



UNIVERSITI
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**INVESTIGATING THE LEVEL OF COMPLIANCE
AMONG DOMESTIC TOURISTS TOWARDS NEW
TRAVEL STANDARD OPERATING PROCEDURES
(SOPs) DURING COVID-19 PANDEMIC IN MALAYSIA**

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ABSTRACT

The COVID-19 pandemic has impacted the tourism industry in Malaysia due to travel restrictions imposed by the government. However, to minimize the impact on the country's economy, the government is allowing the travel sector remained open by implementing several standard operating procedures (SOPs) to curb the pandemic. The main objective of this research is to investigate the level of compliant among domestic tourists towards the new travel SOPs during COVID-19 pandemic. A convenient sample of 400 tourists both from Peninsular Malaysia and East Malaysia were surveyed and analyzed. The result indicates that majority of domestic tourists were aware of the new travel SOPs, and they did their level best to comply with. This study concludes that domestic tourists in Malaysia say that domestic tourists can travel as usual and only need to go through a new normal life with the recovery phase of the COVID-19 case and must comply to standard operating procedures (SOPs) set by the government to prevent the epidemic from spreading further.

Keywords: COVID-19, Level of compliant, New travel SOPs, awareness, regulation, psychological

ABSTRAK

Pandemik COVID-19 telah mempengaruhi industri pelancongan di Malaysia kerana sekatan perjalanan yang dikenakan oleh kerajaan. Namun, untuk meminimumkan impak terhadap ekonomi negara, kerajaan menetapkan sektor pelancongan tetap berjalan dengan menerapkan beberapa prosedur operasi standard (SOP) untuk mengekang wabak tersebut. Objektif utama penyelidikan ini adalah untuk mengkaji tahap kepatuhan pelancong domestik terhadap SOP perjalanan baru yang ditetapkan semasa pandemik COVID-19. Sebanyak 400 pelancong dari Semenanjung Malaysia dan Timur Malaysia ditinjau dan dianalisis. Hasil menunjukkan bahawa sebahagian besar pelancong domestik mengetahui SOP perjalanan baru dan mereka mematuhi peraturan ini dengan baik. Kajian ini menyimpulkan bahawa pelancong domestik di Malaysia mengatakan bahawa pelancong domestik dapat melakukan perjalanan seperti biasa dan hanya perlu menjalani kehidupan normal yang baru dengan fasa pemulihan kes COVID-19 dan harus mematuhi prosedur operasi standard (SOP) yang ditetapkan oleh kerajaan untuk mengelakkan wabak ini dari terus merebak.

Kata kunci: COVID-19, Tahap pematuhan, SOP perjalanan baru, kesedaran, peraturan, psikologi

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

This chapter provides an overview of the study, starting with background of study to the problem statement of this research. It then describes the research question of the study, and its three majors will presented at the end of this chapter.

1.2 BACKGROUND OF STUDY

The purpose of this study is to understand the level of compliant among domestic tourist towards new travel SOP during COVID-19 pandemic. The COVID-19 pandemic, also known as the coronavirus pandemic, is the current coronavirus disease pandemic 2019 (COVID-19) caused by extreme acute respiratory syndrome of coronavirus 2 (SARS-CoV-2). It was first detected in Wuhan, China in December 2019. The World Health Organization (WHO) declared the epidemic a Public Health Emergency of International Significance in January 2020 and a Pandemic on March 2020. The optimistic figures are more than four million people worldwide. (Ithnin H, 2020)

While it is still unclear when the epidemic began, several early cases of COVID-19 were traced to people who visited the Huanan Seafood Wholesale Market, based in Wuhan, Hubei, China. (Sun J H. W., 2020). The World Health Organization (WHO) named the disease "COVID-19", which is short for coronavirus disease 2019. (Adhanom T. , 2020). The COVID-19 pandemic triggered a 22 per cent decline in international tourist arrivals in the first quarter of 2020, according to the latest statistics from the World Tourism Organization (UNWTO). According to the United Nations Specialist Organization, the crisis could lead to an annual downturn of between 60% and 80% relative to 2019. Following the start of the lockdown in several nations, as well as the widespread implementation of travel restrictions and the closure of airports and national borders, arrivals dropped by 57 percent in March. This leads to a loss of 67 million worldwide visitors and US\$80 billion in tourism receipts and exports (UNWTO, 2020). This might be happening because not comply with the Standard Operation Procedure (SOP). This puts

millions of livelihoods at risk and threatens to undo the gains achieved against the Sustainable Development Goals (SDGs). Although Asia and the Pacific have the highest relative and absolute impact (-33 million arrivals), the impact in Europe, although lower in percentage, is quite high in volume (-22 million). (UNWTO, 2020).

Year 2020 was intended to position Malaysia on the global tourism map with the ambitious Visit Malaysia 2020 plan that the country had hoped would attract 30 million international visitor arrivals and add RM100 billion (US\$364 billion) to its national treasury. Then came the coronavirus, and the initiative was nipped in the bud when the nation ended on March 18. Three months later, with the virus "successfully under control" epidemic, the government allowed the crippled domestic tourism sector to restart operations as of June 10. Tourist authorities and industry players, embracing the re-opening, see this sector as leading the way to the eventual recovery of tourism and the regeneration of the economy of the region. Minister of Tourism, Arts and Culture Datuk Seri Nancy Shukri said Despite the cancellation of the Visit Malaysia 2020 campaign, he stated that the focus on domestic tourism is not only to rebuild the tourism industry, but also to make the country a healthy vacation destination (Wan, 2020).

Therefore, SOPs should be practiced the same every time to ensure that the company, travel agent or others that related to tourist to stays compliant and in accordance with industry legislation and corporate practices Standard Operating Procedures (SOP) include the protocols, processes and practice required to ensure the performance of the agency. They will help agency by eliminating mistakes, increasing productivity and profitability, creating a healthy working environment and providing advice on how to solve challenges and resolve barriers. It is essential for all types of organizations to maintain standard operating procedures to ensure that every employee can perform routine tasks regularly and safely in compliance with all standards and regulations.

1.3 PROBLEM STATEMENT

COVID-19 has affected the number of travelers, destinations, and flight patterns, and the situation is still changing. Travelers must adhere to the precautionary measures required by the country of origin, the country of destination, and the transporter, particularly airlines. There is confusion regard to the risk of transmission of SARS-CoV-2. On the one hand, there is the possibility of illness inflight or at the airport, which airlines battle with filters, passenger surveillance, and testing. Governments, on the other hand, use measures like

travel bans and quarantines to reduce the possibility of infectious people being transported from overseas or within a country.

News state that Standard Operating Procedures (SOP) non-compliance rates are still high according to news by Berita Harian (Muhammad Yusri Muzamir, 2020). There are many factors that cause problems and an increase in the number of COVID-19 infections especially among tourists. The top offences most recorded daily remain unchanged, namely not wearing face masks in public locations, not having important equipment, and not documenting customer information as well as not complying with physical confinement. (Yaakob, 2020). Among the tourists, there is also a visit to a place without filling in the entry record.

The problem of this study is about the increasing number of people that fail to follow the SOPs as instructed by the government. Although noticing that the rise in cases was attributed to targeted aggressive case identification carried out in areas protected by the Conditional Movement Control Order (CMCO), health expert did not rule out that the ineffectiveness of the interventions and the inability to comply with SOP were causes. These factors, they said, contributed of the spread of the virus in the population especially in workplaces that make up almost half of the country's active clusters. The president of the Malaysian Public Health Doctors Association, Datuk Dr. Zainal Ariffin Omar said the existence of more COVID-19 clusters, like Kaya, Cergas, Hentian, and Auto clusters, and the fact that new cases included residents and non-citizens indicated that the dissemination of the virus in the population in the workplace was widespread. (Povera, 2020).

According to Minister in the Prime Minister's Department (Special Functions) Redzuan Md Yusof, Ministry of Health (MOH) has released 33,822 compounds in the last seven months from March to October 24, noting that everyone will be fined for violation of the SOPs that are being applied to curtail the coronavirus epidemic. Of these, a total of 20,074 compounds worth RM17,377,500 were released for SOP infringements between March and October 24. (CodeBlue, 2020).

1.4 RESEARCH OBJECTIVE

The main objectives of this study are to determine the level of compliant among domestic tourist towards new travel SOPs during COVID-19 pandemic while the specific objectives of this study as followed:

1. To investigate the awareness among domestic tourists towards new travel SOPs during COVID-19 pandemic.
2. To investigate the level of compliant regulation among domestic tourists towards new travel SOPs during COVID-19 pandemic.
3. To investigate the psychological aspect among domestic tourist in complying with the new travel SOPs during COVID-19 pandemic.

1.5 RESEARCH QUESTION

To achieve the research objectives, therefore the research question have been developed as follows:

1. What is the level of awareness among domestic tourists towards new travel SOPs during COVID-19 pandemic.
2. What is the level of compliant regulation among domestic tourists towards new travel SOPs during COVID-19 pandemic.
3. What is the level of psychological aspect among domestic tourists towards new travel SOPs during COVID-19 pandemic.

1.6 SIGNIFICANT OF STUDY

The significance of this study would be able to provide a better understanding of the level of compliant among domestic tourist towards new travel SOP during COVID-19 Pandemic. The COVID-19 pandemic is expected to persist at least a year. The virus is thought to be aggressive and dangerous. According to Health director the statistics of the new cases is increasing all the time. In October, there were 20,862 new COVID-19 cases recorded, with 7,681 of them still active and getting treatment (CNA, 2020).

As stated by the President of the Association of Travel and Tourism Agencies Malaysia (MATTA), Tan Kok Liang, to produce more attractions for the Visit Malaysia 2020 campaign, travel service providers such as airlines, hotels, restaurants, and theme parks

should have attractive deals to attract domestic tourists (MATTA, 2020). However, compliant with the SOPs while traveling, must be taken seriously, and complied with.

Following the implementation of the Movement Control Order (MCO), Malaysia's domestic tourist sector, which was severely impacted by the COVID-19 pandemic, would recover sooner than expected. Malaysians' high levels of compliance with approved standard operating procedures (SOPs) was credited with the optimism (Landau, 2020). One of the reasons the effect tourism industry is when the tourists does not follow the SOPs while travelling, will increase the number of cases and reduce the tourism performance and others industry also be affected. This high level of SOPs compliance gives individuals with the certainty that travelling in the country is secure. Domestic tourism was slowly recovering from the pandemic's effects, and tourist officials and organizations began to analyze the situation on the ground. Among the steps that need to be taken to revive and revitalize this sector is to refocus domestic tourism because local tourists already understand the standard operating procedures (SOPs) on the prevention of COVID-19 transmission as recommended by the Ministry of Health (MOH) and adhere to when traveling nationwide. With an understanding of the SOP set at least the probability of transmission of COVID-19 among low domestic tourists if they practice and comply with all SOPs.

Domestic travel bubble standard operating procedures (SOPs) were approved, and the green zone domestic travel bubble began on November 20, 2020. The Ministry of Health and the National Security Council collaborated on this, which was created by MOTAC (NSC). The ministry's SOPs are available on the ministry's website and social media sites. This initiative allows people to travel between green zones, allowing them to visit other green zones across the country. (Wong Chun Wai, 2021)

By adapting new norms such as self-isolation, using nose and mouth masks, and maintaining personal hygiene can develop the economy during the country's tourism. But when the time comes for the situation to be open to travel, then they will put safety and health as a priority. Apart from safe places, hygiene factors are also considered. A new norm has also been identified where domestic tourists prefer to travel in smaller groups either alone, or with a partner or family. Safety and hygiene practiced since MCO and CMCO indirectly not only train them more discipline, but it is a continuous practice and become a better culture than ever before. From the study conducted it can be concluded that it is an indicator to be referred by restaurant operators, public focus operators and

accommodation and public transport. All places must comply with the SOPs and MCO instructions.

1.7 DEFINITION OF TERM

1.7.1 COMPLIANT

Compliant is an act of obeying an order, rule, or request. The compliant also an act that was told or expect to do according to something rule or law. Compliance is defined as carrying out physicians, order such as taking medications, keeping appointments, attendance at out-patient, family practitioners' office and health facilities. (Frederick N. Brand, 1974).

1.7.2 AWARENESS

Awareness is the state or ability to perceived, to fee, or to be conscious of events, or sensory patterns. (Gafoor, 2012). Awareness also a knowledge that exist or understanding in some situation or subject at the present time based on experience or information.

1.7.3 REGULATION

Regulation is a set of rules that the government imposes on private businesses and individuals to fulfil the government's goals. Better and cheaper services and goods, protection of existing markets from "unfair" (and "fair") competition, cleaner water and air, and safer workplaces and products among them. Failure to meet regulations can result in fines, orders to cease doing certain things, or, in some cases, even criminal penalties. (Litan, 1999)

1.7.4 PSYCHOLOGICAL

Psychology is the scientific study of the mind and behavior. The biological, social, and environmental factors that influence how people think, act, and feel are included. (Kendra Cherry, 2020). It is also commonly recognized that applying psychological theory to tourism research has practical consequences for improving the

tourist experience, industry planning and development, and even creating better intercultural understanding.

1.8 CHAPTER SUMMARY

This chapter conclude the background of the study and the key of study towards recreation topic. Again, the results of the study will help Ministry of Health Malaysia to plan a strategic planning to cracking down on and eradicating anti-SOPs groups to provide a safety tourism for domestic tourists during COVID-19 Pandemic. There is various type of new SOP to prevent people especially domestic tourists while travel. By this new SOPs, will help to reduce the level of compliant among domestic tourists.

For the next chapter, the study will be discussed on the literature review related to the level of compliant among domestic tourists towards new SOPs during travel. It will be discussed further on the previous research.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

This chapter describes the review of relevant literature for the study. Other than that, it is presenting a definition of the dependent variable and independent variable. In the investigation, one problem can be select by refer the relevant information from another researcher. The idea can choose by study the literature review. Besides, from the problem we can create or design a methodology from the past research. By doing the study, it can help us to formulate a satisfactory structure of the research proposal.

2.2 COMPLIANT AMONG DOMESTIC TOURISTS TOWARDS NEW TRAVEL SOPs DURING COVID-19 PANDEMIC

Compliant is disposed to agree with others or obey rules, especially to an excessive degree, meeting or in accordance with rules or standards (Oxford Dictionary, n.d.). The complaint itself refers to a declaration that a condition is either unsatisfactory or unreasonable. It is synonymous with protest or objection to the matter. Other than that, the complaint is also a justification or statement of discontent an anomaly and a petition. In other word, this compliant refer to the domestic tourist that disobey with the new travel SOPs during COVID-19 pandemic.

A Standard Operating Procedure (SOPs) is a document describing the periodic recurring operations to ensure that the operations are carried out correctly to ensure quality and always in the same way to improve the consistency of the operations. (Food and Agriculture Organization). The standards of best practise for handling public health activities in the WHO are timeliness, continuity, professional competence, and transparency (World Health Organization). These SOPs were created to provide specific instructions on the processes to be pursued to ensure cooperation and prompt response to acute PHEs in the African Region (AFR)

through WHO Country Offices (COs), Inter-Country Support Teams (ISTs), the Regional Office and WHO HQ.

SOPs are also intended to be used by the relevant personnel at all levels of the WHO to ensure that an effective coordination structure is developed which allows the appropriate steps to be taken at the appropriate time before, during and after a public health incident, in compliance with the International Health Regulations (2005). The SOPs expand on the roles, duties and related tasks of the various WHO levels in responding to PHEs in the field. SOPs have been published with an emphasis on outbreaks of infectious diseases, considering their significance in the AFR region (World Health Organization). However, in the early stages of acute PHEs, where the root cause is undetermined, the risk evaluation and the epidemic analysis involve a "all hazards" approach, and many of the protocols mentioned in these SOPs are applicable to PHE triggered by other hazards.

In the early days of the pandemic, only people with visible signs were advised to wear face masks, as suggested by the guidelines of the World Health Organisation (WHO). However, scientists quickly discovered that coronavirus particles could stay in the air for up to eight hours or more and that as many as 20% of the cases were asymptomatic, which suggested that the disease was silently transmitted by super-spreaders. Social distance steps followed, as well as national lockdowns and compulsory face masks in confined spaces, such as public transit or workplaces (Sakay, 2020)

Travel SOPs implemented by the Government. If the people refuse to comply with the SOPs provided by the government, it is estimated that the symptoms of COVID-19 will continue until next year. Of course, this is not desirable because it leads to various other things. Therefore, as Malaysians, we must unite to remain abiding by all the SOP provided so that our country will be free from this COVID-19 virus.

The Government will implement a Nationwide Travel Bubble Standard Operating Procedure (SOPs) beginning on 22 November to revitalise domestic tourism activities. For a certain set of tourists from countries where the coronavirus has been controlled, travel bubbles, also known as travel bridges or corona corridors, reduce the waiting period. In a 'travel bubble,' a set of countries agrees to open their borders to each other while keeping their borders closed to the rest of the world. As a result, people can freely travel within the bubble, but they can't enter from the outside. (Dawn Chan, 2020).

Senior Minister (Security Cluster), Datuk Seri Ismail Sabri Yaakob said the SOP Travel Bubble would provide the opportunity to travel from COVID-19 green zones to other green zones within a red state, with some guidance. Those who want to fly from the state of the green

zone to another state of the green zone but would have to proceed through the state of the red zone, must seek permission from the police. Ismail Sabri said the MySejahtera smartphone app would be used to assess if a traveller is coming from a green zone. Ismail Sabri added that the tourism industry would reveal the full specifics of the domestic travel bubble (Yusof, 2020).

2.3 THE AWARENESS ON COMPLIANT AMONG DOMESTIC TOURISTS

Awareness is the current knowledge or comprehension of a situation or issue based on information or experience. Reawakening the "unconscious within the mind and the union of the ego with the unconscious, to form the self," is required to expand one's actual awareness beyond these boundaries. Accomplishing this is approached through a wide range of "technologies of consciousness" (Gangadean, 2010) that seek to take us beyond the thinking mind. This has mostly occurred in the realms of psychoanalysis and psychiatry in western allopathic medical systems. (Skavronskaya, 2017). However, alternative experiential and embodied ways of world knowing also abound, including spirituality and psychic abilities (Dhiman & Marques, 2016), various forms of meditation (Heaton, 2016), recreational and religious uses of psychoactive substances (Tuper, 2006), and the direct experience of other people and places through travel and tourism (Lew, 2018).

Like these, the experience of a pandemic can also be put into this category of being an altered, subconscious experience of the world. It is essential to have public awareness about crises providing realistic assessments of potential risks without creating stress and anxiety (Boin & McConnell, 2007). This study also offers a case for increasing knowledge of the pandemic as a wake-up call to prepare for the consequences among domestic visitors. It can also help to lower the number of COVID-19 infections. At the same time, during the pandemic COVID-19, awareness of compliant among domestic tourists towards new travel SOPs increased.

Domestic tourist needs to know the symptoms of COVID-19 during travel. COVID-19 is diagnosed using a detailed contact and travel history, as well as precise laboratory tests. Fever, tiredness, and a dry cough were the most prevalent COVID-19 clinical signs. Upper respiratory symptoms such as nasal blockage, nasal discharge, and sore throat were seen in a few patients. Gastrointestinal symptoms such as abdominal discomfort, vomiting, abdominal pain, and diarrhea may also occur. This symptom can make domestic tourists cautious of their surroundings while travelling.

Next, domestic tourist also need to adapt face mask and hand sanitizer during travel. While wearing a cloth or disposable mask with a vent underneath it would be good to protect the wearer and others, another approach would be to wear a fabric or disposable mask with a vent underneath it. However, masks are uncomfortable to wear for long periods of time; stacking another mask on top of one would just add to the agony, encouraging individuals to remove their masks more frequently. When it comes to choosing between a cloth mask and a disposable mask for travel, they prefer the disposable mask because it is easy to replace. But either mask will work just fine when traveling, as long as they're clean and dry. One mask should be enough for every flight, regardless of duration, but travelers should bring several masks, disposable, or cloth, to ensure that they always have an effective mask on hand. Masks can provide a barrier that helps prevent respiratory droplets (which are produced when someone coughs, sneezes, or talks) from traveling into the air and onto other people. According to the CDC, many people can have coronavirus without showing any symptoms (also known as asymptomatic) or are pre-symptomatic, which means they have the virus but have not shown any symptoms yet. Therefore, wearing a mask helps to prevent the spread of COVID-19 particularly by those people who are unaware that they are infected. It is important to note that masks aren't meant to take the role of social isolation and public health measures in the fight against COVID-19.

Lastly, domestic tourist needs to quarantine after travel. The domestic tourist needs to quarantine and isolate themselves within periodic time for 14 days at home or hospital. It is because they are the high risk to spread the epidemic to people by physical contact.

2.4 THE REGULATION ON COMPLIANT AMONG DOMESTIC TOURISTS

Domestic tourists must receive COVID-19 testing and strict quarantine at Malaysian government-designated facilities. The travellers are responsible for the entire cost of testing and quarantine. Tourists who deliver negative RT-PCR test results are subject to a seven-day quarantine. Malaysian authorities may need COVID-19 test. Domestic tourists who do not provide negative RT-PCR test results will be tested upon arrival and must be quarantined for ten days with an additional COVID-19 test on the 8th day of quarantine (Flanders Investment & Trade, 2020).

Domestic tourists must download the MySejahtera application and may be asked to wear a bracelet for identification and monitoring by the authorities. For additional information on quarantine requirements, please contact the Malaysian National Disaster Management Agency (NADMA). Positive domestic tourists can follow the Ministry of Health's guidelines on quarantine requirements and hospitalization. MySejahtera allows the Ministry of Health (MOH) to monitor the health of consumers and to take prompt steps to ensure the care needed (Flanders Investment & Trade, 2020).

Domestic tourism can increase the chances of tourists spreading and obtaining COVID-19. Postponing travel and staying at home is the best way to protect yourself and others from COVID-19. If tourists decide to travel, domestic tourists should check travel restrictions before leaving. Domestic tourists should bring extra supplies, such as masks and hand sanitizers. Tourists should wear masks to cover their noses and mouths when in public places, including in public transport and in transportation centres such as airports and stations. Domestic tourists should avoid close contact with a distance of at least 6 feet (about- count 2 arms) from anyone who is not from your travel group. Tourists should wash their hands regularly or use hand sanitizer (with at least 60% alcohol) and avoid contact with sick people while avoiding contact with eyes, nose, and mouth (Centers for Disease Control and Prevention (CDC), 2020).

Testing can improve the protection of domestic visitors. The best thing to do is stay at home, but if tourists wish to fly, the test can help tourists do so more safely. Tourists and their travel partners (including children) may feel safe and have no symptoms, but they can also transmit COVID-19 to those in busy travel areas such as airports, bus and train stations. After the ride, travellers should even spread the news to their families, friends and neighbourhoods. No matter where a visitor goes or what they do during your journey, take these precautions to stop others from having COVID-19 for 14 days after your trip. Tourists should also keep at least 6 feet/2 metres (about 2 long sleeves) away from someone who does not ride with you, particularly in congested areas.

As reported by Berita Harian Online, domestic tourism increases the chances of disseminating and obtaining COVID-19 (BH Online, 2020). Some travel activities, such as transportation that tourists choose and where tourists travel, can increase the risk of getting COVID-19. Know the risks of travel. The chances of tourists getting a COVID-19 while traveling also depend on whether you and the people around you take steps to protect yourself and others, such as wearing a mask and staying away from people outside your travel group

(social distance) field flying, bus stations, train stations, and rest stops are all places that tourists can go to be infected with the virus in the air and on the surface. This is also a place where it is difficult for social distance. In general, the longer you are around someone with COVID-19, the more likely you are to become infected (BH Online, 2020). By comply with all the rule and regulation, the level of compliant among domestic tourist towards new SOPs during COVID-19 pandemic, can be increase.

2.5 THE PSYCHOLOGYCAL ON COMPLIANT AMONG DOMESTIC TOURISTS

Psychology is the scientific of the human mind and its function, especially those affecting behaviour in a given context. Also refers to mental characteristics or attitude of a person or group (Oxford Dictionary, n.d.). According to the American Psychological Association, psychology is also the scientific study of the mind and behaviour. Human development, sports, health, clinical, social behaviour, and cognitive processes are only few of the sub-fields of psychology that can be studied (Saul Mcleod, 2019).

Other than that, psychoanalysis, founded by Sigmund Freud (1856-1939) was the dominant paradigm in psychology during the early twentieth century. People could be treated, according to Freud, by bringing their unconscious thoughts and drives to consciousness and thereby obtaining insight. Although Sigmund Freud's psychoanalysis was the first psychodynamic theory, the psychodynamic approach encompasses all theories based on his principles e.g., Jung (1964), Adler (1927) and Erikson (1950).

Moreover, because the outbreak began in China, the limited literature on the psychological effects of this global health disaster focuses on the Chinese people. According to Xiang et al. (2020), patients with confirmed COVID-19 or symptoms that are compatible with the disease may be afraid of the disease's implications, and some symptoms, such as fever or shortness of breath, can cause mental discomfort and anxiety. Furthermore, the current crisis' unpredictability, as well as the misinformation that has sprung from it, makes the situation much more tense (Bao et al., 2020). These psychological challenges in dealing with the current situation are worsened by the drastic measures taken by governments around the world to combat viral spread, particularly by putting people in isolation. According to the recent review conducted by Brooks et al. (2020), being forced to stay at home leads to negative psychological

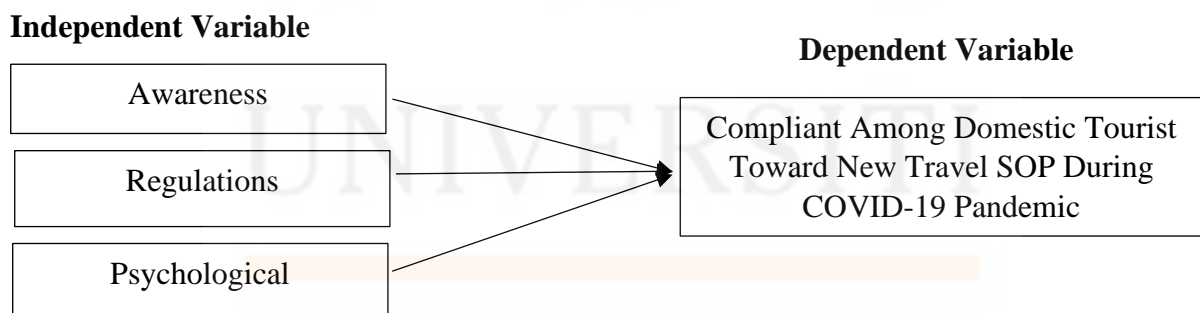
effects such as fear, frustration and anger. The negative impact of the confinement can have long-lasting effects.

According to this study, when confined, people in China faced boredom, loneliness, and rage, as well as an increase in psychological issues like worry, stress, and anxiety. Many authors recognise that, in such a difficult situation, taking care of the population's mental health is critical, and that more research is needed in various parts of the world to fully understand the pandemic's negative psychological consequences and, as a result, formulate psychological interventions to mitigate them (Front.Psycho,2020)

2.6 CONCEPTUAL FRAMEWORK

Based on literature review, a research model in the Figure 2.1 formed in order to study the Level of Compliant among Domestic Tourist Towards New Travel Sop During COVID-19 Pandemic. The level of awareness, regulation, and psychological, on compliant among domestic tourist were the independent variable while compliant among domestic tourist toward new SOP during COVID-19 pandemic was the dependent variable.

Figure 2.1: Conceptual Framework



2.7 CHAPTER SUMMARY

In this chapter, we have explained about the independent variable and dependent variable. Which is the relationship between the level of awareness, regulation, and psychological, on compliant among domestic tourist with compliant among domestic tourist toward new SOP during COVID-19 pandemic was the dependent variable. This chapter also discuss the concept and point that related with our research. We also got the information by secondary data. A lot of journals that been used as references. There are many inputs that we pick up and transfer to our research as well.

Based on this chapter, new travel SOP during COVID-19 pandemic content of wearing mask and social distancing. The failure to comply with the SOPs will result in the dissemination of the virus and an improvement in COVID-19 cases. There are 660 people arrested on 21 January for violating the SOP, 39 of whom were ordered and 621 of whom were beaten with compounds. Senior Minister Datuk Seri Ismail Sabri Yaakob said that other breaches of SOPs include not registering customer information (121), no social distancing, illegal interstate travel (54) and premises working outside the time required (63) (Anis, 2021). Despite a raging pandemic, rising cases and repeated warnings, some choose not to wear masks or abide by the rules (Sakay, 2020).

For the next chapter, the study will be discussed on the research methodology related to the level of compliant among domestic tourist towards new travel SOP during COVID-19 pandemic. It will be discussed on the next research.



CHAPTER 3

RESEARCH METHOD

3.1 INTRODUCTION

This chapter will focus more on the methods that will be applied in the research study. There are eight sections of this chapter which are research design, population of study, sample size, sampling methods, data collection procedure, research instruments, data analysis, and summary. This part explained the research design applied, how the data will be collected, and the process must do to achieve data analysis and interpretation of this study. The purpose of this part is to give clear the view of the research processes and data collected.

3.2 RESEARCH DESIGN

This study employed quantitative approach to achieve the research objectives on the level of compliant among domestic tourist towards new travel SOP during COVID-19 pandemic. In order to accomplish the objective, a survey questionnaire was administered and distributed through online to respondent. The research design's goal is to give a useful context for the thesis. The research technique chosen is a critical decision in the research design process because it affects how the necessary knowledge for the thesis may be gathered. Furthermore, the research design process requires a series of interrelated decisions (Sileyew, 2019).

This study chosen to apply a quantitative method as the research design because any conclusion drawn based on numbers and analysis will only prove to be effective for the study. Quantitative method produces data by means of large-scale quantitative research using techniques such as questionnaires or organised interviews. In addition, assembling various forms of information from the respondents, questionnaires would be sufficient for this study, which would allow the individual information to be gathered from the subject population. In this analysis, the researcher would apply a quantitative research approach to the achievement of research objectives. It is because this analysis related to numerical results. There are a variety of general techniques of quantitative data which are descriptive association and experimental study.

In this study quantitative can be applied because the researcher wants to find out and explore the data about the level of compliant among domestic tourist towards new travel SOP during COVID-19 pandemic. This simple thesis uses a descriptive design for analysis. The analysis may require a sample population of hundreds or thousands of subjects to ensure that a reliable approximation of the general relationship between variables has been obtained (Mensah & Nizam, 2016).

3.3 TARGET POPULATION

Target population is an informal term used mostly in epidemiology. Its general defines to mean a group or set of elements that you want to know more information about. The target population also means that they had the similar characteristics and were identified as the intended audience (Stephanie, 2019).

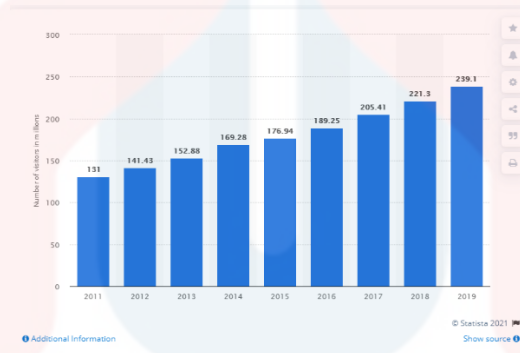


Figure 3.1: Number of domestic tourists in Malaysia from 2011 to 2019 (*in millions*)

Sources: (Hirschmann, 2020)

These target groups were selected on the basis of their credentials, since they were the ones who had to meet and interact with the visitors. Both target groups were already well known on how to manage the actions of tourists. This target demographic trait is determined by how they approach and interact with the tourist. The target population of this research on domestic tourist is collected from 2019.

3.4 SAMPLING SIZE

The sample size is a subset of the population selected for the study or experiment. For example, a researcher could take a survey of domestic tourism in 2019. The researcher won't want to interview all the millions of domestic visitors in the world (either because it's too costly or time consuming), so the researcher can take a sample scale. The study involved respondent at two different regions, which is peninsular Malaysia and east Malaysia. The respondent must fill in all the necessary questions. Researcher is targeting this sample because of the precision of the questionnaires.

A convenience sampling was used, the researcher separates the respondent into two region which is peninsular Malaysia and east Malaysia. The questionnaire is designed by using google form and shared the link through social media on 5 April and respondent gave respond withing 3 days to collect the data.

3.5 SAMPLING METHOD

Sampling is a method that helps researchers to collect information about a population based on the findings of a population subdivision without having to analyse each person (Taherdoost, 2016). In this analysis, the investigator will use convenience sampling methods for respondents. The sample of domestic tourist has been recorded according to the number of domestic tourists in Malaysia from 2019. Refers to figure 3.2 and 3.3 regarding on finding sample size.

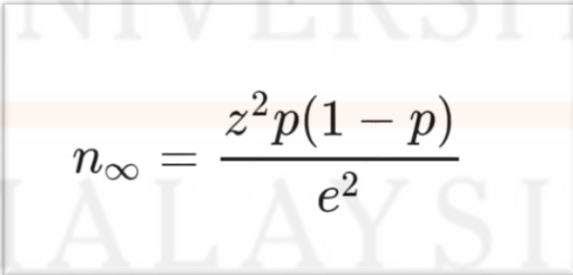

$$n_{\infty} = \frac{z^2 p(1-p)}{e^2}$$

Figure 3.2: The formula of the sample size according to Cochran's

Suppose researcher are doing a survey of the residents of the big city and want to figure out how many households are eating breakfast in the morning. In this researcher, do not have any knowledge about the subject to begin with, so researcher going to say that half of the families serve breakfast: this gives us optimum variability. So, $p = 0.5$. The researcher can

now assume 95 per cent confidence and at least 0.5 percent plus or minus accuracy. A 95% confidence level gives us Z values of 1.96 per usual table, so that the researcher can get a random sample of 385 respondents from the target population should be adequate to give the researcher the confidence level required.

$$((1.96)^2 (0.5) (0.5)) / (0.05)^2 = 385$$

Based on Figure 1, researcher figured out the sample size of the populations is 385 respondents. This figure help researcher to select respondent needed to answer the questionnaires. Researcher able to divide the respondent based on sample size. Number of respondents selected for both west Malaysia and east Malaysia. The total number of respondents needed for both areas rounded to 400.

Table 3.1: Representative of Respondent

Representative	Respondent (Number of Domestic Tourist)
Peninsular Malaysia	200
East Malaysia.	200
TOTAL	400

3.6 DATA COLLECTION

Data collection is a method of collecting and evaluating information on variables of interest, in a structured way that helps one to answer specified testing questions, test theories and analyse findings. The research data collection aspect is common to all fields of study, including physical and social sciences, humanities, industry, etc ((RCR), n.d.). Although the

techniques vary by discipline, the focus on maintaining correct and equal selection remains the same.

3.6.1 Sources of Data

We are using both primary and secondary resources. Each responder will offer primary resources to the questionnaire to obtain data for the study. The source of data for this research will be the data that has been collected from the subject that is tourist in domestic tourism as a primary data. The researcher using quantitative method to collect data from the subject. By using questionnaire to collect data from the respondent and the answer will be recorded. The answers from questionnaire will be confidential and only use for research purpose.

Convenient sampling method is the technique use for this research to distribute to the respondent. In order to receive quality data for analysis, 400 tourists will be the total number of domestic tourists that will be choose to be as a respondent randomly by giving the questionnaire at social media. The respondent divided into peninsula Malaysia and east Malaysia.

Next is secondary resources. The resources about the articles and the previous research. We collect the data that related with our research. Basically, the articles are from 2015 until present. But in certain cases, we use the old article because the sentences cannot be change. Other information and knowledge also will be taken for the research purpose.

3.6.2 Instrument and Measurement

Measurement, method of associating numbers with physical quantities and phenomena (Britannica, n.d.). qualities according to a set of norms. The first section which A is about the demography. For section B will be various factor and for section C will be the engagements of tourist in domestic tourism. The questionnaire for the responder is included in the instrument measurement. The research will use Likert scale as a rating for set of questionnaires in part B and C to collect data from a respondent.

Section A consists two part which of demographic information (five questions) such as gender, age, race, area and another part is preference survey (five questions). While section B provided questions regarding dependent variable which is the compliant among domestic tourist towards new travel SOP during pandemic COVID-19. Lastly section C include about independent variable which is awareness, regulation and psychological.

Many forms of rating scales have been developed to assess attitudes explicitly, such as the individual who feels their attitude is being observed. The most often used is the Likert scale (1932). In its final form, the Likert scale is a five-point scale used to encourage a person to convey how often they agree or disagree with an argument. A Likert scale assumes that the strength of an attitude is linear, such as on continuum from strongly agree to strongly disagree and assumes that attitudes can be measured. For example, each of the five (or seven) responses would have a numerical value which would be used to measure the attitude under investigation (McLeod, 2019).

The researcher will use Likert scale because need to get the accurate result. Other than that, to solicit more definitive responses and balance number of positive and negative response option (McLeod, 2019). Each level has minimum of “1” and maximum “5”. A score closes to “5” means strongly agree in that statement while a score close to “1” shows strongly disagree about the statement which is interpreted as such:

- 1) Strongly Disagree
- 2) Disagree
- 3) Neutral
- 4) Agree
- 5) Strongly Agree

3.7 DATA ANALYSIS

Data analysis is the method of gathering and arranging data in order to draw useful conclusions. The data processing method employs empirical and logical reasoning to collect knowledge from the data. The primary aim of the study of data is to locate significance in the data so that the extracted information can be used to make educated decisions (Importan.io, 2019). Based on the research, the data that will be used in this research will apply to a tool such as a questionnaire. The researcher also selected quantitative data by keeping the issue and the resource available in mind. The data analysed by using the Social Science Statistical Package (SSPS) and the last statistical analysis be presented. There are three type of analysis that use in this research.

3.7.1 Reliability Analysis

Reliability analysis refers to the fact that the construct it is evaluating should accurately represent a scale. There are certain occasions and conditions where it can be beneficial. Reliability refers to the degree to which, if the measurements are replicated several times, a scale shows reliable results. Analysis of reliability is calculated by the proportion of systemic variance in a scale that can be accomplished by evaluating the relationship between the scores obtained from the various scale administrations. If therefore, the correlation in the measurement of reliability is strong, the scale shows consistent results and is therefore accurate. Reliability analysis is an indication of stability and consistency without bias and helped assess the “goodness” of the measure (Sekaran, 2003). The reliability analysis evaluated by using Cronbach’s alpha coefficient value. It is a measure of the internal consistency of a study which expresses as the number between 0 and 1. Therefore, when the value of alpha is an increase, it means the terms in a survey is more reliable to each other (Tavakol & Dennick, 2011). From the value result, researchers can define and determine whether our questionnaire was valid, reliable, and understood by the respondents.

3.7.2 Descriptive Analysis

Descriptive statistics can be used to summarize the data, which is to scale level, try summaries or descriptive. Descriptive analysis is the process of transforming raw data into a format that is easy to understand and analyse. It involves rearranging, organising, and altering data to produce descriptive information (Zikmund, Babin, Carr, & Griffin, 2014). The most well-known types of predictive analysis are centre measures, such as mean, median, and mode, which are utilised at nearly all levels of mathematics. By summing all the figures in the data set and then dividing by the number of figures in the data set, the mean (or average) is calculated (Kenton, 2019).

3.7.3 Pearson’s Correlation Coefficient

The test statistic Pearson's correlation coefficient calculates the statistical interaction or link between two continuous variables. Although it is based on the covariance approach, it is known as the best method for estimating the relationship between the variables of interest. A correlation coefficient of .10 is thought to represent a weak or small association; a correlation

coefficient of .30 is considered a moderate correlation; and a correlation coefficient of 50 or larger is thought to represent a strong or large correlation (Solutions, 2020). . It comprises information about the amount of the interaction or correlation, as well as the relationship's direction. There are several general guidelines for interpreting a correlation coefficient, however they are all domain specific.

Table 3.2: Rules of Thumb on How to Interpret a Correlation Coefficient

Coefficient Range (r)	Strength of Correlation
0.91 to 1.0/ -0.91to -1.0	Very Strong
0.71 to 0.90 /-0.71 to -0.90	High
0.41 to 0.70 /-0.41 to -0.70	Moderate
0.21 to 0.40 /-0.21 to -0.40	Weak
0.01 to 0.20/-0.01 to -0.20	Very Weak

Sources: adopted from Hair

3.8 CHAPTER SUMMARY

The summary of this chapter is the population of communities of Malaysian domestic tourist and the sampling number 400 will be sample size of this study. The respondent is from either peninsular Malaysia or east Malaysia. This chapter outlines the methodology that used in conducting this research which include data collection plan. To accomplish this research, a well structure questionnaire instrument is designed and will be distributed to potential respondents for responses. This study chosen to apply a quantitative method as the research design because any conclusion drawn based on numbers and analysis will only prove to be effective for the study. For research purpose, SPSS tools will be used to analyse the data. Data analysis technique used to answer research question, objective, and hypothesis while data collection methods are based on random sampling and structured data collection instruments.

CHAPTER 4

DATA ANALYSIS AND DISCUSSION

4.1 INTRODUCTION

The aim of this research study was to determine the level of compliant among domestic tourists towards new travel standard operating procedures (SOPs) during COVID-19 pandemic. The data analysis is used to test if the objectives of this research are achievable and to find out if the questions in the questionnaire are reliable. This chapter will be described about the reliability analysis, descriptive analysis, and correlations analysis. The data collection was (n=400) respondents through the survey method of questionnaires. For this research, the total of respondent that have been gain was rounded to 400. The data will be analysed using the Social Science Statistical Package (SPSS) and the last statistical analysis will be presented in this chapter.

A total number of 400 respondent that answer the questionnaires were distributed among the domestic tourist in Malaysia which is from peninsular of Malaysia and east of Malaysia. The questionnaire has been successfully collected.

4.2 DESCRIPTIVE ANALYSIS

This study has analyzed the mean and standard deviation for Part 1, 2, 3, 4, 5, and 6 of the questionnaires.

4.2.1 Demographic Profile

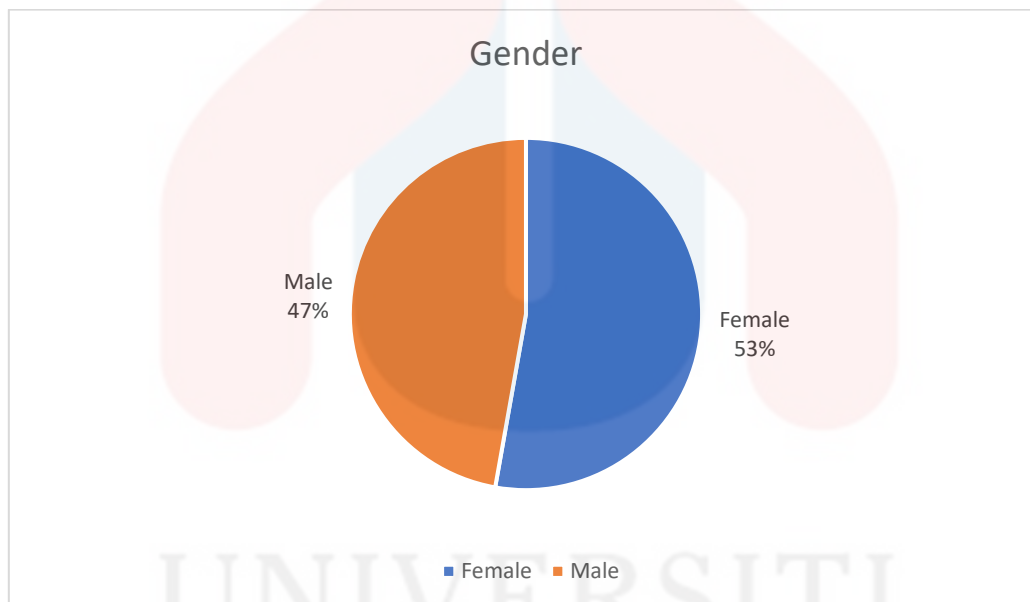
This study's fundamental methodology covers frequency analysis, as well as demographic profiling. In the demographic segment of the questionnaire, five questions are answered. Gender, age, residence state, race, and income were all factors. The demographic profiles of the respondents were presented as a table and a pie chart.

i. Number of respondents based on gender

Table 4.1 Gender of respondent

Gender	Frequency	Percent (%)
Female	211	52.8
Male	189	47.2
Total	400	100

Figure 4.1: Percentage based on gender of respondents



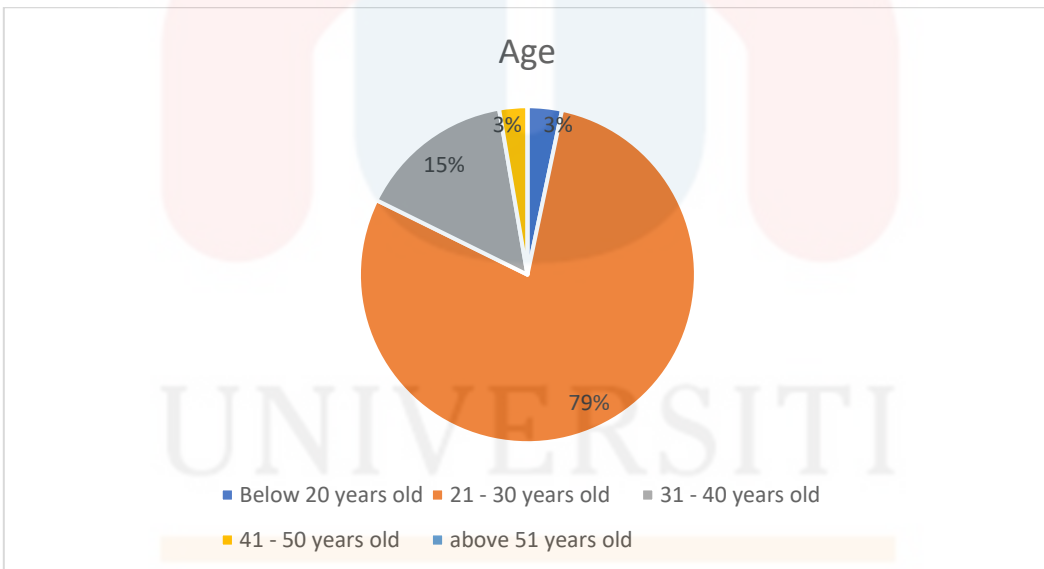
The gender division results are presented in frequency and percentage numbers. This study has two gender distributions of respondents, as seen in table 4.1. The total number of respondents in this survey is 400. Females have a share in this survey, accounting for 211 (52.8 %) of respondents. In comparison to males, had 189 (47.2 %) respondents.

ii. **Number of respondents based on age**

Table 4.2 Age of respondent

Age	Frequency	Percent (%)
Below 20	13	3.3
21 - 30	316	79
31 - 40	60	15
41 -50	11	2.7
Above 51	0	0
Total	400	100

Figure 4.2: Percentage based on age of respondents



The results of the age segment are available in frequency and percentage form. This analysis has five age distributions of respondents, as seen in table 4.2. In this study, the total number of respondents is 400. In this study, distributions of age are among below 20 years old group, representing 13 (3.3%) of respondent. Next, distributions of age are among 21 – 30 years old group, representing 316 (79%) of respondent. Third, distributions of age are among 31 – 40 years old group, representing 60 (15%) of respondent. Fourth, distributions of age are among 41 – 50 years old group, representing

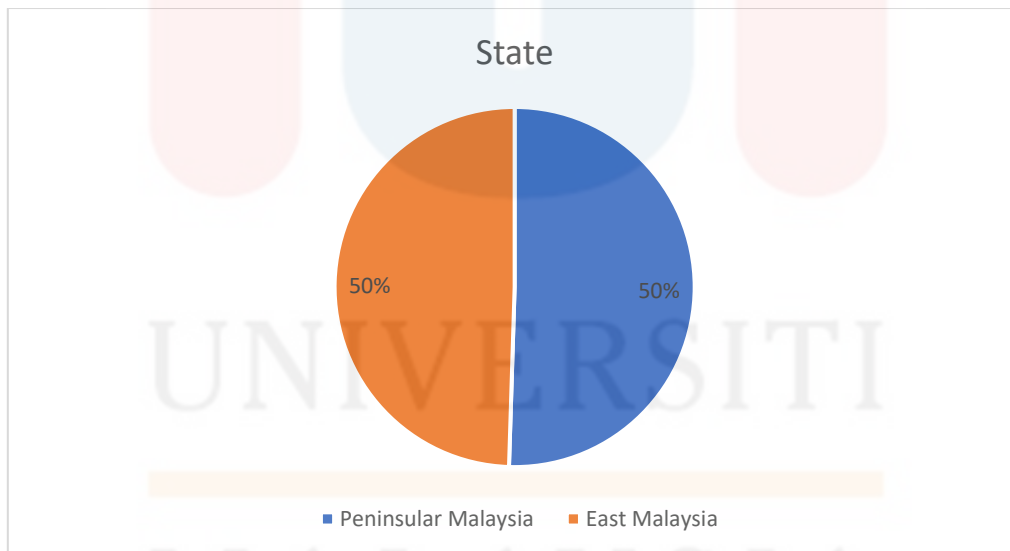
11 (2.7%) of respondent to complete the questionnaire and no respondent from above 51 years old group.

iii. Number of respondents based on state of residence

Table 4.3 State of residence

Status	Frequency	Percent (%)
Peninsular Malaysia	202	50.5
East Malaysia (Sabah & Sarawak)	198	49.5
Total	400	100

Figure 4.3: Percentage based on state of respondents



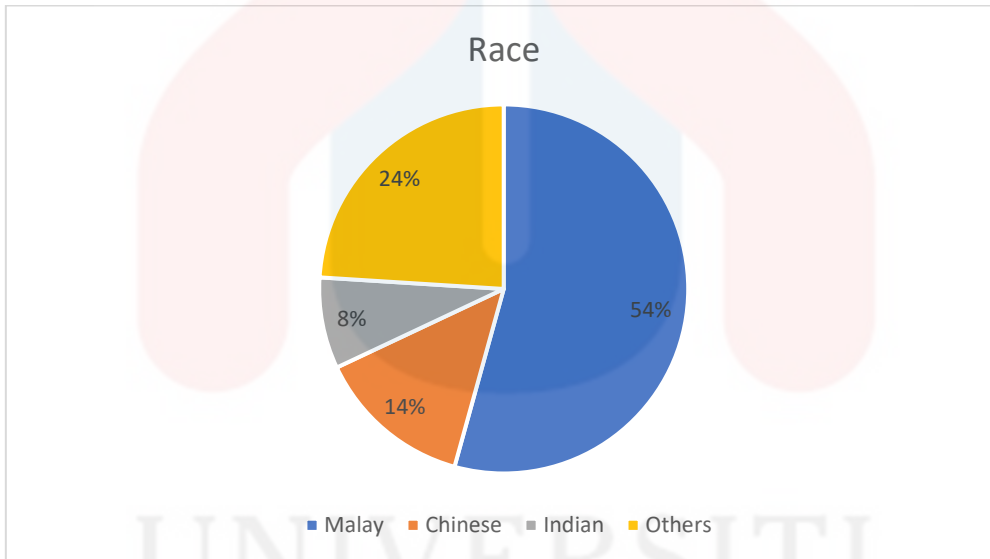
The results of the state of residence segment are presented in the form of a frequency and percentage figure. As seen in table 4.3, respondents in this sample are from two different states. In this study, the total number of respondents is 400. The distribution of state is from peninsular Malaysia, representing 202 (50.5%) of respondent. Compared from east of Malaysia, which is from Sabah & Sarawak, representing 198 (49.5%) of respondent.

iv. Number of respondents based on race

Table 4.4 Race of respondent

Race	Frequency	Percent (%)
Malay	217	54.3
Chine	55	13.7
Indian	32	8
Others	96	24
Total	400	100

Figure 4.4: Percentage based on race of respondents



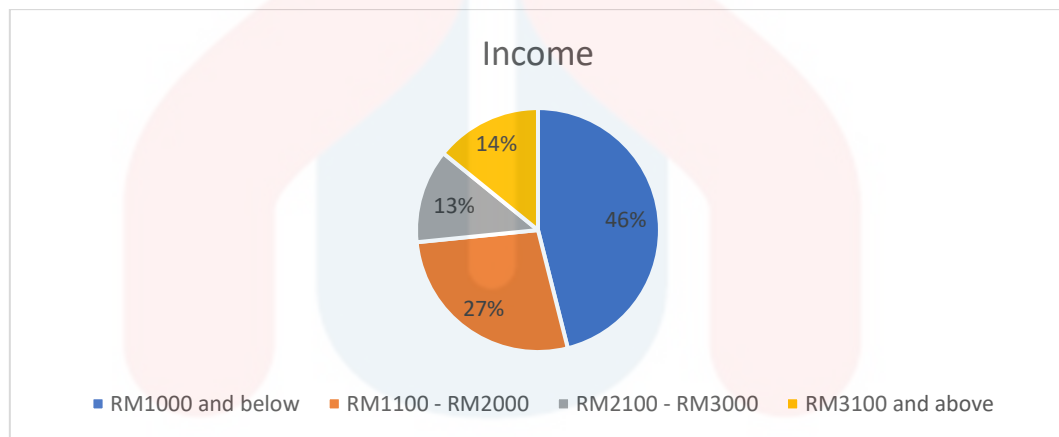
Result from the race section are present in frequency and percentage number. As can be seen in table 4.4, there are four group of races of respondent in this study. The total frequency is 400 respondents in this study. The of race are from Malay group, representing 217 (54.3%) of respondent. Second distributions of race from Chinese group, representing 55 (13.7) of respondent. Third, distributions of race are from Indian, representing 32 (8%) of respondent. Last distributions of race from other groups, representing 96 (24%) of respondent in order to complete the questionnaire.

v. **Number of respondents based on income**

Table 4.5 Income of respondent

Income	Frequency	Percent
RM1000 and Below	173	43.3
RM1100 - RM2000	103	25.7
RM2100 - RM 3000	47	11.7
RM3100 and Above	77	19.3
Total	400	100

Figure 4.5: Percentage based on income of respondent



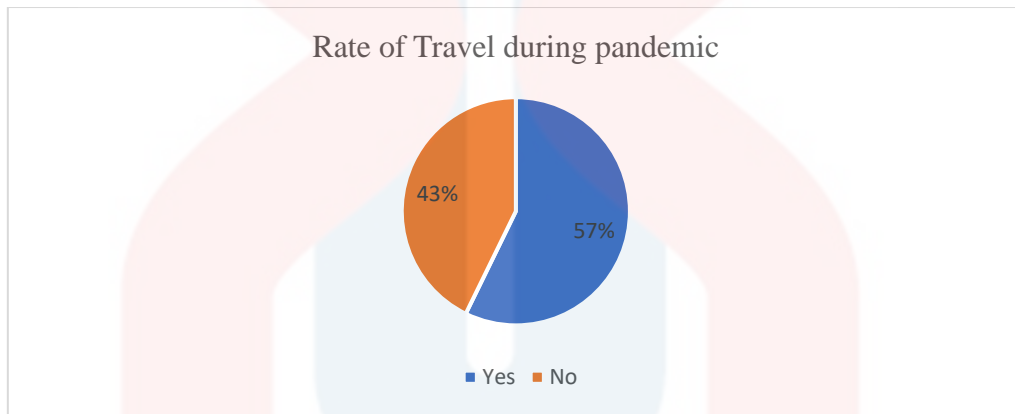
Result from the income section are present in frequency and percentage number. As can be seen in table 4.5, there are four group of income of respondent in this study. The total frequency is 400 respondents in this study. The distributions of income among RM1000 and below, representing 173 (43.3%) of respondent. Second distributions of income are among RM1100 – RM2000, representing 103 (25.7%) of respondent. Third distribution of income among RM2100 – RM3000, representing 47 (11.7%) of respondent. Fourth distribution of income RM3100 and above, representing 77 (19.3%) of respondent to complete the questionnaire.

vi. **Number of respondents, either their travel during pandemic**

Table 4.6 Rate of travel

Rate of travel	Frequency	Percent
Yes	229	57.3
No	171	42.8
Total	400	100

Figure 4.6: Percentage of respondent to rate of traveling during pandemic



Result from the rate section are present in frequency and percentage number. As can be seen in table 4.6, there are two rate of respondent travel during pandemic in this study. The total frequency is 400 respondents in this study. The of rate of travel during pandemic “yes” representing 229 (57%) of respondent. The of rate of travel during pandemic “no” representing 171 (43%) of respondent to complete the questionnaire.

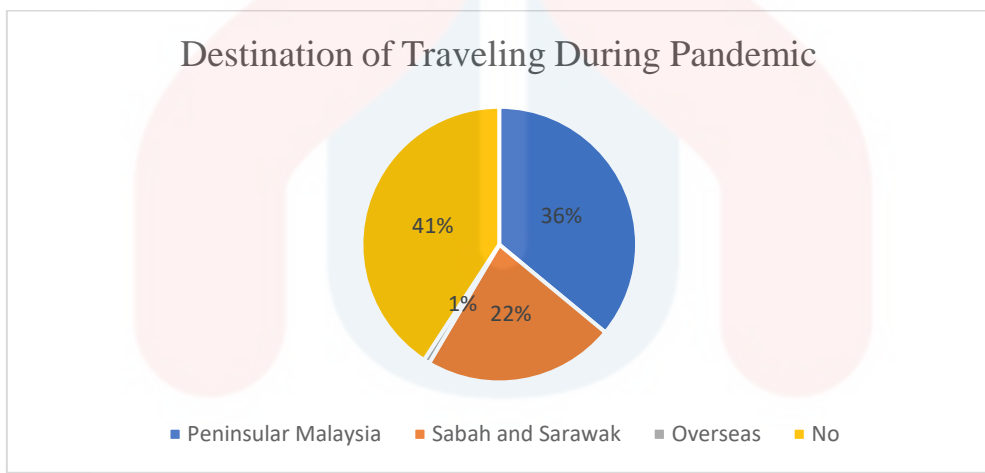
MALAYSIA
 KELANTAN

vii. Number of respondents, where did they go traveling during pandemic

Table 4.7 Destination of travel

Destination	Frequency	Percent
Peninsular Malaysia	144	36
East Malaysia	90	22.5
Overseas	3	0.7
No	163	40.8
Total	400	100

Figure 4.7: percentage of respondent to destination of traveling during pandemic



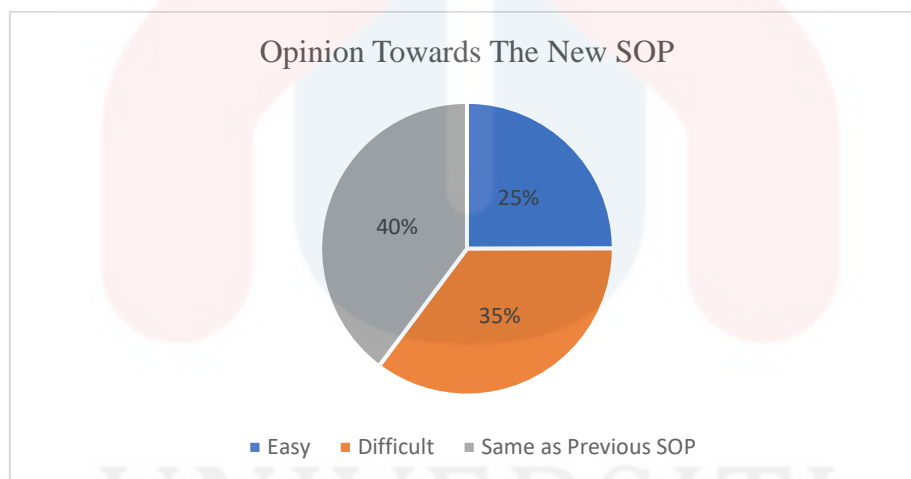
Result from the destination section are present in frequency and percentage number. As can be seen in table 4.7, there are four destination of respondent travel during pandemic in this study. The total frequency is 400 respondents in this study. The distribution of respondent travel at peninsular Malaysia, representing 36% (144) of respondent. Next, the distribution of respondent travel at east Malaysia which is Sabah & Sarawak, representing 22% (163) of respondent to complete the questionnaire.

viii. **Number of respondent opinion towards new SOPs**

Table 4.8 Opinion towards new SOPs

Opinion	Frequency	Percent
Easy	100	25
Difficult	141	35.3
Same as previous SOP	159	39.8
Total	400	100

Figure 4.8: Percentage of respondent opinion towards the new SOPs



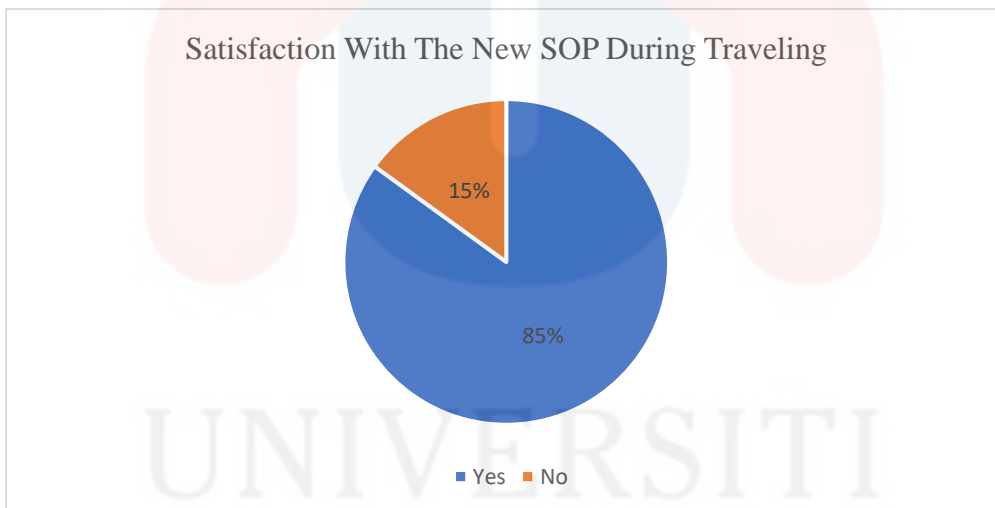
Result from the opinion section are present in frequency and percentage number. As can be seen in table 4.8, there are three types of opinion from respondent travel during pandemic in this study. The total frequency is 400 respondents in this study. The distribution of respondent opinion, answer it is easy to follow the SOP during travel, representing 25% (100) of respondent. Next, distribution of respondent opinion answer, it is difficult to follow the SOP during travel, representing 35% (141) of respondent. Third, distribution of respondent opinion answer, it is same as previous to follow the SOP during travel, representing 40% (159) of respondent in order to complete the questionnaire.

ix. Number of respondent satisfaction towards SOPs

Table 4.9 Respondent satisfaction towards new SOPs

Type of satisfaction	Frequency	Percent
Yes	340	85
No	60	15
Total	400	100

Figure 4.9: Percentage of respondent towards satisfaction with the new SOPs during traveling



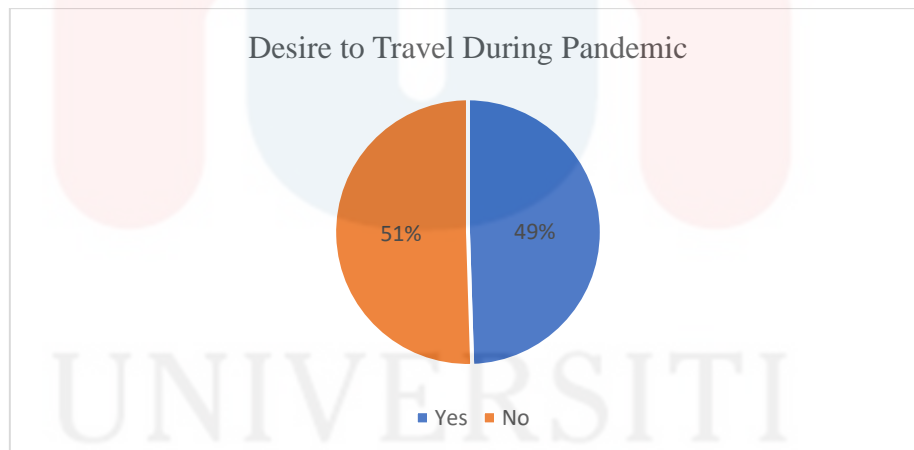
Result from the satisfaction section are present in frequency and percentage number. As can be seen in table 4.9, there are two types of satisfaction of new SOP during travel in this study. The total frequency is 400 respondents in this study. The distribution of respondent opinion, answer it is satisfied representing, 85% (340) of respondent and the distribution of opinion answer it is not satisfied representing, 15% (60) of respondent.

x. **Number of respondents, either they like to travel during pandemic**

Table 4.10 Desire to travel during pandemic COVID-19

Type of desire	Frequency	Percent
Yes	198	49.5
No	202	50.5
Total	400	100

Figure 4.10: Percentage of respondent towards desire to travel during pandemic



Result from the desire section are present in frequency and percentage number. As can be seen in table 4.10, there are two types of desire to travel during pandemic in this study. The total frequency is 400 respondents in this study. The distribution of respondent answer “yes” is representing 49% (198) of respondent and the distribution of respondent answer “no” is representing 51% (202) of respondent.

4.2.2 MEAN AND STANDARD DEVIATION OF IDEPENDENT VARIABLE AND DEPENDENT VARIABLE

Descriptive analysis was used to define the mean, as well as the overall mean, of each statement in the independent and dependent variables. The researcher evaluated the means of the dependent and independent variables with each question based on the study. The mean and composite mean are used to determine respondents' degree of agreement with the claims. The responses are scaled by using the Likert Scale and where 1= strongly disagree; 2= disagree; 3= neutral, 4=agree; and 5= strongly agree. Table 4.8 below shows that how the range of mean and level of agree relate.

Table 4.11 Level of Mean

Level	Means
Strongly Agree	4.01 – 5.00
Agree	3.01 – 4.00
Neutral	2.01 – 3.00
Disagree	1.01 – 2.00
Strongly Disagree	0.00 – 0.001

4.2.3 THE AWARENESS ON COMPLIANT AMONG DOMESTIC TOURISTS

Table 4.12 Descriptive statistics of awareness factor

	N	Minimum	Maximum	Mean	Std. Deviation
1. COVID-19 will increase total of death	400	1	5	4.50	.853
2. I am aware about my safety during traveling.	400	1	5	4.76	.549
3. I will follow the SOP during traveling.	400	3	5	4.80	.452
4. I will prepare myself before travel.	400	3	5	4.82	.424
5. I will make sure to stay update regarding on the issue (COVID-19).	400	3	5	4.74	.537
Valid N (listwise)	400				

Table 4.12 shows the number of respondents, mean and standard deviation of the first independent variable (IV), which is the awareness on compliant among domestic tourists. First, the respondent strongly agrees to prepare their self before travel with mean 4.82. Second, the respondent strongly agrees to follow the SOPs during travelling with mean 4.80. Third, the respondent strongly agrees to aware about their safety during travelling with mean 4.76. Fourth, the respondent strongly agrees to make sure to stay update regarding on the issues (COVID-19) with mean 4.74. Last, the respondent also strongly agrees that COVID-19 will increase total of death with mean 4.50.

4.2.4 THE REGULATION ON COMPLIANT AMONG DOMESTIC TOURISTS

Table 4.13 Descriptive statistics of regulation factor

	N	Minimum	Maximum	Mean	Std. Deviation
1. I am used to wear a mask while on traveling.	400	1	5	4.82	.490
2. I will make sure to sanitize myself during traveling.	400	3	5	4.82	.430
3. I will make sure to apply social distancing during traveling.	400	2	5	4.81	.477
4. I will quarantine myself after travel	400	1	5	4.70	.630
5. Go to check up after travelling	400	1	5	4.67	.698
Valid N (listwise)	400				

Table 4.13 show the number of respondents, mean and standard deviation of the second independent variable (IV), which is the regulation on compliant among domestic tourist. First, the respondent strongly agrees to wear a mask while traveling with mean 4.82 and strongly agrees to make sure to sanitize during travelling with mean 4.82. Next, the respondent strongly agrees to apply social distancing during traveling with mean 4.81. Third, the respondent strongly agrees to quarantine their self after travel with mean 4.70. Last, the respondent strongly agrees to go check-up after travelling with mean 4.67.

4.2.5 THE PSYCHOLOGICAL ON COMPLIANT AMONG DOMESTIC TOURISTS

Table 4.14: Descriptive statistics of psychological factor

	N	Minimum	Maximum	Mean	Std. Deviation
1. I will try to advice the tourist that not follow SOP during travel.	400	1	5	4.48	.867
2. I strongly need to check my phone to update myself about COVID-19 (news, cases, recovery, death)	400	1	5	4.68	.628
3. I need to have social distancing in public places.	400	3	5	4.83	.420
4. I will comply with the prescribed SOP	400	3	5	4.83	.420
5. I am fine for not updating myself by checking MySejahtera apps regarding on the issue (COVID-19) while traveling.	400	1	5	3.97	1.484
Valid N (listwise)	400				

Table 4.14 show the number of respondents, mean and standard deviation of the third independent variable (IV), which is The Psychological on Compliant Among Domestic Tourist. First, the respondent strongly agrees to try to have social distancing in public places with mean 4.83 and strongly agree to comply with the prescribed SOP with mean 4.83. Next, the respondent strongly agrees to check their phone to update their self about COVID-19 (news,

cases, recovery, death) with mean 4.68. Third, the respondent strongly agrees to try to advice the tourist that not follow SOP during travel with mean 4.48. Last, several respondents agree that there are fine for not updating myself by checking MySejahtera apps regarding on the issue (COVID-19) while traveling with mean 3.97.

4.2.6 COMPLIANT AMONG DOMESTIC TOURISTS TOWARDS NEW TRAVEL SOPS DURING COVID-19 PANDEMIC

Table 4.15: Descriptive statistics of compliant among domestic tourist towards new travel SOPs during COVID-19 pandemic

	N	Minimum	Maximum	Mean	Std. Deviation
1. Individual must concern about SOPs that was set by government	400	2	5	4.63	.627
2. Individual behaviour is crucial in controlling the spread of COVID-19.	400	2	5	4.61	.636
3. Individual carrying the virus can infect others through direct contact.	400	2	5	4.64	.613
4. Failure comply the SOPs to cross-border is the cause of virus spread.	400	1	5	4.57	.809
Valid N (listwise)	400				

Table 4.15 show the number of respondents, mean and standard deviation of the dependent variable (DV), which is compliant among domestic tourist towards new travel SOPs during COVID-19 pandemic. The respondents strongly agree that individual behaviour is crucial in controlling the spread of COVID-19 with the mean, 4.64. Second, the respondent strongly agrees that individual must concern about SOPs that was set by government with mean 4.63. Third, the respondent strongly agrees that individual behaviour is crucial in controlling the spread of COVID-19. Finally, the respondent strongly agree that failure comply the SOPs to cross-border is the cause of virus spread with mean 4.57.

4.3 RESULTS OF RELIABILITY TEST

Cronbach's Alpha analysis was used to conduct a reliability test. Its aim is to test the internal consistency of the dependent and independent variable item sets. Cronbach's Alpha is a test that can be used to see if a group of items has a high level of consistency in measuring a variable. Reliability analysis was used to measure the reliability of the questionnaire. The pilot test has been done with 30 respondents before the questionnaire was distributed to 400 respondents through online survey method. Reliability test can be a measure of the value of Cronbach's Alpha analysis, as the table below shows:

Table 4.16: The rule of thumb for Cronbach's Alpha analysis value

Alpha Coefficient Range	Strength of Association
<0.60	Poor
0.60 to <0.70	Moderate
0.70 to < 0.80	Good
0.80 to <0.90	Very good
0.90 >	Excellent

Table 4.17: Validity and Reliability Test

Variables	No of Item	Cronbach's Alpha Value	Strength
Compliant Among Domestic Tourist Towards New Travel Sop During COVID-19 Pandemic.	4	0.553	Poor
The Awareness on Compliant Among Domestic Tourist	5	0.946	Excellent
The Regulation on Compliant among Domestic Tourist	5	0.613	Questionable
The Psychology on Compliant among Domestic Tourist	5	0.523	Poor

Based on Table 4.17 shows the results of Cronbach's Alpha Coefficient for the independent variable (IV) and dependent variable (DV) in this research. All the variable is more than 0.5. The awareness on compliant among domestic tourist is the highest value of Cronbach's alpha which is 0.946 while the lowest value is The Psychology on Compliant Among Domestic Tourist, which is 0.523. the questionnaire is accurate and reliable without error from survey instrument.

They were 4 questions for the dependent variable, which is compliant among domestic tourist towards new travel SOPs during COVID-19 Pandemic of this research. The result of Cronbach's Alpha is 0.553 which is resulted as poor and coefficient obtained was reliable.

Next, first independent variable which is the awareness on compliant among domestic tourist, there are 5 questions involved in this variable. The results of Cronbach's Alpha are 0.946 which is excellent. Thus, the coefficient of the questions obtained also was reliable.

To measure the second variable, the regulation on compliant among domestic tourist, the results of Cronbach's alpha is 0.613 resulted as questionable and there are 5 questions involved. Thus. The coefficient on the question related with this variable was reliable.

Lastly, the third independent variable of this research is the psychology on compliant among domestic tourist, the results of Cronbach's Alpha is 0.523 resulted as poor and there are

5 questions involved. Thus, the coefficient of the question related with this variable was also reliable.

4.4 RESULT ON LEVEL OF COMPLIANT AMONG DOMESTIC TOURIST TOWARD NEW TRAVEL SOPs DURING COVID-19 PANDEMIC

Based on the findings of the study, level of compliant among domestic tourist toward new travel SOPs during COVID-19 pandemic are different based on several aspects, namely awareness, regulation, and psychological aspects. The level of compliant can be high and low among the domestic tourist towards new travel SOPs. In this research, the dependent variable is the compliant among domestic tourist towards new travel SOPs during COVID-19 pandemic. Meanwhile, the independent variable was the awareness, regulation, and psychological aspect among domestic tourist in complying with the new travel SOPs during pandemic COVID-19.

4.4.1 THE AWARENESS ON COMPLIANT AMONG DOMESTIC TOURISTS

Based on the finding of the research, level of awareness on compliant among domestic tourist is at a high level. Based on the questionnaire that was responded by domestic tourists, the results of our research showed that they are aware of the issue of COVID-19 pandemic.

Table 4.18: Result of respondents of awareness

	Strongly Disagree	Disagree	Neutral	Agree	Strongly disagree	Total of respondent
1. COVID-19 will increase total of death	7	8	29	89	265	400
2. I am aware about my safety during traveling.	2	1	9	67	321	400
3. I will follow the SOP during traveling.	0	0	9	61	330	400
4. I will prepare myself before travel.	0	0	7	57	336	400
5. I will make sure to stay update regarding on the issue (COVID-19).	0	0	19	67	314	400
Percentage	0.45%	0.45%	3.65%	7.04%	78.30%	100%

Table 4.18 showed, result or respondent on awareness. First, a total of 267 respondents were very aware that, failure to comply with SOPs when traveling will increase the risk of infection and increase the number of deaths. Second, a total of 321 respondents, responded that they were very aware about their safety during travel. Third, a total of 330 respondents responded that they would follow SOPs while traveling. Fourth, a total of 336 respondents, responded that they would prepare themselves before traveling. Last, a total of 314 respondents, responded that they will make sure to stay updated regarding the issues of COVID-19.

4.4.2 THE REGULATION ON COMPLIANT AMONG DOMESTIC TOURISTS

Based on the finding of the research, level of following the regulation on compliant among domestic tourist is at a high level. Based on the questionnaire that was responded by domestic tourists, the results of our research showed that they are followed the regulation of the issue of COVID-19 pandemic.

Table 4.19: Result of respondents of regulation

	Strongly Disagree	Disagree	Neutral	Agree	Strongly disagree	Number of respondents
1. I am used to wear a mask while on traveling.	1	1	10	43	345	400
2. I will make sure to sanitize myself during traveling.	0	0	8	54	338	400
3. I will make sure to apply social distancing during traveling.	0	1	12	49	338	400
4. I will quarantine myself after travel.	1	3	22	64	310	400
5. Go to check up after travelling.	2	4	30	54	310	400
Percentage	0.10%	0.45%	4.10%	13.20%	82.05%	100%

Table 4.19 showed, result of respondent on followed the regulation. First, a total of 345 respondent responded that they were very compliant the regulation to use to wear a mask while on traveling. Second, a total of 338 respondent, responded that they were very compliant the regulation to make sure to sanitize myself during traveling. Third, a total of 338 respondent, responded that they were very compliant the regulation to make sure to apply social distancing during traveling. Fourth, a total of 310 respondent, responded that they were followed the regulation to quarantine their self after travel. Last, a total of 310 respondent, responded that they were followed the regulation to go check-up after travelling.

4.4.3 THE PSYCHOLOGICAL ON COMPLIANT AMONG DOMESTIC TOURISTS

Based on the finding of the research, level of psychological aspect on compliant among domestic tourist is at a moderate level. Based on the questionnaire that was responded by domestic tourists, the results of our research showed that they are comply with the psychological aspect on the issue of COVID-19 pandemic.

Table 4.20: Result of respondent on psychological aspect

	Strongly Disagree	Disagree	Neutral	Agree	Strongly disagree	Number of respondents
1. I will try to advice the tourist that not follow SOP during travel.	3	13	44	70	270	400
2. I strongly need to check my phone to update myself about COVID-19 (news, cases, recovery, death)	1	3	20	77	299	400
3. I need to have social distancing in public places.	0	0	7	54	339	400
4. I will comply with the prescribed SOPs	0	0	4	61	335	400
5. I am fine for not updating myself by checking MySejahtera apps regarding on the issue (COVID-19) while traveling.	53	35	29	42	242	400
Percentage	2.85%	2.55%	5.20%	17.90%	74.25%	100%

Table 4.20 showed, result of respondent on psychological aspect. First, a total of 270 respondent, responded that they very comply with the psychological aspect that will try to advice the tourist that not follow SOP during travel. Second, a total of 299 respondent, responded that they very comply with the psychological aspect that need to check their phone

to update their self about COVID-19. Third, a total of 242 respondent, responded that they very compliant with the psychological aspect that will comply with the prescribed SOPs. Last, a total of 242 respondent that very fine for not updating myself by checking MySejahtera apps regarding on the issue (COVID-19) while traveling. On this case, they might be not clearly understood with the question but result state that 53 of respondent feel it is not fine for not updating their self by checking MySejahtera apps regarding on the issue (COVID-19) while traveling.

4.5 DISCUSSION BASED ON RESEARCH OBJECTIVE

Based on the research, the first objective was achieved by using the validity and reliability analysis which is to investigate the awareness on compliant among domestic tourist towards new travel SOPs during pandemic COVID-19. The results of Cronbach's Alpha are 0.946 which is excellent. The level of awareness on compliant among domestic tourist is at a high level which is 78.03% of respondents very aware with the SOPs. Based on the questionnaire that was responded by domestic tourists, the results of our research showed that they are aware of the issue of COVID-19 pandemic.

The second objective was to investigate the level of compliant regulation among domestic tourist towards new travel SOP during pandemic COVID-19. This objective is also achieved by using validity and reliability analysis. The results of Cronbach's alpha are 0.613 resulted as questionable and the coefficient on the question related with this variable was reliable. The level of compliant among domestic tourists through the regulation is at a high level which is 82.05% of respondents very comply with the regulation of SOPs during travel. Based on the questionnaire that was responded by domestic tourists, the results of our research showed that they are comply with the regulation provided from the issue of COVID-19 pandemic.

The third objective to investigate the psychological aspect among domestic tourist in complying with the new travel SOPs during pandemic COVID-19. This objective is also achieved by using validity and reliability analysis even the results of Cronbach's Alpha are 0.523 resulted as poor. The level of psychological aspect on compliant among domestic tourist is at a moderate level which is 74.25% of respondent very comply with the psychological aspect of SOPs. Based on the questionnaire that was responded by domestic tourists, the results of our

research showed that they are comply with the psychological aspect on the issue of COVID-19 pandemic.

4.6 SUMMARY

The results of frequency, descriptive, and correlation analysis are described in Chapter 4. These variables were discovered to be a positive predictor, indicating that the variables are closely linked to leisure participation. For the purposes of correlation research, respondents concluded that these conditions would stimulate recreational participation. Pearson correlation analysis is used to demonstrate the magnitude of the correlation and its meaning.

CHAPTER 5

RECOMMENDATION AND CONCLUSION

5.1 INTRODUCTION

This chapter discusses about the result shown in Chapter 4. Other than that, this chapter also explain about the recommendation that can be used about this study in the future and at the end of this chapter the researchers will conclude about this study to public.

5.2 RECOMMENDATION

This research shows these levels of compliant among the domestic tourists towards the new travel SOP during COVID-19 pandemic. After the data has been analyzed, there are some recommendations can be given in order attract more tourists for compliant the new travel SOP during COVID-19 pandemic.

First recommendation from the research, the role of government as a main authority to act for the domestic tourists when to travel during COVID-19 pandemic. The government has given the green light for the domestic tourism movement under targeted travel bubble within states under the recovery movement control order (RMCO) with strict standard operating procedures (SOPs). This includes only using tourism agencies and tour vehicles registered with the Ministry of Tourism, Arts and Culture Ministry (MOTAC). Tour agency operators need to seek police permission for interstate travel, and the journey must be between recovery movement control order (RMCO) areas only. Travelling crossing areas under conditional movement control order (CMCO) is allowed with the condition without making any stops. Tourism Malaysia need to work together with the tourism industry players to make sure the tourists in Malaysia are safe and comfortable while visiting our shores. Many tour packages and deals will be offered to ensure that Malaysia continues to be attractive to tourists as a preferred destination (Malaysia Truly Asia, 2021)

Second, tourists must have valid documents to travel. The document also cannot be easily falsified for the safety of travellers as well as the security of the country where they are going. In terms of mandatory quarantine for domestic tourists, we can stimulate that they must

do screening in advance at the place of origin before traveling. If they have undergone a swab test at their own place and there is a negative COVID-19 confirmation letter, then they no longer need to be quarantined upon arrival at the tourist spot. If tourists do not do the test, the government can't take it lightly. Malaysia must comply with SOPs and ensure that the number of infections is always controlled to convince domestic tourists that the country is safe to visit (The Straits Times, 2021)

Lastly, the Premises must comply with the check-in time requirements set by the respective Local Authorities (PBT) which act as the government bodies that regulate and approve the hotel business operating license. The owner of the premises can refer to the relevant local authority for further consideration. Only those who already have an existing booking and have stayed before the Movement Control Order are allowed to stay at the hotel. Domestic Tourist Accommodation Premises shall have internal SOPs as a self-regulatory measure to curb the transmission of COVID-19 for guests who are staying during the MCO period. In addition, the hotel should also be advised to have internal SOPs to prevent the transmission of COVID-19 to hotel staff (Mstar, 2020)

5.3 FUTURE OF STUDY

There are some improvements we would make if we were to design this analysis again. Most notably, we will research the level of compliant among the domestic tourists towards the new travel SOPs for the local tourists in specific areas or states during this fiscal year only, rather than focusing on local tourists in all parts of Malaysia. As such, we will study the pattern of the tourist's compliance in the state based on the SOPs that have been set. The increasing number of cases from day to day that have been shared by Ministry of Health Malaysia (KKM) can help us to investigate their level of compliance with the SOP.

Next is improvement on limitations of our research. To achieve the study's findings, we used quantitative method for this analysis. To achieve more precise research outcomes, we can use a different approach, called the qualitative method, to investigate this level of compliant more closely and thoroughly. The aim of experimenting with new methods is to see how the results vary from previous studies. For example, when using the quantitative method, the researcher will not obtain precise information but, when using the qualitative method, the researcher is more likely to obtain precise information.

5.4 LIMITATION OF STUDY

In any research done, there must a difficulty or limitation while doing this research. There are some limitations of this study in this research has been experienced. Every research has certain limitations, and it is completely normal, but you need to minimize their range of scope in the process. Provide your acknowledgment of them in the conclusion. Identify and understand potential shortcomings in your work.

First, limitation for this research is lack of division in organizing the time to do this research. Because the time is relatively short and you have to read various journals to ensure that this research is successfully completed on the date provided. This is because, the MCO happens, then everything is through social media and cannot face to face with SV or lecturers who have research experience like this.

Second limitation is difficulty to find suitable and relevant literature review which is there are limited of article that can be access previous research. Some of the article and journals that need to access are cannot be access since the article need to be pay or has limited access in time.

5.5 CONCLUSION

This research has been carried out to explore about the level of compliant among the domestic tourists towards the new travel SOP during COVID-19 pandemic. This study purpose was to help the tourists to identify the SOP that need to follow during COVID-19 pandemic. The results that have been obtained in chapter 4 through Statistical Package for the Social Sciences (SPSS) was discussed further and at the same time conclusions were made based on the results. As a result, it can be concluded that there is a significant relationship between the tourist awareness, tourist regulation, and tourist psychological towards to the new travel SOP during COVID-19 pandemic. Thus, it is hoped that all the information provided throughout this research will help related parties such as tourist itself to recognize the new travel SOP during COVID-19 pandemic.

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APPENDICES



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INVESTIGATING THE LEVEL OF COMPLIANT AMONG DOMESTIC TOURIST TOWARDS NEW TRAVEL STANDARD OPERATING PROCEDURES (SOPs) DURING COVID-19 PANDEMIC IN MALAYSIA.

We are undergraduate Year 3 students from the Faculty of Hospitality, Tourism and Wellness of University Malaysia Kelantan (UMK). We are conducting research to determine the level of compliant among domestic tourist towards new travel standard operating procedures (SOPs) during COVID-19 pandemic in Malaysia. Dear respondent please be assured that, respondent's name is not require and this survey will be using for academic purpose only. Your kind assistance is vital to success of this study. We are eternally grateful for your assistance in filling out this questionnaire. It will take a few minutes only to answer all the questions. Your cooperation in participating in this survey is highly appreciated.

Kami adalah pelajar tahun 3 dari Fakulti Hospitaliti, Pelancongan dan Kesejahteraan Universiti Malaysia Kelantan (UMK). Kami sedang menjalankan penyelidikan untuk menentukan tahap pematuhan dalam kalangan pelancongan domestik terhadap prosedur operasi standard (SOP) melancong yang baharu ketika pandemik COVID-19 di Malaysia. Responden yang dihormati, nama responden tidak diperlukan dan tinjauan ini akan digunakan untuk tujuan akademik sahaja. Bantuan anda sangat penting untuk menjayakan kajian ini. Kami berterima kasih atas bantuan anda dalam mengisi borang soal selidik ini. Hanya akan mengambil masa beberapa minit untuk menjawab semua soalan. Kerjasama anda dalam menyertai tinjauan ini sangat dihargai.

Thank you (*Terima Kasih*)

QUESTIONNAIRE

General Instruction (*Arahan Am*)

Please tick (/) in the appropriate box or fill in the blank space provided.

Sila tandakan (/) di petak yang berkenaan atau isikan ruangan kosong yang telah disediakan.

SECTION A: DEMOGRAPHIC OF RESPONDENTS

Please answer the following questions about yourself. Your responses only meant for categorization purposes only. *Sila jawab soalan berikut. Respon anda hanya bertujuan kategori sahaja.*

1. Gender (*Jantina*)

- | | |
|--------------------------|-----------------------------|
| <input type="checkbox"/> | Male (<i>Lelaki</i>) |
| <input type="checkbox"/> | Female (<i>Perempuan</i>) |

2. Age (*Umur*)

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Below 20 years old (<i>20 tahun kebawah</i>) |
| <input type="checkbox"/> | 22 – 30 years old (<i>21 – 30 tahun</i>) |
| <input type="checkbox"/> | 31 – 40 years old (<i>31 – 40 tahun</i>) |
| <input type="checkbox"/> | 41 – 50 years old (<i>41 – 50 tahun</i>) |
| <input type="checkbox"/> | Above 51 years old (<i>51 tahun keatas</i>) |

3. State of Residence (*Negeri Tempat Tinggal*)

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Peninsular Malaysia (<i>Semenanjung Malaysia</i>) |
| <input type="checkbox"/> | Sabah & Sarawak |

4. Race (*Kumpulan Etnik*)

- | | |
|--------------------------|-----------------------------|
| <input type="checkbox"/> | Malay (<i>Melayu</i>) |
| <input type="checkbox"/> | Chinese (<i>Cina</i>) |
| <input type="checkbox"/> | Indian (<i>India</i>) |
| <input type="checkbox"/> | Others (<i>Lain-lain</i>) |

5. Income (*Pendapatan*)

- | | |
|--------------------------|--|
| <input type="checkbox"/> | RM1000 and below (<i>RM1000 kebawah</i>) |
| <input type="checkbox"/> | RM1100 – RM2000 |
| <input type="checkbox"/> | RM2100 – RM3000 |
| <input type="checkbox"/> | RM3100 and above (<i>RM3100 keatas</i>) |

6. Have you travel during this pandemic? (*Adakah and pernah melancong Ketika pandemic*)
 - Yes (*Ya*)
 - No (*Tidak*)

7. If yes, where did you go for traveling during the pandemic? (*Jika ya, kemanakah anda melancong ketika pandemik ini?*)
 - Peninsular Malaysia (*Semenanjung Malaysia*)
 - Sabah & Sarawak
 - Overseas (*Luar Negara*)
 - No (*Tidak*)

8. What your opinion about the new SOP? (*Apakah pendapat anda tentang SOP yang baharu?*)
 - Easy (*Mudah*)
 - Difficult (*Sukar*)
 - Same as previous SOP (*Sama seperti SOP yang lama*)

9. Are you satisfied with new SOP that need to be follow during traveling? (*Adakah anda berpuas hati dengan SOP yang baharu yang perlu dipatuhi ketika melancong?*)
 - Yes (*Ya*)
 - No (*Tidak*)

10. Do you like to travel during pandemic? (*Adakah anda ingin melancong ketika pandemik?*)
 - Yes (*Ya*)
 - No (*Tidak*)

SECTION B:

The level of Complaiant among domestic tourist towards new travel SOP during pandemic COVID-19. With respect to your own belief, please indicate the degree of your agreement or disagreement with each statement by ticking (/) ONE of the five alternatives after each statement. *Tahap kepatuhan dalam kalangan pelancongan domestik terhadap SOP melancong yang baharu ketika pandemik COVID-19. Dengan mengikut kepercayaan sendiri nyatakan tahap setuju atau tidak setuju dengan setiap pernyataan dengan menanda (/) SATU daripada lima untuk setiap pernyataan.*

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>(Sangat Tidak Bersetuju)</i>	<i>(Tidak Bersetuju)</i>	<i>(Natural)</i>	<i>(Bersetuju)</i>	<i>(Sangat Bersetuju)</i>

1	Individual must concern about SOPs that was set by government (<i>Individu mestilah mengambil berat tentang SOP yang telah ditetapkan oleh kerajaan.</i>)	1	2	3	4	5
2	Individual behavior is crucial in controlling the spread of COVID-19. (<i>Tingkah laku individu sangat penting dalam mengawal penyebaran COVID-19.</i>)	1	2	3	4	5
3	Individual carrying the virus can infect others through direct contact. (<i>Individu yang membawa virus boleh menjangkiti orang lain melalui hubungan secara langsung.</i>)	1	2	3	4	5
4	Failure complies the SOPs to cross-border is the cause of virus spread. (<i>Kegagalan mematuhi SOPs rentas sempadan punca penyebaran virus.</i>)	1	2	3	4	5

SECTION C:

The relationship between awareness, regulation, and psychological towards compliant among domestic tourist towards new travel SOP during pandemic COVID-19. With respect to your own belief, please indicate the degree of your agreement or disagreement with each statement by ticking (/) ONE of the five alternatives after each statement. Hubungan antara kesedaran, peraturan, dan psikologikal terhadap kepatuhan dalam kalangan pelancongan domestik terhadap SOP melancong yang baharu ketika pandemik COVID-19. Dengan mengikut kepercayaan sendiri nyatakan tahap setuju atau tidak setuju dengan setiap pernyataan dengan menanda (/) SATU daripada lima untuk setiap pernyataan.

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<i>(Sangat Tidak Bersetuju)</i>	<i>(Tidak Bersetuju)</i>	<i>(Natural)</i>	<i>(Bersetuju)</i>	<i>(Sangat Bersetuju)</i>

i. Awareness (*Kepatuhan*)

1	COVID-19 will increase total of death. (<i>COVID-19 akan meningkatkan jumlah kematian.</i>)	1	2	3	4	5
2	I am aware about my safety during traveling. (<i>Saya sentiasa menjaga keselamatan saya semasa melancong.</i>)	1	2	3	4	5

3	I will follow the SOP during traveling. (Saya akan mengikuti SOP semasa melancong.)	1	2	3	4	5
4	I will prepare myself before travel. (Saya akan menyiapkan diri sebelum melancong.)	1	2	3	4	5
5	I will make sure to stay update regarding on the issue. (Saya akan memastikan untuk terus mengetahui perkembangan isu semasa.)	1	2	3	4	5

ii. Regulation (Peraturan)

1	I am used to wear a mask while on traveling. (Saya biasa memakai topeng muka semasa melancong.)	1	2	3	4	5
2	I will make sure to sanitize myself during traveling. (Saya akan memastikan kebersihan diri dengan memakai pembasmi kuman semasa melancong.)	1	2	3	4	5
3	I will make sure to apply social distancing during traveling. (Saya akan memastikan untuk melakukan penjarakkan sosial jarak jauh semasa melancong.)	1	2	3	4	5
4	I will quarantine myself after travel. (Saya akan kuarantin diri saya setiap kali selepas melancong)	1	2	3	4	5
5	Go for check-up after traveling. (Melakukan pemeriksaan setiap kali selepas melancong.)	1	2	3	4	5

iii. Psychological (Psikologikal)

1	I will try to advice the tourist that did not follow SOP during travel. (Saya akan cuba memberi nasihat kepada pelancong yang tidak mengikuti SOP semasa melancong.)	1	2	3	4	5
2	I strongly need to check my phone to update myself about COVID-19 (news, cases, recovery, death) (Saya perlu memeriksa telefon saya untuk mengemas kini mengenai COVID-19 (berita, kes, pemulihan, kematian)	1	2	3	4	5
3	I need to have social distancing in public places. (Saya perlu melakukan penjarakkan jarak sosial di tempat awam.)	1	2	3	4	5

4	I will comply with the prescribed SOP. (<i>Saya akan mematuhi SOP yang ditetapkan.</i>)	1	2	3	4	5
5	I am fine for not updating myself by checking MySejahtera apps regarding on the issue (COVID-19) while traveling. (<i>Saya berasa dalam keadaan baik kerana tidak mengikuti dan mengemas kini diri sendiri dengan memeriksa aplikasi MySejahtera mengenai isu (COVID-19) semasa melancong.</i>)	1	2	3	4	5

Thank you for answering (*Terima Kasih kerana menjawab*).

Turnitin Result

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ORIGINALITY REPORT			
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