



**THE IMPACT OF COVID19 TO THE UNEMPLOYMENT RATE AMONG
HOSPITALITY STUDENTS AT UNIVERSITY MALAYSIA KELANTAN**

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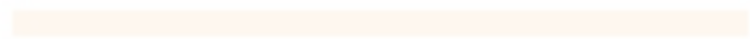
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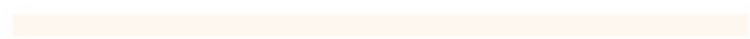
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LIST OF ABBREVIATIONS

Abbreviations

COVID-19	Corona, virus, disease, in 2019
GDP	Gross Domestic Product
MAH	Malaysian Association of Hotels
MCO	Movement Control Order
MTUC	Malaysian Trades Union Congress
WHO	World Health Organization
WTTC	World Travel and Tourism Council

ABSTRACT

The COVID-19 pandemics are large scale outbreaks of infectious diseases that can significantly cause severe economic, social, and political harm. This study aims to examine the relationship between the impacts of COVID19 towards the unemployment rate among hospitality students at Universiti Malaysia Kelantan. In this study, it also discusses the impact of restaurants and hotel industry, impact on the job market for hospitality and job seeking among hospitality undergraduates which then can identify the level of unemployment rate. This study has used the quantitative research approach which involved questionnaire methods for data collection. Descriptive analysis, reliability analysis and Pearson Correlation Coefficient analysis have been applied on the usable data. From the results gained of this study, it will be a reference that will redound to the benefit of society at the moment. The findings of this study could provide a guideline for government and academicians to further extend strategies to satisfy hospitality students.

Keywords: Unemployment rate, Restaurants and Hotel Industry, Job market, Job Seeking, Universiti Malaysia Kelantan

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ABSTRAK

Pandemik COVID-19 adalah wabak penyakit berjangkit berskala besar yang boleh menyebabkan kemudaratan ekonomi, sosial, dan politik yang teruk. Kajian ini bertujuan untuk mengkaji hubungan antara impak COVID19 terhadap kadar pengangguran dalam kalangan pelajar hospitaliti di Universiti Malaysia Kelantan. Dalam kajian ini, ia juga membincangkan tentang kesan restoran dan industri hotel, kesan ke atas pasaran kerja untuk hospitaliti dan pekerjaan yang mencari di kalangan mahasiswa hospitaliti yang kemudiannya dapat mengenal pasti tahap kadar pengangguran. Kajian ini telah menggunakan pendekatan penyelidikan kuantitatif yang melibatkan kaedah soal selidik untuk pengumpulan data. Analisis deskriptif, analisis kebolehpercayaan dan analisis Pearson Correlation Coefficient telah digunakan pada data yang boleh digunakan. Daripada hasil kajian ini, ia akan menjadi rujukan yang akan berulang kepada kebaikan masyarakat pada masa ini. Dapatan kajian ini dapat menyediakan garis panduan kepada kerajaan dan ahli akademik untuk memperluaskan lagi strategi untuk memuaskan hati pelajar hospitaliti.

Kata kunci: Kadar pengangguran, Restoran dan Industri Hotel, Pasaran Kerja, Mencari Pekerjaan, Universiti Malaysia Kelantan

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Chapter introduction covers the background of the study, problem statements, research objectives, and also the research questions. A detailed explanation of the importance of this study is followed by the significance of study and definitions of terms. The final part will summarize this chapter.

1.2 BACKGROUND OF THE STUDY

The COVID-19 outbreak as well as the related economic crisis had given significant difficulties to the global and local (World Health Organization, 2020). Evidence shows that the probability of pandemics has risen over the past century due to increased world travel and integration, urbanisation, improvements in land use and increased exploitation of natural environments (Jones, Levy, Storeygard and Balk, 2008; Morse, 1995). Virus spread from an intermediate animal host into human populations is most likely the source (World Health Organization, 2020). Pandemics can cause economic damage from a variety of sources, such as to economic growth (Nita, Ben, Prime, Edward, and Nathan, 2015).

World Travel and Tourism Council (2020) stated that in the travel and hospitality industry, 100 million jobs are now lost. This year, with the estimated loss of 5.5 trillion GDP in transport and tourism this year due to extended travel restrictions and country-ordered movement control orders (MCOs) and putting more than 197 million workers at higher risk

(World Travel and Tourism Council, 2020). In Malaysia, MCO was introduced to control the COVID-19 pandemic, starting on 18 March 2020. According to Sri Ganesh Michiel (2020), the budget hotel sector was severely affected by the Covid-19 pandemic and he doubted how company operators pay their employees a full wage if they don't make money. He added that during the MCO, they need to continue to pay full wages, partial salaries or ask workers to take unpaid leave. About 30,000 workers in the hotel industry across the world have lost their jobs. Moreover, more than 10,000 have been advised to take leave without pay, and more over 6,000 have had their salary slashed (Abdul Halim Mansor, 2020).

The growing cases of COVID-19 in Singapore and China have led to the cancellation of several tours, which has also led to a major decrease in the number of Malaysian travellers, as 50 percent of Malaysian tourists come from both countries (Lee-Peng Foo, 2020). According to Yap Lip Seng as a Chief Executive Officer of The Malaysian Association of Hotels, he stated that as a result of the COVID-19 outbreak, around 15percent of Malaysia's hotels might just have to close. The Tourism, Arts and Culture Ministry has registered 4,880 hotels, including budget hotels, with 732 hotels accounting for 15% of the total. He added that due to the result of COVID-19, about 700 hotels across Malaysia will shutdown the operation (New Straits Times, 2020).

1.3 PROBLEM STATEMENT

In Malaysia over 290,000 students graduate from higher learning institutions every year (Michelle Leo, 2019). They graduated from many institutions and there are among them who graduated from spectacular, great and famous universities. The number of students who have graduated has increased year by year. Every graduate student will start their new life journey in doing what they want to do. Many of them will find a job to continue their life. Data in 2018

from the Department of Statistics Malaysia reveals that 4.96 million graduates or 20.3 percent of the country's working-age population are graduates (Samadi Ahmad,2019).

Every graduate always dreams about getting good and appropriate work with their course while at the university. Chief Statistician of Malaysia, Datuk Seri Mohd Uzir Mahidin, said that the number of female working graduates was higher than that of males in 2018, which recorded a contribution of 50.4 percent or 2.01 million people (Berita Harian,2019). Because of the economic downturn triggered by the COVID-19 pandemic, The Ministry of Higher Education (2020) estimated around 75,000 of 300,000 new graduates are projected unemployed this year. The calculation refers to last year's unemployment rate figures for new graduates and is projected to rise to 25% this year (Yap, 2020).

Among these employed graduates, 1 of 5 graduates remain unemployed, the majority of whom are graduate holders. Almost 60 percent remain unemployed one year after graduation, according to a 2018 survey by the Ministry of Education, Malaysia's Graduate Tracer Study (Vincent D'Silva,2020). Being a university student and graduate does not mean a job opportunity is ready for you (Vincent D'Silva,2020). "The number of unemployed graduates in 2019 was 170,300, a rise of 5.5 percent from 161,300 in 2018 (Joyce Goh,2020). The number of unemployed graduates increases more and more by year. This is because the competition in seeking job opportunities between the graduates is high.

Many things happen around the world. It affected the world economy and society. In 2019, a bad disease will spread around the world. This disease is called Coronavirus (Covid-19). Coronavirus (Covid-19) epidemic detected for the first time in the city of Wuhan, China (Wu, Yi-Chia,2020). This virus is very dangerous because it can cause death. Many people in China where this virus first spread faced the worst day because there were many dead people on the street. The person who has been infected with this virus will have a heavy cough and they will slowly feel pain in the chest and find it hard to breathe. On 25 January 2020, our

country had received bad news. The Minister of Health, Datuk Seri Dr. Dzulkefly Ahmad announced that Malaysia has faced the first case of Covid-19 involving three Chinese nationals who entered this country via Johor from Singapore on 23 January (Berita Harian, 2020). A few days after that, more people were infected. This makes the number of people infected by Coronavirus seven people. The number of infected people increases day by day until it reaches hundreds.

As the effects of COVID-19 spread around the world, the protection of their citizens is the primary concern for governments and businesses. The government has decided to make a Movement Control Order (MCO) to cut and to disconnect the infection of Covid-19 from being spread to more people. People cannot easily go anywhere without a reasonable reason. There were many effects with this Movement Control Order (MCO). Not just people who must stay at home, but there were many industries forced to close their operation for a while. Few sectors of the industry have been hit as hard as the hospitality industry, which has undergone widespread layoffs and furloughs across the globe (Ellen Sheng, 2020).

The hospitality and tourism industry also did not miss with this Movement Control Order (MCO). The increasing cases of COVID-19 in Malaysia caused the government, especially the ministry of tourism, to close the border from tourists of the other country. People who love to travel had to cancel their plans due to this crisis. Because of this, the number of tourists in Malaysia is decreasing drastically. Many people avoid travel that has further dampened the market for air transport, hotels, and other tourism-related services (Athira Nortajuddin, 2020).

Although the hotel operation and businesses are regarded as an 'important service' and permitted to operate during the country's MCO, limitations are placed on hotels, including the reception of new and domestic visitors. Other than that, as there are no international guests to arrive, it is difficult for hoteliers to keep their workers employed in a profitable way (Jason

Chong,2020). Not just from the domestic guest, but the hospitality industry also had to face the fact that the Malaysian people also do not want to have a holiday and vacation in this crisis period.

As a result of this action, the hospitality industry such as hotels and restaurants cannot gain any profit. The main resources of the profit for the industry have been decreased. When there is no profit, the hospitality industry management does not have enough money to pay the facility expenses such as electricity bills. They also do not have money to pay the worker's salary. To solve this problem, the management had to make a hard decision by laying off some of their workers.

Besides, the management will also not receive any job application or industrial practical from any person including the undergraduate especially from the hospitality grads. This happens to all the hospitality industry in all states in Malaysia. Due to this case, this research was made to see the impact of Covid-19 on the hospitality students in Universiti Malaysia Kelantan.

1.4 RESEARCH OBJECTIVES

This research is to explore the impact of COVID-19 on the unemployment rate among students in the hospitality industry at University Malaysia Kelantan. This research specifically aims to achieve the objectives as below:

1. To study the relationship between COVID-19 and the unemployment rate among students in the hospitality industry.

2. To examine the factors of difficulties to the students in seeking suitable vacancies in the hospitality industry.
3. To explore the responses about the impact of COVID-19 towards the job market mainly the hospitality industry.

1.5 RESEARCH QUESTIONS

1. What is the relationship between COVID-19 and the unemployment rate among students in the hospitality industry?
2. What are the factors of difficulties to the students in seeking suitable vacancies in the hospitality industry?
3. What is their response to the impact of COVID-19 towards the job market, mainly the hospitality industry?

1.6 SIGNIFICANT OF THE RESEARCH

This research will be focused on the impact of COVID-19 on the unemployment rate among students in the hospitality industry at Universiti Malaysia Kelantan. The finding of this research is expected to contribute in the form of theoretically and practically.

1. Theoretically

The finding of this research is expected to be able to contribute to education especially in the hospitality industry sector in Malaysia. This study may guide them for research as a reference to help them who want to study the impact of COVID-19 on the unemployment rate among

students in the hospitality industry. Moreover, this research could help decrease the statistical unemployment rate issue due to the impact of COVID-19 in Malaysia.

2. Practically

The finding of this research is also to be expected could help an employer or hoteliers to concern and get ideas of the solution to the job market or vacancy in the hospitality industry. So, it will assist them to plan strategic implementations for their property later.

1.7 DEFINITIONS OF TERMS

This research used these operational definitions for the terms below:

1. COVID-19

COVID-19 is referred to as a new coronavirus disease strain, according to the World Health Organisation (2020). CO is for corona, VI for the virus, while D for disease, and number 19 refers to the 2019 novel coronavirus or year of 2019. It has some common type of Severe Acute Respiratory Syndrome (SARS) which is fever, cough, and shortness of breath. It has spread to many countries and territories worldwide. Currently, there is no vaccine available for COVID-19.

1. Unemployment

Unemployment means the person involved in the labor market (Razak et al., 2014). According to the Malaysia Labour Force Survey, unemployed is a person who is willing to work, but unable to obtain a job in a certain period (Ismail, 2011).

1. Students

Students or recent students can be defined as the person who is studying in a university or college of an academic study or training for a certain course, especially in school, college, and university (Cambridge Dictionary Online, 2020).

1. Seeking Vacancy

According to Cambridge Dictionary Online (2020), seek is a verb which is defined as to try to find or get something, especially something that is not a physical object. According to Collinsdictionary.com (2020), vacancy is a countable noun given meaning as a job or position which has not been filled. Both words similar to job seeking, job hunting, or job searching meant the act of seeking employment or desire for a job position.

1. Hospitality Industry

In the service sector, the hospitality industry can be identified as a broad category that refers to a range of companies and services focused on the principles of comfort, recreation, enjoyment, pleasure and activities, including accommodation, food and service, transportation

for needs and necessities. In general, hospitality is an industry known for hotels, restaurants, casinos, bars, amusement parks, event planning, cruises, entertainment, theme parks and other associated tourism facilities (Revfine.com).

1.8 SUMMARY

The focus of the research lies in the examination of the impact of Covid-19 on the unemployment rate among the students of the hospitality industry at Universiti Malaysia Kelantan. The study is to search the interrelation between the impact of Covid-19 with the unemployment rate among the students. Nowadays, graduates find it extremely hard to work with what they studied. The research aims to identify the difficulties faced by the graduates in seeking a vacancy that suits their qualification specially Universiti Malaysia Kelantan hospitality students.

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CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

In this chapter the researcher has investigated the conceptual framework, study setting, and hypothesis of the survey. The survey of the study is based on the impact of unemployment rate among students in the hospitality industry at Universiti Malaysia Kelantan. The dependent variable is the unemployment rate among students while the independent variables are the COVID-19 impact on restaurant and hotel industry, impact on hospitality career or job market and job seeking among students.

2.2.1 UNEMPLOYMENT RATE

Unemployment applies to individuals that are employable and looking for a career but are unable to find a job (Michael Parkin, 1998). Unemployment also applies to a situation in which a qualified and talented person would like to do work. But for a number of reasons, it does not find respectable work (Gordon, 2000). Other than that, unemployment not only means that the worker does not have a job, but the unemployment concept often entails individuals employed out of their experience in fields. Nowadays, unemployment is one of the big issues that happen around the world. Unemployment is a hot-button problem in many of the world's socialized economies, and governments in many countries use unemployment rates to assess

and determine anything from economic stability to citizen satisfaction (Masterclass, 2020). Unemployment is a very serious problem not only in Malaysia as a growing country, but in the whole of the world (Chew, 1985). There are hundreds or maybe thousands of people out there who do not have a job. They always find a job but the opportunity to get the job is very low. The problems of unemployment in the world especially in Malaysia are very serious due to the rising population and the demand for jobs. There are various forms of unemployment including undercover unemployment, seasonal unemployment, transparent unemployment, technical unemployment, institutional unemployment. In addition, some other forms of unemployment include cyclical unemployment, skilled unemployment, underemployment, frictional unemployment, persistent unemployment and casual unemployment (A. P. Thirlwall, 1969).

Due to the increase in the population, there were many people who were unemployed and jobless. This includes graduates who have just finished their study at the university. For these graduates, their unemployment status was frictional unemployment because they were new and just entering the labor force and were searching for a job. A few researchers decided that the highest unemployed graduates were between twenty-five years old. Blaug et al (1969) in his research in India found that many unemployed persons were individuals that were under twenty-five years old. The number of unemployment for women was high compared to the number of unemployment for men (The Economics Daily, 1999). This is because many women will leave the labor force after being a housewife. Many graduates have a diploma and degree but they do not have a skill that fulfills the economic requirements such as in technology computers. Other than that, they also do not have the working experience. There were many companies that made job interviews, but they put a term and condition that required working experience. Because of this, many graduate students are jobless and unemployed.

2.3 IMPACT ON RESTAURANT AND HOTEL INDUSTRY

The global economy has shut down almost overnight due to the Covid-19 pandemic, according to the World Tourism Organization (2020). Foodservice firms were among the first to witness the true consequences of the COVID-19 crisis (Kelly and Mary, 2020). For the movement control order (MCO) era, the Malaysian Association of Hotels (2020) has forecast a loss of RM560.72 million in sales. All restaurants were forced to restrict their operations to take-outs only. Dogan and Cristina (2020) suggested that issues of significant decrease in hotel occupancy and income emerge because of the government's recent restrictions on travel and stay-at-home orders. More than 660,000 restaurants in Malaysia with 97% have been restricted from opening the premise for making sales directly with customers and that matter has become the single biggest challenge if it is traditionally an on-premise or full-service restaurant to turn to off-premise models (David Portalatin, 2020). In the week beginning of April, 79 percent of customers indicated that they "will not go out to eat at restaurants as often as possible" due to the presence of coronavirus, which was recorded in a Technomic survey of the U.S. Meanwhile according to Datassential (2020), 44% of good food, 36% casual dining, 24% of medium scale, and 13% of fast food restaurants have been closed for a while and all expect enough to pay rent before the outbreak stops.

A large number of individuals which are more than 50% are not able to dine in a restaurant immediately. The same goes with staying in hotels. Most consumers also over 50% are unable to easily fly to a destination and book a room (Gossling, Scott, and Hall, 2020). Many restaurants had to furlough or lay off employees, standardise their menus, and join new day sections to cut overhead, all while attempting to draw sceptical buyers (David Portalatin, 2020). According to the Malaysian Association of Hotels (2020) as of March 2020, with further leave without pay and wage cuts as the sector clamps the impact of the covid-19 pandemic, the local hotel industry will cut off all its staff. With a sample size of staff in the hotel sector, 2041

jobs were fired , 9,773 (17 percent) were ordered to take unpaid leave and 5054 (9 percent) earned pay cuts (The Star Malaysia, 2020).

In an effort to deal with COVID-19 such as lockdowns, social distancing, stay-at-home orders, travel restrictions, have resulted in the temporary shutdown of many hotel businesses and have significantly decreased the demand for businesses that have been able to stay operational (Bartik, Bertrand, Cullen, Glaeser, Luca and Stanton, 2020). Most hotels are vacant and wish to occupy the lobbies and rooms that were once packed. Based on the preliminary result of a study conducted by the editorial team of the Journal of Hospitality Marketing & Management, it stated that restarting drop restaurants and easing travel restrictions would not carry customers back automatically (Gursoy and Chi, 2020). Around 18% of consumers would only be secure, have a vacation and stay at a hotel when that destination has few COVID-19 cases recorded and is capable of testing (Gursoy and Chi, 2020).

2.4 IMPACT ON HOSPITALITY JOB MARKET

According to (MTUC, 2020), roughly about 30 000 of employees that work in the hotel industry are badly affected and lost jobs due to this Covid-19 pandemic. More than about 10 000 staff were told to take unpaid leave and many had their pay cut as the hotels they worked couldn't afford to pay their salary. The impact was massive enough that they received many complaints regarding the pay reduction, forced leave and worst still had their leave unpaid due to the regulations of the movement control order (MCO). The government had taken the issue seriously as these issues lead to the increase of the unemployment rate. Small businesses were also forced to shut down due to the poor visit of tourists to the country.

2.5 JOB SEEKING AMONG STUDENTS

Due to the Covid-19 pandemic that leads to economic downturn, the rate of unemployment has increased by the year of 2020. This has caused many students to face difficulties in searching for a job for their living. With the training and skills they had, many find it difficult to work in companies that offer sufficient amounts of wages and salary.

2.6 HYPOTHESIS

This research literature review manifests that the independent variables of the impact of COVID-19 such as impact on restaurant and hotel industry, impact on the hospitality job market and job seeking among students has affected the unemployment rate among students in the hospitality industry at Universiti Malaysia Kelantan. Based on research, the hypothesis of this research has been created as the following:

1.H0a – There is no significant relationship between impact on the restaurant and hotel industry and the unemployment rate among students in the hospitality industry.

H1a – There is a significant relationship between impact on the restaurant and hotel industry and the unemployment rate among students in the hospitality industry.

2.H0b – There is no significant relationship between impact on the hospitality job market and the unemployment rate among students in the hospitality industry.

H1b – There is a significant relationship between impact on the hospitality job market and the unemployment rate among students in the hospitality industry.

3.H0c – There is no significant relationship between job seeking among hospitality students and the unemployment rate of students in the hospitality industry.

H1c – There is a significant relationship between job seeking among hospitality students and the unemployment rate of students in the hospitality industry.

2.7 CONCEPTUAL FRAMEWORK

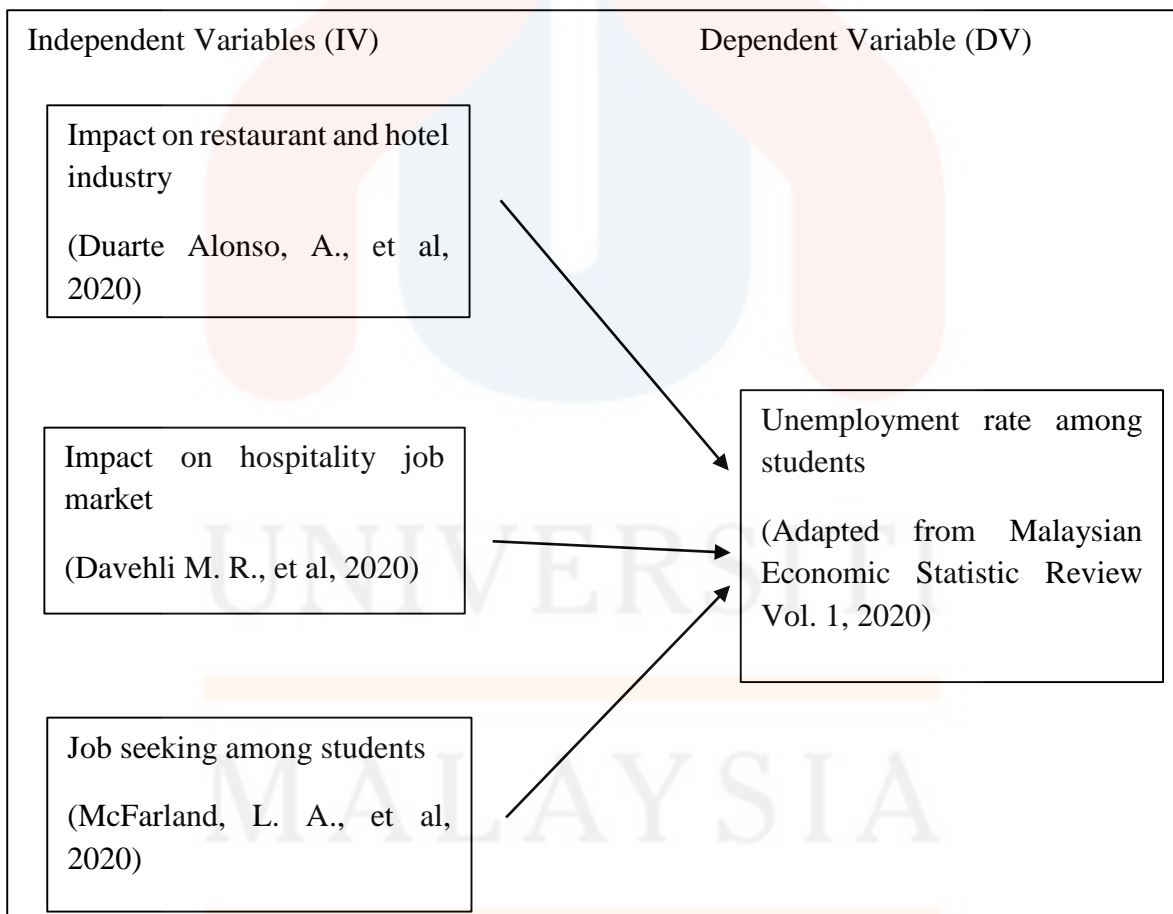


Figure 2.1 defined the theoretical structure suggested by the researchers that had 3 main independent variables, including effect on the restaurant and hotel industry, impact on the job

market for hospitality and job seeking among hospitality students. On the other hand, the key of dependent variables is the unemployment rate among students in the hospitality industry. The researchers want to see a rational meaning in this section of the interaction between the many impacts that have been established.

2.8 SUMMARY

This researcher provides an overview in investigating the impact of COVID 19 in influencing the unemployment rate among the students in Universiti Malaysia Kelantan. When investigating the rate of unemployment, it is discovered that there are three influence factors which are impact on restaurant and hotel industry, impact on hospitality job market and job seeking difficulties among hospitality students.



CHAPTER 3

METHODOLOGY

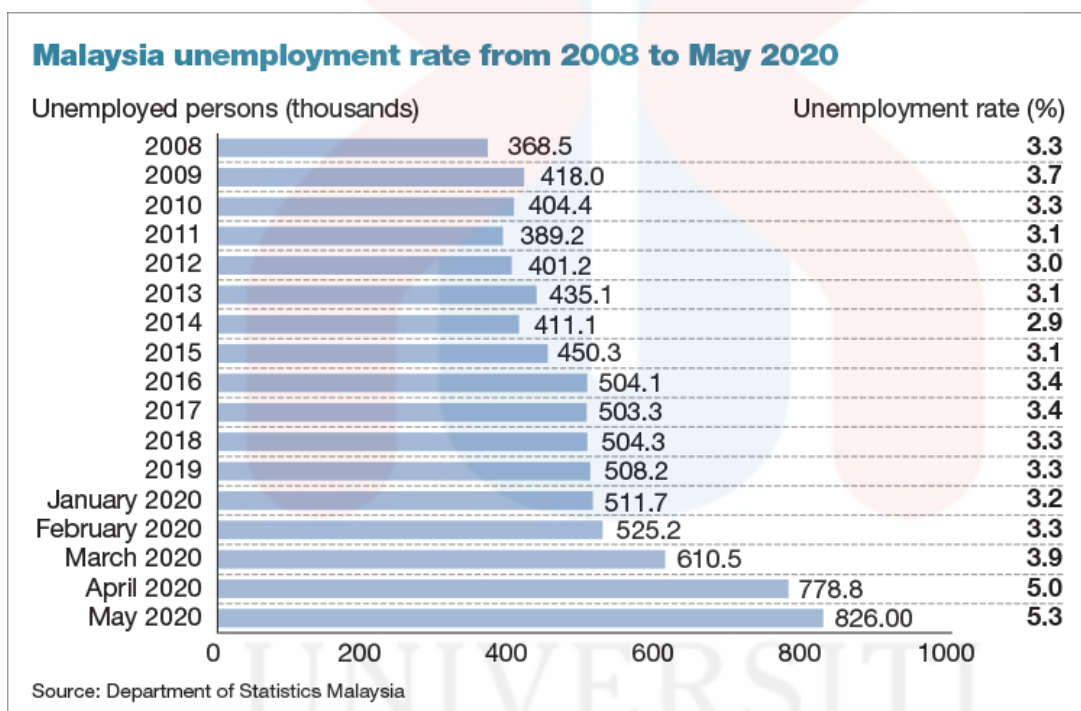
3.1 INTRODUCTION

Research methodology is important to deliver a reliable and valid research study. In Chapter 3, the researcher will be discussing the method that is used to acquire the information for this research. This includes research design and target population. This chapter also elaborated on concerning the sample size, sampling method, data collection methods, research instrument and data analysis.

3.2 RESEARCH DESIGN

In the research, the researchers are practising descriptive research. The research design indicates to the general strategy that researchers prefer to assimilate the various elements of the sample in a coherent and logical way. Researchers have no clear control over free variables in descriptive research on the grounds that their signs have arisen as they have now or on the grounds that they are not innately manipulable (Kerlinger & Lee, 2000). To provide insight into the situation faced by researchers, it is selected (Bitner, 1992). This is a quantitative analysis approach in which questionnaires are used to gather data from undergraduate hospitality graduates. Researchers would use the quantitative method since, by evaluating the relationship between factors, quantitative analysis is an alternative to testing objective hypotheses. (Creswell, 2014).

By using an online questionnaire, respondents were recruited. Respondents from students in the hospitality major or industry will be screened and picked. The questionnaire in this study was modified from previous research aimed at collecting the opinions of respondents about the influence of Covid-19 on the unemployment rate. A graph animated by TheEdgeMarket.Com about unemployment in Malaysia is below.. Below is a graph animated by TheEdgeMarket.Com about Malaysia unemployment rate in first quarter 2020.



Source: theedgemarkets.com, 2020

Figure 3.1: Malaysia unemployment rate from 2008 to May 2020

3.3 POPULATION

According to Mehdi J. (1992), in statistical investigation a population is a set or group of observations related to a phenomenon. It can have a finite or infinite population. From the statement, the meaning of population is the set number of observations targeted at a society or group which were implicated by researchers for this research. In Malaysia, the first quarter 2020 the unemployment rate rose up to 0.2 per cent from 2019 to 3.5 per cent. In March 2020, the Malaysia unemployment rate rose to 3.9 per cent (610,500 persons). According to the Department of Statistics Malaysia (DOSM), in 2019, the unemployment graduates were 170,300 persons which increased 5.5 percent than 2018. The 74.8 percent unemployed graduates were still actively seeking work. According to the Ministry of Higher Education (MOHE), this year approximately 75,000 out of 300,000 fresh graduates are expected to be unemployed in 2020 because of economic uncertainty impacted by COVID-19.

The population in this research are among undergraduate students from faculty of hospitality, tourism and wellness at Universiti Malaysia Kelantan for the hospitality industry. For this reason, there are 3 majors in the faculty, due to research objectives the researchers will be focusing on the hospitality major only. Based on the latest statistics of the enrollment of active students student session 2019/2020 of faculty hospitality, tourism and wellness, the population for hospitality bachelor students is 534. In addition, Malaysian Trades Union Congress (MTUC) mentioned in FMT Reporters (May, 2020) that more than 300,000 Malaysian employees in hotel sectors lost their jobs. Besides, there is no previous study yet about the impact of COVID-19 to the unemployment rate for the hospitality industry. Because of that, this research is conducted at Universiti Malaysia Kelantan but focuses on the population of the hospitality undergraduate students.

3.4 SAMPLE SIZE

According to Mehdi J. (1992), in general statistical procedure, a sample is a set of subset data of observations in order to collect and gather information about the characteristics of the population. In this research, the population of students in hospitality courses is exactly 534, so the sample size of respondents used by researchers is 226. The data obtained from the university itself by using email. Below are the table and formula figure for the sample size according to Krejcie and Morgan.

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	206	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377

75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	100000	384

Note: N is Population size; S is Sample size

Table 3.1: Table for Determine Sample Size of a Known Population

(Source: Krejcie & Morgan, 1970)

$$n = \frac{X^2 N p (1-p)}{e^2 (N-1) + X^2 p (1-p)}$$

n = sample size
 N = population size
 e = acceptable sampling error
 X^2 = chi-square of degree of freedom 1 and confidence 95% = 3.841
 P = proportion of population (if unknown, 0.5)

Figure 3.2: Formula Sample Size

3.5 SAMPLING METHOD

Sampling method that researchers use for the study is random sampling. Probability or random sampling means that each person in the population has an equal probability of being included in the sample and has the greatest flexibility from bias (Hamed, 2016). Random sampling is involved in this research that can help researchers to draw statistical inferences from them and can estimate the features of the entire population. Probability sampling contributes to better quality data collection, since the survey represents the population accurately. Probability sampling uses statistical theory to select randomly, a small group of people from an existing large population in order to get the response that can match with overall populations. Basically, this sampling is to find samples from a larger population to make sure that the technique can be used absolutely well.

In this study, the researchers have decided to apply simple random sampling in the aim of conducting the research. It is a secure method of collecting data where randomly, simply by chance, any single individual of a population is selected. Each individual has the same chance of being selected to be part of a survey. Simple random sampling is one of the crucial techniques in statistical analysis. This type of sampling is to select parts of the population in order to know the population at the lowest cost. Simple random samplings are a basic type of sampling, normally used as building blocks for more complex sampling methods.

3.6 DATA COLLECTION PROCEDURE

The researcher uses only primary data to answer the hypothesis and research question to address this research study. Primary data is real-time data obtained in prospective studies by researchers directly from key sources (Lee, 2020). The questionnaire is circulated to at least 226 respondents from the hospitality students that studied at Universiti Malaysia Kelantan. A questionnaire is a collection of questions that people are asked to collect information about a particular subject that is statistically valuable. Questionnaires become an essential instrument by which claims may be made about specific subjects or individuals or whole populations when correctly designed and responsibly administered (Roopa and Rani, 2012). The respondents will answer the questionnaire on their own based on their experiences in seeking a job in the hospitality industry. The questionnaire will be retrieved after the respondent finishes answering the questionnaire. The purpose of the study, the research objectives and the confidentiality of the data produced by respondents are outlined in the questionnaire.

3.6.1 PILOT TEST

According to Roopa and Roni (2012), the pilot test is a preliminary component of the study to assess the feasibility of the research technique undertaken prior to a final survey. Pilot test is to find out if the questionnaire is good enough or not by trying it out first for a few people. The aim of pilot test is to decide if the questions are correctly framed, the wording of the questions can produce the required results, the questions have been put in the correct order, both groups of respondents understand the questions, additional or relevant questions are required or some need to be omitted and interviewer instructions are adequate.

In this research, the pilot test will be handed out to 20 of respondents and the questionnaire will be collected and recorded after the respondents finish answering it as for the correction. The pilot test should have an average of 10 to 30 respondents. This pilot test is done in order to get more understanding for the future respondents. This is claimed by Hill (1998) and Isaac and Michael (1995). It will take about a week for the pilot test to obtain all the results of information and reviews. Observations and feedback from the pilot test make it possible for researchers to perform testing or analysis on a broad scale after the pilot test.

3.6.2 FIELD WORK

Resulting from the pilot study, all the questionnaires are distributed to the respondents in December 2020. Data will be analysed using Statistical Package for Social Science (SPSS).

3.7 RESEARCH INSTRUMENT

3.7.1 QUESTIONNAIRES

The researcher will use a questionnaire to obtain search data for the respondents. The researcher analyzed the questionnaires from the journal. Through distributing the link to the target respondent, the data would be gathered. The targeted respondents are the undergraduate hospitality students in Universiti Malaysia Kelantan. Since we will need to practice social distancing and minimal social contact with people, the questionnaire will be in google forms and the respondents will have to answer it using their mobile phones or laptops.

The instrument used in gathering data in the research was the questionnaire. This section discussed the type of measuring questionnaire that was used in the study. The questionnaire was an essentially structured technique of collecting primary data. Therefore, the researchers used this method to examine the independent variables of the search.

In the questionnaire, the researchers use three types of sections that are section A, section B and section C. In section A of the questionnaire, the researcher asked demographic questions. As for section B of the survey, the researchers get some information about the independent variable that influenced the rate of unemployment among the students in Universiti Malaysia Kelantan.

As in section C, the researcher gets information on the dependent variables. For the questionnaires, the researchers used only English language for the respondent to answer the questions.

In the questionnaire, the researcher utilized the Likert scale to strongly agree, agree, neutral, disagree and strongly disagree. The five Likert scale delineates a scale with hypothetically equivalent interims among reactions. It has turned out to be normal practice to regard this scale as a rating scale and accept that equivalent interim hold between the reaction classes.

3.7.2 QUESTIONNAIRE DESIGN

A questionnaire is a reformulated written collection of questions to which respondents, using a more closely specified alternative, record their own answers. The survey should cover the design that allows respondents to know the title of the exploration and the justification for the description. A questionnaire design is one of the important because if the questionnaire design has a problem, it will affect the overall quality research conclusions.

Questionnaires are divided into three parts at that level, which are Section A, Section B and Section C. The guidelines for how respondents respond are governed by each section. A Likert Scale is an ordered, one-dimensional scale from which respondents choose an option that best fits their own viewpoint and opinion. Respondents need to pick one of the ranges that are from strongly agree, agree, neutral, disagree and, strongly disagree. Numbers 1 through 5 are allocated to each option.

Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
1	2	3	4	5

Section A is the detail of the respondents' demographic profile which is to collect the respondents' basic identification like gender, age, nationality, education profile and occupation. In section B, it consists of 3 independent variable questions that are impact on restaurants and hotel industries, impact on hospitality job market and job seeking among students. Under section C consists of a dependent variable which is the unemployment rate.

3.8 DATA ANALYSIS

Data analysis will be conducted soon after the data collection process. The collected data will be analyzed by two methods which are descriptive analysis and inferential analysis. Descriptive analysis is used to define the demographic profile such as percentages, frequency, mean and average mean of the respondents. The range of mean's tables are used to measure how likely the respondents would agree, or disagree with the statements of the questionnaires.

mean	level of agree
1	Strongly agree
2	Agree
3	Neutral
4	Disagree
5	Strongly disagree

The relation between the independent variable and the dependent variable will be analysed using inferential analysis. Correlation is a strategy for investigating the association between two constant, quantitative variables, such as blood pressure or age.

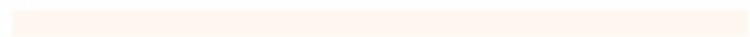
3.9 SUMMARY

In this chapter, the researchers are discussing the impact of Covid-19 to the unemployment rate. The target population consists of the hospitality students in Universiti Malaysia Kelantan. To obtain the primary data for this research, we used questionnaires as our

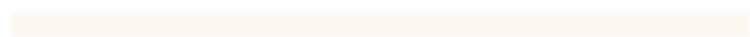
instrument. The primary information of research methodology should be understanding and known as this helps researchers to be more critical regarding the study that will be continued.



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CHAPTER 4

RESULTS AND DISCUSSION

4.1 INTRODUCTION

In this chapter, the researcher will describe the research findings, as well as the analysis of data obtained from the impact of covid-19 to the unemployment rate among hospitality students at University Malaysia Kelantan. The focus of this data analysis will be on evaluation of the impact on the restaurant and hotel industry, impact on the hospitality job market and job seeking among hospitality students. The questionnaires were distributed online to 240 students of hospitality of University Malaysia Kelantan and the researcher had received 240 completed questionnaires.

This chapter shows the data from the descriptive evaluation and inferential analysis. Descriptive analysis was used to explain the demographic statistics of respondents such as mean, average mean, and frequency. Using Pearson correlation, inferential analysis is used to investigate the relationship between dependent and independent variables. Tables will provide both descriptive and inferential analytic results.

4.2 RESULTS OF DESCRIPTIVE ANALYSIS

Descriptive statistics are brief descriptive coefficients that summarize a given data set, which can be a representation of the entire population or a sample of it. Descriptive statistics are divided into measures of variability and measures of central tendency. Descriptive analysis

implies a simple description of the questionnaire data collected. It helps researchers to tell the details and describe the demographic profile and the study variables.

4.2.1 DEMOGRAPHIC PROFILE

Table 4.1: Number of Respondent by Gender

Gender	Frequency	Percent (%)
Female	112	46.7
Male	128	53.3
<i>Total</i>	<i>240</i>	<i>100.0</i>

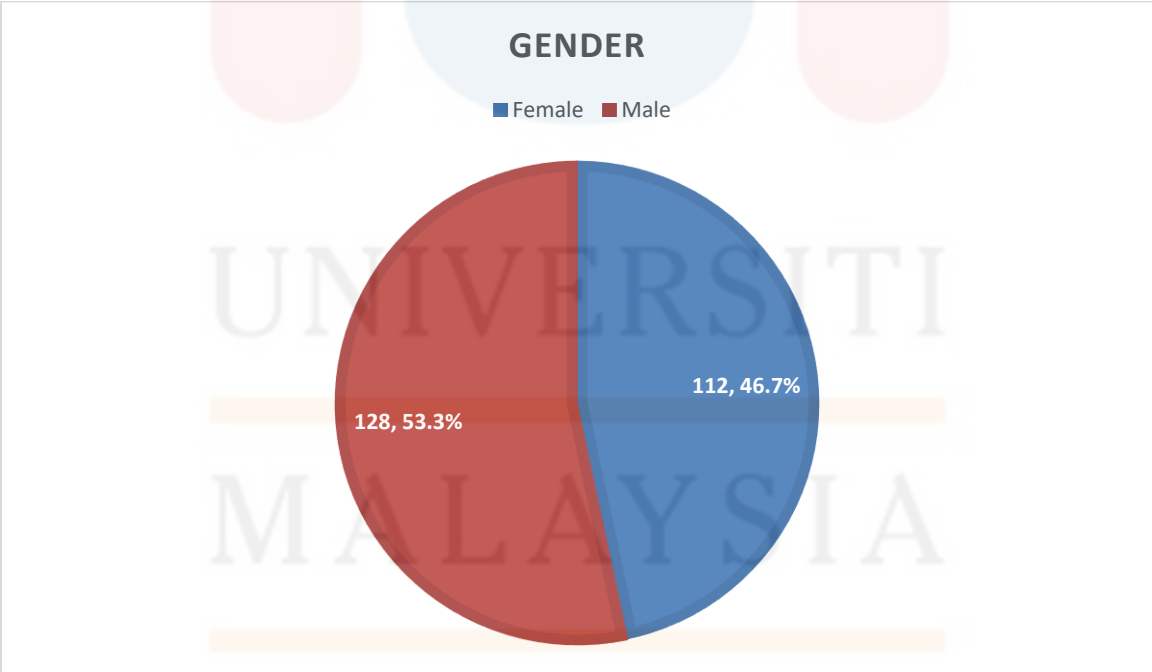


Figure 4.1: Number of Respondent by Gender

Table 4.1 and Figure 4.1 shows the gender of the respondent. The value for male respondents is 128 while the value of female is 112 respondents. Equally 53.3 percent was male and 46.7 percent was female respectively that take part in this research.

Table 4.2: Number of Respondent by Range of Age

Range of Age	Frequency	Percent (%)
20 to 24 Years Old	207	86.3
25 to 28 Years Old	28	11.7
29 to 32 Years Old	5	2.1
33 Years Old and Above	-	-
Total	240	100.0

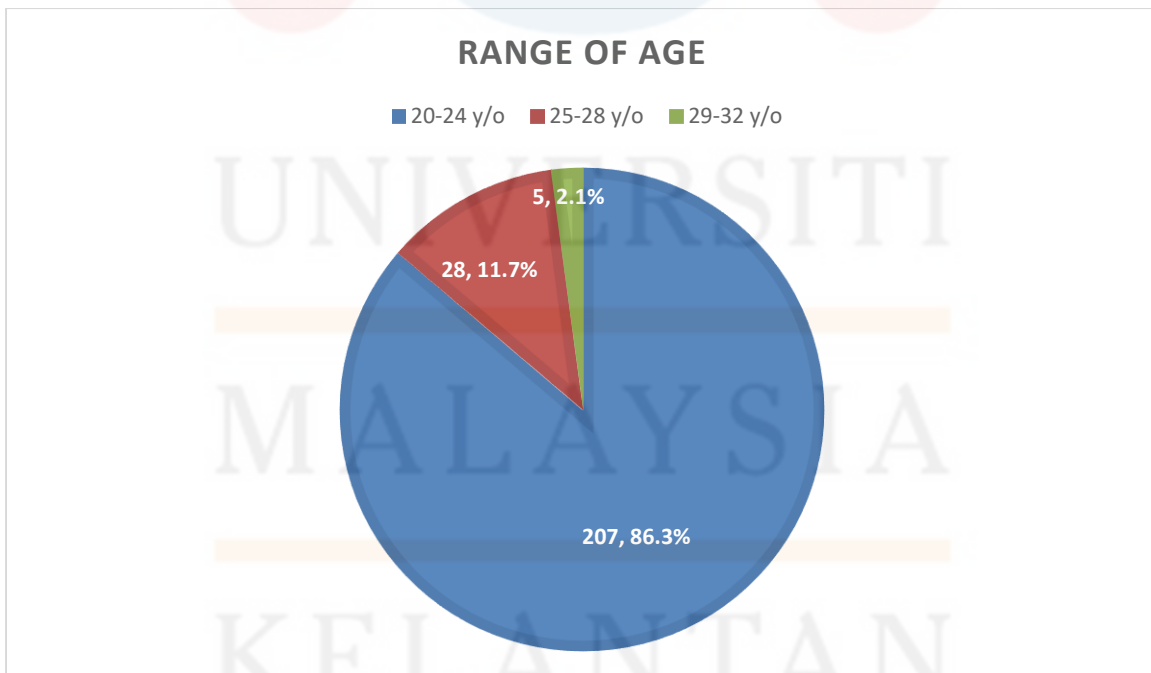


Figure 4.2: Number of Respondent by Range of Age

Table 4.2 and figure 4.2 shows a collected data of range age of respondents. There are 240 respondents in total and consist of range age from 20-24 years old with 207 respondent (86.3%), 25-28 years old with 28 respondents (11.7%), and 29-32 years old with 5 respondent (2.1%) fully responded but option 33 years and above in questionnaire did not get a responded. Therefore, the total number of respondents in the range of age is 240.

Table 4.3: Number of Respondent by Highest Level of Education

Highest Level of Education	Frequency	Percent (%)	Valid Percent (%)
Bachelor's Degree	233	97.1	97.9
Master Degree	4	1.7	1.7
Doctor of Philosophy	1	0.4	0.4
Total	238	99.2	100.0
Missing value*	2	0.8	
<i>Total</i>	240	100.0	

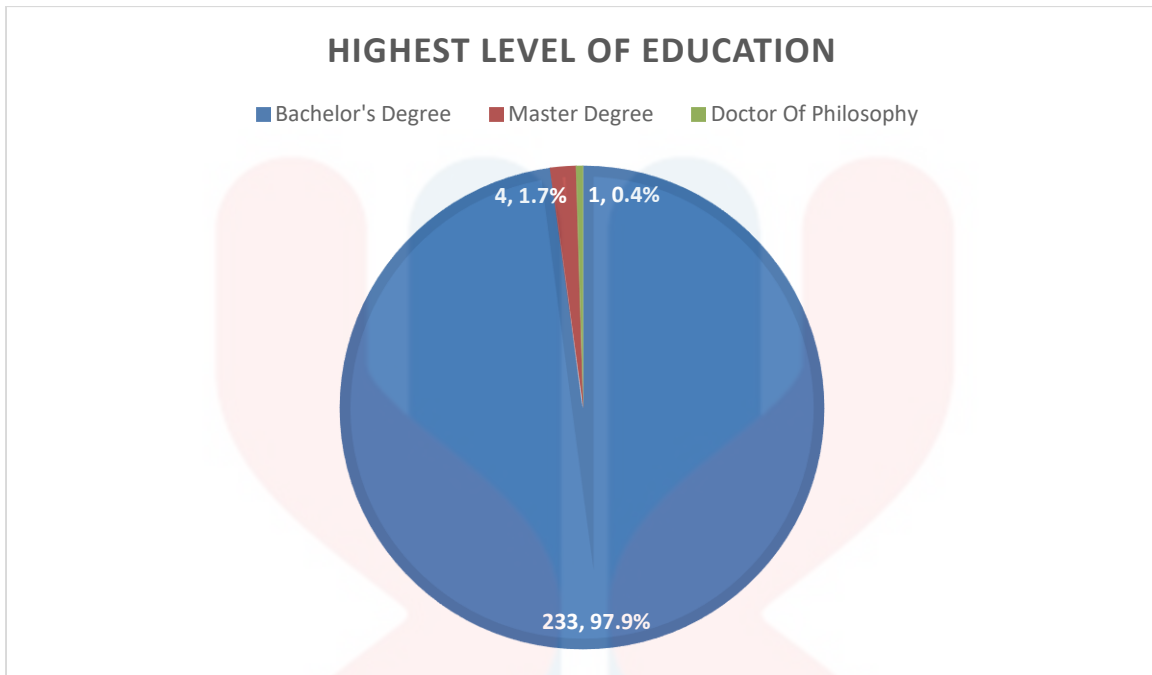


Figure 4.3: Number of Respondent by Highest Level of Education

Table 4.3 and Figure 4.3 shows the number of respondents by highest level education. There were 238 respondents who responded to the questionnaire out of 240 however, there are two missing values that were carried forward in this research. Because the respondent did not choose the options. The result then used the valid percent to scrutinize which consisted of education level of bachelor’s degree about 233 respondents (97.9%) and education level of master degree were 4 respondents (1.7%) while the next education level of doctor of philosophy (PhD) was only 1 respondents (0.4%).

Table 4.4: Number of Respondent by Race

Race	Frequency	Percent (%)
Malay	128	53.3
Chinese	38	15.8
Indian	65	27.1

Others	9	3.7
<i>Total</i>	240	100.0

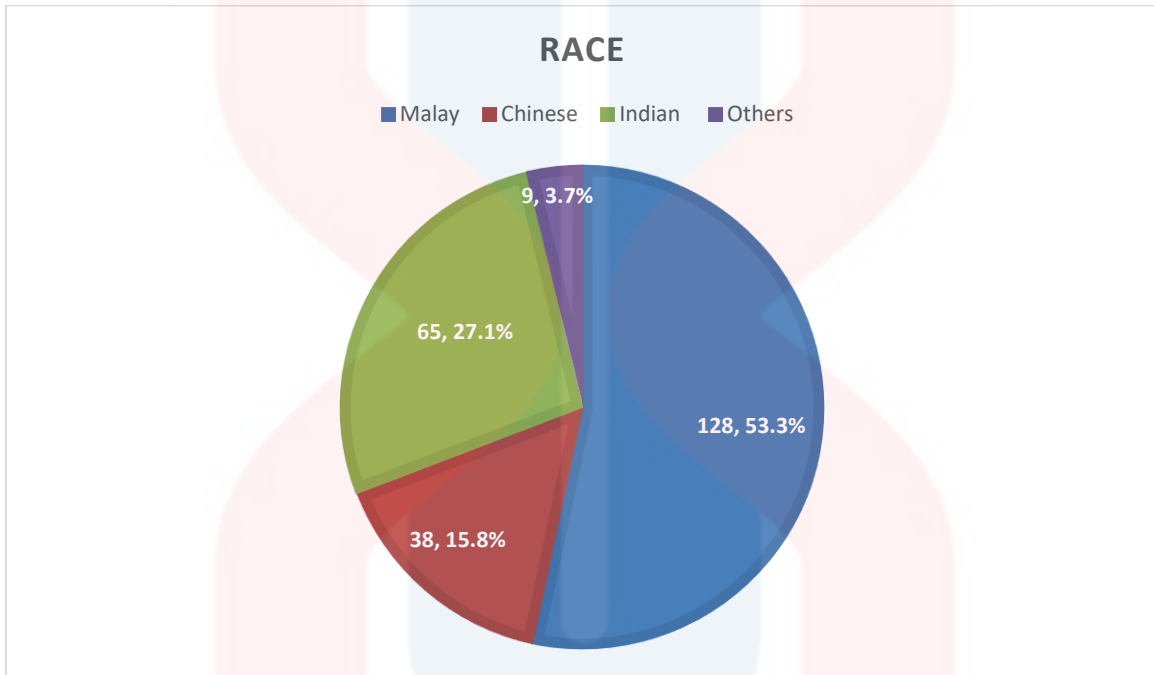


Figure 4.4: Number of Respondent by Race

Table 4.4 and Figure 4.4 shows the number of respondents by race. The total respondents who responded to the questionnaire are 240. The value respectively consisted of the Malay with 128 respondents (53.3%), Chinese with 38 respondents (15.8%), Indian with 65 respondents (27.1%), and Others with 9 respondents (3.7%).

Table 4.5: Number of Respondent by Nationality

Nationality	Frequency	Percent (%)
Malaysia Citizen	239	99.6
Others	1	0.4

<i>Total</i>	240	100.0
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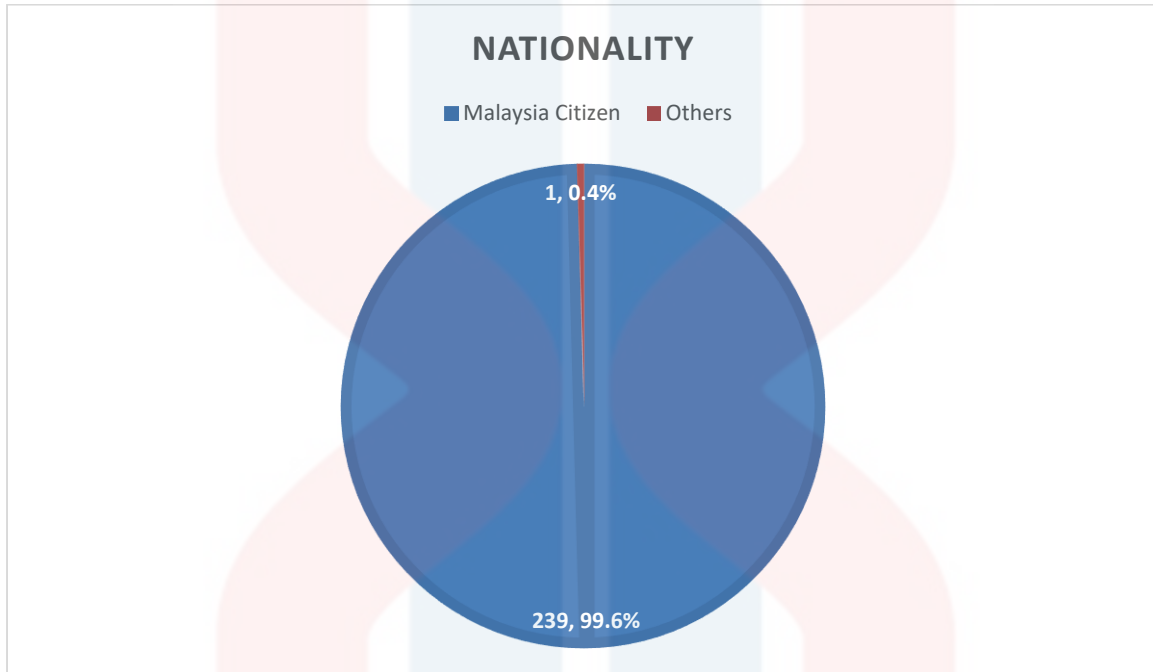


Figure 4.5: Number of Respondent by Nationality

Table 4.5 and Figure 4.5 shows the number of respondents by nationality. Out of 240 respondents, about 239 respondents (99.6 %) are Malaysia citizens and only 1 respondent (0.4%) is others.

Table 4.6: Number of Respondent by Marital Status

Marital Status	Frequency	Percent (%)
Single	229	95.4
Married	10	4.2
Divorced	1	0.4
Separated	-	-

<i>Total</i>	240	100.0
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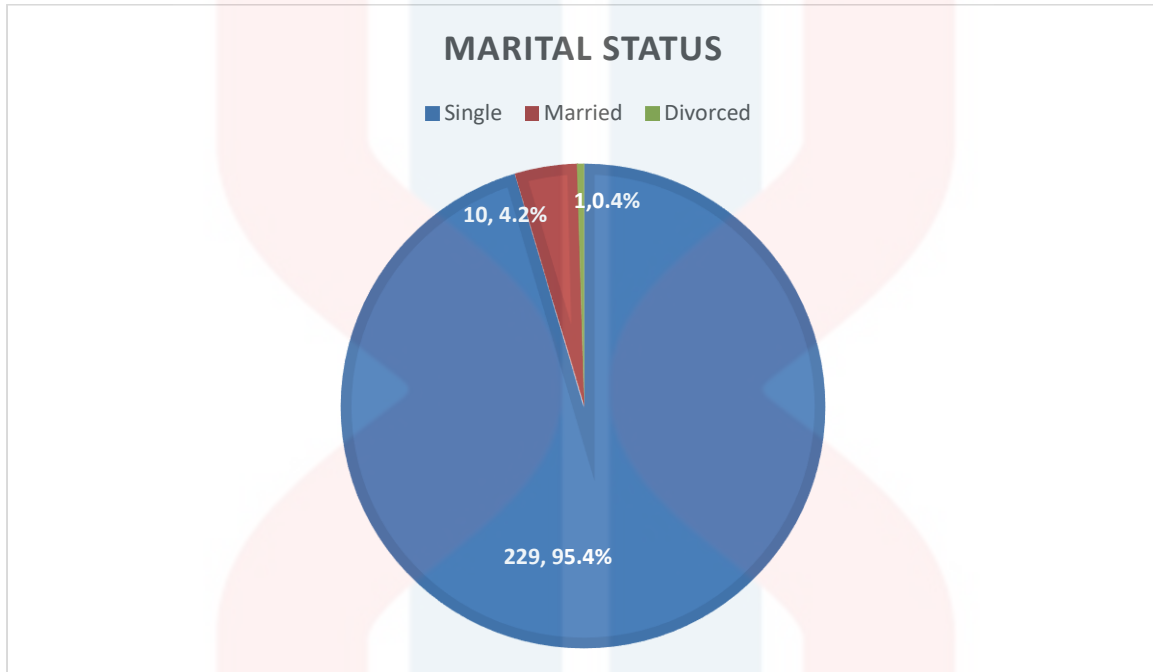


Figure 4.6: Number of Respondent by Marital Status

Table 4.6 and Figure 4.6 shows the number of respondents by marital status. The total value of 240 respondents consisted of single 229 respondents (95.4%), married 10 respondents (4.2%) and divorced 1 respondent (0.4%) who had responded to the research questionnaire.

Table 4.7: Number of Respondent by Current Employment Status

Current Employment Status	Frequency	Percent (%)	Valid Percent (%)
Employed Full Time	6	2.5	2.5
Employed Part Time	22	9.2	9.2

Unemployed Looking for Work	66	27.5	27.6
Unemployed Not Looking for Work	5	2.1	2.1
Retired	-	-	-
Student	140	58.3	58.6
<i>Total</i>	239	99.6	100.0
Missing Value*	1	0.4	
<i>Total</i>	240	100.0	

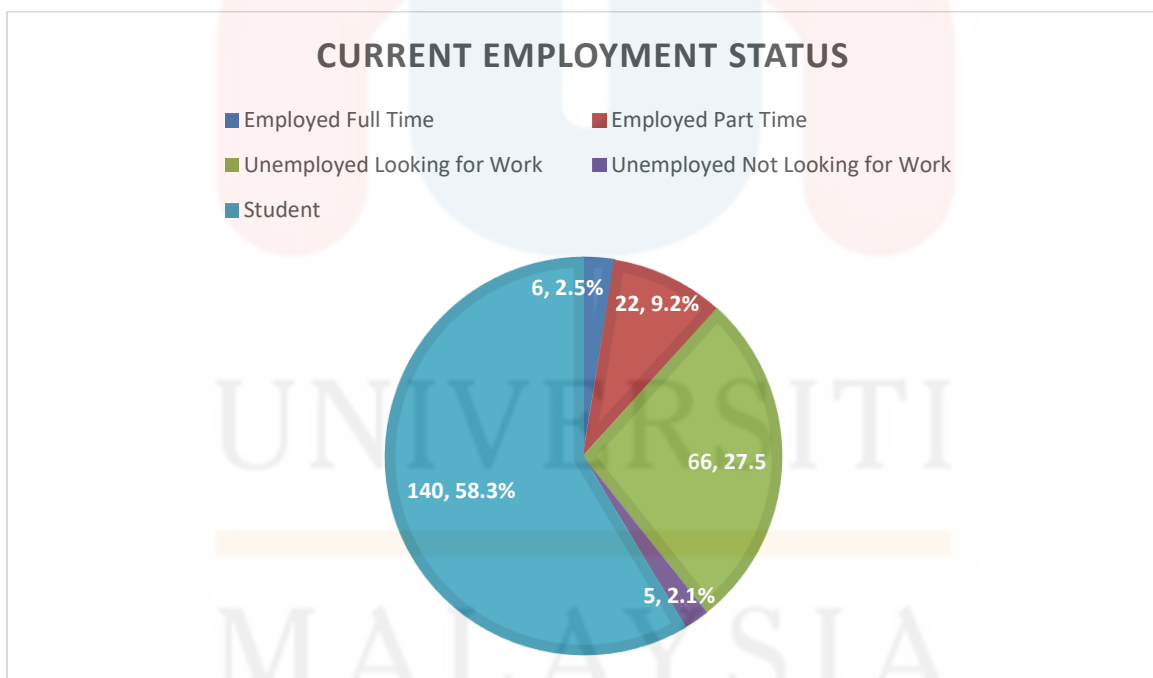


Figure 4.7: Number of Respondent by Current Employment Status

Table 4.7 and Figure 4.7 shows the number of respondents by current employment status. There were 239 respondents who responded to the questionnaire however, this is one missing value that carried forward in this research. Because one of the respondents did not

respond to the answer. The result then used the valid percent to scrutinize which consist of respondent who employed full time is 6 or 2.5 percent, respondent who employed part time is 22 or 9.2 percent, respondent who unemployed looking for work is 66 or 27.5 percent, respondent who unemployed not looking for work is 5 or 2.1 percent while, respondent who were student is 140 or 58.3 percent that answered the research questionnaire.

4.2.2 Descriptive analysis of Independent and Dependent Variable

The mean, median, and mode are examples of measures of central tendency, while the standard deviation, variance, minimum and maximum variables, and kurtosis and skewness are examples of measures of variability. There are four variables in this study, one of which is a dependent variable is unemployment rate among students in the hospitality industry, while independent variables are impact on restaurant and hotel industry, impact on hospitality job market and job seeking among hospitality students. The researcher will examine the mean range for each variable. The mean range for each variable is shown in the table below.

Table 4.8: Guideline between mean value and level of response

Mean Score	Interpretation
1.00 - 1.80	Very Low
1.81 - 2.60	Low
2.61 - 3.20	Medium
3.21 - 4.20	High
4.21 - 5.00	Very High

Source : Moidunny (2009)

Table 4.8 displays the mean range for each statement connected to each variable in the model. The mean degree ranges from 5.00 to 1.00. If the mean is between 4.21 and 5.00, the respondents strongly agreed with the statement. If, on the other hand, the mean falls between the ranges of 1.00 and 1.80, it indicates that the respondents strongly disagree with the assertion.

Table 4.8 Descriptive statistic

Variables	N	Minimum	Maximum	Mean	Std Deviation
Impact on restaurant and hotel industry	240	1	5	2.3719	1.03394
Impact on hospitality job market	240	1	5	2.1317	.999841
Job seeking among hospitality students	240	1	5	2.0825	1.03836
Rate of unemployment	239	1	5	2.0577	1.02843
Valid N (listwise)	239				

Table 4.8 displayed the number of respondents, as well as the mean and standard deviation of independent and dependent variables. The highest mean for the independent variables was impact on restaurant and hotel industry which is 2.3719, followed by impact on hospitality job market which is 2.1317, and job seeking among hospitality students which is 2.03836. The dependent variable's mean was 2.0577. For the number of populations for the rate of unemployment, there were missing values. So, the population is 239.

4.2.3 Impact on Restaurant and Hotel Industry

Table 4.9 Reported mean score for Impact on Restaurant and Hotel Industry

Variables	N	Minimum	Maximum	Mean	Std Deviation
1. In your view, do you think restaurants and the hotel industry around your area are badly affected due to the COVID-19 Pandemic?	240	1	5	1.88	1.357
2. Would you personally return to hotels or restaurants in the area that has a high number of Covid-19 cases?	240	1	5	2.92	1.547
3. Do you think the restaurants and hotel industry could sustain their business in attracting customers and guests during the MCO period despite practicing safety measures like	240	1	5	2.45	1.219

sanitizer, wearing gloves and social distancing?					
4. Do you think the hospitality and tourism industry could recover and regenerate the losses they faced by the usage of technologies in the hospitality industry during the pandemic?	240	1	5	2.25	1.236
Valid N (listwise)	240				

The descriptive analysis for the Impact on the Restaurant and Hotel Industry is shown in Table 4.9. The table displays the mean and standard deviation for the impact on the restaurant and hotel industries. There are a total of 5 questions in the Impact on the Restaurant and Hotel Industry section. The mean for the first question is 1.88 and the standard deviation is 1.357. The mean for the second question is 2.92, and the standard deviation is 1.547. The mean for the third question is 2.45, with a standard deviation of 1.219, and the mean for the fourth question is 2.25, with a standard deviation of 1.236. As shown in table 4.2.1, the total mean for impact on the restaurant and hotel industry is 2.3719 which is the highest mean among other variables.

Table 4.10 Reported mean score for Impact on Hospitality Job Market

Variables	N	Minimum	Maximum	Mean	Std Deviation
1. Do you find it hard to get a job, especially restaurants and hotels during the pandemic season?	240	1	5	1.95	1.279
2. Do you think you get to compete with other hospitality graduates to get the ideal job during the pandemic?	240	1	5	2.31	1.216
3. Do you hope to change your job in the future if you ever find another suitable job?	240	1	5	2.21	1.168
4. Do you think it is likely you will lose your job or be laid off in the next year if the company in the hospitality industry you are currently working for is in the recovery phase?	240	1	5	2.11	1.073

5. Do you consider getting started your career in the hospitality and tourism industry in the future?	240	1	5	2.07	1.191
Valid N (listwise)	240				

The descriptive analysis for Impact on Hospitality Job Market is shown in Table 4.10. The table above shows the mean of respondents' responses on the Impact on Hospitality Job Market variable using the Five-Likert Scale. For the first question which is 'do you find it hard to get a job, especially restaurants and hotels during the pandemic season?', the mean is 1.95 and standard deviation is 1.279. The mean for question 2 where the question is 'do you think you get to compete with other hospitality graduates to get the ideal job during the pandemic?', is 2.31 and the standard deviation is 1.216. The respondents then answer question 3 which is 'do you hope to change your job in the future if ever you find another suitable job?' with the mean is 2.21 and standard deviation is 1.168. The fourth question is about 'do you think it is likely you will lose your job or be laid off in the next year if the company in the hospitality industry you are currently working for is in the recovery phase?' and the mean is 2.11 and standard deviation is 1.073. Lastly, the mean for the last question is 2.07 and standard deviation is 1.191. The question is do you consider getting started your career in the hospitality and tourism industry in the future? In conclusion, as shown in table 4.2.1, the mean for this variable is 2.1317 which is second highest between other variables.

Table 4.11 Reported mean score for Job Seeking among Hospitality Students

Variables	N	Minimum	Maximum	Mean	Std Deviation
1. Do you find it easier to find jobs from online interviews rather than by attending face-to-face interviews?	240	1	5	2.15	1.260
2. Are the numbers of hiring by the companies are much difficult during the phrase of Covid-19?	240	1	5	1.99	1.171
3. Do you think the market for jobs is competitive enough providing the skills you have to get a job?	240	1	5	2.10	1.160
4. Does the pandemic change the way of searching jobs whether it is working from home or working online ever since the Covid-19?	240	1	5	2.01	1.152
Valid N (listwise)	240				

Table 4.11 shows the descriptive analysis for Job Seeking among Hospitality Students. According to the above results, there are a total of 4 questions regarding Job Seeking among Hospitality Students. The mean for the first question is 2.15, and the standard deviation is 1.260. The mean and standard deviation for the second question is 1.99 and 1.171, respectively. The mean for the third question is 2.10, with a standard deviation of 1.160, and the mean for the fourth question is 2.01, with a standard deviation of 1.152. Lastly, in table 4.11, the mean for job seeking among hospitality student's variable is 2.0825 which is the lowest mean.

Table 4.12 Reported mean score for The Rate of Unemployment

Variables	N	Minimum	Maximum	Mean	Std Deviation
1. Do you find the pandemic gave you a harder time in looking for a job?	240	1	5	1.82	1.168
2. Do you think the unemployment rate especially among the students increased?	240	1	5	1.92	1.165
3. Do you think students have to work on different kinds of jobs that are totally irrelevant to their	240	1	5	2.15	1.277

qualifications in order to find a living?					
4. Do you mind working jobs that underpaid you during the pandemic season due to the difficulties in finding a job for living?	240	1	5	2.19	1.295
5. Are you convinced the economic activity is well into the expansion phase after the recovery phase from the pandemic and will decline the unemployment rate?	240	1	5	2.22	1.249
Valid N (listwise)	240				

Table 4.12 shows the descriptive analysis for the rate of unemployment. According to the aforementioned results, there are a total of 5 questions for the absence of the rate of unemployment subscale. The mean and standard deviation for the first question is 1.82 and 1.168. For the second question which is ‘do you think the unemployment rate especially among the students increased?’, the mean is 1.92 and standard deviation is 1.165. The third question mean is 2.15 and standard deviation is 1.277. Then, the mean and standard deviation for question four is 2.19 and 1.295. Lastly, for the fifth question which is ‘are you convinced the

economic activity is well into the expansion phase after the recovery phase from the pandemic and will decline the unemployment rate?', the mean is 2.22 and standard deviation is 1.249. As shown in table 4.12, the total mean for dependent variables which is the rate of unemployment is 2.0577.

4.3 RESULTS OF RELIABILITY TEST

Reliability test is to measure the reliability of the questionnaire by using Cronbach's alpha coefficient value to evaluate the stability and consistency indication (Sekaran, 2003). The Cronbach's alpha range value is between number 0 and 1 for interpretation of study. Therefore, the value result would be able to define and determine if the questionnaire were reliable and understood by respondents when the range value in alpha increases.

Table 4.13: Cronbach's Alpha Coefficient Values

Cronbach's Alpha Range Values	Interpretation
$\alpha \geq 0.9$	Excellent
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Questionable
$0.6 > \alpha \geq 0.5$	Poor
$0.5 > \alpha$	Unacceptable

Source: George and Mallery (2003)

Table 4.13 illustrates that if Cronbach's alpha is closer to 1, the interpretation considered it as excellent for the items in the questionnaire. Then, if the Cronbach's alpha is less than 0.5, the interpretation considered it as unacceptable for the reliability coefficient.

Table 4.14: Interpretation Overall of Result for Reliability Analysis

Cronbach's Alpha	Number of items
0.956	18

Table 4.14 shows the interpretation of results for this study reliability test of independent variables and dependent variables. According to the result, the Cronbach's alpha coefficient value is 0.956 that interprets the range as excellent. Therefore, observation for the result test for the questionnaire is reliable.

Table 4.15: Results of Cronbach's Alpha Coefficient for the Independent Variables and
Dependent Variable

Variables	N	Number of items	Cronbach's Alpha Coefficient	Interpretation
Impact on restaurant and hotel industry	240	4	0.768	Acceptable
Impact on the hospitality job market	240	5	0.897	Good
Job seeking among students	240	4	0.898	Good

The unemployment rate among students	240	5	0.890	Good
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Table 4.15 presented the value of Cronbach's Alpha Coefficient of this study for both independent variables and dependent variables. The first independent variable, measuring impact on restaurant and hotel industry with 4 questions to test the reliability. It is the Cronbach's Alpha Coefficient value which resulted in 0.768 thus, interpreted the questions as acceptable.

Then, to measure the second independent variable, impact on the hospitality job market within the 5 questions to test the reliability. The Cronbach's Alpha Coefficient value of 0.897 was interpreted as good and reliable.

Next, to measure the third independent variable, job seeking among students with 4 questions to test the reliability. The Cronbach's Alpha Coefficient value range shows 0.898 which is interpreted as good and considered reliable.

Lastly, the dependent variable measures 5 questions about the unemployment rate among students to test the reliability. The Cronbach's Alpha Coefficient value resulted in 0.890 thus, interpreted the questions as good and considered reliable.

4.4 RESULTS OF INFERENCE ANALYSIS

Inferential analysis is used to measure the relationship between independent variables (IV) and dependent variables (DV) by using the Pearson Correlation Coefficient. This analysis to measure whether the variables have any strength of relationship correlation exist between

independent variables (impact on restaurant and hotel industry, impact on hospitality job market, and job seeking among students) and dependent variables (the unemployment rate among students). Below shows the table as a guide of coefficient correlations and interpretation that is used by researchers.

Table 4.16: Interpretation of Correlation Coefficient

Size of Correlation	Interpretation
.90 to 1.00 or -.90 to -1.00	Very high positive (negative) correlation
.70 to .90 or -.70 to -.90	High positive (negative) correlation
.50 to .70 or -.50 to -.70	Moderate positive (negative) correlation
.30 to .50 or -.30 to -.50	Low positive (negative) correlation
.00 to .30 or -.00 to -.30	Negligible correlation

Source: Hinkle, D. E., Wiersma, W., & Jurs, S. G. (2003)

Hypothesis 1: Impact on restaurant and hotel industry

1.H0a – There is no significant relationship between impact on the restaurant and hotel industry and the unemployment rate among students in the hospitality industry.

H1a – There is a significant relationship between impact on the restaurant and hotel industry and the unemployment rate among students in the hospitality industry.

Table 4.17: Pearson correlation coefficient of impact on the restaurant and hotel industry and the unemployment rate among students in the hospitality industry.

Correlation			
		Impact on the restaurant and hotel industry	The unemployment rate among students
Impact on the restaurant and hotel industry	Pearson Correlation	1	.675**
	Sig. (2-tailed)		.000
	N	240	239
The unemployment rate among students	Pearson Correlation	.675**	1
	Sig. (2-tailed)	.000	
	N	239	239

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

Table 4.17 indicates relationship of variables in Pearson Correlation Coefficient, the interpretation between impact on the restaurant and hotel industry and the unemployment rate among students is moderate positive with correlation coefficient of .675. The p value of impact on the restaurant and hotel industry is .000 which is less than the significant level of 0.01 and the number of cases is 239. Because it implies the significant relationship between impact on the restaurant and hotel industry positively and moderately related to the unemployment rate among students in the hospitality industry. Therefore, this study rejects the null hypothesis H_{0a} for Hypothesis 1.

Hypothesis 2: Impact on hospitality job market

2.H0b – There is no significant relationship between impact on the hospitality job market and the unemployment rate among students in the hospitality industry.

H1b – There is a significant relationship between impact on the hospitality job market and the unemployment rate among students in the hospitality industry.

Table 4.18: Pearson correlation coefficient of impact on the hospitality job market and the unemployment rate among students in the hospitality industry.

Correlation			
		Impact on the hospitality job market	The unemployment rate among students
Impact on the hospitality job market	Pearson Correlation	1	.813**
	Sig. (2-tailed)		.000
	N	240	239
The unemployment rate among students	Pearson Correlation	.813**	1
	Sig. (2-tailed)	.000	
	N	239	239

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

Table 4.18 illustrates the relationship of variables in Pearson Correlation Coefficient, the interpretation between impact on the hospitality job market and the unemployment rate among students is high positive with correlation coefficient of .813. The p value of impact on

the hospitality job market is .000 which is less than the significant level of 0.01 and the number of cases is 239. Because it implies the significant relationship between impact on the hospitality job market positively and highly related to the unemployment rate among students in the hospitality industry. Therefore, this study rejects the null hypothesis H_{0b} for Hypothesis 2.

Hypothesis 3: Job seeking among hospitality students

3.H0c – There is no significant relationship between job seeking among hospitality students and the unemployment rate of students in the hospitality industry.

H1c – There is a significant relationship between job seeking among hospitality students and the unemployment rate of students in the hospitality industry.

Table 4.19: Pearson correlation coefficient of job seeking among hospitality students and the unemployment rate among students in the hospitality industry.

Correlations			
		Job seeking among students	The unemployment rate among students
Job seeking among students	Pearson Correlation	1	.809**
	Sig. (2-tailed)		.000
	N	240	239
The unemployment rate among students	Pearson Correlation	.809**	1
	Sig. (2-tailed)	.000	
	N	239	239

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

Table 4.19 displayed the relationship of variables in Pearson Correlation Coefficient, the interpretation between job seeking among students and the unemployment rate among students is high positive with correlation coefficient of .809. The p value of job seeking among students is .000 which is less than the significant level of 0.01 and the number of cases is 239. Because it implies the significant relationship between job seeking among students is positive and highly related to the unemployment rate among students in the hospitality industry. Therefore, this study rejects the null hypothesis H_{0c} for Hypothesis 3. Overall the impact of COVID19 results in the unemployment rate among hospitality students at Universiti Malaysia Kelantan.

Table 4.20: Overall of variables that the impact of COVID19 to the unemployment rate among hospitality students at University Malaysia Kelantan.

Correlations					
		Impact on the restaurant and hotel industry	Impact on the hospitality job market	Job seeking among students	The unemployment rate among students
Impact on restaurant and hotel industry	Pearson Correlation	1	.729**	.725**	.675**
	Sig. (2- tailed)		.000	.000	.000
	N	240	240	240	239
	Pearson Correlation	.729**	1	.851**	.813**

Impact on hospitality job market	Sig. 2- tailed)	.000		.000	.000
	N	240	240	240	239
Job seeking among students	Pearson Correlation	.725**	.851**	1	.809**
	Sig. (2- tailed)	.000	.000		.000
	N	240	240	240	239
The unemployment rate among students	Pearson Correlation	.675**	.813**	.809**	1
	Sig. (2- tailed)	.000	.000	.000	
	N	239	239	239	239

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

Table 4.20 presented the relationship between dependent variables, the unemployment rate among students and independent variables which have an impact on the restaurant and hotel industry, impact on the hospitality job market, and job seeking among students. It concluded that the impact on restaurants and hotels is positive and moderately related to the unemployment rate among students with correlation coefficient of .675. Meanwhile the impact on the hospitality job market and job seeking among students are high positive relate to the unemployment rate among students with correlation coefficients of .813 and .809 respectively. The p value of independent variables is less than .000 which is less than the significant level of 0.01. Therefore, there is a significant relationship between independent variables and dependent variables.

4.5 DISCUSSION BASED ON RESEARCH OBJECTIVES

As mentioned in Chapter 1, there are 3 objectives stated which are to study the interrelation between COVID-19 and the unemployment rate among students in the hospitality industry, to identify the factors of difficulties to the students of hospitality industry in seeking suitable vacancy, and to explore the responses about the impact of COVID-19 towards the job market mainly the hospitality industry. The related Independent Variables are unemployment rate among students in the hospitality industry reflected by impact on the restaurant and hotel industry (H1), impact on the job market for hospitality (H2) and job seeking among hospitality students (H3).

Objective 1: To study the relationship between COVID-19 and the unemployment rate among students in the hospitality industry.

From the results shown in Chapter 4, it indicates that the respondents strongly agreed with the statement that the pandemic gave them a harder time in looking for a job. Most of the respondents also strongly agreed in which they think that the unemployment rate especially among the students has increased and they have to work on different kinds of jobs that are totally irrelevant to their qualifications in order to find a living. Meanwhile, some of them strongly agreed that they convinced the economic activity is well into the expansion phase after the recovery phase from the pandemic and will decline the unemployment rate. Due to this pandemic, the government has implemented the MCO order, so people no longer travel to hotels or restaurants. Therefore, employers do not need employees who have caused the unemployment rate in the hospitality sector has increased. Based on the data collected, the

researcher can conclude that there are relationship between COVID-19 and the unemployment rate among students in the hospitality industry. There is a moderate positive relationship between impact on the restaurant and hotel industry (H1) and unemployment rate with correlation coefficient of .0675 and the p value is less than 0.01. Hence, the hypothesis of first analysis is acceptable

Objective 2: To examine the factors of difficulties to the students of hospitality industry in seeking suitable vacancy.

Based on the results of the inferential analysis, it shows that respondents agreed that it is hard to get a job especially in restaurants and hotels during the pandemic. Most of the respondents strongly agreed that the numbers of hiring by the companies are much more difficult during the phrase of Covid-19. Moreover, they also strongly agreed that the market for jobs is competitive enough to provide the skills they have to get a job. The pandemic changed the way of searching jobs whether it is working from home or working online ever since the Covid-19. This is because most of the hotels and restaurants do not hire new employees because the business is no longer gaining profit from the tourists. They only survive by maintaining the number of existing employees. Thus, based on the data collected the researcher can conclude that there are some factors of difficulties to the students of the hospitality industry in seeking suitable vacancy due to the COVID-19 impacts. There is a high positive relationship between impact on the job market for hospitality (H2) and unemployment rate with correlation coefficient of 0.813 and the p value is less than 0.01. Hence, the hypothesis of second analysis is acceptable

Objective 3: To explore the responses about the impact of COVID-19 towards the job market mainly the hospitality industry.

Based on the data, the researcher can conclude that some of the respondents strongly agreed that it is hard to get a job, especially in restaurants and hotels during the pandemic season. They also agreed that they get to compete with other hospitality graduates to get the ideal job during the pandemic and hope to change the job in the future if ever find another suitable job. Then, some of the respondents strongly agreed with the statement that it is likely they will lose the job or be laid off in the next year if the company in the hospitality industry they are currently working for is in the recovery phase. They strongly agreed to consider getting started in the hospitality and tourism industry in the future. Students have been less interested to work in the hospitality industry due to the difficulty of getting a job and surviving in the sector. Thus, there are relationships between the impacts of COVID-19 towards the job market, mainly the hospitality industry. There is a high positive relationship between job seeking among hospitality students (H3) and unemployment rate with correlation coefficient of 0.809 and the p-value is less than 0.01. Hence, the hypothesis of third analysis is acceptable.

4.6 SUMMARY

As a conclusion, this chapter has focused on the data analysis methods used by researchers to analyse results and findings. It displayed the results of the relationship between the impacts of COVID19 to the unemployment rate among hospitality students at University Malaysia Kelantan. The analyses done are descriptive analysis, reliability test, inferential

analysis and Pearson's Correlation Coefficient. The discussion and conclusion of this study are described in the following chapter.



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CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

The main purpose is to identify the impact on restaurants and hotel industry, impact on the hospitality job market, job seeking among hospitality students and the unemployment rate among students in the hospitality industry. This chapter shows the significance of research findings that have been discussed in terms of the objectives of this study as well as the interrelation between Covid-19 and the unemployment rate, the factors of difficulties in seeking suitable vacancy and to explore the responses about the impact of Covid-19 towards the job market. Recommendations are also provided for further research in this chapter and followed by conclusion for this research.

5.2 RECAPITULATION OF THE FINDINGS

In the previous chapter (Chapter 4), researchers have examined the finding of a study which is based on the hypothesis for this study. In this chapter would be the discussion of recapitulation of the study findings that will conclude on research objective, research questions and relation of hypothesis.

Based on the findings, researchers can relate on how all the variables affected by the impact of COVID 19. In Chapter 4 results were shown base on questionnaires designed by researchers to respondents. The questionnaire consists of 18 questions of variables and divided into sections. Section A focused on respondent demographic included gender, age, level education, race, nationality, marital status, and employment status. In Section B, the questions focused on independent variables while Section C focused on dependent variables. The sample size was determined with 226 respondents by using the equation developed by Krejcie and Morgan (1970) but the total of respondents that answered the questionnaire through Google Form was 240 respondents. The actual data that should be analyzed by Statistical Package for the Social Sciences (SPSS) to proceed is amount 226 but it is better to have more respondent amount in order to backup the data if it has missing value or cannot be used. Hence, the recapitulation of findings in this study shows the related hypothesis with the research objectives and questions.

5.2.1 RELATIONSHIP BETWEEN IMPACT ON THE RESTAURANT AND HOTEL INDUSTRY WITH THE UNEMPLOYMENT RATE AMONG STUDENTS

The research question first of this study asked about the interrelation between COVID 19 and the unemployment rate among students in the hospitality industry. To answer the question, table 5.1 shows the relation of hypothesis, research objective, and research question.

Table 5.1: Research Objective 1 and Research Question 1

No	Research Objective (RO)	Research Question (RQ)
1	To study the relationship between COVID-19 and the unemployment rate among students in the hospitality industry.	What is the relationship between COVID-19 and the unemployment rate among students in the hospitality industry?
H1a: There is a significant relationship between impact on the restaurant and hotel industry and the unemployment rate among students in the hospitality industry.		

In Chapter 4, the result of hypothesis was H1a which state there are significant between both variables was accepted and then rejected the H0a. Because the majority of the respondent has seen the impact on the restaurant and hotel industry due to COVID19 pandemic.

5.2.2 RELATIONSHIP BETWEEN IMPACT ON HOSPITALITY JOB MARKET WITH THE UNEMPLOYMENT RATE AMONG STUDENTS

The research question 2 of this study asked about the factors of difficulties to the students in seeking suitable vacancies in the hospitality industry. To answer the question, table 5.2 shows the relation of hypothesis, research objective, and research question.

Table 5.2: Research Objective 2 and Research Question 2

No	Research Objective (RO)	Research Question (RQ)
2	To examine the factors of difficulties to the students in seeking suitable vacancy in the hospitality industry.	What are the factors of difficulties to the students in seeking suitable vacancies in the hospitality industry?
H1b: There is a significant relationship between impact on the hospitality job market and the unemployment rate among students in the hospitality industry.		

The result of hypothesis H1b has been reviewed in Chapter 4 to answer Research Question 2. H1b states there is a significant relationship between impact on job market and unemployment rate among students. The result then later has accepted H1b and then rejected H0b the null hypothesis.

5.2.3 RELATIONSHIP BETWEEN JOB SEEKING AMONG HOSPITALITY STUDENTS WITH THE UNEMPLOYMENT RATE AMONG STUDENTS

The research question 3 of this study asked about their response to the impact of COVID-19 towards the job market, mainly the hospitality industry. To answer the question, table 5.3 shows the relation of hypothesis, research objective, and research question.

Table 5.3: Research Objective 3 and Research Question 3

No	Research Objective (RO)	Research Question (RQ)
3	To explore the responses about the impact of COVID-19 towards the job market mainly the hospitality industry.	What is their response to the impact of COVID-19 towards the job market, mainly the hospitality industry?
H1c: There is a significant relationship between job seeking among hospitality students and the unemployment rate of students in the hospitality industry.		

The result of hypothesis H1c has been reviewed in Chapter 4 to answer Research Question 2. H1c states there is a significant relationship between impact on job market and unemployment rate among students. The result then later has accepted H1c and then rejected H0c, the null hypothesis.

5.3 LIMITATION OF STUDY

There is no study that has not faced any limitation which gives difficulties to the researchers to finish the study. There are some limitations of study that should be noted during conducting the research. First of all, difficulty in reaching respondents. The research questionnaire has been distributed through social media platforms such as WhatsApp, and most of the respondents paid less attention to be involved in this research. Therefore, it takes a long time to collect the data to reach the target respondent.

Furthermore, another limitation is the passive respondents. The questionnaire's data was difficult and challenging to obtain since some of the respondents did not provide complete and thoughtful responses. The reason for the passive respondents was because of time constraints and the attitude of the respondents who do not like to read the question carefully which caused them to answer the questionnaire lightly. There were also respondents who think answering questionnaires from the researchers would be wasting their time. Thus, there may be some lacking in data collection and preparation of standard research reports.

In addition, the researcher faces some of the limitations when it comes to completing research projects and preparing research reports which are time constraints. The researchers are tied to a compact and different class schedule besides having to be involved with other commitments from university's activities. To fulfil the study, the researchers need to do some reviews and discussion from time to time.

Last but not least, a lack of data resources from previous studies has made it difficult for the researchers to obtain specific data and conduct analysis for the study. Moreover, this study also faced the difficulties to gain the exact data of students in the hospitality industry because we need to connect with the university in order to obtain accurate data. The data of students in hospitality industry is important in determining the sample size for the study. Therefore, the researchers had some problems in completing the study.

5.4 RECOMMENDATION

A beneficial and important technique for completing a study has been experienced during the entire research. For the recommendation, the researcher makes some recommendations to enhance the study's outcome. The first recommendation for this study is

using other platforms than WhatsApp to collect the number of respondents such as Facebook and Instagram to fill the Google form. By using these applications, the data can be collected easily because many respondents have this application. Other than that, the link of Google form can be shared to the respondents without need to call them first.

The second recommendation is that this study also can be made to the last year student. The last year's student will be facing this problem during this Pandemic. So, the result will be different because it involves the last year's student and not just students' students. The number of students in last year can be the same as the undergraduate's student. The amount of job seeking will be increased when these last year students have finished their study.

Lastly, the final recommendation is instead of circulating the questionnaire, the researcher will need to interview the respondents. The interview can be made via online such as with Google Meet or Zoom. This is due to the fact that not all respondents are able to take the time to complete the questionnaire. Since some respondents may not have enough time to complete the questionnaire properly, the researcher will need to interview them on their own. When respondents do not correctly complete the questionnaire, it cannot be used and produces unfavorable results.

5.5 CONCLUSION

The conclusion of this chapter is that the researchers have delivered the aim of this study regarding the issues and problems in the study. This study examines the relationship among the variables of impact on restaurants and hotel industry, impact on hospitality job market and job seeking among students that influences the unemployment rate among students in the hospitality industry. Research framework is developed based on the literature that has been

viewed. The researcher planned to investigate the relationship of each element in the independent variables to the dependent variables. There were 240 respondents who took part of this study through the online survey method. The data have been collected and analysed by SPSS software version 24 based on descriptive statistics, reliability analysis, and correlation analysis. According to the result, the Cronbach's alpha coefficient value is 0.956 that interprets the range as excellent. Therefore, observation for the result test for the questionnaire is reliable and it can be accepted in this study. The result of the research objectives which examine the relationship between the impact on restaurants and hotel industry, impact on hospitality job market and job seeking among students that influences the unemployment rate among students in the hospitality industry is accepted.

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APPENDIX



QUESTIONNAIRE

FACULTY OF HOSPITALITY, TOURISM AND WELLNESS

THE IMPACT OF COVID 19 TO THE UNEMPLOYMENT RATE AMONG STUDENTS IN HOSPITALITY INDUSTRY IN UNIVERSITI MALAYSIA KELANTAN

We are students of Bachelor of Entrepreneurship (Hospitality) with Honours from University Malaysia Kelantan. As a part of this degree programme, we are conducting research on THE IMPACT OF COVID 19 TO THE UNEMPLOYMENT RATE AMONG STUDENTS IN HOSPITALITY INDUSTRY IN UNIVERSITI MALAYSIA KELANTAN. The purpose of the study is to identify the impact faced by the restaurant operators, impact towards the hospitality job market and the struggles of students seeking ideal jobs that influenced the unemployment rate.

Your participation in answering and completing this questionnaire are important in the completion of the study. There is no right or wrong answer, therefore please complete the questionnaire according to your own opinion or perspective. The questionnaires will take about 5 to 10 minutes.

Your information will be kept confidential and will be used only in this research.

Thank you for your participation.

Your sincerely,

1. ALEEA FATINA BINTI CHE AZIZ H18A0036
2. KHAIRUNNISA MAHIRAH BINTI KHALIL H18A0168
3. MUHAMAD NASRULZAKWAN BIN KAMAL MOHD KHIR H18A0238
4. SEMALATHA A/P SIVA KUMAR H18A0548



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SECTION A: RESPONDENT'S DEMOGRAPHIC

The following questions are related to demographic information. For each question, please choose one answer that is the most appropriate for you. Please tick (√) in the box below.

Berikut adalah soalan berkaitan informasi demografi. Untuk setiap soalan, silakan memilih satu jawapan sahaja yang paling sesuai dengan anda. Silakan tanda (√) di dalam kotak tersedia.

1. Gender / Jantina

<input type="checkbox"/>	Female / Perempuan
<input type="checkbox"/>	Male / Lelaki

2. Range of Age / Kumpulan Umur

<input type="checkbox"/>	20-24 Years Old / 20-24 Tahun
<input type="checkbox"/>	25-28 Years Old/ 25-28 Tahun
<input type="checkbox"/>	29-32 Years Old/ 29-32 Tahun
<input type="checkbox"/>	33 Years Old and Above / 33 Tahun dan KeAtas

3. Highest Level of Education / Tahap Pendidikan Tertinggi

<input type="checkbox"/>	Bachelor's Degree / <i>Ijazah Sarjana Muda</i>
<input type="checkbox"/>	Master's Degree / <i>Ijazah Sarjana</i>
<input type="checkbox"/>	Doctor of Philosophy (PhD) / <i>Doktor Falsafah</i>

4. Race / Kaum

	Malay / <i>Melayu</i>
	Chinese / <i>Cina</i>
	Indian / <i>India</i>
	Others / <i>Lain-lain</i>

5. Nationality / Kewarganegaraan

	Malaysian Citizen / <i>Warganegara Malaysia</i>
	Others / <i>Lain-lain</i>

6. Marital Status / Status Perkahwinan

	Single / <i>Bujang</i>
	Married / <i>Berkahwin</i>
	Divorced / <i>Bercerai</i>
	Separated / <i>Berasingan</i>

7. Current Employment Status / Status Pekerjaan Semasa

	Employed Full Time / <i>Bekerja Sepenuh Masa</i>
	Employed Part Time / <i>Bekerja Separuh Masa</i>
	Unemployed Looking For Work / <i>Tidak bekerja Tetapi Mencari Pekerjaan</i>
	Unemployed Not Looking For Work / <i>Tidak Bekerja Dan tidak mencari pekerjaan</i>
	Retired / <i>Bersara</i>
	Student/ Pelajar

SECTION B: /BAHAGIAN B

Question in this section involves the independent variables of the research. For each statement, indicate the extent to which you agree or disagree with it by selecting one number from the scale provided. Please circle your response for each statement and rate it using the following criteria:

Soalan di bahagian ini mengandungi pemboleh ubah bebas kajian ini. Untuk setiap pernyataan atau soalan, nyatakan sejauh mana anda setuju atau tidak setuju dengan memilih satu skala nombor dari skala yang disediakan. Sila bulat maklum balas anda untuk setiap pernyataan dan nilaikannya menggunakan kriteria berikut:

1	2	3	4	5
Strongly Agree <i>Sangat Setuju</i>	Agree <i>Setuju</i>	Neutral <i>Neutral</i>	Disagree <i>Tidak Setuju</i>	Strongly Disagree <i>Sangat Tidak Setuju</i>

IMPACT ON RESTAURANT AND HOTEL INDUSTRY

IMPAK TERHADAP RESTAURANT DAN INDUSTRI PERHOTELAN

1	In your view, do you think restaurants and the hotel industry are badly affected due to the COVID-19 Pandemic? <i>Pada pandangan anda, adakah anda fikir restoran dan industri hotel terjejas teruk kerana Pandemik COVID-19?</i>	1	2	3	4	5
2	Would you personally return to hotels or restaurants at the area that has high number of Covid-19 cases? <i>Adakah anda akan ke hotel atau restoran di tempat tempat yang terjejas dengan pandemik Covid-19?</i>	1	2	3	4	5
3	Do you think the restaurants and hotel industry could sustain their business in attracting customers and guests during the MCO	1	2	3	4	5

	<p>period despite practicing safety measures like sanitizer, wearing gloves and social distancing?</p> <p><i>Adakah anda fikir industri restoran dan hotel dapat mempertahankan perniagaan mereka dalam menarik pelanggan dan pelancong dalam tempoh MCO walaupun dengan penggunaan sanitizer, pemakaian sarung tangan dan dengan mematuhi penjarakan sosial?</i></p>					
4	<p>Do you think the hospitality and tourism industry could recover and regenerate the losses they faced by the usage of technologies in the hospitality industry during the pandemic?</p> <p><i>Adakah anda fikir industri perhotelan dan pelancongan dapat pulih dan menjana semula kerugian yang mereka hadapi semasa wabak Covid-19 dengan meningkatkan penggunaan teknologi dalam industri hospitaliti dan pelancongan?</i></p>	1	2	3	4	5

IMPACT ON HOSPITALITY JOB MARKET

IMPAK TERHADAP PASARAN PEKERJAAN BIDANG HOSPITALITI

1	<p>Do you find it hard to get a job, especially restaurants and hotels during the pandemic season?</p> <p><i>Adakah anda sukar mendapatkan pekerjaan, terutama restoran dan hotel semasa musim pandemi?</i></p>	1	2	3	4	5
2	<p>Do you think you get to compete with other hospitality graduates to get the ideal job during the pandemic?</p> <p><i>Adakah anda fikir anda boleh bersaing dengan lulusan hospitaliti lain untuk mendapatkan pekerjaan yang ideal semasa wabak?</i></p>	1	2	3	4	5

3	Do you hope to change your job in the future if you ever find another suitable job? <i>Adakah anda berharap dapat menukar pekerjaan anda di masa hadapan sekiranya anda mendapat pekerjaan lain yang sesuai?</i>	1	2	3	4	5
4.	Do you think it is likely you will lose your job or be laid off in the next year if the company in the hospitality industry you are currently working for is in the recovery phase? <i>Adakah anda fikir kemungkinan anda akan kehilangan pekerjaan atau diberhentikan kerja terutamanya yang bekerja dalam industri hospitaliti . pada tahun berikutnya sekiranya syarikat yang anda bekerja sekarang berada dalam fasa pemulihan?</i>	1	2	3	4	5
5.	Do you consider getting started your career in the hospitality and tourism industry in the future? <i>Adakah anda mempertimbangkan untuk memulakan kerjaya anda di industri perhotelan dan pelancongan pada masa akan datang?</i>	1	2	3	4	5

JOB SEEKING AMONG HOSPITALITY UNDERGRADUATE

MENCARI PEKERJAAN DI KALANGAN SARJANA MUDA HOSPITALITI

1	Do you find it easier to find jobs from online interviews rather than by attending face-to-face interviews? <i>Adakah anda mendapati menghadiri temuduga secara atas talian lebih memudahkan daripada melalui temu duga secara bersemuka ?</i>	1	2	3	4	5
2	Are the numbers of hiring by the companies much difficult during the phrase of Covid-19? <i>Adakah pengambilan pekerja dari sesebuah syarikat lebih susah terutamanya ketika waktu pandemik Covid-19?</i>	1	2	3	4	5

3	Do you find the market for jobs is competitive enough providing the skills you have to get a job? <i>Adakah anda mendapati pasaran pekerjaan cukup kompetitif memberikan kemahiran yang anda miliki untuk mendapatkan pekerjaan?</i>	1	2	3	4	5
4	Does the pandemic change the way of searching jobs whether it is working from home or working online ever since the Covid-19? <i>Adakah pandemik Covid-19 ini telah mengubah cara seseorang mencari pekerjaan dalam sejak pandemik Covid-19? Samada secara bersemuka ataupun bekerja dari rumah?</i>	1	2	3	4	5

SECTION C:

BAHAGIAN C:

Question in this section involves the dependent variables of the research. For each statement, indicate the extent to which you agree or disagree with it by selecting one number from the scale provided. Please circle your response for each statement and rate it using the following criteria:

Soalan di bahagian ini mengandungi pemboleh ubah bersandar untuk kajian ini. Setiap pernyataan atau soalan, nyatakan sejauh mana anda setuju atau tidak setuju dengan memilih satu nombor dari skala yang disediakan. Sila bulat jawapan anda untuk setiap pernyataan dan nilaikannya menggunakan kriteria berikut:

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<i>Sangat Setuju</i>	<i>Setuju</i>	<i>Neutral</i>	<i>Tidak Setuju</i>	

				<i>Sangat Tidak Setuju</i>
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THE RATE OF UNEMPLOYMENT

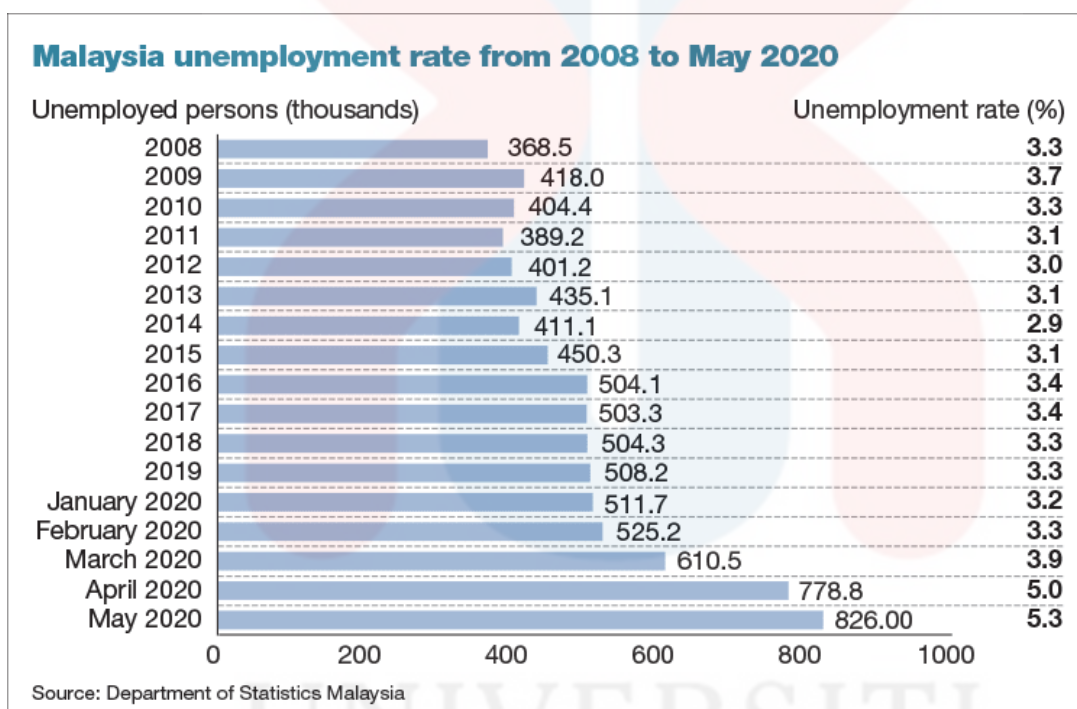
KADAR PENGANGGURAN

1	Do you find the pandemic gave you a harder time in looking for a job? <i>Adakah anda mendapati wabak itu memberi anda masa yang lebih sukar dalam mencari pekerjaan?</i>	1	2	3	4	5
2	Do you think the unemployment rate especially among the students increased? <i>Adakah anda fikir kadar pengangguran terutama di kalangan pelajar sarjana meningkat?</i>	1	2	3	4	5
3	Do you think students have to work on different kinds of jobs that are totally irrelevant to their qualifications in order to find a living? <i>Adakah anda fikir pelajar sarjana harus bekerja dalam pelbagai jenis pekerjaan yang sama sekali tidak berkaitan dengan kelayakan mereka dalam menampung perbelanjaan?</i>	1	2	3	4	5
4	Do you mind working jobs that underpaid you during the pandemic season due to the difficulties in finding a job for living? <i>Adakah anda keberatan dengan pekerjaan yang memberi gaji rendah pada musim pandemic dalam mencari pekerjaan?</i>	1	2	3	4	5
5.	Are you convinced the economic activity is well into the expansion phase after the recovery phase from the pandemic and will decline the unemployment rate?	1	2	3	4	5

<i>Adakah anda yakin aktiviti ekonomi sedia memasuki fasa pengembangan setelah fasa pemulihan dari wabak dan akan menurunkan kadar pengangguran?</i>					
--	--	--	--	--	--

===END OF QUESTIONNAIRE===

THANK YOU FOR YOUR PARTICIPATION



N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367

55	48	190	127	440	205	1500	206	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	100000	384

Note: N is Population size; S is Sample size

Table 3.1: Table for Determine Sample Size of a Known Population

(Source: Krejcie & Morgan, 1970)

$$n = \frac{X^2 N p (1-p)}{e^2 (N-1) + X^2 p (1-p)}$$

n = sample size
N = population size
e = acceptable sampling error
X² = chi-square of degree of freedom 1 and confidence 95% = 3.841
P = proportion of population (if unknown, 0.5)

Figure 3.2: Formula Sample Size

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FAKULTI HOSPITALITI, PELANCONGAN DAN KESEJAHTERAAN	SAH - B.Ent.(Hons)(Hospitality)	3	2	5	34	147	181	1	3	4	19	110	129	1	1	15	75	90	2	2	19	102	121	1	1	92	442	534
	SAP - B. Ent. (Hons.)(Tourism)	1	4	5	86	233	320	1	3	4	58	214	272			21	81	102	5	5	18	114	132			185	654	840
	SAW - B.Ent.(Hons)		3	3	27	141	168		2	2	12	97	109			19	85	104			20	112	132			78	440	518
	Jumlah Fakulti	4	9	13	147	521	669	2	8	10	89	421	510	1	1	55	241	296	7	7	57	328	385	1	1	355	1536	1891
Jumlah Keseluruhan		4	9	13	147	521	669	2	8	10	89	421	510	1	1	55	241	296	7	7	57	328	385	1	1	355	1536	1892

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