems to their hotel management.

Next, the government has limited the number of guests entering a hotel at one time. They also do not encourage children and the elderly to go there if they do not have proper business. This is because the guests who come are required to fill in their personal information in the system that has been provided by the hotel. It is said so because the health of employees should be given priority so that the spreading of this disease is not getting widespread. Essentially the hotel needs to update all guest arrival information quickly and every hotel industry needs to record the presence of its customers as this is part of the staff welfare they need to consider.

Therefore, the advancement and innovation in technology can facilitate the work of hotel management. The innovation of old technology will make it in line with the

changing world. This can be proven because the world now needs technology in everything they want to do. So, with an advance in technology, it can help the workers to facilitate their work and at the same time produce better productivity in the hotel.

Apart from that, during this covid-19, the technology as part of welfare was used as a tool to send information to its guests and this will benefit the workers to save their time. This can also provide information to customers about the rules that have been set. It also provides information to relevant customers about these possible activities (MCO). Just imagine that the management is still using the old method of customer management, it will make the employees feel they are neglected and unimportant especially during this current situation. So, from this newness in technology, the welfare of the employees is considered as the focus as it will directly affect employees.

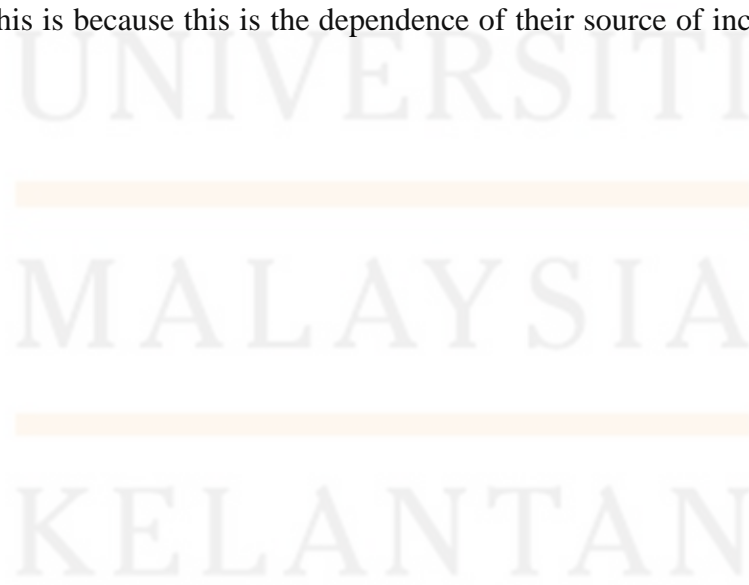
**H3. If the level of job anxiety increases, it will impact on the hotel industry during this covid-19.**

This situation occurs due to the job anxiety that needs to be faced by the employee itself. This is said to be because employees feel insecure due to some situations that are always hovering in their mind. This has been proven because the stress level of workers has increased. Workers have thought the effects of this covid-19 will pose a lot of threat to them as employees. Among the threats that they must bear are such as health threats, having to work overtime, shorter working hours, and others. Due to this spread as well, employers had to reduce the work limit for each of their employees. Often, they work for 7 to 8 hours per day, but it needs to be reduced to 5

hours per day. So, each employee feels something different when they work with a certain time limit.

In addition, employees must follow the rules when working and they also need to follow the Standard Operation Procedure (SOP) while getting along with other employees. The employees or hotel workers are also a little worried because they must follow all the new rules that have been made. This has opened their minds to accept something new and practical. Among the rules that have been made are mandatory to wear a mask, always wear hand sanitizer and keep distance. Those who do not follow this rule will be subject to action to be taken by their employers. Totally this will affect their mental health because of lack of socializing in the workplace.

Finally, the excessive panic attitude faced by hotel employees will have a detrimental effect on them. Workers panic because this covid-19 pandemic will interfere with their work. They will think about some of the things that might happen due to this covid-19. Among them are basic salary deductions, dismissal if the hotel industry is unable to operate, and others. This will affect those working in the hotel industry. This is because this is the dependence of their source of income in continuing life.



## 2.4 CONCEPTUAL FRAMEWORK

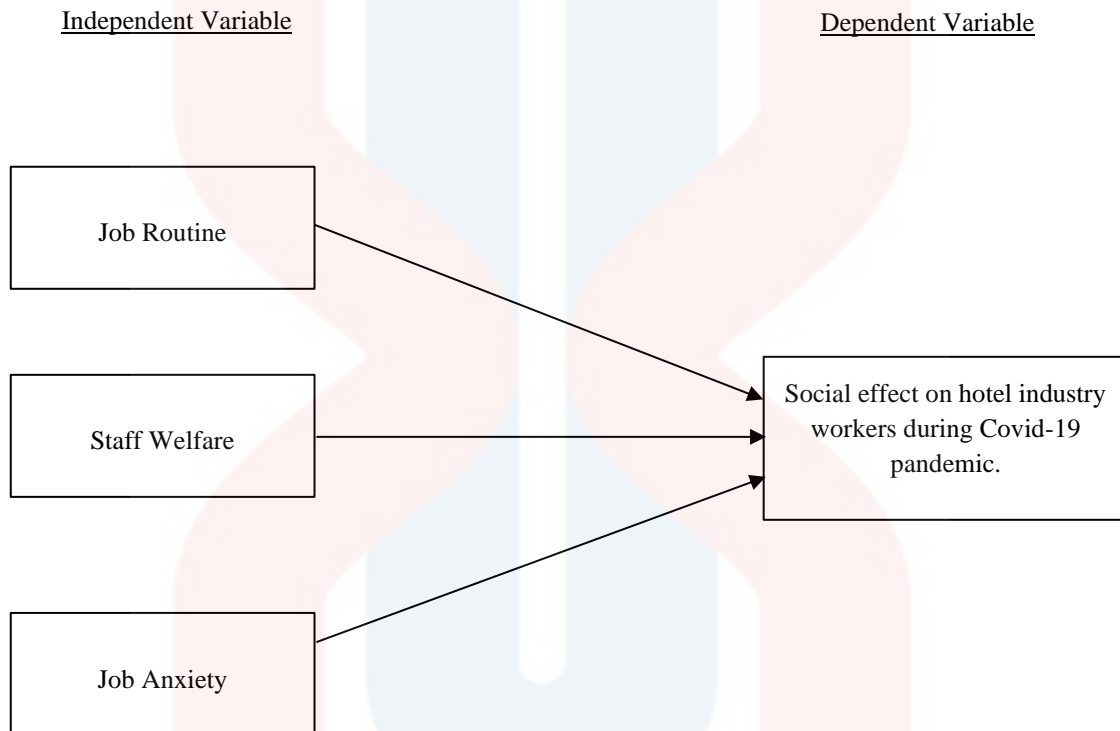


Figure 2.1 Conceptual Framework

Figure 2.1 shows the independent variable and dependent variable of this research study. The dependent variable is the social effect on workers in the hotel industry during covid-19 pandemic. On the other hand, the independent variables are the social factors that affect the workers in the hotel industry during Covid-19 in Kelantan. There were three independent variables that were determined in this research study which are job routine, staff welfare and job anxiety.

## 2.5 SUMMARY

This chapter covered the independent variables which are job routine, staff welfare and job anxiety, while the dependent variable is the social effect in hotel industry workers during covid-19 pandemic. The relationship between the dependent variable with every independent variable, conceptual framework and hypothesis are also discussed in this chapter. The next chapter will focus on the methodology of this research study.



## **CHAPTER 3**

### **METHODOLOGY**

#### **3.1 INTRODUCTION**

This chapter clearly outlines the method that we used to conduct this research based on the research title we decided. It explains the research design, research instrument, population, sample size, sampling method, data collection procedure, and data analysis. The aspects that include in this part are whom, where, and how the studies are being explained. From this study the researchers also stated the way questionnaires are being distributed and where is the focus of this questionnaire which is the hotel workers in Kota Bharu.

#### **3.2 RESEARCH DESIGN**

Kerlinger (1986) analysed that research design is the plan and structure of investigation so conceived to obtain answers to the research question. In general research design is a structure to plan and perform certain designs while doing this research. Aaker (2000) Stated that once the decision is decided will proceed with the

research process, a plan on how to gather the data is needed to carry out to come out with the research objective. As for this study, we decided the research design that will be used is quantitative study.

The quantitative study involves educational research, which is, researchers could freely decide on what to study, ask specific questions and conduct the inquiry in an unbiased manner. Quantitative research tends to address research problems requiring a description of trends or an explanation of the relationship among variables. This quantitative method includes the answering of questions such as who, how, what, which, when and how much (Cooper and Schindler, 2003).

This research is the study about the relationship between a few factors which are job routine, staff welfare and job anxiety as the independent variables and the social effect to workers in the hotel industry during the covid-19 pandemic in Kelantan, Malaysia. The quantitative study involves educational research, which is, researchers can freely decide on what to study, ask specific questions and conduct the inquiry in an unbiased manner. Quantitative research tends to address research problems requiring a description of trends or an explanation of the relationship among variables. This research is focused on the relationship between a few factors which are job routine, staff welfare and job anxiety as the independent variables and the social effect on workers in the hotels industry during the covid-19 pandemic in Kelantan, Malaysia.

### **3.3 POPULATION**

Population refers to a whole set of persons or objects that have the same attribute to the one that researchers would love to study (Kumar,2013). The target population of this research is those people who work in the hotel industry in Kelantan. Hence, the population of this study is the hotel workers in Kelantan. The researchers can collect all data in Kelantan state.

### **3.4 SAMPLE SIZE**

Sample size is the selected set of the population (Oribhabor and Anyanwu, 2019). In this research, the sample size is drawn from the chosen population which is the hotel workers in Kelantan. Hence, the sample size for this research is the hotel workers in the Kota Bharu district. The table of sample size can be referred to determine the respondent for this research (Krejcie and Morgan, 1970).

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N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	100000	384

N: Population S: Sample size

Figure 3.1 Sample size determination by Krejcie and Morgan, (1970)

### 3.5 SAMPLING METHOD

Sampling method is the process of selecting an adequate number of elements from a population (Kumar, 2013). Sampling is a method of selecting a subgroup from a population to participate in the study and it is the process of selecting several individuals for study in such a way that the large group from which they were selected reflects the selected individuals. There are two types of sampling methods, including probability sampling and non-probability sampling.

Non-probability sampling technique is where samples are gathered in a process so that each element of the population does not have a known chance of being selected. In the other word, the level of the tendency in selecting the sample is not known. Hence, the researchers used simple random sampling to carry out this study which is likely the

most common of all sampling techniques to cover the large number of surveys quickly and cost effectively. In this study the researchers have selected a sample of hotel workers who are working in the state of Kelantan. This is done because it helps the researchers to complete this study and obtain data. The samples are selected because they are accessible, and it also involves picking up any available information set of respondents convenient for uses.

### **3.6 DATA COLLECTION**

Data collection might come from primary data or secondary data. Primary data research involves collecting information specifically for the study in hand from actual sources such as consumers, user/non-users or other entities involved in research. Secondary data research involves any information from published sources which has been specifically collected for the current research problem. The primary data collected from the questionnaires. The question that has been done is to get respondents from hotel industry workers from Kota Bharu, Kelantan. The questionnaire answering sessions were conducted face to face on the spot at the hotel so the worker can answer the questionnaire. In addition, researchers can guide the respondent from the worker of the hotel when they do not understand the questions. However, the researchers need to think about other ideas which are as a backup plan on how to collect data since Malaysia is currently facing the covid-19 pandemic and it might be dangerous to go outside.

The researchers found another way to get in touch with the respondent which is through an online medium. Since the covid-19 pandemic is still active, the researchers choose to follow the government instruction to limit the movement to public places. The researchers decide to use online platforms and use the benefits of social media such as WhatsApp, Facebook, Twitter, and others. This will help the researchers to collect the data and at the same time follow the instructions stated by the government.

Meanwhile, the secondary data collected from the textbooks and publications. The aim of secondary data used to collect information regarding description to explain decision making. Furthermore, this study also applies within online sources such as Journal, Article, Newspaper and other because to get the information about the social effect on the hotel industry workers during covid-19 pandemic in Kelantan.

### **3.7 RESEARCH INSTRUMENT**

Research instruments are measurement tools such as questionnaires, tests or scales that are designed to help researchers obtain data on the topic of importance from research subjects. There are different types of measurement such as survey, case study questionnaire that can be used by researchers from their study depending on the nature of research that can be carried out (Umoh, 2019). In this research, the questionnaire was used to collect data to gather all the required input that needed to complete this research. The questionnaire is the best method that will be used in data collection that will involve the respondents to answer a series of questions either by written or verbal. Other

than that, this type of research is usually cheaper compared to other methods. This questionnaire will be provided in the English language.

The questionnaire consists of three parts. The first part is section A. In section A will discuss demographic segmentation. This question includes the respondents' demographic information such as gender, marital status and age, department and working period. In section B, questions are related to the dependent variable, which is the social effect of covid-19 towards hotel industry workers in Kelantan. Meanwhile, in section C part consists of questions related to the independent variable such as job routine, staff welfare and job anxiety. The structure of the questionnaires in section A using nominal and interval scale while in section B and section C using Likert Scale.

5 Likert scale is a type of psychometric response scale in which responders specify their level agreement to a statement typically in five points such as (1) strongly disagree; (2) disagree; (3) neither agree nor disagree; (4) agree; (5) strongly agree (Link, 2010). In addition, this 5-Likert Scale typically does not have two extreme options which are 'very strongly disagree' and 'very strongly agreed' that are usually being used in 7-Likert scale (Pearse, 2011).

### **3.8 DATA ANALYSIS**

The researchers use descriptive analysis to give more details about the basic features of the data in the study. Descriptive analysis is known as the reduction of data (Loeb et al., 2017). It will help this research to organize the sample and measures and summarize the data. Descriptive analysis will help to generate the simplest data of all

variables in this study (Sharma, 2017). The two different measures for descriptive analysis are the measures of central tendency and measures of dispersion.

Measure of central tendency will show the central tendency which is the mean, median and mode were generated. Measures of dispersion provide the information regarding the spread of the scores in the distribution. It includes mean deviation, standard deviation, and variance.

Inferential analysis will be used to study the relationship between independent variables and dependent variables. The researchers used Statistical Package for the Social Sciences (SPSS) to analyse the collected data. SPSS reflects its original use in the field of social sciences; it has since expanded into other data markets. SPSS is commonly used in healthcare, marketing, and education. SPSS provided data analysis for descriptive and bivariate statistics, numeral outcome predictions and predictions for identifying groups. This software also provides data transformation, graphing and direct marketing features (Rouse, 2010).

Pearson Correlation Coefficient analysis is used to analyse the collected data. Pearson Correlation Coefficient analysis is one of the important analyses that can measure the strength of the linear relationship between independent variables and dependent variables (Kumar, 2013). This analysis is to identify if the correlation exists between the independent variable (IV) which is the job routine, staff welfare and job anxiety and dependent variable (DV) which is the social effect of hotel industry workers during covid-19 pandemic in Kelantan. If the correlation exists, researchers must decide the strength and direction of association between the independent variable (IV) and dependent variable (DV).



### 3.9 SUMMARY

Chapter 3 discussed the research design that the researchers used in the study. The researchers also explain the chosen population sample size and sampling method in this part. In addition, the data collection, research instrument and data analysis are also explained to ensure the readers know the methodology of this research.



## **CHAPTER 4**

### **DATA ANALYSIS**

#### **4.1 INTRODUCTION**

This chapter will include reliability analysis, descriptive analysis for demographic profile, IV and DV, Pearson correlation analysis, hypothesis testing and summary. This chapter also discusses the results and findings from the analysis which was conducted based on data collected from the questionnaire. The total number of 200 questionnaires were distributed to 200 respondents in the hotel industry in Kelantan. The data from the questionnaire has been evaluated by a software program using Statistical Package for Social Science (SPSS). Pilot test was done before conducting the actual questionnaire. Total number of pilot tests is 30 respondent and reliability tests used to obtain the validity of the variables.

## 4.2 DESCRIPTIVE ANALYSIS

Descriptive analysis was conducted based on the data collected from the 200 respondents on section A for background information summaries in respondents' demographic profile.

### 4.2.1 Gender

The table 4.1 below presents the gender distribution of a total of 200 respondents collected from the data collection through questionnaire.

Table 4.1 The gender of the respondents

<b>Gender</b>	<b>Frequency (n)</b>	<b>Percentage (%)</b>
Male	72	36
Female	128	64
<b>Total</b>	<b>200</b>	<b>100</b>

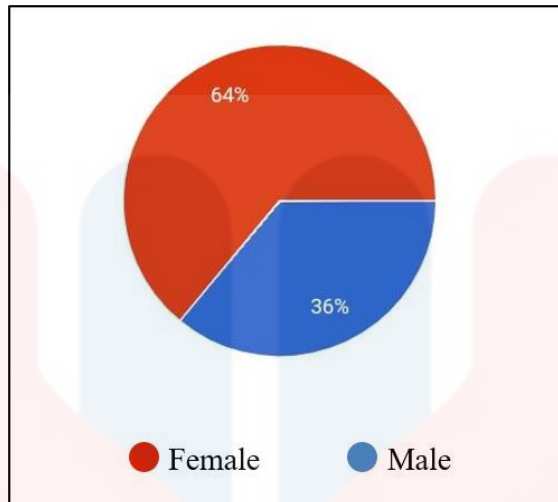


Figure 4.1 The percentage of gender

Based on the figure 4.1 above, the pie chart shows the gender distribution of a total 200 respondents. The pie chart shows that there are 64 percent (n=128) of female respondents compared to the male respondent which is 36 (n=72). The reason why the female respondent is more than male respondent is because the female respondent is easy to approach, and they are willing to spend their time answering the questionnaire.

#### 4.2.2 Age

Table 4.2 below shows the age distribution of a total 200 respondents collected with the questionnaire

Table 4.2 The age of the respondent

Age	Frequency (n)	Percentage
20 years old and below	26	13.0
21 to 30 years old	134	67.0
31 to 40 years old	29	14.5
41 to 50 years old	10	5.0
51 years old and above	1	0.5
<b>Total</b>	<b>200</b>	<b>100.0</b>

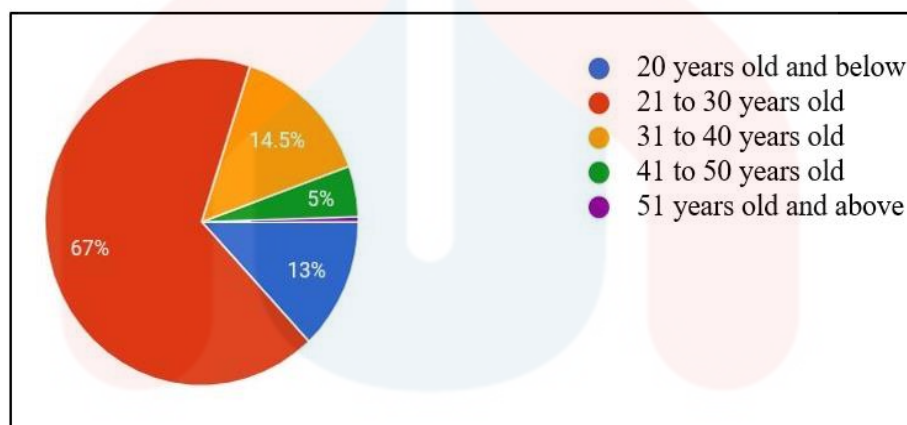


Figure 4.2 The percentage of age

Among these 5 groups of ages, the highest percentage of people working in the hotel industry is 21 to 30 years old with 67 percent (n=134). The second highest is 31 to 40 years old with 14.2 percent (n=29). The third highest 20 years old and above with 13 percent (n=26). Following with 5 percent (n=10) group age from 41 to 50 years old. While the lowest percentage is 0.5 percent (n=1) from age 51 years old and above.

The reason 21 to 30 years old had the highest percentage is because they are from the teenagers. During this stage they usually work to get experience and to get

income to support their life. Meanwhile, the age 50 years old and above are the lowest because usually at this aged people or workers are getting tired and retired from doing a job.

### 4.2.3 Marital status

Table 4.3 shows the marital status distribution of a total 200 respondents collected from data collection through questionnaire.

Table 4.3 Marital status of respondent

Marital status	Frequency (n)	Percentage
Married	35	17.5
Single	164	82
Others	1	0.5
<b>Total</b>	<b>200</b>	<b>100.0</b>

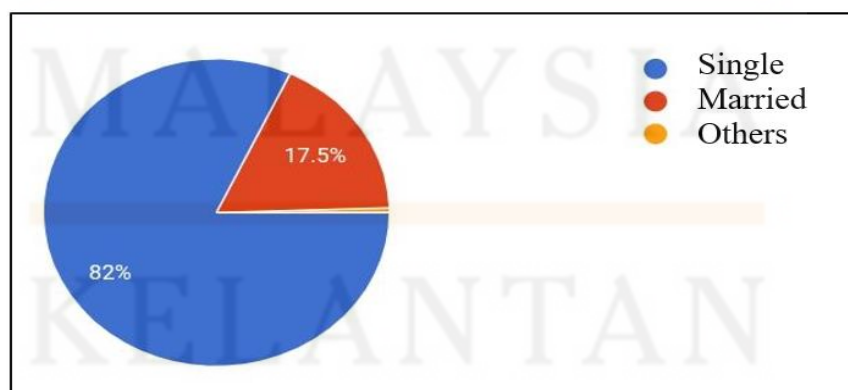


Figure 4.3 The percentage of marital status

The table shows the percentage of marital status among the respondents. There are huge differences between single and married couples, with single scores the highest percent 82 percent (n=164) and respondents who are married 17.5 percent (n=35). Following with the others status which includes divorce 0.5 percent (n=1). The reason why the single respondent got the highest percent and number of respondents is because they have more time to answer the questionnaire compared to married status, they are basically too busy with their family and others.

#### 4.2.4 Sector

Table 4.4 shows sector distribution of a total 200 respondents collected from data collection through questionnaire.

Table 4.4 The sector of respondents

Sector	Frequency (n)	Percentage
Security & safety	20	10
Food & beverages	45	22.5
Room division	55	27.5
Human resource	23	11.5
Others	57	28.5
<b>Total</b>	<b>200</b>	<b>100</b>

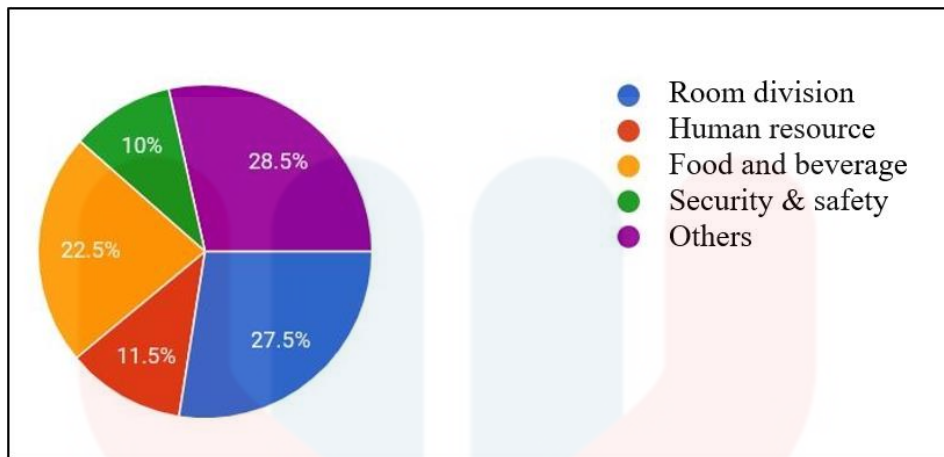


Figure 4.4 The percentage of sector

Table 4.4 shows the sector that the hotel workers are involved in. There are room divisions, human resource, food & beverage, security & safety, and others. The highest percentage of the respondents is in the other sector which includes the front desk department, laundry department and others. The number percentage is 28.5 percent (n=57). The second highest is the room division 27.5 percent (n=55). The third one is food & beverages 22.5 percent (n=45) followed by human resource 11.5 percent (n=23) and security & safety 10 percent (n=20). The highest is the other sector because they have leisure time to answer the questionnaire since it is pandemic right now and they are not busy with the customers. The lowest is the security & safety maybe because they are too busy and do not have time to answer the questionnaire.

#### 4.2.5 Rank

Table 4.5 shows sector distribution of a total 200 respondents collected from data collection through questionnaire.



Table 4.5 Rank of the respondent

Sector	Frequency (n)	Percentage
Superiors	10	5.1
Middle	52	26.5
Subordinates	138	68.4
<b>Total</b>	<b>200</b>	<b>100</b>

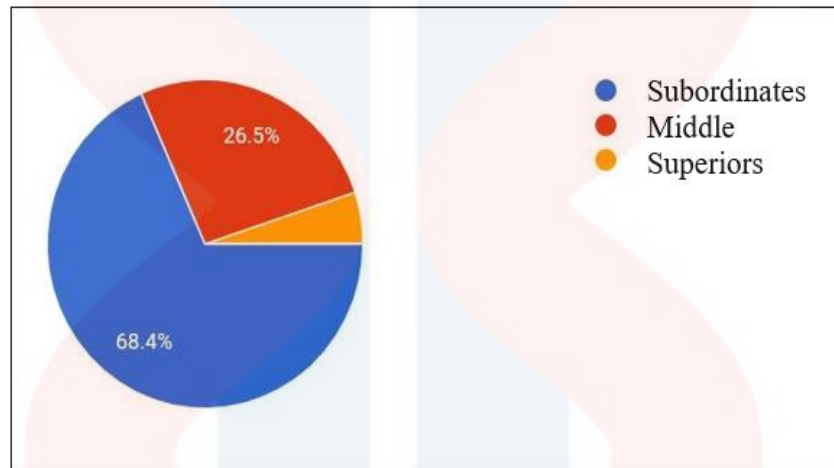


Figure 4.5 Rank Percentages of respondents

The table 4.5 shows the rank distribution of the respondents divided by three categories which are subordinates, middle, and superiors. The highest percentages of rank answered by the questionnaires are subordinates 68.4 percent (n=138) followed by the middle 26.5 percent (n=52). The lowest percentage is the superiors rank with 5.1 percent (n=10). The highest among the subordinates because the questionnaire was easy to spread among them and they likely had more time to answer the questionnaire. The lowest among the superiors because they are too busy with their job, as the superiors they mostly had to handle their staff and do not have time to answer the questionnaire.

### 4.3 RELIABILITY ANALYSIS (PILOT TEST)

Reliability tests refer to the degree to which a test is consistent and stable in measuring what it is intended to measure. Most simply put, a test is reliable if it is consistent within itself and across time. Reliability analysis is an indication of the stability and consistency without bias and helps assess the “goodness” of the measure (Sekaran, 2003). The reliability analysis evaluated by using Cronbach’s alpha coefficient value. Is a measure of the internal consistency of a study which expresses as the number between 0 and 1. When the value of alpha is increased, the terms in a survey are more reliable to each other (Tavakol & Dennick, 2011). From the value result, researchers can define and determine whether the questionnaire was valid, reliable, and understood by the respondents.

Table 4.6 Results of Cronbach’s Alpha Coefficient.

Variables	Number of Item	Cronbach’s Alpha Coefficient	Strength of Association
Social effect on hotel industry worker	5	.665	Moderate
Job routine	5	.688	Moderate
Staff welfare	5	.912	Excellent
Job anxiety	5	.763	Acceptable

The table shows the result of reliability coefficient alpha based on dependent variable and independent variable. In measuring the dependent variable, 5 questions about social effect on hotel industry workers in Kelantan used to test reliability and validity. The Cronbach Alpha result is 0.665 which ranges as a moderate and the Likert-Scale question is considered reliable.

The first independent variable, job routine within 5 questions is used to test reliability and validity. Cronbach's Alpha result is 0.688 which ranges moderate so that Likert-scale questions are considered as reliable.

The second variable, staff welfare within 5 questions is used to test the reliability and validity. The Cronbach's Alpha result is 0.912 which ranges as excellent so that Likert-Scale question is considered as more reliable.

Lastly, job anxiety also within 5 questions is used to test the reliability and validity. The Cronbach's Alpha result is 0.763 which is acceptable in terms of internal consistency and the coefficient obtained in the Likert-Scale question is considered as reliable.

#### **4.3.1 Pilot Test**

Before conducting the actual questionnaire, a pilot test has been done to find out possible errors done in the questionnaire such as ambiguous questions. This pilot test gives the researcher an opportunity to find out and correct the problems that occur in the questionnaire and correct them before conducting the actual questionnaire.

A total of 30 questionnaires were distributed to hotel employees in Kelantan and the feedback collected will be used to improve the clarity of the questions. After the questionnaires were collected, a reliability test was performed using SPSS. This technique is most used in performing reliability analyses to investigate the internal consistency of scales in Cronbach's Alpha.

Table 4.7 Reliability Statistics for Pilot Test

Variables	Number of Item	Cronbach's Alpha Coefficient	Strength of Association
Social effect on hotel industry worker	5	.655	Moderate
Job routine	5	.707	Acceptable
Staff welfare	5	.811	Good
Job anxiety	5	.837	Good

In this table, it demonstrates the reliability of four variables. Cronbach's Alpha used to examine the reliability of the 20 items and used to measure the four constructs.

Based on the table 4.2, the result showed the reliability of each construct has ranged from 0.655 to 0.837. The Alpha Coefficient of 0.6 was set as the minimum criteria. Thus, the result of the pilot test has indicated that overall, except the tangible satisfactory internal consistency reliability for each construct. The result showed the concern about employment has the highest coefficient (0.837) while social effect on hotel industry workers has the lowest coefficient (0.655).

## 4.4 RESULT OF INFERENTIAL ANALYSIS

### 4.4.1 Univariate analysis

This part presents the result of univariate analysis conducted on the items for each variable report in the form of the frequency, mean, and standard deviation. All the independent variables included the dependent variables were measured by the same method, which is (5) Likert scale which is value by: Strongly disagree (SD), Disagree (D), Neither Agree nor Disagree (N), Agree (A), Strongly Agree (SA).

#### 4.4.1.1 Job routine

Table 4.8 presents the descriptive analysis for the job routine collected from the 200 respondents.

Table 4.8 Descriptive analysis for job routine

Items		Frequency					Mean	S. D
		SD	D	N	A	SA		
Q1	If there no guest, I have no work to do	9 4.5%	32 16.0%	35 17.5%	46 23%	78 39%	3.76	1.249

Q2	Every worker needs to practice SOP when treating the guest.	0	0	9 4.5%	31 15.5%	160 80%	4.76	0.526
Q3	I think my job routine changed during pandemic Covid-19	0	1 5%	15 7.5%	62 31%	122 61%	4.52	0.657
Q4	I think my working time changed because of pandemic Covid-19	1 5%	7 3.5%	14 7%	64 32%	114 57%	4.41	0.810
Q5	I need to adapt with the new norm when working	0	0	9 4.5%	35 17.5%	156 78%	4.74	0.535

The table shows the frequency, mean and standard deviation of the item used to measure the job routine. There are (5) questions asked, and the highest mean is Q3 which is 4.74 with the ‘I need to adapt with the new norm when working’ statement. There are 156 respondents who strongly agree (SA), 78% from 200 respondents. The lowest mean is Q1, 3.76 with the statement ‘If there are no guests, I have no work to do’. There are 9 people with 4.9% answers who strongly disagree (SD) from 200 respondents. The rest questions are Q2, Q3 and Q4 with 4.76, 4.52 and 4.41 mean, respectively.

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#### 4.4.1.2 Staff welfare

Table 4.8 presents the descriptive analysis for the staff welfare collected from the 200 respondents.

Table 4.9 Descriptive analysis for staff welfare

Items		Frequency					Mean	S. D
		SD	D	N	A	SA		
Q1	If I get infected, there will be medical support provided by the hotel.	12 6.0%	8 4.0%	44 22%	59 29.5%	77 38.5%	3.90	1.141
Q2	I will get financial support if my personal financial affected	13 6.5%	16 8.0%	51 25.5%	51 25.5%	69 34.5%	3.74	1.201
Q3	The hotel provides regular health check up to make sure the workers healthy	8 4.0%	8 4.0%	36 18.0%	75 37.5%	73 36.5%	3.99	1.034
Q4	The workers well prepared to face the pandemic	5 2.5%	5 2.5%	31 15.5%	59 29.5%	100 50%	4.22	0.968
Q5	Our hotel gives us allowance because of the high-risk environment to get infected	12 6.0%	9 4.5%	44 22.0%	58 29.0%	77 38.5%	3.89	1.149

The table shows the frequency, mean and standard deviation to measure the staff welfare. There are (5) questions and the highest mean is Q3 with 3.99 mean and the statement is ‘The hotel provides regular health check up to make sure the workers are healthy’. 73 people from 200 respondents strongly agree (SA) with 36.5%. The lowest

mean is the Q2 with the statement ‘I will get financial support if my personal financial situation is affected’. The mean value is 3.74 and the strongly disagree (SD) are 13 people with 6.5% from 200 respondents.

#### 4.4.1.3 Job anxiety

Table 4.8 presents the descriptive analysis for the job anxiety collected from the 200 respondents.

Table 4.10 Descriptive analysis for job anxiety

Items		Frequency					Mean	S. D
		SD	D	N	A	SA		
Q1	I am worried I will lose my job during pandemic covid-19	2 1.0%	4 2.0%	17 8.5%	35 17.5%	142 71%	4.56	0.813
Q2	My mental health affected because of pandemic	1 5%	13 6.5%	29 14.5%	55 27.5%	102 51%	4.22	0.957
Q3	I am worried about the risk to get infected at my workplace	0 0%	4 2.0%	19 9.5%	49 24.5%	128 64%	4.50	0.750
Q4	I feel demotivated because there is possibility to get fired	12 6.0%	14 7.0%	31 15.5%	51 25.5%	92 46%	3.99	1.201



Q5	I am worried our guest infected when they stay at our hotel	0 0%	0 0%	15 7.5%	50 25%	135 67.5%	4.60	0.626
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The table shows the frequency, mean and standard deviation to measure the job anxiety. There are five questions, and the highest mean is 4.60, Q5 with the 135 respondents strongly agreeing (SA) 67.5% from 200 respondents. The statement is ‘I am worried our guests will be infected when they stay at our hotel’. The lowest mean is the Q4 with the mean value 3.99, with 12 people answering the strongly disagree (SD) 6.0% from 200 respondents. The statement is ‘I feel demotivated because there is a possibility of getting fired’. The rest of the questions Q1, Q2 and Q3 mean 4.56, 4.22 and 4.50, respectively.

**4.4.1.4 Social effect on hotel worker**

This table shows the descriptive statistic for the social effect collected from the 200 respondents.

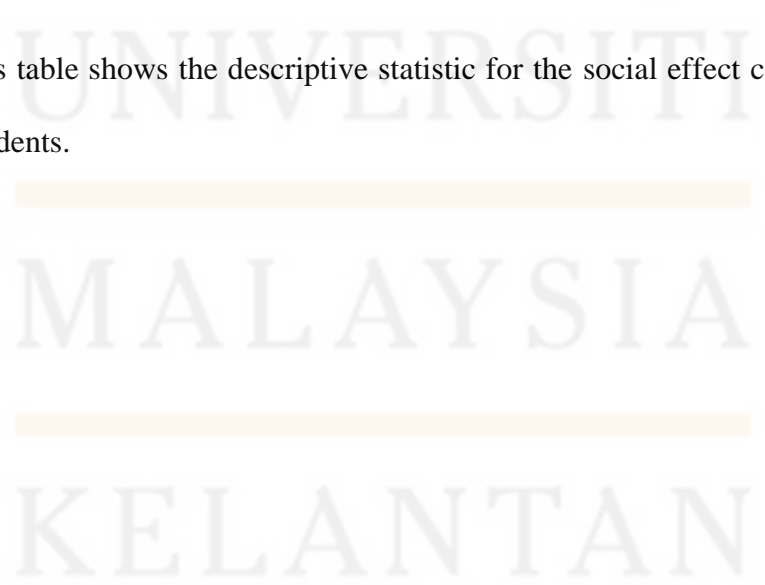


Table 4.11 Descriptive analysis for the social effect on hotel workers

Items		Frequency					Mean	S. D
		SD	D	N	A	SA		
Q1	I think I will be getting fired because of the pandemic	10 5.0%	7 3.5%	37 18.5%	57 28.5%	89 44.5%	4.04	1.107
Q2	I think I am ready to face any challenges during pandemic covid-19	5 2.5%	11 5.5%	23 11.5%	58 29%	103 51.5%	4.22	1.017
Q3	I think my lifestyle changed because of the pandemic covid-19	0 0%	1 5%	16 8.0%	61 30.5%	122 61%	4.52	0.665
Q4	I think my behaviour changed because of the pandemic covid-19	1 5%	22 11.0%	35 17.5%	43 21.5%	99 49.5%	4.09	1.074
Q5	The risk of getting infected by the covid-19 is low even before vaccination.	20 10%	35 17.5%	50 25%	35 17.5%	60 30%	3.40	1.342

In this table, the frequency, mean and standard deviation for the item are used to measure the quality value. There are (5) questions measured, and the result is question number (3) gets the highest mean which is 4.52. The question is ‘I think my lifestyles changed because of the pandemic covid-19’. There were 122 respondents 61% the total 200 respondents strongly agreed with the question. Their lifestyle changed a lot during the pandemic. Meanwhile, the lowest mean is the question number (5) with 3.40 mean with the question ‘The risk to get infected by the covid-19 is low even before vaccination. There was a total of 20 respondents, 10% from the 200 respondents strongly disagree with the statement. The mean values for Q1, Q2 and Q4 were 4.04, 4.22 and 4.09, respectively.

#### 4.4.2 PEARSON CORRELATION ANALYSIS

Pearson's Correlation Coefficient is a method to identify the intensity of association and significant relationship between the IVs, mediator, and DV. Pearson's correlation coefficient is the two variables that are divided by the product of their standard deviations. It is used to find the linear relationship between two continuous variables. It is the best method to measure the association because it is based on the method of covariance. The table of Pearson Correlation is shown below.

Table 4.12 Table of Pearson's Correlation Coefficient

SIZE OF CORRELATION	INTERPRETATION
0.90 to 1.0 (-0.90 to -1.0)	Very high positive (negative) correlation
0.70 to 0.90 (-0.70 to -0.90)	High positive (negative) correlation
0.50 to 0.70 (0.5 to -0.70)	Moderate positive (negative) correlation
0.30 to 0.50 (-0.30 to -0.50)	Low positive (negative) correlation
0.00 to 0.30 (-0.0 to -0.30)	Little if any correlation

Source: Hinkle, Wiersma, & Jurs (2003).

By using Pearson's Correlation analysis, it also can test the multicollinearity problem between the variables. It usually occurs when the correlation between IVs is high. So, to avoid this problem, the coefficient value should not exceed 0.90. If  $r$  is greater than 0.00 but less than 1.00, there is a positive relationship between two variables. The bigger the number, the stronger the relationship. It means the bigger the number can get the better predictions. Due to the evaluation of the strength of linear by

using a single number that falls within the range of  $\pm 1$ , Pearson Correlation was preferred.

Table 4.12 shows the results of the correlation coefficient among independent variable, mediator, and dependent variables by using Pearson’s Correlation coefficient.

Table 4.13 Results of Pearson Correlation Analysis.

	<b>Social effect on hotel workers</b>	<b>Job Routine</b>	<b>Staff Welfare</b>	<b>Job Anxiety</b>
<b>Social effect on hotel workers</b>	1			
<b>Job Routine</b>		1 0.549**		
<b>Staff Welfare</b>			1 0.593**	
<b>Job Anxiety</b>				1 0.651**

\*\*Correlation is significant at the 0.01 level (2-tailed).

Table 4.12 shows that a social effect on the hotel industry workers with the job routine were statistically significantly correlated which is R-value is 0.549. The second correlation is between social effect on the hotel industry and staff welfare. The r-value is 0.593, so it also shows a moderate positive correlation based on the Hinkle, Wiersma, Jurs (2003). The correlation continues between the social effect on the hotel industry and job anxiety with  $r=0.651$  and according to the rule of thumb, this value represents a moderate correlation.

According to the table, all the variables were positively correlated. It is because based on the correlation indicated, there is a strong association or perfect positive relationship between the variables between social effect on hotel industry workers with job routine, staff welfare, and job anxiety

#### 4.5 Discussion Based on Research Objectives

Table 4.14 shows the summary for hypothesis testing.

Table 4.14 Summary for hypothesis testing

	Hypothesis	Pearson correlation result	
H1	A positive relationship exists between the social effect on hotel workers and job routine.	( $r = .549$ , $p < 0.01$ )	Supported
H2	A positive relationship exists between the social effect on hotel workers and staff welfare.	( $r = .593$ , $p < 0.01$ )	Supported
H3	A positive relationship exists between the social effect on hotel workers and job anxiety.	( $r = .651$ , $p < 0.01$ )	Supported

Based on table 4.13, Pearson's correlation analysis was used in testing the relationship between hypotheses on a significant relationship such as job routine, staff welfare, job anxiety with social effect on hotel workers. The result shows all hypotheses were accepted at 0.01 significance level.

## 4.6 SUMMARY

In short, Chapter 4 discussed the data analysis used by researchers to analyse the collected data using reliability analysis, descriptive analysis, univariate analysis, and Pearson correlation analysis. This chapter also includes the discussion based on the research objectives.



## CHAPTER 5

### CONCLUSION

#### 5.1 INTRODUCTION

The result analysis in the previous chapter was further discussed in this chapter. Below are the research objectives of this study:

1. To identify the social effect of the job routine toward hotel industry workers in Kelantan during covid-19.
2. To determine the social effect of staff welfare toward hotel industry workers in Kelantan during covid-19.
3. To examine the social effect of job anxiety toward industry in Kelantan during the covid-19

Following with the research questions for this study which is:

1. What is the social effect of the job routine toward the hotel industry in Kelantan during the pandemic covid-19?
2. What is the social effect of the staff welfare toward the hotel industry workers in Kelantan during pandemic covid-19?
3. What is the social effect of job anxiety toward the hotel industry workers in Kelantan during pandemic covid-19?

Limitation of this study and recommendation for the future research are also discussed from the theoretical, methodological, and practical aspects.

## **5.2 RECAPITULATION OF THE FINDINGS**

### **5.2.1 Job Routine**

Research Objective 1: To identify the social effect of Job Routine toward hotel industry workers in Kelantan during covid-19.

Research Question 1: What is the social effect of the Job Routine toward the hotel industry workers in Kelantan during covid-19?

The first hypothesis predicted a positive and significant relationship between the job routine and social effect toward hotel industry workers in Kelantan during covid-19. According to Pearson Correlation analysis (see Table 4.12), the result showed that job routine has a moderately positive correlation. Based on the result, a moderate positive correlation relationship between independent variable 1 (job routine) and dependent variable (social effect toward hotel industry workers in Kelantan) at 0.549,  $p < 0.01$  are shown.

Based on Tlili and Amara (2016) a positive correlation occurred between Job Routine and social effect toward the hotel industry. In addressing the issue of covid-19, the hotel industry has placed some new requirements in its implementation, and this has



changed the daily job routine of hotel employees, especially in the state of Kelantan. Job routines long before the country was hit by covid-19 need to be changed. Therefore, employees must adapt to something new. For example, the cancelation booking from the guest can make the job routine of workers change and at the same time they will feel anxiety and overthink about their current job position.

In conclusion, the research objective ‘To identify the social effect of Job Routine toward the hotel industry workers in Kelantan during covid-19’ achieved. While the research question ‘What is the social effect of the Job Routine toward the hotel industry workers in Kelantan during covid-19?’ is also answered through this research by researcher

### **5.2.2 Staff Welfare**

Research Objective 2: To examine the social effect of staff welfare toward hotel industry workers in Kelantan during covid-19.

Research Question 2: What is the social effect of the staff welfare toward the hotel industry workers in Kelantan during covid-19?

The second hypothesis predicted a positive the lack of staff welfare will cause problems to hotel industry workers during covid-19. According to Pearson Correlation analysis (Table 4.12), the result showed that staff welfare has a moderate positive correlation between independent variable 2 (staff welfare) and dependent variable (social effect toward hotel industry workers in Kelantan) at 0.593,  $p < 0.01$  are shown.

Based on the study of Baum Mooney Robbin (2020), a positive correlation occurred between staff welfare and social effect toward the hotel industry. In the face of this epidemic, the company needs to act or improve matters involving employee welfare. This is to avoid the risk of infection of workers while working. For example, a company may provide a health code where employees must first scan the code before entering the workplace. If the card shows yellow or red, they are not allowed to work and are asked to quarantine themselves.

In conclusion, the research objective 'To examine the social effect of the staff welfare toward the hotel industry workers in Kelantan during covid-19' achieved and the research question 'What is the social effect of the staff welfare toward the hotel industry workers in Kelantan during covid-19' is also answered through this research.

### **5.2.3 Job Anxiety**

Research Objective 3: To examine the social effect of job anxiety toward hotel industry workers in Kelantan during the covid-19.

Research Question 3: What is the social effect of job anxiety toward the hotel industry workers in Kelantan during covid-19?

The third hypothesis predicted a positive the level of job anxiety increases; it will affect the hotel industry during this covid-19. According to Pearson Correlation analysis (Table 4.12), the result showed that job anxiety is moderately correlated to the social effect toward the hotel industry. Based on the result, a moderate positive

correlation between independent variable 3 (job anxiety) and dependent variable (social effect toward hotel industry) at 0.651,  $p < 0.01$  are shown.

Based on study Teresa, Thi Hong and Yasmina (2021), a positive correlation occurred between job anxiety and social effect toward hotel industry workers. As a result, researchers and administrators must look at how workers' negative reactions to work insecurity can be mitigated. This goal is important not only for the theoretical development of the job insecurity literature, but also for the realistic management of hotel employees' job insecurity during natural disasters or shocks like the COVID-19 pandemic.

In conclusion, the research objective 'To examine the social effect of job anxiety toward hotel industry workers in Kelantan during covid-19' is achieved. While the research question 'What is the social effect of job anxiety towards the hotel industry workers in Kelantan during covid-19?' is also answered through this study.

### **5.3 LIMITATIONS OF THE STUDY**

The research discussed the social effect on hotel workers during Covid-19 pandemic. This research was based on the quantitative method and all the data were collected through an online questionnaire which is Google Form because it is more convenient in today's situation. The Google Form was distributed to 200 hotel workers in Kota Bharu, Kelantan.

There were a few challenges faced by the researchers during the data collection process. Due to the covid-19 pandemic, the researchers could not go to the hotels around Kota Bharu to meet with the hotel workers. The researchers must prevent going to the hotel meeting the workers as it will risk the researchers and the workers if no social distancing is practiced during the meeting. However, it becomes a disadvantage because the researchers could not meet the hotel workers to explain if there are any questions that the workers do not understand. If there are any questions that they do not understand, they do not ask the researchers to explain because they want to answer it quickly. It might also be because they do not know who the researchers are and feel uncomfortable to ask anything.

Moreover, the researchers do not have a connection with hotel workers in every hotel in Kota Bharu. Thus, it is difficult to get the hotel workers to be the respondents. When the researchers get into contact with one of hotel workers in any hotel from Kota Bharu, the researchers will ask the respondent to share the questionnaire with their friends who work in the hotel industry in Kota Bharu. However, either the respondent did not share the questionnaire with their friends, or they did share but the other hotel workers did not answer the questionnaire.

Nevertheless, the researchers succeed in collecting 200 respondents to participate in answering the questionnaire.

## **5.4 RECOMMENDATION**

### **5.4.1 Theoretical Recommendation for Future Research**

The research examines the social effect on the hotel workers during the pandemic covid-19 in Kelantan. This research shows the variables which are the social effect on hotel industry workers (dependent variables) and job routine, staff welfare and job anxiety (independent variables) were significantly correlated with the dependent variables and have a highly positive correlation relationship. As for the recommendation, future research can use the other variables such as colleagues as their independent variable as the past research that used as a model thesis for this research had approved the positive relationship among those variables with the social effect on hotel workers industry.

As colleagues recommended as an antecedent variable, this value has an important number of earlier studies that have sustained directly and indirectly significant influence toward the social effect on hotel workers in Kelantan. Furthermore, the effect must be related to the social effect toward the hotel workers. This social effect can be used as the variables because of the interaction related with the social effect toward the hotel workers in Kelantan. As an example, the research related to the social effect on hotel industry workers.

#### **5.4.2 Methodological Recommendation for Future Research**

For future research, I highly recommend the quantitative method rather than qualitative method to collect the data from the respondent. This is because the total population of the hotel workers in Kelantan is easy to target and to get in touch. For this research, the data collected by questionnaire is distributed by the online platform because the current situation does not allow the research to conduct the face-to-face questionnaire. Therefore, future research is advised to use the most accurate and relevant data collection through face-to-face questionnaires. Meanwhile, the results would be more relevant, reliable, and generalizable to a larger population.

In addition, the future research should be focused on the hotel workers in Malaysia. This is because this research was conducted with the respondent focused on the hotel workers in Kelantan. Based on the result of the data, it can be used as a prepared knowledge to the hotel workers to get to know the experience working during the pandemic situation.

### **5.4.3 Practical Recommendation for Future Research**

According to the result of this research, the researchers suggest using the data to make an improvement related with the hotel workers facilities and welfare. The hotel can use the data to clarify a better solution to face the pandemic situation in the future. They can use the data to know the weakness of the hotel management to manage their employees. The result is suitable to make an improvement.

Besides with the standard operation procedure (SOP) conducted by the government, they can make a new working procedure based on current situation and suitable situation. This makes the hotel workers feel comfortable to work at the hotel.

The finding of this research may contribute advantages to the hotel industry on their decision making for their future hotel employees. The study of the social effect on the hotel worker is better to understand and enhance the other decision in the future including both sides, which is the workers experience and the hotel management to manage their employees. Those who work in the hotel industry could use this research result to improve the product and services regarding the effect on hotel workers during the pandemic situation. It will benefit them with this research result.

## **5.5 SUMMARY**

In summary, this research tested the job routine, staff welfare, job anxiety with the social effect on hotel workers. According to the result, all independent variables

moderate positively with the dependent variable. In short, the objectives of the study have been achieved which is to identify the social effect of the independent variables towards the hotel workers.



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**APPENDIX A**

**QUESTIONNAIRE**

**THE SOCIAL EFFECT ON HOTEL INDUSTRY WORKERS DURING COVID-19 PANDEMIC IN KELANTAN**

**SECTION A : RESPONDENT'S DEMOGRAPHIC INFORMATION**  
**BAHAGIAN A: MAKLUMAT DEMOGRAFIK RESPONDEN**

**INSTRUCTION:** Please tick (✓) your answer in the box provided.  
**ARAHAN:** Sila tandakan (✓) jawapan anda di dalam kotak yang disediakan.

1. Gender/ Jantina:

Male / Lelaki  Female / Perempuan

2. Marital status / Status Perkahwinan:

Single / Bujang  Married / Berkahwin

3. Age / Umur:

18-20 years old / 18-20 tahun  21-30 years old / 21-30 tahun  
 31-40 years old / 31-40 tahun  41-50 years old / 41-50 tahun  
 51 years old & above / 51 tahun & ke atas

4. Department / Jabatan:

Room Division / Pembahagian bilik  Safety & Security/ Keselamatan  
 Human Resource / Sumber Manusia  Others / Lain-lain:  
 Food & Beverage / Makanan & Minuman Please State / Nyatakan: \_\_\_\_\_

5. Working Period / Tempoh Bekerja:

1-2 years  3-4 years  
 5 years and above  Others / Lain-lain  
Please state / Sila nyatakan: \_\_\_\_\_

SECTION B

**Instruction**

Please respond to each statement by circling your answer based on the scale given.

1	2	3	4	5
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree

THE SOCIAL EFFECT ON HOTEL INDUSTRY WORKERS DURING COVID-19					
I think I may be fired because of the current covid-19 pandemic situation.	1	2	3	4	5
I think I am well prepared to face any circumstances during this pandemic.	1	2	3	4	5
I think my lifestyle is changing along this pandemic.	1	2	3	4	5
I think my behaviour is changing because of this pandemic.	1	2	3	4	5
I am not infected by Covid-19.	1	2	3	4	5

SECTION C

**Instruction**

Please respond to each statement by circling your answer based on the scale given.

1	2	3	4	5
Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree

JOB ROUTINE					
If there are no guests, I will have no work to do	1	2	3	4	5
After the guest's check-out, the staff will sanitize every room used.	1	2	3	4	5
My job routine has slightly changed during this pandemic.	1	2	3	4	5
My working hour has changed due to the pandemic	1	2	3	4	5
I need to adapt to the new norm during my working hours.	1	2	3	4	5

STAFF WELFARE					
If I get infected by covid-19, my workplace will provide medical assistance.	1	2	3	4	5
I will get financial assistance from my workplace if I am financially affected by covid-19.	1	2	3	4	5
My workplace schedules a regular health check-up to ensure the staff's condition is in good condition.	1	2	3	4	5
I think the preparation for the staff to work in this pandemic is well prepared.	1	2	3	4	5
My workplace provides an allowance for the staff because we are working in a high-risk environment.	1	2	3	4	5

JOB ANXIETY					
I am afraid I will lose my job during this pandemic.	1	2	3	4	5
My mental health is affected because of covid-19.	1	2	3	4	5
I am afraid I will get infected by covid-19 if I still go to work.	1	2	3	4	5
I feel unmotivated to work because there is a possibility of getting fired.	1	2	3	4	5
I am worried if our guest is infected by covid-19 during their stay at our hotel.	1	2	3	4	5

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