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Theme: Defence and Security

The Challenges Managing Malaysian Border

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Abstract

This article aims to examine the challenges encountered by Malaysia enforcement border agencies to protect the sovereignty of Malaysia and its prospects of integration among various agencies at the border. With a wide boundary, the Malaysian security is porous to various threats which not only mean a traditional military threat but also include a multiple threats. Current threats have been broaden to include transnational criminals such as illegal immigrants, smuggling people or prohibited goods or even of non-traditional threats such as terrorism. In order to control such threats, there are several government agencies and legal enforcement which are responsible to protect Malaysian sovereignty such as The Royal Malaysian Police, Royal Malaysian Customs Department, Malaysian Department of Immigration, and Malaysian Border Control Agency and Malaysian Armed Forces as well. These agencies are responsible to manage the Malaysian border at various legal checkpoints such as air, sea and land checkpoints. The Malaysian Armed Forces on the other hand, has been responsible to manage illegal route along the Malaysian border especially in the jungle. All the challenges will discuss further in this article.

Keywords: Border, West Malaysia, East Malaysia

1. Introduction

Malaysia is a strategically located in the center of Southeast Asia with Peninsular Malaysia as the most southern point of three continents, Europe, Russia and Asia. Peninsular mark the separation of two big oceans, the Indian Ocean and South China Sea. Sabah and Sarawak on the other hand surrounded by maritime area but also connected with the Philippine and Indonesia. Geographically, Malaysian border comprise of two territories; West Malaysia (Peninsular Malaysia) and East Malaysia (Sabah and Sarawak). Both territories are separated by the South China Sea. Peninsular Malaysia encompasses 131,585 sq kilometers (km) while East Malaysia encompasses 9,210,080 sq km lies across 650 km of the South China Sea in the Island of Borneo. Malaysia shares land boundaries with three countries and sea boundaries with five other countries; the Philippines, Singapore, Indonesia, Thailand and Brunei [1].

With a wide boundary, the Malaysian security is porous to various threats which are not limited to traditional military threats but also other threats. However, the threats have been broaden to transnational criminals such as illegal immigrants, human trafficking and smuggling of prohibited goods or even of non-traditional threats such as terrorism. In order to control such threats, there are several government agencies and legal enforcement which are responsible to protect Malaysian sovereignty such as the Royal Malaysian Police or *Polis Diraja Malaysia* (PDRM), Royal Malaysian Customs Department or *Jabatan Kastam Diraja Malaysia* (KDRM), Malaysian Department of Immigration or *Jabatan Imigresen Malaysia* (Immigration) and Malaysian Border Control Agency or *Ageni Kawalan Sempadan Malaysia* (AKSEM) and not to forget the Malaysian Armed Forces as well. These agencies are responsible to manage the Malaysian border at various authorized checkpoints such as air, sea and land checkpoints. The Malaysian Armed Forces on the other hand, has been entrusted with managing unauthorized and illegal routes along the Malaysian border especially in the jungle.

To guarantee the peace and stability of the country, the boundaries or border of the country has to be protected and secured. States border are a national asset which assists the country's economic assets, strategic values and political stability. National borders also allow trading, social and cultural activities and apply rules of law within its society. All countries must protect their survivability and sovereignty

by eradicating crime within their boundaries. Therefore the countries must ensure the security of their borders. National borders including Malaysia may be categorized into two types, which are:

- a. **Legal Crossing Points.** Legal crossing points along the border line of Malaysia can be divided as land crossing points, maritime crossing point (ports) or airspace crossing points (airports). The crossing points are as follows: (1) **Land Crossing Points.** The land crossing points in Malaysia are divided into two types which is 'official' and 'unofficial'. The 'official' land crossing of Peninsular are for example as Padang Besar and Wang Kelian in Perlis, Bukit Kayu Hitam and Durian Burung in Kedah, Pengkalan Hulu in Perak, Bukit Bunga, Rantau Panjang and Pengkalan Kubor in Kelantan. As for Sarawak and Kalimantan, there is only one official land border which is Tebedu. However, there is numerous 'unofficial' land borders crossing between Sarawak and Kalimantan such as Serikin (near Kuching), Bario (Kelabit Highland) and Sapulut (Sabah); (2) **Airports.** Airports in Malaysia are also considered as legal cross points (entry and exit points). The airports are for example Alor Setar Airport, Langkawi Airport, Kuala Lumpur International Airport, Melaka Airport, Kuching International Airport and Kota Kinabalu International Airport; and (3) **Sea-ports.** Sea-ports in Malaysia are for example Penang Port in Penang, Port Klang in Selangor and Tanjung Pagar port in Johor. However, there were several ports which is regularly used by Indonesia (particularly Sumatera) for entry/exit point such as Melaka and Muar as entry/exit point from Bengkalis and Dumai; Lumut for Belawan; and Batu Pahat for Selat Panjang. For Sabah, the entry/exit point is Tawau for Nunukan and Tarakan (East Kalimantan) [2].
- b. **Illegal Crossing Points.** Besides the legal crossing points along the border, there are several established illegal crossing points. The established illegal crossing points by the transnational organize crime have been used for human trafficking, illegal immigrant and smuggling activities along Malaysia – Thailand border. The illegal crossing points between Malaysia and Thailand exist in developed areas and along the jungle fringe at the border. The illegal cross points along the Malaysian border therefore shows that Malaysian border were porous and vulnerable to threats. Inefficient dealings with vulnerabilities will exacerbate the threats. The vulnerabilities of Malaysian border had become the most important and questionable issues of border enforcement agencies efficiency. The border control at every Malaysia's entry point must be strengthen. The border agencies such as PDRM, KDRM, Immigration and AKSEM must undividedly play their role in order to protect Malaysia's stability from any threats. The Malaysian Armed Forces also has their own roles and task to neutralize the threats at their designated area of responsibility.

2. The Challenges

Porous Border

Malaysian borders are porous to threats. The geographical factor of Malaysia which is situated in the center of Association of South East Asia Nation (ASEAN) countries make her more vulnerable. Apart from geographical factors, the threats encountered by Malaysia are worsening due to the 'spill-over' effect and 'push and pull' factors of neighboring countries. The issues of Thailand and the Philippines government at the southern part of their regions with Muslim communities have a long and unresolved conflict until now. It can be proven through the serious kidnapping activities by Abu Sayyaf group of Southern Mindanao in the area of Sabah since year 2000. The activities of kidnapping and demanding for ransom have threatened Malaysian security and affected Malaysian tourism. The repeated kidnapping incidents in Sabah lately has converged a negative impact on Malaysia tourism industry [3].

Malaysian and Indonesian border is more vulnerable and it exposes more threats. Malaysia and Indonesia share a huge land and maritime border. With a population of 230 million people with similar language, religion and tradition, illegal immigrants of Indonesia undisputedly is a threat to Malaysian's security. Malaysia as a newly industrialized country with a huge development, economic and political stability has 'pull' a mass migration of other ASEAN nations especially from Indonesian, Myanmar, Thailand and the Philippines to Malaysia. This is unfortunately, will cause another issue of threat

namely ‘trans-national crime’ [1]. The border of Malaysia is porous in two types of entry/exit point which is through legal cross point or illegal cross point. It can be scrutinized as follows:

- a. **Legal Cross Point.** The legal cross point along the border can be considered porous due to lack of integrity and technology at the border enforcement agency. The integrity of the border enforcement agencies is the ultimate important which leads to the problem of border security. Apart from question of integrity by the enforcement agency at the border, the technical issue and lack of advanced technology equipment also contribute to this problem.
- b. **Illegal Cross Point.** Most of the Malaysian land border are intentionally underdeveloped and covered with jungle fringe. Criminals make full use of this vulnerability for their advantage. Furthermore, maritime border along Malaysian border also considered as the most vulnerable to piracy because it covers a vast area of Malaysia. As example of undeveloped area which is along Malaysia-Thailand border is Sg Golok, Kelantan. It covers 29.9 km from Rantau Panjang to Pangkalan Kubor, Kelantan. Besides the legal crossing points in Pangkalan Kubor and Rantau Panjang border, the communities along the border remain preferred illegal routes along the border to conduct their day to day activities [4]. Therefore, the Armed Forces have been given a task by the government to assist other security forces to ‘close the gap’ through various operation such as Op Wawasan, Op Merpati etc.

Virtual Border

International borders are so porous that they are no longer played their important role as a barrier of ideas, a movement of people and goods or to an extent of no longer important to the power of the state [5]. Virtual border is the impact of globalization of the world. Globalization will increase the activities of transnational crimes, money laundering, cyber-crime, smuggling, piracy, human trafficking and migration. Some scholars relate the globalization with systemic boundaries. [6] in his book indicates that the current boundaries can be characterized as systemic boundaries because it is less territorial or ideological rather than before. As a result, failure to address domestic priorities will affect the political agenda of the government and jeopardize economic development of the nation and create uneasiness to community which in the end will create threats internally. National security has come to mean the security of a whole socio political entity.

As suggested by [7], in the 21st century, the concept of physical border has emerged from the traditional concept although it is still intact. The definition of national border should be observed beyond the delineation of the national frontier and should be changed. The risk having threats can be anywhere not only at the frontier of national border. The protection of the border should be well managed before any travellers or goods enter the national border. Therefore the border control must be maintained ‘well forward’ in another country and ‘well backward’ into our country itself.

Basically, border security’s aim is to facilitate a lawful traveller and trader; and to prevent any person who has a ‘communication disease’ to enter a country [8]. The current procedures of checking and inspection by various enforcement agencies at the border area are ineffective. As for Malaysia situation, [9] Customs officer at Bukit Kayu Hitam, Kedah mentioned during his briefing that the border security enforcement at Bukit Kayu Hitam ICQS is inefficient because it is not well equipped. The numerous checking by various enforcement agencies are redundant at times. The checking procedures of goods and individuals are time consuming and slow down the flows of travel and trade when time is very crucial in certain situation. Therefore, it needs a new advanced technology like a scanner that can scan thoroughly a container or body and less time consumption needed.

Ethnic Communities along the Border

Historically, before the delineation of the modern border, every nation or ethnic shared a common identity and culture. They were recognized through their ethnicity or religion. The establishment of the borders has changed the significance of ethnicity. The ethnicity has been separated from their community by the modern border and recognized through their citizenship of the state and nationality. Though divided by the border, the continuity of the culture and economy are still maintained because of the relationship. Therefore, the non-physical element along the border has to be considered in

discussing the border management security. The border area where the same community lived before the establishment of a country's boundaries will pose a certain issue such as movement across the national border and the requirement of certain immigration document. The biggest challenge is that the community believes that they have a right to move beyond the borders despite being separated by the borders. This is the situation at Sarawak-Kalimantan border communities at Serikin [10].

The same case also can be observed among the border community in North and East region of Peninsular Malaysia especially along Kedah, Perak and Kelantan border. Along the southern border of Thailand, Malay-muslim community shares the same language, customs and religion with the Northern part of Malaysia. Historically, the region of Southern Thailand was part of the ancient Malay Kingdom, Langkasuka. The region claims independence and pay a tribute to Siamese Empire of Ayutthaya as its vassal kingdom. Finally, it is under the Siamese controlled state under the Anglo Siamese Treaty of 1909 with British [11]. Not to forget the Javanese Community on the West Coast of Peninsular Malaysia with Indonesia and Bajau Laut community with the Philippines [12].

2.4 Transfusion of Threat

Criminal network transfusion pervades in its own ring and is more complex in the globalization world. It may be elaborated in a situation where a trafficking organization (either human trafficking or contraband trafficking) may transfuse their activities with an unauthorized migrant or terrorism. They may integrate and cooperate with an organized crime and may use same techniques or the same routes.

Most unauthorized migrants enter into any country through a legal cross point either by land, seaport or airport and overstay in that country. Smugglers can successfully snake in goods through cargoes and check points due to lack of new scanning technology. It is worth to states that, it is impossible for border security enforcement at legal cross points to contain criminal activities at the border [8].

Lack of Authority to the Armed Forces

Besides the challenges faced by the Legal Cross points at the Malaysia national border, there are several illegal cross points at the Malaysia – Thailand and Malaysia – Indonesia border. These borders have been maintained and protected by the Malaysian Army. According to the briefing by [13] and [14] at 5th Border Regiment mentioned that the challenge faced by the Malaysian Armed Forces during the operation at Malaysia – Thailand border is lack of legal authority. The operation Malaysian Armed Forces had been deployed to the border area of Malaysia – Thailand in the northern region especially Kedah and Perak without any authority of law with regard to power of arrest, search and seizure. The Armed Forces had a sufficient legal power before the abolishment of the Internal Security Act 1960 by the government in order to conduct their operations. Section 64, Section 65 and Section 73 of the Internal Security Act 1960 had provided a power to the Armed Forces with regard to arrest, search and seizure.

Failure to Assess Threat

According to [6], the concept of security is previously focused on the military dimension, especially the perceptions of threats by an elites, doctrinal response, security resources and capabilities to encounter the external threats. The assessment of threat and security was more focused on two clusters of variables which is security environment and the availability of hardware. However, he stressed out that the proper assessment of overall security need to be paid more to software security management which involve political context and policy capacity through the definition of national values, perceived of threat and vulnerabilities, the allocation of resources and the implementation of policies. The concept of security acquires an operational meaning when threat is identified. There is an implicit and explicit determination of threat security against recession, illegal search and seizure and inflation or erosion. Therefore, failure by the government or enforcement agencies to assess threats accurately is a threat by itself.

National security can no longer be preserved by defending the border. National interest of a country must be protected beyond the delineation of border. There are three categories of National interest, which are:

- a. **Vital Interest.** Vital interest is broad and very important for the country's survival. It includes physical security of a country (its territory), the safety of its citizens and economic well-being of the people. This must be protected at all cost. The threat could be neutralized through the use of military force.
- b. **Important Interest.** The threat to a country's security may not be direct. The volatile neighboring countries would affect the instability and threaten the country indirectly.
- c. **Humanitarian Interest.** This category of interest will not affect the country's boundaries directly but the threat could affect national values such as natural/ man-made disaster or violation of human rights. The threat could be neutralized through diplomacy or cooperation with Non-Governmental Organization (NGO) or other government.

3. Conclusion

Despite all the efforts taken by Malaysia, it must be conceded that there is still a lot of work to do toward greater security. Indeed a number of challenges have continued to embrace Malaysian along with its efforts. Definition of border issue always focused on physical elements either natural or man-made elements such as rivers, mountain, walls, towers, fence or even barbed wires to identify the boundaries or border. A balance approach between security policy, economic policy, a clear policy on economic management and developing management resources by the border enforcement unit will make national border issue which relate to security will be effectively manage.

For developing country like Malaysia, protect a national border is a problematic issue. The country which fails to protect border will consider a failed country. To solve the problems of border, it requires the involvement and association of many sectors and department. All the government agencies must work together and share information to help diagnose the problems. With related to this, border crossing management and security needs to shy away from traditional management which emphasis on the regulations, patterns, command and control. The CBM offers a different structure with a strict of strict regulations towards the management of inter-agency cooperation with flexibility and adaptability.

Sir Gerald Templer, the High Commissioner of Malaya rightly stated that "...the answer lies not in pouring more troops in to the jungle, but in the hearts and minds of the people." [15]. This quotation was rightly understood and implemented by Malaya government at that time. Thus, the quotation is still relevant in the current situations. In order to neutralized the multi facet threat faced by Malaysia, all sort of elements must be combined and working together to eliminate the threat. It is not lies on security forces, government agencies or political parties but also the Malaysian population as whole.

Therefore, securitization is important to eliminate threats. The dynamics of all security categories are determined by securitizing actors and referents object. According to [16], the **securitizing actors** are '*actors who securitized issues by declaring something existentially threatens*' such as governments, political leaders, bureaucrats, lobbyists and pressure groups. **Referent objects**, on the other hands are, '*things that are seen to be existentially threatened and that have a legitimate claim to survival.*' Referent objects can be the state (military security), national sovereignty or ideology (political security), national economies (economic security), collective identities (societal security) and species or habitats (environmental security).

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Police Special Branch Strategy and Tactics in Eliminating the Second Communist Emergency in Malaysia 1968-1989: An Analysis

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Abstract

Malaysia once had faced the insurgency periods which were started by Communist Party of Malaya (CPM) since 1948. However, after they were defeated by the Malayan Security Forces (MSF) in 1960, CPM had once again took the chance to revive their armed struggle by launching a full-scale attack. This marked the beginning of the Second Malaysia Emergency, which lasted for almost 21 years. This research was based on the roles and functions of the Police Special Branch in defeating the communist insurgency. The main primary data of this research was based on open interview while the secondary data were focusing on archival research and academic writings. The findings of this research shown the Police Special Branch have succeeded in eliminating the CPM armed struggled that have been on going for 21 years.

Keywords: Counter-insurgency, communist threats, intelligence, second communist insurgency, special branch

Introduction

The Second Emergency marked the turning point for the SB's efficiency and preparedness, in fighting against the Communist armed insurrection, triggered by the CPM. During this time, the SB had evolved and became well-prepared. They made a lot of development and progress from the perspectives of strategy, tactics and organizational development (Kementerian Dalam Negeri, 1971). One of the factors that contributed to the readiness of the SB in eliminating the CPM was the geopolitical situation and uncertainty, around the period of 1965-1966, when the Indonesian–Malaysia Confrontation had just ended a few years back. Aside from the Indonesian–Malaysia Confrontation, there was also another factor: the internal security of the political movement in Malaysia, which occurred in 1969, leading to the tragic incident of May 13th (Yuen, 2008). In addition, the security of the Southeast Asia was controlled by the Soviet Union who wanted to turn the region as their main target area for spreading Communism. Meanwhile, the Vietnam War was already at its peak in 1968 (Mohd Azzam Hanif Ghows, 2014). These events had made the Police SB became more alert with current situations of that time.

Certainly, the SB had learned from experiences and their weaknesses in the First Emergency during which the SB was unprepared, weak, and ineffective at the beginning of the Conflict (Comber, 2008). Eight years after the Emergency was revoked, the SB became better than before. The new emergency had taken the SB to the next level of revolutionary tactics and guerrilla strategies as methods used by the CPM were not only focused on the military aspect but also on the political and ideological conflicts (Chin, 1994). This paper will explain the tactics and strategies carried out and implemented by the SB in fighting against the CPM during the Second Emergency.

The Organizational Development of the SB Organization in the Second Emergency

There had been significant development on the SB's organizational structure, since early 1970s. This development was vital to the SB's efficiency since they learned from past experiences. The First Emergency was a period where their organization was vulnerable (Comber, 2008). The development of the SB's organization was significant and effective in hunting down the CPM through large scale operations. These operations were extremely important, because in later 1970s, the CPM had instigated large scale atrocities on Kuala Lumpur and other states (Navaratnam, 2001). The SB was one of the Department of the Royal Malaysia Police. Their organization and units were efficiently reorganized, dividing every units under the SB into their specific scope of duty.

As a result, the SB were able to conduct the right operatives and were able to utilize it their specialization and skills particularly in hunting down the CPM movement all over the country. The CPM also had employed various new strategies and tactics, adopting methods learnt from observing the Viet Cong in their war against the US Military Forces, in Vietnam (Jeshurun, 1976). A new period of warfare, therefore, acquires new strategy. Thus, the SB must reorganize their structure, in order to eliminate the enemy effectively. Every unit under the SB must work closely to ensure that there would not be any clashes, especially, when conducting duties given by the headquarters. In order to understand the whole structure of the SB, the organization chart and their functions are shown below:

DEPARTMENT UNDER SB AND THEIR ROLES AND FUNCTION

E1 COMMUNISM

During the Second Emergency, E1 was the main department who was in charge of the operations against the CPM. For instance, counterinsurgency operations, counter-intelligence operations, and interrogation of the SEP and/or CEP.

E2 EXTREMISM

This Department mainly focused on monitoring potential extremist activities or organization that threatened the national's security. Examples are:

- The Labour Movement or Leftist Movement, based on the masses rally.
- Political Parties that were prone to extremist ideologies.
- The Student or Youth Movement.

E3 LOGISTICS

This branch consisted of technical details, such as, the Surveillance, the Technical Aid, as well as, the Technical Administration.

E4 EXTERNAL COMMUNISM

This was one of the important departments that was mainly in charge of the Communist Party influence from abroad, such as, the Indonesian Communist Party (PKI), the Chinese Communist Party (CCP), the Thailand Communist Party (TCP), the Vietnamese Communist Party, and, the Soviet Union Communist Party (CCCP). Besides that, the E4 department was also responsible for the security of Malaysia Diplomatic installations on foreign soil, such as, the Malaysian Consulate, the Embassy, and the High Commissioner Office. This was done by placing Police SB officers abroad, as the Security Attaché.

E5 SECURITY

The E5 was responsible for monitoring the security of the border checkpoints of Malaysia:

- The airport (Domestic or International)
- Passport and Travel Control
- VIP Security Protections: domestic or International dignitary

E6 ADMINISTRATION

This department was responsible for identifying and charting the Communist operational areas, the location of their strongholds, installations and camps, the list of CPM District, the State and Central Committee Members, as well as, managing the financial budget for the Secret Service Fund, to fund the SB for conducting secret operations against the CPM or the “Black Ops”.

E7 TERRORISM

The E7 branch dealt with terrorist groups and organizations that were other than the Communist Organization.

In order to increase the degree of effectiveness in combating the Communist insurrection, the Police SB units worked closely with the Army Intelligence Divisions. They formed cooperation by exchanging intelligence information, retrieved by each unit members, to ensure the quality and trustworthiness of the intelligence data Mohamad Desa Othman (2015).

The SB's Roles in Eliminating the CPM during the Second Emergency

During the Second Emergency, the government's main focus was to eliminate the enemy (Leong, 2012), at all cause. By this time around, the MSF have learnt from their experiences of the First Emergency and were better prepared. The MSF units conducted continuous jungle patrolling in the frontier of Peninsular Malaysia. Their efforts had provided them with huge results on the number of enemies killed. Thus, efficient intelligence was a vital component that led to the success of the MSF in the Second Emergency (Gonzago, 2016).

The communist can be eliminated if the SF hunt them down at their stronghold. As explained, their strongholds were located deep within the jungle. This was a challenge for the MSF to locate and neutralize their threats. However, it was, by far, the only alternative for the government to eliminate their opponents, since the guerrilla warfare cannot be countered using onventional warfare tactics (Baljit Singh & Ko-Wang Mei, 1971). It must be pursued by conducting military operations in the specified area. During the Second Emergency, the search and destroy operations were conducted by coordinating the Malaysian Armed Forces, particularly, the Malaysian Army, and, the Royal Malaysian Police Field Force (Mohd Azam Hanif Ghows, 2014).

The role of the SB during the Second Emergency was to provide intelligence resources, needed to hunt down the Communist. Leong (2015) stated that the SB's roles and functions were important in determining the successful outcome of counterinsurgency operations, the SB was a legally established organization in the government service which gather intelligence, irrespective of extremism, politics, or whatever threats that could potentially occur. However, during the First and the Second Emergency, the SB were focused on the intelligence activities of the enemy. The SB will provide provisional action plan, and operational aspect, will be given to the Army or the Police Field Forces.

Meanwhile Chan (2016), also explained the roles of SB in the Second Emergency by stating that the main priority of the SB in the Second Emergency was safeguarding the national

security of Malaysia from the CPM armed insurrection. Similar to the First Emergency, the role of the SB was to gather intelligence information, but this time, the main focus was to monitor intelligence from outside of the country: accessing any security threat coming from foreign country since during that time, majority of countries in Southeast Asia were covered with communist organization movements and subversion. At the same time, (Roslan, 2015) also stressed that “the SB had a greater responsibility in monitoring politically-based movement and organisation in the country because the CPM had established the Communist United Front (CUF), as part of the Communist new approach, to penetrate political movement through legalized form of activities”.

The CPM was determined to launch a full-scale offensive operation in urban capital areas through heavy infiltration. They had diverted their focus from jungles to town areas when they began to form underground cells, in the capital of Kuala Lumpur, and other main cities in Peninsular Malaysia (Leong, 2012). The Communist subversive underground movement reached the peak of their activities in 1974, during which, numerous assassinations on the SF high ranking officials, and various acts of violence, had been initiated. Kuala Lumpur was their main target for underground cells when they operated their movement (Sharom Hashim, 2001).

The reason for this was, Kuala Lumpur was well equipped with logistics, which were convenient for future resupply of basic equipment (food, medicine, as well as tools that were to be used in weaponry and armament productions) (Leong, 2012). The CPM’s infiltration in urban areas was led by the Labour Movement and political parties that were under the influence of Socialist Front, the Student’s Association, and the Workers Union (Ho Hui Ling, 2015). These organizations have a tendency to be easily indoctrinated by the CPM’s propaganda work cells.

Penetration of the CPM Underground Communication System

From 1970’s and upwards, the SB had taken several actions on the countermeasures tactics in order to destroy the CPM’s underground cells that operated at the heart of Kuala Lumpur (Leong, 2012). The main objective of the SB department was to eliminate the CPM’s subversive communication systems that were hard to be detected by the SF. The CPM did not change their medium of communication, since the First Emergency, as they relied on their sympathizers, or the Min Yuen cells (Chin, 1994). The *Min Yuen* was the main communication line for the CPM to send directives and orders, through their most trusted agents. These agents lived among the population and, hence, it was hard to determine which citizens were members of the CPM underground units (Mohd Reduan Asli, 1993). They had their own method of communication which were well protected with a great amount secrecy.

Why was it hard to eliminate the CPM underground organisation? Undeniably, it was the most challenging moment for the SB operatives. (Gonzago, 2016) stated that the CPM’s underground organizations were cunning and very cautious in protecting their mass communication system, through the implementation of various secretive tactics that were only known by strong supporters of the organization. However, even if one is a member of the CPM, it does not mean that he will be given access to the underground organisation. The system was very secretive. These tactics were taught during the “baptism of fire” course, based on the books or notes written by the CCP cadres, during their revolutionary war against the Nationalist Army in China (Leong, 2012). To hunt down the CPM mass communication, the SB had to carry out various strategies and tactics. These tactics were normally learnt with the help and

cooperation from the SEP or CEP. Both the SEP and CEP were valuable assets for the SB, for intelligence purposes (Roslan, 2015).

Introduction of Special Grade Agent (SGA) and Counter-Intelligence Operations against the CPM

During the Second Emergency, the SB had utilized new methods and tactics to carry out counter-intelligence operations against the CPM secret underground movement. One of the methods was the use of Special Grade Agents (SGA). SGA as defined by (Gonzago, 2016) was “an established body of the SEP, former enemy members, or anybody who had specific talents that were required by the SB. For example, those who had the ability to speak various Chinese dialects, or those who had connections, with the CPM underground members”.

The SGA will be trained by the SB before they were sent to the field for counter-intelligence mission. Trainings were conducted to sharpen their tactics and skills on the field. The SGA was paid by the SB with a certain amount of allowances, depending on the types of the information delivered to the SB, such as, clues that led to the capturing and killing of the enemy (Chan, 2016). In order to become an effective agent, the SGA must conceal their identity from the enemy with great secrecy. If the SGA's identity was blown, the SGA might be transferred to field jobs, such as, combatant duties. This meant becoming interpreter, jungle tracker or guide.

The SB were brilliant in manipulating the tactics of disguise for their counterintelligence operations. (Leong, 2015) stated that “In the Second Emergency, we deployed a lot of secret operations, periodically we dressed up as the enemy while infiltrating and living with them, particularly because of that, we were somehow successful in stopping the enemy from sending troops”. Eventually, the SEP and CEP will provide continuous intelligence on their old fellow comrades so that the SB can eliminate the Communist continuously”.

The SB Tactics in Destroying the CPM Food Dumps, Arms Caches, and Secret DLB

The search and destroy operations were carried out by the MSF, in order to locate the enemy and neutralize them completely. The priority of the SB was to destroy the food dump, arms caches, and secret directive letters hidden by the CPM guerrilla in secure locations in the jungle (Navaratnam, 2001). The SF, however, faced difficulty in locating food dumps, based on the marks or clues that led them to the secret dump sites. These secret locations were known as food dump or arms caches dump. It was the location where the Communist stashed their supplies of food, weapon, and ammunition to be used in the future. These were quite similar to self-storage which enabled the enemy to secure their logistics and equipment until it was the appropriate time for them to distribute or make use of their supplies (Roslan, 2015). Secret directive letters were secret messages or instructions, written in small rolled slips, left by the CPM guerrillas in secure locations. The place where the rolled slips were hidden was known as Dead Letter Boxes (DLB).

The DLB was one of the methods used by the CPM to communicate between their satellite organizations and the underground movements (Leong, 2012). The CPM did not use radio transmitter since the First Emergency, though they had their own radio transmitter, due to security reasons. The wireless signals and waves could be detected by the SF and can disclose their position based on the transmitter that was sent (Ismail Saad, 1984). In fact, Malaysia's rainforest and mountain terrains will limit the range of the transmitted radio waves and made the communication attempt useless. Thus, the CPM resorted to using traditional methods of

communication by sending their secret messages and directive instruction through jungle courier.

There were two types of DLB. The first DLB were hidden in the jungle, and the rest were hidden in the town. The DLB were hid in the safest place. A place unthinkable by the public. For instance, the bus stop pole, the jungle fringe, and the rubber estate plantation (under the latex cup) (Navaratnam, 2001). For safety reasons, the Communist will operate their DLB periodically at a time (one or two months per message). At the same time, the Communist also used the newspapers' advertisements to send their messages to other Assault groups and Regiments (Chan, 2016). This method was considered as tricky and hard to be detected by the SB, unless the readers were exceptionally familiar with the codes and secret messages used by the CPM guerrillas.

How did the SB locate and find the DLB? According to Chan (2016), the information regarding DLB positions were retrieved through the interrogation of the SEP/ CEP. Nevertheless, it also depended how well the enemy knew the exact location of the DLB. In other words, the higher the rank of the SEP in their former organization, the likely for him to know more information about DLB positions. Besides that, the SB might also receive certain intelligence information from loyal communist supporters, as these supporters might be in charge of supplying food and logistics to the CPM Min Yuen organization (Mohd Reduan Asli, 1993). The CPM were particularly concerned with the safety of the DLB. If the DLB was discovered by the SF, it will jeopardize the security of the entire mass communication system, as well as leading to the possibility of the SF infiltrating their underground organization (Roslan, 2015). Thus, in order to safeguard the DLBs, they were buried in the ground beside prominent landmarks like trees, or rocks (Navaratnam, 2001) The CPM guerrillas will scratch on the tree or rock, leaving marks for the other parties (enemy units who operated in the area) to identify and pick up the DLB later. The secret letters (rolled slips) were wrapped in plastic, or, put in a tin can, to prevent the materials from being covered by mud or moisture from the jungle surroundings.

Finding food dumps was the main role of the SB in the event of the Second Emergency (Gonzago, 2016). Nevertheless, it was important for the CPM to protect the location of the food dump, arms caches, and the safety of the DLB at all cause, in order to ensure that their revolutionary war will last. In order to protect the locations of their food dump, the CPM guerrillas had initiated secret tactics to identify the location. This was done by marking the sites using secret signs, which were taught only to selected cadres or underground organization members. The purpose of the marks was as a signage to identify and locate the secure dump that were buried or concealed properly in the jungle floor. Those marks were a secret for the CPM organization and only the person in charge of the supplies and logistics (*Min Yuen*), or the Communist cell leader, will know how to identify those markings, since the signs were made using several symbols, such as scratches on trees and ground, or, even made from available natural resources, such as wood, leaves, bamboo sticks, and small rocks that were scattered all over the jungle (Navaratnam, 2001). Thus, only well-trained eyes can identify those marks.

To one extent, even the Communist had a tough time in identifying the marks of their secure food dump locations. The question here is how did the SF locate the Communist food dumps during jungle sweeper operation? Generally, the SF had obtained the methods of locating the signs of the dump through the SEP and CEP. They cooperated during the interrogation process, by giving sketches of the signs, or marks, to identify the secure dumps. This was highlighted by (Leong, 2015) who stressed that “ in order to find the location of the enemy’s hidden dump

supplies, we depended fully on the information given by the SEP and CEP, particularly, the guerrilla members of the CPM satellite organization, who were normally told the exact locations, to set up a safe place to hide the food dumps, because under normal circumstances, even continuous jungle patrolling by the SF, within the suspected areas could not help in locating the food dumps”.

The SB compiled the information and they later on realized that the best way to explain to the officers and members of the jungle patrols, were by conducting “Special Class”, known as, intelligence courses between the Police and the Military Intelligence Division of the Malaysian Army. As a result, every platoon commander and their NCO’s that acted as deputy platoon commander was sent for the Intelligence Courses, in order to study how to locate and identify the signs and symbols that were synonymous with the locations of the CPM food dumps, arms caches, and DLB’s position (Gonzago, 2016).

Information of the Special Courses conducted by the SB were highly classified, as (Gonzago, 2016) highlighted “Definitely there was a course being taught in the SB School named “Field Craft”. This course was compulsory for the SB operatives who have served in the forces at least four years, in order to enhance their skills, in counter-intelligence tactics. The seminars were taught by experts in counter-guerrilla warfare, and the courses were divided into several classes. Every class has its own module, which must be learnt by the SB operatives. Among the modules taught were counter-intelligence operations, the art of espionage, manipulation of the SEP, and the art of interrogation, wiretapping, and interpreting enemy’s secret messages”.

Chan (2016) also mentioned his personal experiences participating in the intelligence course “In the SB intelligence courses, they have basic courses involved with the participation of various branches of the Police Department: VAT 69 Police Commando, Police Field Force (Jungle Squads), and Special Tactics Units. This joint intelligence courses were conducted for the purpose of increasing the effectiveness of the Police experts in counter-intelligence, counter-guerrilla warfare skills and advancement. In certain times, some of the SB field officers were sent to England, to attend basic intelligence course conducted by the British Scotland Yard Intelligence Division”.

It was compulsory for every SB operative to attend the basic courses. Among the modules taught in the SB School were, introduction to Communism philosophy, counter-guerrilla warfare tactics, tactics of field surveillance, the arts of effective interrogation on the enemy, basic courses of interpretation of enemy secret messages and codes, weapons tactics in guerrilla warfare, and other modules that were important for the SB field operative’s knowledge on the field (Gonzago, 2016). In the event of the Second Emergency, the main task and routine of the MSF was to search and destroy the enemy by jungle patrolling the areas that were suspected to be the Communist fortification (Leong, 2015). The long range combat patrol group, either the army, or, the police “jungle squad”, will follow the intelligence given by the SB. Besides locating and destroying the enemy, the success of the military combat jungle patrol was also attributed to operations that aimed at denying any form of food supplies to the Communist forces. The most important role for the MSF jungle squad was to locate and destroy the food dumps that were hidden in the Malayan jungle.

The purposes for locating and destroying the food dump were to ensure that the CPM guerrilla forces will not obtain sufficient food supply, as well as to cut off their food sources directly. The CPM, especially, the *Min Yuen* units, were responsible in providing their forces with a secure location buried with a stash of food (Mohd Reduan Asli, 1993) The reason why the

food dump was created by the Communist was to provide continuous food supplies for the guerrilla's everyday consumptions, or, in certain cases, to provide supplies during an emergency, where food was scarce and rationed by the government authority. Several types of dried food were also in their ration list, such as, dried meat (pork was popular), dried anchovies, and salted fish, as these types of food were easy to preserve and can be kept for a long period of time (Arkib Negara Malaysia. "OPERATIONAL INTELLIGENCE, 1957). Besides canned and dry foods, the enemy also depended on supplies that they smuggled, and hid at safer pickup point, which will be collected later by the guerrillas. Besides food dumps, several arms caches and secret directive letters were hidden in secret locations that the CPM guerrillas felt were strategically secure. Weaponry equipment such as explosives and ammunition bullets were stacked into secure locations, for example, "in deep underground tunnel, or in the stash or pile of logwood, where the location was easily covered with natural bushes and surrounding vegetation" (Navaratnam, 2001). The location of food dumps and arms cache were usually located nearby their permanent base camps. Through the help of the CEP and SEP, the SB had compiled dozens of sketches to describe the signs used by the Communist guerrillas. Needless to say, there were hundreds of these signs. However, due to security and confidentiality reasons, only a few of them were disclosed to the public, for the purpose of academic reference.

Conclusion

The SB had demonstrated their capabilities in neutralizing the CPM threats effectively, especially, in the Second Emergency. Their skills in hunting down the Communist guerrillas were remarkable. It was, by far, the toughest task, as the SB units were given a huge responsibility to shoulder. They had to make risky moves and work in dangerous environments, in order to provide the MSF units with accurate, reliable and trusted intelligence resources.

SB operatives faced the most danger from being caught and killed by the CPM Underground Organization members. This was because they carried out various counter-intelligence missions on field to penetrate the CPM organization, through espionage and reconnaissance activities, for the purpose of intelligence gathering. There were several incidents where the SB operatives, mostly Chinese, were shot to death by the famous AWF CPM guerrilla units in the 1970s (Sharom Hashim, 2001). Sacrificing lives was a price that the country was willing to pay, in order to protect the security of the nation from invasion.

The intelligence information provided by the SB was of good qualities. Intelligence information became one of the most vital key that determined the MSF's success in eliminating the CPM armed insurrection. The CPM finally surrendered in 1989 (Chin, 1994). In the event that Malaya did not establish an SB unit, the outcome of the war against the Communist insurrection might be different than the present. The SB Department exists until today and still operates effectively even after 58 years.

The operations conducted in the Second Emergency were quite similar to the ones carried out in the First Emergency, though in the second period, the operations were greatly improved with the use of good qualities of intelligence information. The intelligence division of the MSF had been excellent after the SB had restructured their organization. Through the aid of the SEP and CEP, the MSF was able to effectively retrieve intelligence on the CPM satellite organization. Information were obtained by using various tactics taught by the SEP. This was the main factor that contributed to the success of the MSF as the counter-intelligence operations led to the destruction of the CPM.

In 1980, the CPM was outnumbered and outmanoeuvred by the MSF, and, with the decline of the international Communist Bloc, it became clear that the collapse of Communism and Socialism worldwide was inevitable. This resulted the CPM to change their conduct by disarming their party through peace negotiation agreements, which took place in 1989. Their struggles ended in vain. The sacrifices made by the SF have allowed us to achieve today's peace. Without their sweat, blood, and tears, the country would not be able to achieve what have become today. The next chapter will focus on the comparative analysis of the SB's tactics and strategies between the First and the Second Emergency.

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Applying Security and Development (KESBAN) Model in Transcending Eastern Sabah Security Predicament

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Abstract

KESBAN (*Keselamatan dan Pembangunan*) is the short acronym in Malay for security and development inspired by Tun Abdul Razak, the second Prime Minister of Malaysia in 1971 in engaging the revival of Communist Party of Malaya (CPM) armed struggle in Malaya. It is a security and development model implemented during the Second Malaysian Emergency (1969-1989). Sabah is experiencing a similar form of threat backdrop, which embroiled with threats like kidnap-for-ransom (KFR), human, weapon and drug trafficking, as well as influx of illegal immigrants sheltering at 'water villages'. This paper is to examine the viability of KESBAN model as a template to unfold eastern Sabah security predicament. The objectives are; to appraise the effectiveness of 'Briggs Plan' on 'water villages' residence as a community resettlement program, to determine suitable 'hearts and minds' program to win over the community support towards government efforts, and to accounts for the suitability of security and development program in transcending the KFR and smuggling exertions. This study will approach the research by blending both the qualitative and quantitative methods in its analysis. It will band together the techniques of interviews, observations, focus group discussions, document analysis and merging the literature reviews, and actual survey as the main scheme of data collection. This study will accord locals, investors and tourists' the security assurance in Sabah waters. The findings of the study will prescribe relevant and applicable action plans to improve Eastern Sabah security predicament for safer and sustainable environment.

Keywords: Sabah, KESBAN

INTRODUCTION

Non-military threats or commonly known as Non-Traditional Security (NTS) issues have moved to the forefront of global concern. It has created instability in most part of the globe including in Southeast Asian region. Sabah, likewise, has been experiencing unstable security situation with regards to NTS since before the formation of Federation of Malaysia in 1963. Relatively, the security situation that confronted Malaya during the Emergency period (1948-1989) is now raging in Eastern Sabah but on a different security backdrop. During the Emergency, the security of the Malayan people was threatened by communist terrorists for its organizational interests, whereas in Eastern Sabah, the security of the community is perilous by criminals and pirates for their personal interests. Their intents and tactics advocated were atypical as well; in Malaya, Communist Party of Malaya (CPM) adopted 'Maoist' strategy by working inwards from the jungle, establish liberated areas from which dominate populated areas, create reign of terror among government officials, rubber planters and tin miners, disrupt the economy, and finally undertake a countrywide offensive, leading to the defeat of the government forces.

In response to overcome the anarchism caused by CPM, the Government introduced security and development (KESBAN) concept. A concept emphasising on two interdependent strategies; Internal Security (IS) and Internal Development (IDEV). The implementation of KESBAN had successfully compelled the Communist Party of Malaya (CPM) to put down

their militant activities and violence against the Government and the people of Malaysia. The aim of this paper is to substantiate the viability of implementing KESBAN concept in Eastern Sabah in order to transcend its non-traditional threats such kidnapping, trafficking, and illegal immigrants authored by non-state actors. Having said the nature of security threats forged by CPM in Malaya, comparably, in Eastern Sabah the purpose of the non-state actors were to accumulate wealth for its regime survival by charging NTS threats such as kidnap-for-ransom (KFR), drug, weapon and human trafficking, sea-piracy and other trans-border crimes. Most areas in Eastern Sabah have become the havens for criminals and pirates from southern Philippines in carrying out their criminal activities.

SABAH BACKGROUND

Historically Sabah is the second largest state in the Malaysia Federation and is located in East Malaysia. Before joining the Federation of Malaysia in 1963, Sabah was under the British rule. It was ruled by British North Borneo Chartered (BNBC) Company since 1881 and under British Colonial administration for 17 years. This began in 1881 when the state was under the British North Borneo Chartered Company (BNBC). However, after the Pacific War (1941-1946), it came under direct British colonial rule.¹ On 31 August 1963, 16 days before the formation of Malaysia, Sabah was granted self-government status by the British.

Sabah has an area of 73, 619 kilometers covering 180 islands with 50 islands inhabited by residents and there are 30 ethnic groups in Sabah. Its administrative centre is in Kota Kinabalu. Sabah joined Malaya, Sarawak and Singapore in forming the Malaysian Federation in 1963.² Sabah joined the Federation of Malaysia on the consent of its people after Cobbold Commission plebiscite on the consent of the people and acknowledged by the United Nations. The reasons for the integration is to expedite the independence of Malaya from the British and also to deny the spread of communist ideology.³

Sabah was originally the territory belonging to the Sultanate of Brunei before the arrival of Western powers and the formation of Malaysia. The Sultanate of Brunei has ruled Sabah and Sarawak ever since. The fall of Brunei began in the 16th century after colonization by the British and the internal struggle of the Sultanate of Brunei began to lose Sabah territory. As a result of the internal affairs of the Sultanate of Brunei not only lost Sabah, but also part of Sarawak. The Sultanate of Sulu helped Brunei defeat the rebels before the arrival of the British in the 19th century and thus the Sultanate of Brunei has granted part of East Sabah to Sulu which is a matter of overlapping claims to date.⁴ After being handed over to the Sultanate of Sulu, Sabah was handed over to the British North Borneo Company (BNBC) by Sultan Sulu through a lease or lease agreement. BNBC is not long-standing because of the financial turmoil and Sabah was renowned by Sultanate of Sulu again before the presence of Spain trying to drop anchor at the island of Balabak, near Sabah. Sabah, which was still under Sulu rule, became a tussle in the era of new imperialism by major powers such as the British, Spain and the Netherlands because of its strategic position, but it was finally owned by the British following with the termination of agreement on January 22, 1878. The British manage to prevent Spain from establishing its foothold in Sabah with the declaration of Madrid Protocol 1885.⁵

¹ Tregonning, K.G., (1965). *History of Modern Sabah, 1881-1963*. Kuala Lumpur, University of Malaya Press.

² Ooi Keat Gin, (2010). *The A to Z of Malaysia*. Petaling Jaya, Scarecrow Press. Pp 230-231.

³ Paridah, Abdul Samad, (1998). *The Turning Point: The Formation of Malaysia, Tun Abdul Razak, A Phenomenon in Malaysian Politics: A Political Biography*. Kuala Lumpur, Affluent Masters. Pp.33-36.

⁴ Nik Anuar Nik Mahmud, (2009), *Tuntutan Filipina ke atas Borneo Utara*. Bangi, Universiti Kebangsaan Malaysia. Pp. 15-18.

⁵ Berry, William E., (1997). *Threat Perceptions in the Philippines, Malaysia and Singapore*, INSS Occasional Paper, 16 September. Colorado, USAF Institute for National Security Studies.

EASTERN SABAH AND THE NON-TRADITIONAL THREATS

Sabah is surrounded by Brunei, the Philippines and Indonesia. In the eastern part of Sabah lays southern Philippines and Indonesia separated by the Sulawesi Sea. Eastern Sabah wraps from Kudat to Tawau, covering the mainland and surrounding islands. This eastern part of Sabah, which is close to the Southern Philippines, has shaped the social, political, and economic patterns of Eastern Sabah. The close geographical proximity renders some security problems in terms of overlapping claims between countries such as Pulau Ligitan and Pulau Sipadan issues as well as claims by the Sultanate of Sulu on Sabah. Apart from the overlapping claims, non-traditional threats from non-state actors such as kidnapping and robberies by armed groups are rampant in Sabah. Furthermore, the influx of illegal immigrants and migrants from the Philippines have formed a large group and shaped a distinctive culture in Eastern Sabah. It is customary for Filipinos to build their homes in waterfront area as it resemble their native homeland in the southern Philippines especially in Tawi-Tawi, Sibutulu and Siasi Islands. This adds to the security threats in the eastern region as they have not only made illegal settlements, but have also shaped customs and cultures dislike by the locals.

On average, Sabah had suffered 10 major criminal attacks since 1976. In 1985, the town of Lahad Datu was attacked by Moro Pirates from Southern Philippines, killing at least 21 people and injuring 11 others.⁶ In May 2000, the Abu Sayyaf militant group from southern Philippines kidnapped 21 people consisting of tourists and resort workers in the resort island of Padanan and Sipadan.⁷ The hostages were later rescued in September 2000 following the Philippines army offensive against the pirates.

In late February 2013, the village of Tanduo in the Lahad Datu was occupied by several armed Filipino associates of the Sultanate of Sulu. Claiming Eastern Sabah as part of the North Borneo.⁸ They created a standoff after prior negotiations to reach a peaceful solution failed. In response, Malaysian security forces surrounded the village and the standoff escalated into an armed conflict which ends with 68 of the Sulu Forces died and several others were captured by the security forces. The standoff itself was an embarrassment to the nation and the security forces. In spite of having physical deployment of troops on land, surface, air including the strategic positioning of coastal surveillance radar system (CSS), the criminals manage to penetrate the security fortification of East Sabah in large numbers and occupied a village and created a stand-off.

In the post-standoff, the Federal Government pronounced the establishment of Eastern Sabah Security Command (ESSCOM) to further strengthen the security arrangement in Eastern Sabah. The main security agencies were deployed under a single command in order to unfold cooperation and maintain integration among the agencies.⁹ Despite of establishing ESSZONE and intensified security system, crime and kidnapping incidents were still reported. There were integration and cooperation controversies clinging among the security agencies, thus affecting the solidarity toward achieving a common goal. Thus, a solution has to put into action by

⁶ Masayuki Doi (30 October 1985). *"Filipino Pirates Wreak Havoc in a Malaysian Island Paradise"*. *The Sydney Morning Herald*. Available at <https://news.google.com/newspapers?nid=1301&dat=19851030&id=fjZWAAAAIBAJ&sjid=KugDAAAIBAJ&pg=2040,10656153>. Retrieved 7 October 2017

⁷ Thomas Fuller and International Herald Tribune, "20 Kidnapped from Malaysian Resort Island", (The New York Times, 25 April 2000). Retrieved 7 October 2017.

⁸ Ramli Dollah & Zainus Kagi Khusyairy Pangkas, "Non-State Actor and National Security in Malaysia: The Royal Sulu Army and the Lahad Datu Intrusion, 2013" (Oktober, 2017). *Akademika* 87(3), 15-29.

⁹ Jasmine Jawhar & Kennimrod Sariburaja (2016). *The Lahad Datu Incursion and Its Impact on Malaysia's Security*. Kuala Lumpur, SEARCCT. Pp. 7-9.

employing an effectively executed template like KESBAN Model that has been tested through time in overcoming this spot tight situation.

ANNOTATION OF SECURITY AND DEVELOPMENT (KESBAN) CONCEPT

Security and development was a concept inspired by late Tun Abdul Razak, the Second Prime Minister of Malaysia to solicit in defeating the communist insurgency inspired by the Communist Party of Malaya (CPM) during Second Malayan Emergency (1969-1989). Security and development was coined from two Malay words *Keselamatan dan Pembangunan* or in short KESBAN. KESBAN is a two pronged approach strategy to defeat the insurgent movement as well as to develop the country socio-economically. It is planned at the national level and organised with a hierarchical structure and chain of command that goes down to district and village levels with the ultimate aim to win over the population support. KESBAN is defined as the sum total of all measures undertaken by the government agencies to protect the society from subversion, lawlessness and insurgency.

The basic premise in the application of KESBAN concept is based on the conviction that Communism (especially in the 3rd world countries) thrives on poverty. Poverty-stricken Russia was once before a futile ground for communism. John Gunther was right when he said referring to the Chinese Revolution of 1949 that poverty and communism thrive together. He would not be wrong had he referred to Russia as well.¹⁰ On a lateral correlation, poverty is also considered the source of criminality. According to Anthony Holzman-Escareno, poverty was one of the first aspects ever thought to be related to criminal activity. One of the reasons that poverty has been associated with crime is because it is an opportunity for the poor to acquire materials that they could otherwise not afford. Poverty can also produce violent crimes because force is an easy way to get a large quantity of goods. Thus, poverty causes desire, and in turn, increases the crime rate.¹¹ On a parallel development, NTS activities in Eastern Sabah were reinforced by the level of poverty stricken among the immigrants living in the 'water village' by revealing information on the presence of security forces and providing shelter to the criminals in the 'water villages' in return for cash to avoid the criminals being unmasked by authorities.

KESBAN emphasises on two important aspects, Internal Security (IS) and internal development (IDEV). The IS aspect is the province of the armed and uniformed,¹² i.e. the military and police, mainly spotlighting on security operations and intelligence gathering. IDEV involving civil governmental agencies responsibilities towards the development in the country. This strategy carried out by appropriate government agencies in areas where the communists used to maneuver by constructing infrastructure in the form of highways, schools, hospitals, and dams or hydroelectric plants at the same time break the CPM concentration areas. While the security forces were deployed in these areas to ensure security of the development and at the same time protect the populace and resources.

KESBAN strategy composed of three interdependent components; balanced development, mobilisation and neutralisation. Balanced development attempts to achieve national goals through balanced political, social, and economic development. It includes activities to alleviate frustration by providing opportunities to individuals and groups within the society.

¹⁰ Sarker, Sunil Kumar (1994), *"The Rise and Fall of Communism"*, Atlantic Publisher and Distributors, New Delhi. P.142.

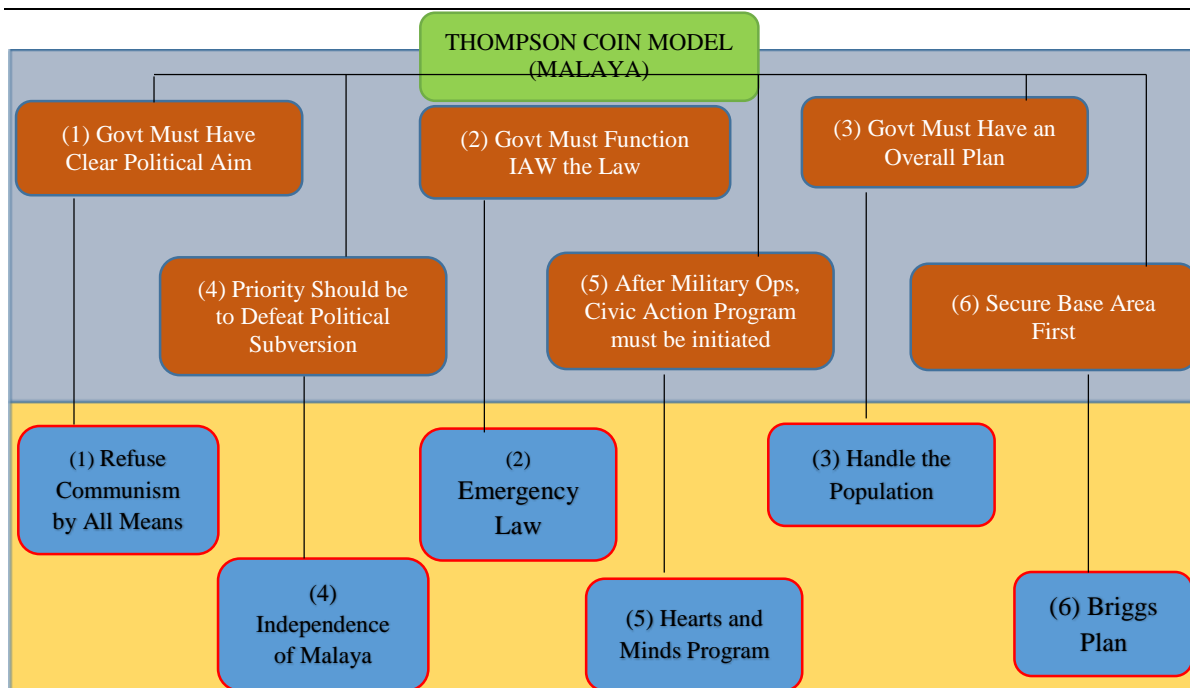
¹¹ Escareno, Anthony-Holzman, *"The Cause of Crime"*, English 215 Final Project, available at <https://hilo.hawaii.edu/campuscenter/hohonu/volumes/documents/Vol07x03TheCauseofCrime.pdf>. Retrieved on 11 March 2018.

¹² Wei Chong, Ong (2014), *"Malaysia's Defeat of Armed Communism: Securing the Population from Insurgency Subversion in the Second Emergency 1968-1981"*. London & New York, Routledge.

Mobilisation includes assembling government assets and activities to motivate and organise the populace in support of the government through KESBAN programmes as well as activities to protect the populace from insurgent actions. Whereas, neutralisation of all unlawful activities to disrupt, disorganise, and defeat the insurgent organisation. KESBAN aspires to unfold four goals; to deny the spread of communist ideology among the population, to cut off the link between the insurgent and the people, to win the 'hearts and minds' of the people, and as a twining program between security and development. These counter-measures advocated through KESBAN is a protracted strategy which enable to alienate the insurgents from the populace while instilling confidence and win the 'hearts and minds' of the population. A strategy similar to KESBAN or a modified KESBAN approach may be practical to be implemented in Eastern Sabah in overcoming its security predicament. It should be developed as a template for Eastern Sabah, formulated based on its culture and the fluidity of the situation. There are two models to be considered in this regards; Thompson Counterinsurgency Model (Malaya) and KESBAN Model approach based on National Security Council Instruction No.11.

Thompson Model. Sir Robert Thompson who studied the basic principles of communist insurgency and countering insurgency spells out the practical ideas, the organisation and the measures required, including those of a supporting power, to defeat insurgency. It was written from the point of view of a government concerned with the application of these measures and with the impact of them on its population. It was not an account of events or of the history of the insurgencies in Malaya and Vietnam, though it uses the examples from both these countries by way of illustration. Thompson came to the conclusion that the Malayan communist insurgency was a revolutionary form of warfare design to control over the people, and that it can be defeated if certain basic principles were followed.¹³ He argues that guerrilla units will never be defeated by military operations unless the underground political organisation which supports them is first broken. Military power alone cannot achieve victory because it cannot achieve the overall aim of establishing and maintaining a politically and economically stable country. Moreover, the achievement of this aim must inevitably take a long time and requires great patience and determination. He then explained five basic principles of countering insurgency which must be followed and within which all government measures must fall. These principles are depicted in the form of a diagram as below.

¹³ Thompson, Robert (1966), *"Defeating Communist Insurgency: Experiences from Malaya and Vietnam"*, Institute for Strategic Studies/Chatto and Windus Ltd, London.



Source: Zakaria Yadi, Naval Post-Graduate School, Monterey

DIAGRAM 1. THOMPSON COUNTERINSURGENCY MODEL

KESBAN Model. National Security Council Instruction No.11 had outlined KESBAN concept in detail and its implementation of which in the field. Based on the outline, a model has been designed as in the Diagram 2 below. Malaysia has adopted a strategy that places a special emphasis on a containment concept with the idea of combating the communist insurgents without losing the confidence of the minority ethnic groups. Generally, the communist terrorist activities cover the entire Malaysia-Thailand border area and surrounding 'New Villages' area. This is to nail down that their food supply and other necessities for their struggle are not interrupted. Meanwhile, the government countermeasures and containment concept designed to cut off the communist insurgents from their supporters and supplies by conducting various development programs surrounding the New Villages such as FELDA, FELCRA and RISDA schemes, including constructions of dams and highways running along the international border as part of KESBAN strategy. This is to reiterate that development is security.¹⁴

Concurrently, the armed forces continued to cut off the routes used by the communists near the Malaysia-Thai border through bilateral understanding with Thailand, and the execution of joint operations with Royal Thai Army such as the 'Daoyai Musnah', 'Selamat Sawadee', 'Cahaya Bena' and 'THAMAL' which assisted in the objective of denying the communist terrorists using the border areas as safe havens and destroying their organisation by conducting framework and strike operations. Cooperation with Malaysia's neighbour to block the inflow and outflow of insurgent support and activities did not end after the completion of the operations. The co-operations continued in the form of Regional Border Committee and General Border Committee organisation. As the insurgents infiltration progresses, 'Operation KOTA' is mend to deny their intrusion, and maintained a 'Maginot Line' of defence along the

¹⁴ Stewart, Frances (2004), "Development and Security", CRISE Working Paper 3, Centre for Research on Inequality, Human Security and Ethnicity, Quen Elizabeth House, University of Oxford. Paper prepared for Security and Development Workshop, January 25-26, 2004.

East- West highway that stretches parallel to the border. The main purpose of these security operations were to deny the communist terrorists to use their traditional route to infiltrate into the northern states of Peninsula Malaysia.



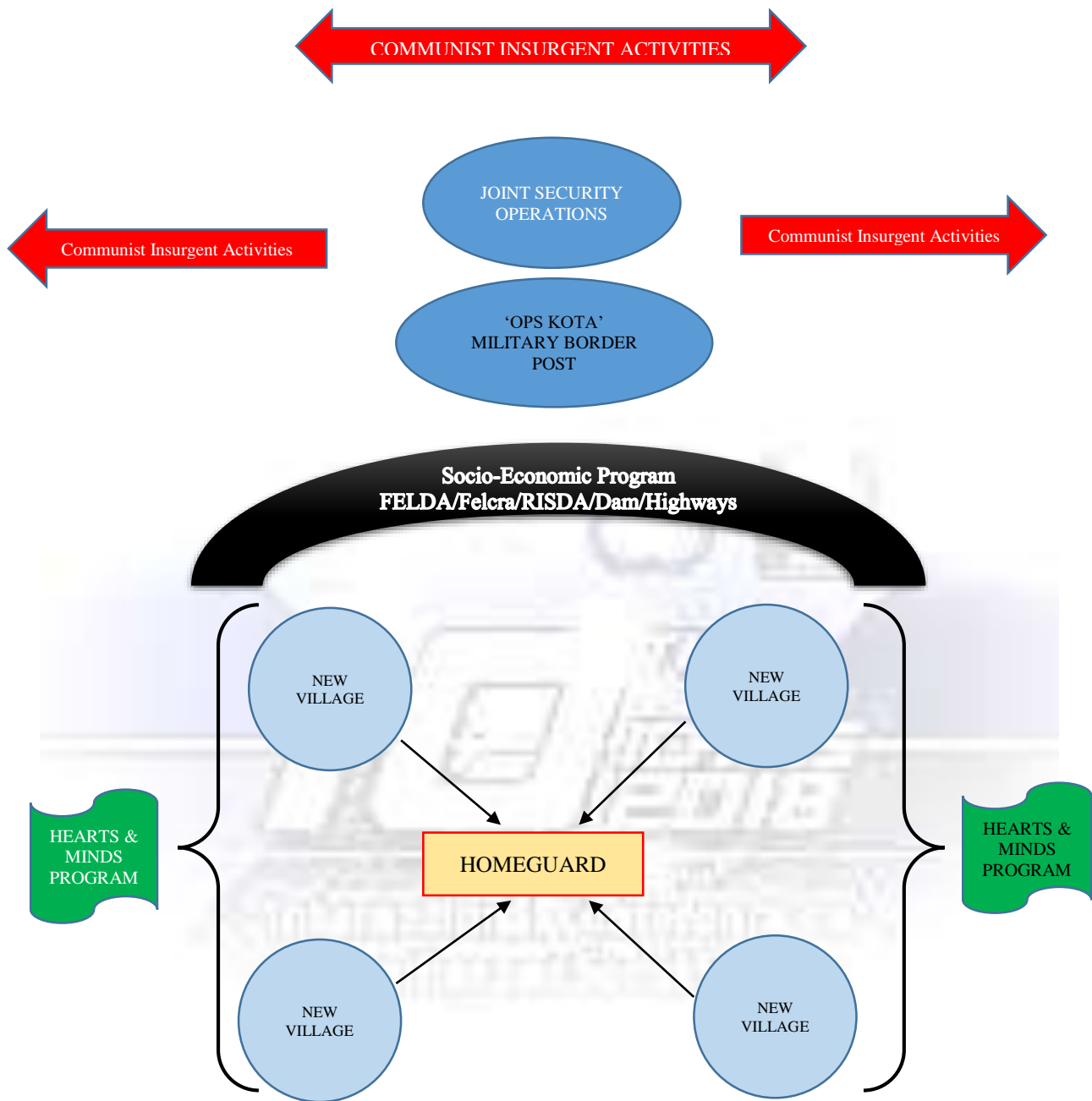


Diagram 2 – KESBAN Model

GOVERNMENT COUNTER-MEASURES

The Federal Government responded responsively against all the non-traditional threats in Eastern Sabah. Following the Sipadan and Pandanan episode, in September 2000, the government launched a security operation codenamed OPS PASIR (Pandanan and Sipadan Resort) with the deployment of security forces occupying most of the strategic islands within Eastern Sabah. It was a major security operations to prevent Sabah's territorial waters from intrusion, piracy, criminal activities and any other trans-border crimes. It involve the Malaysian Army, Navy, Air Force and General Operations Force (GOF) of the Royal Malaysian Police as well. The initial result of this operations was admirable with hundreds of boats were detained, many illegal immigrants and suspected extremist were arrested¹⁵. The border patrol areas were enhanced and broadened with the designation of seven lanes for commercial vessels or passenger boat entering Sabah waters effective from 1st April 2002. Failure to abide by this procedure is amounting to serious consequences. The purpose of this policy was to monitor the movement of people between Sabah and neighbouring countries and also to ensure Sabah's security. Government also reinforced the policy by banning the use of pump boats, commonly used by the immigrants and extremists to avoid detection or arrests by the Malaysian authorities. The Government also moved to establish a new Navy submarine base in Kota Kinabalu and PASKAL base (Naval Special Force) in Semporna to reinforce the security arrangement.

Other Governments counter-measures include Royal Commission Inquiry on illegal immigrants in Sabah. The inquiry which began on Sept 21, 2012 and covered eight terms of reference, including investigating the number of foreigners who were issued Malaysian identity cards, whether the issuance was in accordance with the law, whether they had been registered in the Sabah electoral roll and the status of the 'water village' communities.¹⁶ The enforcement of dusk to dawn curfew in the waters off Tawau, Semporna, Kunak, Lahad Datu, Kinabatangan, Sandakan and Beluran, seven districts in the Eastern Sabah Security Zone (ESSZone) was to ensure the waters would not be invaded by terrorists. The curfew was also continued to ensure the safety and well-being of Sabahans who were the main users of the waters in ESSZone.¹⁷ The other government initiative was the setting up of sea basing, which will strengthen security control in the waters off east Sabah to combat cross-border crimes and militant elements from the southern Philippines. Sea basings were new initiative using oil rigs as forward bases to enforce defence along Sabah's east coast. This initiative is use to fight intrusions, gather maritime community and tactical intelligence information as forward operations bases and forward operations centres. Trilateral sea-coordinated patrols and sea and road check points are among the measures taken to prevent cross-border kidnappings as well as other crimes. The purpose of sea check points is to prevent the entry of firearms and cross-border elements that threatened the security of the state. In order to further strengthen the security architecture and the control system, designated sea routes will be gazetted. All these measures are still on-going and have not put Sabah in a safer position and the Government is spending large amount of financial allocation on Sabah's security. Relatively, what Sabah requires is a comprehensive

¹⁵ Ramli Dollah, Wan Shawaluddin, Diana Peters and Zaini Othman (2016), Old Threats, New Approach and National Security of Malaysia: Issues and Challenges in Dealing With Cross-Border Crime in East Coast of Sabah. *Mediterranean Journal of Social Sciences*, Vol.7 No.3 S1, May 2016. Pp. 180.

¹⁶ Muguntan Vanar, Star Online Sunday 5th October 2014, retrieved on 24 March 2018 accessed at <https://www.thestar.com.my/news/nation/2014/10/05/sabah-illegal-immigrants-inquiry-table-in-parliament/#RsQXc88c1UDDeQDu.99>

¹⁷ *Curfew in ESSCOM Extended*, ESSCOM Times 7 March 2018. Accessed at <https://esscom.gov.my/?m=20180307> on 24 March 2018.

security model or a security template that the implementation could exercised on compelled the criminals and pirates from enduring their criminal activities.

PROPOSED MODIFIED KESBAN MODEL FOR ESSCOM

In Diagram 3 below a modified KESBAN Model is proposed as an alternative approach in addressing the security predicaments in Eastern Sabah. It has a significant similarity and parallel with the KESBAN concept, which was implemented during the second Malayan Emergency against the CPM armed struggle. The Modified KESBAN Model is an option that will consistently address security issues in Eastern Sabah. The proposed model suggests five factors that are relevant and should be a regular basis, though it is not exhaustive. Step 1 or first factor is Legislative Measures, this is a law abiding step, using law as its main reference. However, in Eastern Sabah these measures have already been implemented, but the modified version emphasise more commitment by the authorities to determine its effectiveness. Amongst the steps in this action plan are the implementation dusk-to-dawn curfews, registration of immigrants, issuance temporary identification cards, tracking and recording on the influx of illegal immigrants, control of sea movement, and limiting fisheries zone and monitoring of fishermen activities.

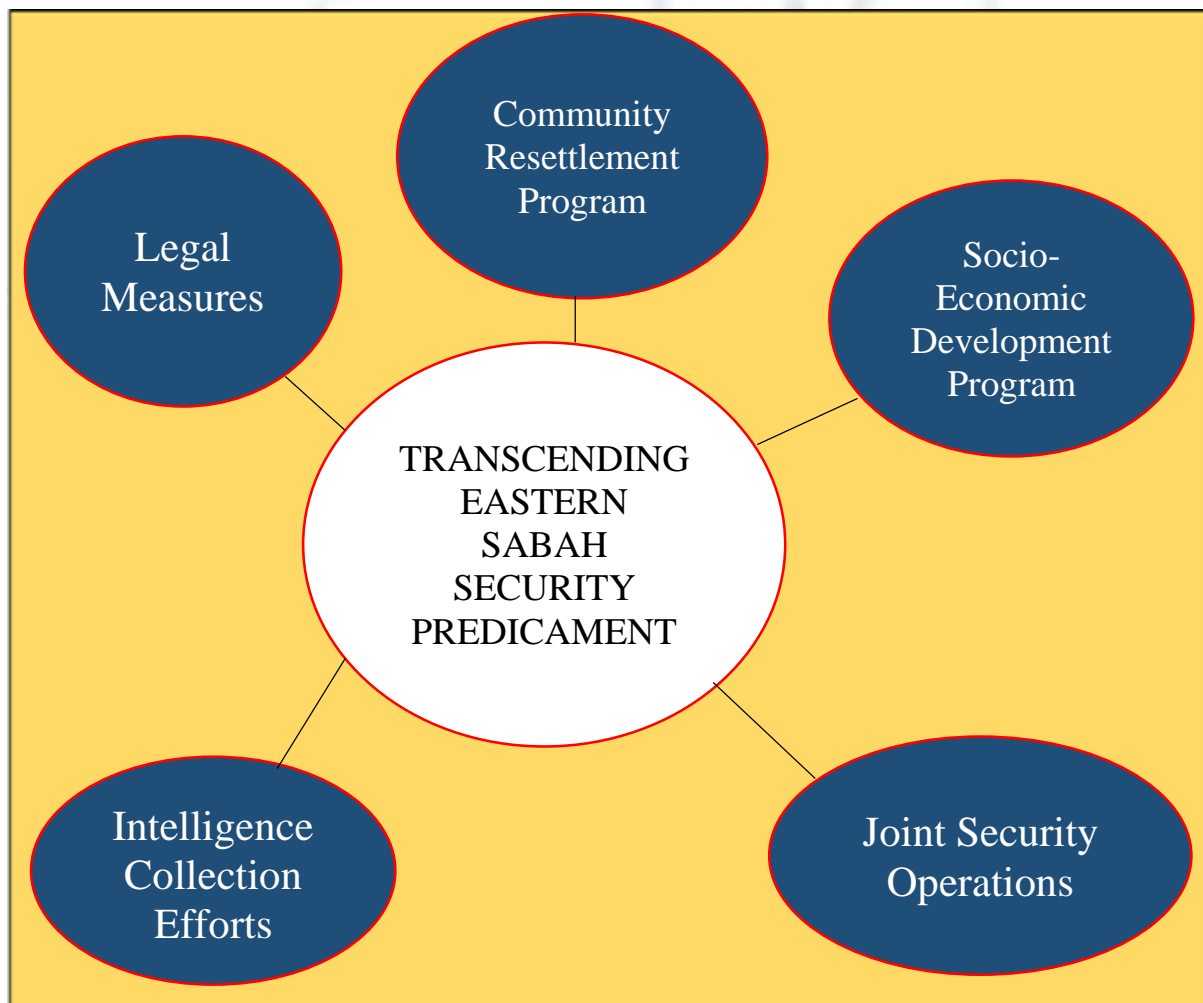


DIAGRAM 3 – A MODIFIED KESBAN MODEL FOR ESSCOM

The second factor is the resettling of 'water village' community. Several studies on the resettlement program of the 'water village' residences in East Sabah were conducted by the authorities but without positive outcome. Ironically, studies after studies seeking to find solutions to these problems, but at the end, the 'water village' remain a burden on local as well as the central government. The number of population is increasing from 653,000 in 1970 to 2.6 million in 2000.¹⁸ Firm political commitment and positive steps are required to relocate 'water villages' to prevent the immigrants were used as informant as well as to avoid their residential areas being used as transit for the criminals before they conduct their criminal activities. Just as the 'Briggs Plan' being implemented during the first Malayan Emergency (1948-1960), a very high level of commitment and sacrifice required to carry out this task. This should be sparked at the National Security Council (MKN) as the nation's top decision-making body before being channeled by state-level security agencies.

The third factor is the socio-economic development in the target area. Like '*KESBAN Belt*' as disclosed by the Government for the four northern states of Malaysia during the Emergencies years which covers 358 square miles, bringing special developments projects in the area to mitigate the effects of poverty due to under-development. So, similarly in Eastern Sabah, it should be identified as a special development area and may be known as '*KESBAN Tract*' covering the whole ESSZone region. The main emphasis is that it should directly contribute to security. Socio-economic development planned in the '*KESBAN Tract*' should generate better living conditions for the community, able to eradicate poverty and ensure security. For example, the construction of the Temenggor dam in Perak which had improve the locals socio-economy through job creations, at the same time the dam produces consumable water for the population. In terms of security, the construction of the Temenggor dam, which had submerged three villages but successfully impeded the communist terrorists from using their traditional routes to infiltrate into Malaysia, especially the State of Perak.

The fourth factor that contribute in transcending Eastern Sabah security predicament would be the intelligence collection effort. This effort is to obtain accurate information about criminals and pirates who are actively hovering in the ESSZone region. Collaboration between security forces is crucial in determining the effectiveness of this effort. Virtually, Malaysian security agencies cooperation were plagued by lack of coordination and inter-departmental rivalry during the emergencies¹⁹ and currently under the framework of ESSCOM have not improved in intelligence gathering and sharing efforts. During the emergency, the NSC has to play the coordination role in order to insure the process runs smoothly. In retrospect of Malayan Second Emergency (1969-1989), the PDRM's Special Branch had played a very significant role by infiltrating into the Communist Party of Malaya (CPM) organisation to successfully separate the organization into three different ideological groups. The same arrangement should be injected in the case of Eastern Sabah intelligence organisation. NSC has to lead the process of intelligence gathering and sharing, while the infiltration assignment should be infused in various parts of the community that deals with the population such as in the RELA organization, as the residence of the 'water village', as fishermen from the 'Bajau Laut' community, workers at island resorts, including in the criminal and pirates organizations themselves. If infringement and embedding are implanted covertly, the authorities could access to information and intelligence from all angles to weaken criminal vitality.

¹⁸ Sina Frank (2006), "Project Mahathir: Extraordinary Population Growth in Sabah". Sudostasien akutell: Journal of Southeast Asian Affairs 25 (5/2006), pp.71-80.

¹⁹ Wei Chong, Ong (2014), p.144.

The fifth factor is the conduct of joint security operations with neighboring countries. In 2016, Malaysia, Indonesia and the Philippines have agreed to conduct limited and coordinated patrol, known as the '*Sulu Sea Trilateral Patrol*'. The patrol arrangement is aimed at avoiding cross-border crimes and kidnapping activities in the ESSZone region. The agreement allows any of the counter signatory member to cross the maritime border in a 'hot pursue' situation. However, such operations are just as insurance to avoid criminal acts but cannot destroy the structure and integrity of the criminal organization. Since most of the security predicament in Eastern Sabah are emanating from Southern Philippines, joint operations with the Philippine Armed Forces would an appropriate option to be carried out to stabilize the anarchy situation and divert the criminals' attention their criminal activities to their internal problem. It is in line with the joint operation concept executed by Malaysian Army and Thai Army such as 'DAOYAI MUSNAH', 'SAWADEE SAFETY', 'CAHAYA BENA' and 'OP THAMAL'. These joint operations had succeeded in defaming the CPM organization and compelling them to lay down their arms and militant activities. Thus, in the same spirit, joint operations with the Philippine Army in the southern Philippine islands such as Basilan, Sulu and Tawi-Tawi, are important exercise to prevent trans-border crimes and abduction activities.

CONCLUSION

Taking into account all the facts about the security situation in Eastern Sabah, the government's counter measures carried out by security agencies under ESSCOM, including the placement of coastal surveillance radars (CSS) stationed in several islands, the overall security situation in Eastern Sabah is assumed to be safe. Notwithstanding, the bolstered security architecture in Sabah and its surrounding waters has produced some quantifiable results; the maritime curfew imposed saw no kidnappings take place within the waters of the ESSZone during the calendar year 2017 for the first time since its formation five years ago, and there has also been no repeat of the 2013 incursion and no major terrorist attack in the area, despite of DAESH stated wish to target Malaysia. The Federal government recently approved \$64 million in funding for ESSCOM in 2018 adding to more than \$80 million allocated last year, reinforcing its long-term commitment to ensure stability is maintained in Sabah.²⁰ Nevertheless, the level of security in Eastern Sabah is still undermined. The insurance paid by the Government to determine the security of Sabah remains high.

It is clear that Sabah security, especially in the eastern coast is a very complex issue, not only due to the nature of threats itself, but also having to take into consideration other issues such as geographical factor as well as humanitarian issues. The Malaysian authorities clearly understood that these threats cannot be managed by traditional or military approach alone because it requires a comprehensive and holistic approach to include the non-military approach as in the case of KESBAN concept in fighting the Communist Party of Malaya (CPM). The lesson drawn from the First Emergency, the Malaysian government recognised that security and development should proceed hand to hand rather than in separate domains. The philosophy leading since the seventies was the objective of achieving national security while pursuing development (KESBAN). There was a realistic realisation by Tun Razak that the "long term answer to Malaysia's communal and communist problem lay in the prosperity rather than in the police." Central to KESBAN conviction is that "only in circumstances of steadily-increasing prosperity can communism be defeated and the difficult task of bringing a sense of unity to the disparate communities of Malaysia be attempted".²¹ For Eastern Sabah, the key lesson is that the threats posed cannot be controlled by tightening the border security or

²⁰ Hart, Micheal, "*Eastern Sabah: Malaysia's Frontline Against Militancy*", The Diplomat 31 January 2018. Retrieved at <https://thediplomat.com/2018/01/eastern-sabah-malaysias-frontline-against-militancy/> on 27 March 2018.

²¹ Wei Chong, Ong, p.147.

increasing the number of military or police policing the border. Instead, the government should focus more on ‘soft approaches’ such as utilizing and empowering the role of the institution of Village Security Committee (JKKK), empowering the role of religious institution at the village level; engaging and educating border communities on their roles in strengthening national sovereignty; restoring peace, law and order as well as economic development in the southern Philippines and so on. Apart from that, noting the source of the problem is emanating from southern Philippines, there should be a bilateral agreements with the Philippines authorities in conducting joint security operations in some of the Philippines southern islands. The joint operations will assist in a way to contain the criminals and pirates at bay.

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A Preliminary Analysis on the Downfall of Malacca in 1511; Internal and External Factors

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Abstract

The year 1511 is a watershed in the history of the Malay world in general and Malacca empire in particular. It marks the downfall of a great Malay empire ever existed and also the beginning of Western imperialism in this part of the world. It shall be the aim of this paper to analyse the causes of its downfall by taking into consideration both the internal and external factors. In order to have a balanced perspective of the happening, we shall examine both local or indigenous sources, especially the *Sejarah Melayu* (Malay Annals) as well as foreign sources in particular documents and published materials from the Portuguese which have been translated into English. Areas to be covered for analysis shall be on the internal situation of the Malay kingdom of Malacca in the first decade of the 16th century. In this regard, we shall utilize the concept of *assabiyah* which has been proposed by Ibn Khaldun in his magnum opus the *Muqaddimah*, which suggests *assabiyah* or loosely translated as 'integration' or *esprit d'corp* as one of the prerequisites for a strong foundation of an empire or a state. In addition, we shall also examine other aspects especially the weakness of Malacca's armed forces and the defence strategy or the lack of it and including the weapons used as compared with that of the invading force, the Portuguese. Likewise, we shall examine what factors that led to an easy victory of the Portuguese even though they were faced with the Malay fighters who were much superior in numbers. In the final analysis, we shall propose the importance of a kingdom or nation to attain or achieve unity among its population of various races, upholding the *asabiyah* or *esprit de corps* and especially having both a professional standing army and a sound defence strategy for it to survive in the long term.

Keywords: Malacca empire, western imperialism, internal and external factors, *assabiyah*, cyclical theory

INTRODUCTION

Malacca has been widely acknowledged as founded by a Prince from Palembang Parameswara or *Permai-Suara* (*lit. a pleasant voice*) (1) who migrated to Temasik (modern Singapore) after his revolt to obtain independence from the Majapahit empire failed as Palembang was then a tributary of the Majapahit Empire centred in Java. While in Temasik, he managed to declare himself as the ruler after killing a Siamese representative, Temagi. Some years later, he had to flee northwards because of problem with the Siamese state in the north that wanted to take revenge against him for killing her representative.

It was partly *Permai-Suara*'s wisdom and partly his fortune that he decided to settle down among the Orang Laut villagers at the estuary of the Malacca river which some years later became among the busiest port in the world handling a huge activity of entreport trade, and being well known as the largest seaport in the East. After approximately five years establishing the Kingdom of Malacca, *Permai-Suara* was converted from Buddhism (but not Hinduism as claimed by some writers) to Islam and adopted the little Sultan Iskandar Shah. Also during this early years, he was able to establish a strong diplomatic ties with China which became the protector of Malacca Sultanate at least in the first half of the 15th century.

The world famous Chinese Admiral Cheng Ho (Zheng He) or his Muslim name *Ma Sam Poh* in all his seven voyages overseas had each time stopped at Malacca to pay homage to the Sultan as well as to obtain fresh water and replenish food items for the long journey into the Indian Ocean and sometimes reaching the Middle Eastern ports of the Arabian Peninsula and Egypt which were then under the Uthmaniyyah. This special diplomatic ties between Malacca Sultanate and the Ming dynasty has been

well documented in Liang Liji's work, *Lembaran Sejarah Gemilang – Hubungan Melaka Dinasti Ming Pada Abad Ke-15 (2)*.

Under a tributary relationships between the two kingdoms, Malacca was able to develop peacefully without threats and interference from her neighbours, especially the Siamese Kingdom in the north who was envious of Malacca's prosperity. This lasted for more than a hundred years until the arrival of the first colonial power in the Malay world, the Portuguese in the first decade of the 16th century. By the end of the 15th century, Malacca had grown to become an Empire which controlled the whole of Malay Peninsula and most of the Malay States and Kingdoms on the Island of Sumatera.

Theories on the Rise and Fall of Empires

There are several theories on the rise and fall of empires or civilizations (3). But the two that interest us most and also relevant to this discourse are that by an Arab scholar of the 15th century, Ibn Khaldun, and another by a renowned British historian, Arnold Toynbee.

Ibn Khaldun had studied on the rise and fall of empires or civilizations like Rome, Turkey, Constantinople and some others including research on the social and economic life of people living in the city. He finally produced what is now known as a cyclical theory on the rise and fall of civilizations which can be divided into three phases (4) :

First is the **early stage** or its Birth where the spirit of *assabiyah* which can be literally translated as 'solidarity', 'esprit d'corps' or integration, which is akin to the concept of 'organic solidarity' by Emile Durkheim is high. The society lives in harmony in an organization led by the elite class who are also united. The situation makes it possible to enter into the **second phase** that gives rise to the development of cities which is characterised by division of labour and the high possibility of producing surplus goods for the larger community, both rural and urban. Unlike the theories proposed by others, Ibn Khaldun proposes the importance of religion that binds the people together. This **second phase** is strengthened by the establishment of a governing body or political system headed by the elites of that particular society.

But unfortunately, argued Ibn Khaldun, the powerful elite class will not be able to sustain it if they are indulged in pleasures and worldly affairs and began to distance themselves from religion. This will be followed by disintegration or the erosion of the spirit of *assabiyah* or 'social solidarity' among both the ruling class and the subject class.

The civilization will then enter the **third phase** which is *weakening* and *the fall*. Members of the elite class are still indulging themselves with pleasures and worldly affairs, political and economic foundation are weakened and plagued by divisiveness. People will be downgraded into poverty while *corruption* will be rampant. The key factor in this situation is the total erosion of *assabiyah* or social integration and solidarity. That will result in the down fall of an empire or a civilization.

The renowned British historian Arnold Toynbee who was a great admirer of Ibn Khaldun and his work seemed to have a total agreement with Ibn Khaldun's cyclical theory and ideas. Being a scholar who was religious himself, and through his work '*A Study of History* (vol.4), he proposed the role of a group of *creative elites* who were capable of developing its society to a higher stage of its development.

To Toynbee, religion played a very important part in the development of a civilisation. A religion which was born among the community which was weak would be capable to act as a catalyst for the development of a civilisation. Likewise, a civilization would ultimately fall when the society began to move away from religion and discarded religious values. This was what was termed as 'civilizational crisis' (5).

In the two theories above, both scholars seem to be emphasising on the importance of internal factors that are crucial in bringing down a civilization. In so far as this paper is concerned, we shall put forward

an argument on the importance of both the internal and external factors that brings down a civilization or the down fall of an empire and in our case study, the Malacca empire of the 15th century.

Portuguese's Perception of Malacca and The Malays

The Portuguese as one of the pioneers during The Age of Exploration had the habit and useful tradition of taking with them writers or chroniclers when sailing abroad. We are very fortunate and must be thankful to them to have these writers who had left useful documents or travel journals to describe both the place of significance and its people during their exploration. More so, when they were the first European to have travelled and reached the Eastern shores.

One of them was **Duarte Barbosa** who had provided us a brief but vivid description of the early 16th century Malacca as a seaport:

".....This city of Malacca is the richest sea-port with the greatest number of wholesale merchants and abundance of shipping and trade that can be found in the whole world".

A similar note but more forceful was the description of Malacca provided by another well-known Portuguese explorer cum chronicler, **Tome Pires**:

"There is no doubt that the affairs of Malacca are great honour. It is a land that cannot depreciate, on account of its position, but must always grow. No trading port as large as Malacca is known, nor anywhere they deal in such fine and highly priced merchandise.... Like a rich and colourful pageant under the blazing tropical sun. this busy eastern market made an indelible impression on the first Europeans who visited Malacca....." (7)

And below is Tome Pires much quoted phrase;

"Whoever is Lord of Malacca has his hand on the throat of Venice"

Tome Pires not only gave a vivid description of Malacca in late 15th or early century, but also among the earliest European who had attached an identity of the Malays as a racial stock referring to those who were living in the city of Malacca:

"These Malaio (Melayu = Malays) hold the Akoram (Al-Quran) of Mahamede in great veneration. They have their mosque; they bury their dead; their sons are their heirs; they lived in large house outside the city with many orchards, gardens and tanks where they have separate houses for their trade within the city. They possess many slaves, with wives and children who live apart and obey all their orders".

".....They are polished and well-bred, fond of music and given to love...." (8)

On a slightly different note, Lawrence Blair possibly more from his own imagination rather than from observation had attempted to construct an early 'ancient' history of the Malays and the Polynesian peoples, possibly some hundred years earlier than the existence of Malacca empire;

"The Melayu people might reasonably be called the Vikings of the orient. Magnificent instinctive ship builders, renowned among the world's sailors, they take to the water like fish and conquered a godly portion of the globe before being themselves 'discovered' by Europeans.

Indeed they crossed the Indian Ocean to discover and settled in the island of Madagascar at a time when Europeans, by and large, were still steering fearfully clear of the open ocean. Mighty mariners and master traders many of these seafaring tribes possess the amazing art of psycho-navigation, finding a sort of sixth sense". (9)

Similarly, an anthropologist Gathercole wrote;

*“The **Malay-Polynesian** people are the world’s greatest colonizers spreading eventually as far westwards as Madagascar, eastwards to Easter island, northwards to Hawaii and as far south as New Zealand”.* (10)

The last two descriptions of the Malays and Malay-Polynesian above conceived them from an historical and anthropological perspective that place the Malays as a racial stock that had populated the Malay world and the island of the Pacific for some centuries ago. They were the ancestors of the Malays in Malacca as described by Tome Pires in the 16th century.

The Portuguese were interested not just in merchandise for trading but also in many other aspects of the indigenous cultural life. One of the interesting passage we discovered was on Malay ship in the 15th century as described below:

“Her sides were so high that no one dare to board her from any of the Portuguese ships, naos, caravellas and gales and she remained unscathed by the Portuguese fire because she had four layers of sheeting and the largest Portuguese artillery could only penetrate two.

*At length, the governor sent out his own Nao, **the Florde La Mar**. In spite of this, the jong manage to fend off the Portuguese attacks for two days and two nights and only succumb when the Portuguese succeeded in removing her rudders which she carried outside as the barges of Riba teja”.* (12)

Arrival of The Portuguese in Malacca

The discovery of the Cape of Good Hope by Bartolomew Diaz followed by its circumnavigation by Vasco Da Gama had opened up a new history in the linkage and trading activities via the sea between the East (Malay World) and the West (Europe). It also marked a new epoch in the world history at large; the coming of Western colonialism to The East and the spreading of its tentacles to other parts of the world too. As mentioned elsewhere above, the port of Malacca had become a special attention to the colonial powers and especially to the Portuguese who pioneered exploration and trading activities among the European countries.

The motive for the Portuguese coming to the East has been summarized in three words, or popularly known as three Gs, namely **Gold, Gospel and Glory**. Gold represents the interest to do trade with the Eastern countries, Gospel was regarded as ‘a civilizing mission’ or, ‘the white man’s burden’ and Glory was more of becoming the winner in a competition with other European countries. This motivational factor had a strong backing and being facilitated by King Manuel I who was keen to see Portugal, with a small population as well as the small sized of its country, to become the winner in the race for Glory.

With a well-equipped armada that brought with it a well-trained soldier with experienced in the battlefields, particularly against the Muslims in a series of crusades, the Portuguese managed to negotiate to open up a trading station in Goa which later became its first colony in the East, i.e. India. This had created fear and animosity among the Arab and Gujerati Muslim traders. Going through the old Portuguese documents which have been made available in English since some years ago, we noted that the strategic thinking of leaders of the Portuguese armada as well as King Manuel himself was that the Portuguese must break up the trade monopoly by the Muslims (Arab and Indians) and be the dominant power that controlled trading activities between Europe and the East. Therefore, after establishing a trading station in Goa, the next task was to open a similar trading post in Malacca which had been recognized as the largest trading port in the East controlling that part of spice trade routes.

The first expedition in Malacca consisted of 18 ships with **Captain Diego Lopez de Sequiera** as the leader. This initial attempt was a failure as the powerful Sultan Mahmud whose decision was very much influenced by the Gujerati merchants from India, turned down the offer. More than this, the Portuguese were attacked by the Malaccan soldiers and nineteen were captured and imprisoned including their famous leader, **Ray de Araujo** who later on supplied useful information regarding the strength and

weakness of Malacca defence. It was partly Araujo's secret report that encouraged Alfonso de Albuquerque to prepare for an attack on Malacca.

The Conquest by Albuquerque and the Downfall of Malacca

When Alfonso de Albuquerque set sail for Malacca in April 1511, he had a vast experience of winning wars and battles in the Middle East, North Africa as well as on the West Coast of India. The newly appointed King Manuel I of Portugal had appointed him as the new and second Viceroy of India after Almeida's term expired. Strongly attached to his personality profile was his ambition for the glory of his country Portugal, his selfless service to the King, and last but not least his 'civilising mission' of spreading Christianity and "doing service to Our Lord", Jesus Christ. Embedded with it was the economic motive of destroying the monopoly of spice trade by the Muslims and capturing the trade route to the East which will ultimately put Portugal to be master of the seas east of Europe and Africa. After the establishment of trading station in Goa, this mission had been partly accomplished. (13)

Initially, it has been Diogo Mendes de Vasconcelos that was given the task by Lisbon to head for Malacca with a limited number of troops. But Albuquerque himself took over the leadership and combined with those he had in Goa so as to ensure superiority at sea and victory while the mission would be made possible and accomplished. Even in the mind of King Manuel, it should be of a diplomatic mission to open up trading stations along the sea route from the Persia Gulf through and including India, connecting it with Malacca and further East with the Malay Archipelago or the spice island.

But, Alfonso De'Albuquerque being a General-cum-warrior and an ambitious leader would choose to go beyond diplomatic ties. He was encouraged by a letter sent by the Portuguese prisoner Rui de Arujo in Malacca who insisted that the Portuguese should come back to Malacca and capture it. It was Arujos and an India Nina Chantu, who had been taking good care of the Portuguese prisoner in Malacca that provided much information about the strength and weakness of Malacca's defence and strategy, or the lack of it.

When de Albuquerque arrived in Malacca well equipped with 900 professional soldiers and 200 Indian mercenaries with eighteen ships, Sultan Mahmud and the newly elected Bendahara Paduka Tuan (nicknamed Bendahara Tepok) could not imagine that it would turn out to be a warfare between the Portuguese and the Malaccans. The Bendahara was quoted making a remark that "after destroying part of our city, the Portuguese would leave for home". (14) What took place was just the opposite.

The city of Malacca was divided into two sectors, the north which formed the city and commercial area and the south which was for residence and including the Sultan's palace and the mosque. In the centre was the Malacca river which connected both sectors by a bridge which had a strategic significance in defending the Malacca city.(15) Albuquerque and his captains were well aware about this. When the first day of the battle for Malacca took place at dawn 25th July, 1511 the aim was to secure the bridge from the defenders, the Malaccan soldiers.

After fighting a tough battle with a strong resistance from the Malaccan Malays, the bridge fell to the Portuguese. The battle continued the next day on both sides of the river and casualties were high on both sides, especially on the Malays. The Sultan himself with his son Raja Ahmad were directly engaged in the fierce battle. But in the end, the defender had to flee from the city while the victors and conqueror, the Portuguese took the opportunity to burn down both the palace and the mosque which were important symbols of power of the Malacca Sultanate. (16)

Internal and External Factors

The following is an analysis on both the strength of the Portuguese as well as the weakness as Malacca Sultanate in facing an enemy of whom she never has experienced in war before. Recent research work on the subject had concluded that Malacca had the experience of fighting wars with Siam and the surrounding states or provinces in which she always appears to be victorious. (17) But in this first experience of facing a Western power, Malacca had to succumb to defeat.

We shall begin by examining the weakness of Malacca in its defence strategy and other related factors that were crucial for her to win battles in facing an invasion from an enemy of a Western European country. Undoubtedly, this was the first experience for Malacca to face such an attack from a Western colonial power.

At the outset, Malacca was a city state which had expanded to become an empire but with special interest in a long distance trade. As one Portuguese writer observed, “it was made for merchandise...” and for this reason, the defence of the city was neglected. The barricades or “fortress” were generally made of wood or earth and not of stones or bricks as in Europe. In any case, since the last hundred years, there was never any attempt by any neighbouring states to attack and capture the city.

Secondly, the nature of Malaccan community in early 16th century was plural and socio-culturally divided. Political power was shared by the indigenous Muslim-Malay aristocrats (*bangsawan*) with some India-Muslims who were favoured by the ruler as compared with other communities like the Javanese, tamils and Chinese. The second last Bendahara Tun Mutahir was a Malay mixed with India blood and was often described as favouring the Indian Muslims in all his dealings.

Apart from the Malays, there was a large number of Javanese population headed by the rich and powerful Utimutiraja. The Javanese, whose loyalty to the Malay ruler was rather doubtful, formed the largest mercenary soldiers in the service of the Sultanate. Going through both the indigenous and especially Portuguese sources, it was mentioned that Ultimutiraja sent flowers to welcome Albuquerque on the later’s arrival. (18)

Both the Chinese and Indians which formed a small minority was in favour and supportive of the Portuguese. The Chinese offered the invader to use their junks while an India leader Nina Chatu negotiated to make peace with the Portuguese so as to protect their properties and trading goods in the city. (19)

In addition, our research in both indigenous and Portuguese documents didn’t come across any evidence to show that Malacca had a full-time standing army. This was in contrast to the Portuguese with a smaller number of only 800 but they were full-time and professional soldiers with experiences in battles before they arrived in Malacca.

From another viewpoint, Malacca did not have the leadership she needed. Like the famous Bendahara Tun Perak during the reign of Sultan Muzaffar and Sultan Mansor Shah who was well known as a capable leader in war and a diplomatic strategist. The *Malay Annals* (Sejarah Melayu) mentioned Laksamana Khoja Hassan who should lead battles. But the later was well known for his weakness and incapability. (20) The Portuguese sources did not mention any Malaccan personality of high calibre, but mentioned only three personalities namely Sultan Mahmud, his son Sultan Ahmad and the newly married son-in-law from Pahang who were directly engaged themselves in the last battle.

If should be mentioned that the last Bendahara Seri Maharaja or ‘Bendahara Tepok’ was described by both the *Malay Annals* and Portuguese sources as among the most incapable as a leader and war strategist. He did not take seriously on warning threats from the Portuguese who came to fight a war and remarked that “after doing some damage to our city, they would leave Malacca..”. This is not so and the Bendahara’s prediction was wrong!.

Both Malay as well as Portuguese sources we consulted came to a general agreement that Sultan Mahmud himself was not a popular and not well respected ruler as compared with all his predecessors. Even Islamic religion as a way of life had been cast aside and not in the mainstream of court culture in social and cultural activities. Moral values based upon Islamic tradition were not adhered to. For these reasons, the court officials were often divided rather than united. In other words, both the ruler as well as the laksamana (warrior chief) and some other court officials were not of a high calibre and well respected by Malaccan citizens and the general public. They were being described as plagued with the

practice of corruption. Everyone was concerned with enriching themselves and less with the welfare of the people and subscribing fully to the Islamic tenets.

Finally, Alfonso de Albuquerque was made aware by reports from Arujo, Nina Chantu and others that the weapons used by the Malays in general were of inferior quality as compared to what the Portuguese had. The artillery, canons, muskets, etc used by the Portuguese were of a higher quality than that used by the Malays. In war, apart from strategic planning and operational capability of the leader, the quality of weapons used would decide who would be the winner and the loser.

In the final analysis, it is imperative to note that in a situation of conflict and warfare like the case of Malacca in the early 16th century and that of between two states and peoples of different traditions and different level of development of technology especially in weaponry, the victory would go to that which was superior in weaponry or armaments, in war strategy and leadership, and last but not least the morale of those involved in the war or conflict. It was obvious that the Portuguese invaders were inferior in numbers between 1,200 to 1,300 but professional combat troops as compared to approximately between 15,000 – 20,000 non-committed mercenary soldiers who had the tendency of desertion. In addition, the capable and charismatic leadership of Alfonso de Albuquerque who had a vast experience of fighting many battles in a diverse situation in Africa, the Middle East and India in most cases was in his favour.

CONCLUSION

The theory put forward by Ibn Khaldun on the rise and fall of empires or civilizations had emphasised on one important factor that is *assabiyah* or ‘esprit de’corp’, integration, and unity of the people. It is obvious that Malacca, as a plural and diversified community lacked the spirit of *assabiyah* among its people as well as among the political elites in the centre of power. Secondly, Ibn Khaldun pointed out on the tendency of the people and especially the elites to indulge themselves in luxuries and pleasure. This was also true of the Malaccan society of that period.

Secondly, both Ibn Khaldun and Arnold Toynbee emphasised the importance of religion that would keep a society or community intact and united. As for Malacca during the reign of Sultan Mahmud, this was not the case as Islamic religion was not at a centre stage in their daily life. Both the crisis of moral and internal weakness had invited the enemy of foreign power to seize the opportunity to conquer and destroy the existing state and set up a new one.

Finally, in order to safeguard an existing territory and to preserve its integrity and sovereignty, a nation or state must always attempt to improve its weaponry and defence technology as well as to bring the people together as a united and integrated society whose loyalty is absolute to the leadership of the day. The downfall of Malacca as an empire and a rich emporium to the Portuguese in 1511 should serve as a lesson to a young nation like Malaysia or any other country at all for that matter.

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Strategi Taktikal: Strategi Jepun menawan Kelantan dan Strategi British mempertahankan Kelantan

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Abstrak

Sejarah ketenteraan yang melibatkan konflik, pertempuran dan peperangan, ianya tidak boleh dielakkan daripada mengenal pasti dan memaparkan selok belok penggunaan strategi peperangan. Untuk menguasai dan menawan rantau Asia Jauh yang sebegitu luas, Jepun telah melancarkan tiga tahap strategi besar atau strategi utama. Penetapan visi dan misi serta aturgerak jentera perang dan sumber-sumber merupakan agenda utama kelangsungan hidup negara Jepun selepas Perang Dunia Pertama. Jepun mengalami keruntuhan ekonomi yang agak teruk disebabkan *confronted policy* yang dilaksanakan ke atas China dan Korea yang kemudiannya diikuti oleh peperangan menakluki wilayah Manchuria semenjak awal 1930an. Disebabkan oleh dasar ini juga Jepun mengalami sekatan ekonomi yang dikenakan oleh kuasa-kuasa imperial barat terutama Amerika Syarikat (AS). Oleh yang demikian untuk meneruskan kelangsungan hidup negara mereka, Jepun telah melaksanakan tiga tahap strategi utama untuk menguasai sebahagian besar negara-negara Asia dari aspek politik dan ekonomi. Kertas konseptual ini akan membentangkan elemen-elemen strategi yang digunakan oleh pihak British dalam mempertahankan Tanah Melayu semasa 'Malayan Campaign' khas di Negeri Kelantan. Methodology kajian adalah menggunakan pendekatan penyelidikan yang menggabungkan kaedah kuantitatif iaitu mendapat maklumat dari responden melalui temubual dan soal selidik serta pendekatan kualitatif iaitu dengan semakan dan rujukan dari literature yang tersedia. Kajian ini dijalankan di seluruh kawasan yang melibatkan pertahanan Tentera British di seluruh Negeri Kelantan. Teori dan model pertahanan diperkukuhkan dengan teori teori peperangan seperti *mass panic theory* dan teori daya tahan manakala model peperangan iaitu *disaster management cycle* dan *disaster crunch model* yang memberi gambaran bahawa kombinasi pasukan infantri dan udara berperanan penting dalam sebuah peperangan digunakan dalam menganalisa dapatan kajian ini. Hasil dari kajian menunjukkan bahawa elemen elemen strategy, moral, persenjataan dan kepimpinan mempunyai hubungan dengan kejayaan sebuah peperangan. Kajian ini mendapati elemen-elemen pengaruh sokongan rakyat serta teori-teori dalam situasi telah mempengaruhi kejayaan serangan Jepun keatas Pertahanan British di Negeri Kelantan.

Kata kunci: Strategi peperangan, penetapan visi, politik dan kombinasi pasukan

1. Am

Kelantan, khusus pantai Kuala Pak Amat, Pengkalan Chepa dalam Jajahan Kota Bharu merupakan titik pendaratan pertama dalam konteks taktikal *amphibious landing* dalam kempen penaklukan Jepun ke atas Tanah Melayu. Pada peringkat awal perancangan pertahanan Tanah Melayu, British kurang memberi penekanan terhadap pertahanan di Kelantan. Kepentingan taktikal bagi pihak British yang jelas hanya mungkin terdapatnya sebuah lapangan terbang di Pengkalan Chepa. Namun demikian, di penilaian kepentingan pesisir timur Tanah Melayu adalah berlainan ditafsirkan oleh pihak Jepun berdasarkan kepada faktor-faktor berikut; Pertama, pakatan politik antara Jepun dan Thailand pada akhir tahun 1941. Patani dan Singora merupakan sebahagian dari wilayah Thailand yang sesuai untuk pendaratan tentera Jepun dalam misi menakluki Tanah Melayu. Kedua, kedudukan Patani dan Singora di Teluk Siam lebih terlindung dari gelora musim tengkujuh pada musim Monsun Timur Laut berbanding Kelantan yang berhadapan dengan Laut China Selatan yang terbuka luas. Ketiga, Patani dan Singora juga boleh dihubungkan melalui jalan darat terus ke Perak dan Kedah, tanpa melalui pantai timur Tanah Melayu, khususnya Kelantan untuk meneruskan gerak mara Jepun melalui jalan raya utama pantai barat yang lebih baik berbanding sistem perhubungan jalan raya di pantai timur Tanah Melayu.

2. Kerangka Kajian

Kajian ini menggunakan kerangka konseptual seperti yang dipaparkan di bawah:



Berdasarkan gambarajah di atas, ketiga-tiga tahap strategi iaitu strategi utama, strategi operasional dan strategi taktikal adalah tahap-tahap strategi ketenteraan yang sering diperbahaskan dalam konteks sejarah ketenteraan, ketiga-tiga tahap sebagai menyokong sebahagian strategi operasional dan strategi utama semasa kempen penaklukan Tanah Melayu, khususnya negeri Kelantan. Namun demikian pembentangan ini lebih menumpukan kepada strategi taktikal yang digunakan oleh kedua-dua pihak British dan Jepun semasa Perang Dunia Kedua di Tanah Melayu, khususnya di Kelantan.

3. Strategi Taktikal Percaturan Kedua-Dua Strategi Taktikal Jepun dan British di Kelantan

Sebelum melakukan pendaratan taktikal amfibi di Pengkalan Chepa, khususnya di Pantai Kuala Pak Amat, Pantai Sabak dan Pantai Cahaya Bulan (Pantai Semut Api), Tentera Imperial Jepun dari Ketumbukan Ke – 25 Tentera Darat telah belayar dari Pulau Hainan pada 4 Disember 1941 bermula jam 5.30 pagi. Ketumbukan tersebut telah sampai di Teluk Siam pada 7 Disember 1941 jam 9.00 pagi. Ruang udara pula dikawal oleh pasukan 3rd Air Division of the Japanese Army Air Force di bawah pemerintahan Leftenan Jeneral Sugawara [3].

Pertempuran pertama yang berlaku antara tentera Jepun dan pihak Berikat dalam kempen penaklukan Tanah Melayu adalah pada pagi 7 Disember 1941. *Takumi Detachment* yang ditugaskan untuk melakukan pendaratan amfibi dan seterusnya melakukan serangan di Kelantan telah mulai menghampiri pantai Kuala Pak Amat dengan kapal-kapal pengangkut utama iaitu Awagisan Maru, Ayatosan Maru dan Sakura Maru.

Percaturan di Garisan Pertama dan Kedua Pertahanan Taktikal 8th Indian Infantry Brigade (7 Disember 1941 – 9 Disember 1941)

Hasil daripada kajian dokumen dan sejarah tempatan mendapati lokasi-lokasi utama pertempuran di garisan pertama pertahanan taktikal 8th Brigade melibatkan Sektor 2 iaitu Pantai Sabak, Lapangan Terbang Pengkalan Chepa, Bandar Kota Baru, Pekan Peringat dan Kedai Mulong. Pantai Tumpat di dalam Sektor 1 juga tidak terkecuali dalam fasa pertama serangan dan pendaratan amfibi Tentera Jepun walaupun tidak sesengit pertempuran di Sektor 2 garisan pertahanan pantai. Pertempuran di kedua-dua sektor ini bermula pada 7 dan 8 Disember 1941 dan berakhir pada 11 Disember 1941.



Garis ketiga pertahanan taktikal 8th Indian Infantry Brigade ialah Garisan Pulau Condong (Machang)-Pasir Puteh. Kedua-dua lokasi ini memberi kepentingan kepada British seperti Pasir Puteh mempunyai Lapangan Terbang Gong Kedak yang berfungsi memberi bantuan taktikal kepada Lapangan Terbang Pengkalan Chepa dari aspek operasi tentera udara dan Pulau Condong, Machang juga berfungsi memberi bantuan taktikal udara melalui Pangkalan Udara Lalang Luas. Selain itu, kawasan ini juga menempatkan beberapa pasukan darat mempertahankan garis pertahanan kedua ini yang ditempatkan di kawasan am Pangkal Gong.

Percaturan di Garisan Ketiga Pertahanan Taktikal 8th Indian Infantry Brigade (10 Disember 1941 – 11 Disember 1941)



Untuk menembusi garis pertahanan baharu 8th Indian Infantry Brigade ini, Takumi Detachment telah mengatugerakkan operasinya menggunakan taktik muslihat yang baharu. Tentera Jepun tidak secara menyeluruh menggunakan pasukan-pasukan yang telah menawan bandar Kota Bharu dari terus melakukan gerak mara dan menawan kedudukan Tentera British menggunakan laluan utama Kota Bharu – Machang – Kuala Krai.

Percaturan Di Garisan Keempat Pertahanan Taktikal 8th Indian Infantry Brigade (11 Disember 1941 – 13 Disember 1941)

Garis keempat pertahanan taktikal 8th Indian Infantry Brigade ialah Garisan Machang – Jambatan Guillemard, Tanah Merah. Pada masa yang sama Takumi Detachment telah menguasai kedua-dua lapangan terbang Gong Kedak dan Lalang Luas. Dengan kejayaan Tentera Jepun menawan ketiga-tiga lapangan terbang utama di Kelantan, hakikatnya Jepun telah berjaya menawan Kelantan pada 11 Disember 1941.



Percaturan di Garisan Kelima Pertahanan Taktikal 8th Indian Infantry Brigade (14 Disember 1941 – 22 Disember 1941)



Kedudukan garisan kelima dan terakhir pertahanan taktikal 8th Indian Infantry Brigade di Kelantan lebih memberi nilai tinggi dan perlu dipertahankan oleh British sebelum mereka menaiki kereta api berundur terus ke Kuala Lipis. Pada pagi 15 Disember 1941, Takumi Detachment telah meneruskan gerak mara mereka ke selatan menuju bandar Kuala Krai walaupun menerima serang balas pada 13 Disember 1941. Penambahan anggota-anggota dan bekalan logistik yang baru menaikkan semangat mereka untuk mengejar Tentera British dalam operasi pengunduran 8th Indian Infantry Brigade.



4. RUMUSAN DAN KESIMPULAN

Jepun - Kejayaan dan Kelemahan

Tidak dapat dinafikan bahawa semangat juang yang terlalu tinggi telah tertanam di dalam diri anggota-anggota Tentera Imperial Jepun terutama semasa melakukan operasi pertama pendaratan amfibi di pantai Sabak. Ianya juga amat berkaitan dengan faktor kepimpinan di mana-mana pemimpin-pemimpin setiap lapisan dalam organisasi Tentera Jepun, terutama sekali Takumi Detachment.

Perancangan dan persediaan yang rapi merupakan faktor kedua yang membawa kejayaan Tentera Jepun menawan Kelantan. Yamashita dalam merangka operasi untuk menawan Kelantan khasnya dan Malaya keseluruhannya.

Di peringkat pelaksanaan operasi pendaratan amfibi dan serangan-serangan selanjutnya ke atas pertahanan dan pengunduran Tentera British, Tentera Jepun telah menggunakan pendekatan operasi *combined arms* dan aplikasi taktikal *blitzkrieg* sebagaimana yang pernah digunakan oleh Tentera Jerman di medan peperangan Eropah sebelumnya. Gabungan bersepadu Angkatan Laut, Udara dan Darat dan amat menitikberatkan terhadap faktor kesuntukan masa telah menghasilkan kejayaan yang besar kepada Tentera Jepun.

Hanya satu sahaja kelemahan Jepun di peringkat awal operasi pendaratan amfibi di Pantai Sabak iaitu mengalami kecederaan dan kematian yang ramai dianggarkan seramai 300 anggota.

Di antara prinsip-prinsip peperangan tersebut adalah; (1) Pemilihan dan pengekalan tujuan (*selection and maintenance of the aim*), (2) Pengekalan moral (*maintenance of morale*), (3) Tindakan ofensif (*offensive action*), (4) Keselamatan (*security*), (5) Kejutan (*surprise*), (6) Penumpuan kekuatan (*concentration of force*), (7) Penjimatan/kemampuan ekonomi (*economy of effort*), (8) Fleksibel (*flexibility*), (9) Kerjasama (*cooperation*), dan (10) Daya tahan (*sustainability*).

British - Kejayaan dan Kelemahan

Di pihak Tentera British, banyak kelemahan-kelemahan yang berlaku sehingga mereka berundur dari Kelantan pada 22 Disember 1941. Persediaan pasukan-pasukan tempur terutamanya untuk mempertahankan Kelantan banyak dilakukan di saat-saat akhir. Semasa melakukan operasi pengunduran pula, lokasi pertahanan tidak dikenal pasti dengan tepat.

Dari aspek perisikan, ianya merupakan kelemahan ketara di pihak Tentera British. Ianya boleh dibahagikan kepada dua bahagian. Pertama, pentadbiran British di Kelantan terutama Tentera British gagal mengesan dari awal aktiviti-aktiviti pengumpulan maklumat perisikan yang dilakukan oleh agen-agen perisikan Tentera Jepun.

Kedua, kegagalan Tentera British mengenal pasti persiapan tempur dan gerak mara Tentera Jepun yang bermula dari Pulau Hainan menuju Tanah Melayu. Keadaan Laut China Selatan yang bergelora semasa musim tengkujuh di Pantai Timur Semenanjung telah diambil kesempatan yang sepenuhnya untuk mengekalkan kerahsiaan gerakan operasi mereka. Tentera British telah memperkuat pertahanan Pantai Bachok dengan membina 12 kubu *pill box* dan dipertahankan dengan satu batalion (+) dari Baluch Regiment.

Di sebalik kelemahan-kelemahan Tentera British yang dipaparkan di atas, sedikit pujian perlu juga diberi kepada Brigadier Jeneral Key. Selepas kekalahan teruk yang dialami di tiga lokasi pertahanan iaitu Pantai Sabak, Pengkalan Chepa dan Kota Bharu, beliau telah berjaya mengatur semula operasi pengunduran dengan lebih lancar dari Kota Bharu sehingga Kuala Krai dan seterusnya menaiki kereta api ke Kuala Lipis.

Fasa kedua Perang Dunia Kedua dari 1943 hingga 1945 antara Jepun dan British memperlihatkan perkembangan sebaliknya berlaku apabila British yang dipimpin oleh Field Marshall Slim berjaya

mempertahankan kemaraan Tentera Jepun di garis sempadan Burma-India, dan sedikit demi sedikit menebus semula kekalahan dari Jepun.

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Theme: Politics, Governance and Ethnography

Rohingya: Diplomasi Publik Kerajaan Malaysia

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Abstrak

Penghapusan etnik atau genosid sudah bermula sejak zaman peradaban awal manusia lagi. Pada zaman dahulu, penghapusan etnik dilakukan atas nama agama, bangsa dan negara. Kini, walaupun manusia telah mengenal ketinggian peradaban dan mengecap kemajuan dalam bidang sains dan teknologi penghapusan etnik masih berlaku di serata dunia dan alasannya masih lagi agama, bangsa dan negara. Penghapusan etnik minoriti oleh kaum majoriti dalam sesebuah masyarakat atau negara merupakan satu bentuk penganiayaan dan pencabulan hak asasi manusia. Benua Asia khususnya Asia Tenggara turut tidak terkecuali dalam hal ini. Di Myanmar, kerajaan Myanmar di bawah pimpinan Aung San Suu Kyi, penerima hadiah Nobel Keamanan 1991 menghalalkan penghapusan etnik yang dilakukan pihak tentera ke atas penduduk Islam Rohingya. Malaysia sebagai sebuah negara ASEAN tidak dapat berdiam diri melihat tragedi kemanusiaan yang terjadi di Rakhine. Penghapusan etnik di Myanmar telah mengundang reaksi keras daripada rakyat Malaysia yang majoritinya beragama Islam. Malaysia demi memartabatkan semangat ASEAN memainkan peranannya melalui diplomasi publik yang sistematik untuk membantu masyarakat Rohingya tanpa memutuskan hubungan diplomatik dengan kerajaan Myanmar. Kajian yang berbentuk kajian konseptual menggunakan kaedah rujukan Makalah ini mengupas sejarah masyarakat Muslim Rohingya, faktor-faktor penghapusan etnik dan diplomasi publik kerajaan Malaysia. Dapatan kajian menunjukkan Malaysia berjaya memainkan peranan publik diplomasinya secara efektif untuk membantu etnik Rohingya tanpa mencemar semangat setia kawan ASEAN dengan negara Myanmar.

Kata kunci: Penghapusan etnik, Rohingya, diplomasi public, ASEAN, Malaysia

1. Pengenalan

Asia Tenggara terkenal dengan penduduknya yang menganut pelbagai agama dan mengamalkan budaya serta adat resam yang beraneka bentuk. Kepelbagaian ini mencerminkan keunikan Asia Tenggara. Keunikan ini juga menjadikan Asia Tenggara di antara negara yang menjadi destinasi pelancongan popular di mata dunia. Namun begitu, variasi multi etnik ini ada kalanya mengundang pergeseran idea dan ideologi. Pergeseran yang ada awalnya bermula dengan perang mulut antara dua individu seterusnya merebak sehingga melibatkan dua kelompok masyarakat, akhirnya mencetuskan konflik etnik. Konflik etnik ini lama-kelamaan berubah wajah kepada perang saudara dan penghapusan etnik.

Penghapusan etnik bukanlah perkara baru dalam sejarah peradaban manusia bertamadun. Dunia pernah dikejutkan dengan beberapa tragedi penghapusan etnik yang melangkaui sifat kemanusiaan. Episod luka lara tragedi ini penuh dengan tangisan, air mata, darah dan kesengsaraan. Semasa Perang Dunia Kedua (1939-1945) tentera Nazi Jerman di bawah pimpinan Adolf Hitler telah melaksanakan penghapusan etnik berbangsa Yahudi. Selain itu, penghapusan etnik juga berlaku di benua Afrika iaitu Kaum Tutsi dan Kaum Hutu dibunuh secara beramai-ramai di Rwanda. Dianggarkan sebanyak 500,000 orang dibunuh atas nama dasar penghapusan etnik di Rwanda. Pada tahun 1990-an pula berlaku penghapusan etnik

Bosnia- Herzegovina oleh Kaum Serbia di bawah pimpinan Jeneral Ratko Mladic atas nama agama.

2. Sejarah Etnik Muslim Rohingya

Perkataan Rohingya berasal daripada kata ‘Rohai’ atau ‘Roshangee’ yang membawa pengertian penduduk beragama Islam Rohang atau Roshang. Penduduk ini tinggal di wilayah Arakan yang kini dikenali sebagai Rakhnie.

Beberapa sejarawan mengatakan bahawa kata Rohingya berasal dari bahasa Arab “Rahma” yang bermaksud pengampunan. Ini berdasarkan pada cerita para pedagang Arab yang dijatuhkan hukuman mati oleh raja Arakan. Pada ketika hendak dihukum mati, mereka meneriakkan kata ‘Rahma’. Oleh kerana penduduk Arakan sukar menyebut kata “Rahma”, mereka menyebutnya ‘Raham’. Kata itu kemudian berubah menjadi ‘Rohang’ dan akhirnya berubah menjadi ‘Rohingya’.

Catatan sejarah membuktikan orang Rohingya telah menetap di Arakan seawal tahun 1430 di bawah pemerintahan Raja Arakan ketika itu iaitu Naramaikhla yang mempunyai kira-kira 30,000 orang tentera Muslim (Moshe, 2002). Menurut Yegar (2002), orang Islam pertama tiba di Myanmar ialah pada abad ke-8M adalah peniaga dan pedagang Arab. Etnik Rohingya beragama Islam disebabkan oleh berlakunya aktiviti migrasi seperti perdagangan sejak abad ke-9 oleh pedagang Arab yang membawa agama Islam ke Arakan. Mereka telah menyebarkan agama Islam dan berkemungkinan ada di kalangan mereka yang terus mendiami Arakan setelah berkahwin dengan wanita tempatan. Menurut oleh Abu Talib (2008), ramai orang Islam masuk ke Arakan pada tahun 1430 kerana tentera upahan Islam terlibat dalam perebutan takhta di Mrauk-U (Kyaupkyu), ibu negeri Arakan pada ketika itu.

Kebanyakan kaum Rohingya beragama Islam dan mereka menetap di utara Negeri Rakhine yang dahulunya dikenali sebagai Arakan. Nama ini telah ditukarkan kepada Rakhine oleh kerajaan junta. Pada tahun 1989, nama Burma pula ditukarkan kepada Myanmar. Negeri ini juga bersempadan dengan negara Bangladesh. Perkembangan politik di Rakhine dipengaruhi oleh perkembangan politik di India, Pakistan dan Bangladesh.

Menurut Rila (2011), etnik Rohingnya kelihatan seakan-akan seperti orang Asia Selatan kerana memiliki bentuk fizikal, budaya dan corak hidup yang sama dengan penduduk Asia Selatan. Bahasa orang Rohingya adalah sama dengan bahasa yang digunakan di wilayah Chittagong, Bangladesh (William & Letich, 2013). Bahasa ini adalah campuran bahasa Urdu, Hindi, Arab dan bahasa Bamar yang dituturkan oleh puak majoriti di Myanmar. Semasa pemerintahan empayar Mughal, beberapa kelompok masyarakat yang berketurunan Parsi, Arab dan Pashthun berhijrah dari negara asal mereka ke Rohingya.

Berdasarkan catatan sejarah, pada mulanya Rakhine merupakan sebuah negara berdaulat yang diperintah berasingan daripada wilayah dan negeri lain di Myanmar. Semasa zaman kegemilangan Dinasti Mughal di India, Rakhnie menguasai wilayah Chittagong dan kawasan sekitarnya dan menjadikan sebahagian daripada negara daripada negara Rakhine. Namun, pergolakan politik menyebabkan Rakhine telah jatuh ke tangan Raja Bodawpaya, Raja Myanmar ketika itu lalu menjadikan negara ini sebahagian daripada wilayah di Myanmar pada tahun 1784. Di Arakan terdapat dua golongan yang menjadi etnik majoriti iaitu etnik Muslim

Rohingya dan etnik Buddha Arakan serta terdapat kelompok minoriti lain yang mengamalkan agama masing-masing seperti Hindu, Kristian dan Animisme. Setiap kelompok etnik pada awalnya bebas mengamalkan kepercayaan agama masing-masing dan mereka hidup dalam keadaan harmoni dan bersatu padu.

Semasa penjajahan British (1824-1948), British telah membawa masuk ramai buruh asing dari China dan India ke Burma. Masyarakat dari wilayah Chittagong, Bangladesh yang majoritinya beragama Islam turut dibawa masuk ke Rakhine. Kesannya, jumlah populasi penduduk Islam yang ada ketika itu dianggarkan tiga juta orang. Ini menjadikan peratusan penduduk Islam di Rakhine kedua terbesar selepas populasi penduduk yang beragama Buddha di samping kaum minoriti seperti Mro, Dagnet, Kamein, Thet dan Chin. Bilangan penduduk Rohingya di bandar yang tinggal di bandar-bandar seperti Maungdaw, Dagnet dan Rethadaung di bahagian Utara Rakhine adalah sebanyak 800,000 orang.

3. Diskriminasi Etnik Rohingya

Semasa pemerintahan rejim tentera yang merampas kuasa pemerintahan sivil U Nu pada tahun 1962 di Myanmar, bermulalah era penindasan ke atas etnik Rohingya. Di bawah pemerintahan Jeneral Ne Win, orang Rohingya dilabelkan sebagai PATI kerana dikatakan golongan ini adalah kaum pendatang telah dibawa masuk oleh penjajah British suatu ketika dahulu dan bukannya penduduk asal Rakhine. Namun, rekod sejarah jelas menunjukkan bahawa orang Rohingya telah menetap di Arakan seawal tahun 1430. Raja Arakan ketika itu ialah Nareimeikhla yang mempunyai kira-kira 30,000 orang tentera Muslim.

Kemuncaknya pada tahun 1974 perlembagaan baru telah dibentuk oleh kerajaan junta Myanmar dan menafikan secara jelas hak orang Rohingya sebagai warganegara Myanmar yang sah. Mereka dilabelkan sebagai PATI. Undang-undang yang digubal oleh rejim Myanmar telah disusuli dengan satu operasi besar-besaran yang dinamakan Naga Min atau Raja Naga pada tahun 1977. Operasi Naga Min adalah gerakan besar-besaran yang dilakukan oleh junta Myanmar untuk mendaftarkan sekali kewarganegaraan masyarakat di Myanmar. Di samping itu, ia juga bertujuan untuk menahan dan mendakwa mana-mana golongan yang dianggap sebagai PATI. Gerakan ini telah dikatakan mencabul hak asasi manusia kerana dilaporkan banyak kejadian seperti diskriminasi agama, masjid dimusnahkan, seksaan, rogol dan pembunuhan ke atas masyarakat Myanmar ketika itu. Operasi yang dianggap kejam ini telah memaksa orang Rohingya menjadi pelarian dan mereka secara beramai-ramai telah lari meninggalkan kampung halaman ke tempat yang difikirkan selamat dan dekat. Dianggarkan kira-kira seramai 200,000 orang Rohingya telah lari beramai-ramai ke Bangladesh pada tahun 1978. Setelah berada di sana selama 16 bulan, kebanyakan orang Rohingya dipaksa pulang semula ke tempat asal mereka di Myanmar kesan daripada perjanjian dua hala oleh kerajaan Bangladesh dengan junta Myanmar. Dalam tempoh tersebut, dianggarkan 10,000 orang mati yang majoritinya adalah wanita dan kanak-kanak disebabkan kekurangan zat makanan dan penyakit berjangkit.

Orang Rohingya menjadi pelarian kerana faktor perlembagaan yang sering dipinda dan faktor pemerintahan yang selalu bertukar ganti. Akta Warga Asing 1864 dan Undang-undang Kewarganegaraan Myanmar 1982, tidak mempunyai peruntukan undang-undang yang jelas bagi orang Rohingya yang berada dalam situasi 'Keadaan Tidak Berkerakyatan' (KTB). Ini menyebabkan Gelombang kedua pelarian Rohingya ke Bangladesh seramai 250,000 orang telah berlaku sekitar pertengahan tahun 1991 hingga awal 1992. Pencabulan hak asasi manusia

ke atas mereka di samping undang-undang Myanmar yang menjadikan mereka pendatang haram di bumi sendiri yang menyebabkan mereka dalam situasi KTB. Undang-undang Kewarganegaraan Burma 1982 yang digubal dikatakan telah menggugat asas-asas dalam prinsip undang-undang antarabangsa yang menjadikan sesebuah bangsa berada dalam situasi KTB. Undang-undang yang bersifat diskriminasi ini juga memaksa orang Rohingya mengemukakan bukti yang mereka telah menduduki Rakhine sebelum tahun 1823 lagi. Rejim junta yang menggunakan gelaran The State Peace and Development Council (SPDC) telah menolak bangsa Rohingya sebagai salah satu etnik dalam masyarakat Myanmar berlandaskan kenyataan seperti berikut:

“In actual fact, although there are (135) national races living in Myanmar today, the so-called Rohingya people is not one of them. Historically, there has never been a ‘Rohingya’ race in Myanmar. The very name Rohingya is a creation of a group of insurgents in the Rakhine State. Since the First Anglo-Myanmar War in 1824, people of Muslim Faith form the adjacent country illegally entered Myanmar Ngain-Ngan, particularly Rakhine State. Being illegal immigrants they do not hold immigration papers like other national of the country”.

SPDC juga telah memberi respon kepada soalan yang diajukan oleh Jawatankuasa Hak ke atas Kanak-kanak Persatuan Bangsa-Bangsa Bersatu pada April 2004 berkaitan isu kewarganegaraan orang Rohingya:

“The Governments renders full of equal treatment to these people, as with other races, in matters relating birth and death registration, education, health and social affairs. In the official records, they listed as Bengali racial group of the Bengali race and are recognized as permanent residents within Myanmar”.

Di Myanmar, seramai 135 etnik diberi hak kerakyatan. Namun demikian, etnik Rohingya ditidakkan hak mereka untuk mendapatkan kerakyatan. Pelarian Rohingya tidak mahu pulang ke negara asal mereka kerana tidak sanggup menjadi pelarian di bumi sendiri. Kanak-kanak turut menjadi mangsa penindasan junta tentera. Menurut Froyoplus (2012), melalui “Burma Citizenship Law of 1982” hak kanak-kanak etnik Rohingya untuk mendapat pendidikan telah dinafikan. Kanak-kanak ini tidak dapat ke sekolah. Kanak-kanak ini juga ditangkap, diseksa dan dijadikan buruh paksa oleh tentera Myanmar.

Kerajaan Rohingya melakukan diskriminasi politik terhadap etnik Rohingya, Kokakng dan Panthay seperti perlaksanaan arahan tenaga tanpa gaji dalam projek-projek kerajaan, ancaman keselamatan, sekatan kebebasan beragama, diskriminasi ekonomi dan pendidikan serta pencabulan hak asasi manusia.

Pada tahun 2012, tercetus rusuhan kaum apabila seorang gadis iaitu Ma Thida Htew berusia 27 tahun dari etnik Buddha suku Rakhnie telah dirogol dan dibunuh oleh beberapa orang dipercayai pemuda Rohingya Muslim pada 28 Mei 2012. Insiden ini telah menyemarakkan kebencian dan permusuhan antara etnik Rohingya dan etnik Rakhine. Kes ini dikaitkan dengan beberapa orang pemuda yang berwajah Benggali. Kebanyakan penduduk Islam Rohingya yang beragama Islam adalah berwajah Benggali. Kes ini juga dikaitkan sebagai tindakan membalas dendam etnik Muslim ke atas entik Rakhnie ekoran daripada pembunuhan sepuluh orang pemuda Muslim Rohingya di Taunggy (King , 2012). Keganasan etnik yang berlaku di

Arakan ialah keganasan etnik Rakhine beragama Buddha terhadap etnik Muslim Rohingya. Konflik keganasan yang melanda etnik Rohingya berpunca daripada peristiwa pemerkosaan dan pembunuhan.

Di samping itu, pada tahun 2014 kerajaan Myanmar melarang penggunaan istilah Rohingya dan etnik Rohingya didaftarkan sebagai Benggali. Keadaan ini menimbulkan rasa tidak puas hati dalam kalangan etnik Rohingya kerana mereka beranggapan perkataan ‘Benggali’ menunjukkan mereka diklasifikasikan sebagai kaum pendatang dan identiti agama mereka seolah-olah telah dihapuskan. Seterusnya, kerajaan Myanmar melucutkan kad pengenalan penduduk etnik. Ini menyebabkan mereka hilang kerakyatan di negara sendiri. Kuasa politik mereka lenyap kerana kehilangan kerakyatan menyebabkan mereka hilang kuasa mengundi dalam pilihan raya.

4. Diplomasi Publik

Menurut Kamus Dewan diplomasi bermaksud menguruskan perhubungan antara negara dengan negara atau mengatakan sesuatu dengan berhati-hati dan tidak secara terang-terangan. Diplomasi menurut kamus hubungan antarabangsa adalah:

“Public diplomacy refers to government-sponsored programs intended to inform or influence public opinion in other countries; its chief instruments are publications, motion pictures, cultural exchanges, radio and television” (Dictionary of International Relations Term, 1987).

Tujuan utama diplomasi publik adalah untuk mempengaruhi publik awam dan antarabangsa dengan menggunakan kecanggihan teknologi dan informasi. Publik diplomasi digunakan oleh kebanyakan kerajaan untuk mempengaruhi secara positif persepsi individu, organisasi di luar negara terhadap negaranya. Diplomasi publik kini dilihat sebagai instrumen ‘soft power’ iaitu kuasa insaniah untuk membentuk imej positif terhadap negara (Jan Mellisen, 2006). Diplomasi publik juga lazimnya digunakan untuk mengukur serta menilai identiti diri atau lebih dikenali dengan nation branding.

Menurut Anholt, Simon (2005), diplomasi digunakan untuk mengukur, membentuk dan membangunkan reputasi sesebuah negara.

Mark Leonard (2002), dalam bukunya berjudul ‘Public Diplomacy’ mentafsirkan diplomasi sebagai satu kaedah untuk membentuk hubungan dengan cara memahami sesuatu permasalahan, budaya, masyarakat, menerima pandangan yang bertentangan dan pemerintah berusaha untuk mencari persamaan pandangan.

Pada tahun 1965, Dean Edmund Gullion dari Fletcher School of Law and Diplomacy, Tufts University ialah pelopor istilah diplomasi dengan mentakrifkan diplomasi sebagai:

“Diplomasi publik berhadapan dengan pengaruh, sikap publik atas pembentukan dan perlaksanaan polisi luar negeri yang merangkumi hubungan antarabangsa berbentuk diplomasi antarabangsa, perkembangan pendapat awam di negara lain dan interaksi sesebuah negara dalam isu di sebuah negara lain”.

4. Matlamat Diplomasi Publik

- 4.1.1 Menghindari atau menyelesaikan konflik antara dua negara melalui komunikasi politik berbentuk diplomasi.
- 4.1.2 Mengurangkan konflik, ketegangan, salah faham dan perasaan tidak puas hati di antara dua pihak yang bertelagah dengan mengemukakan kaedah penyelesaian yang menenteramkan mereka.
- 4.1.3 Merintis jalan untuk proses perundingan yang formal di antara dua pihak yang berkonflik untuk menyelesaikan masalah secara formal di meja rundingan tanpa mengangkat senjata (Diamond dan McDonald, 2003:2).

5. Diplomasi Publik Kerajaan Malaysia

Semangat ASEAN Malaysia

Persatuan Negara-negara Asia Tenggara (ASEAN) dianggotai oleh Malaysia, Brunei Darussalam, Filipina, Indonesia, Kemboja, Laos, Myanmar, Singapura, Thailand, Vietnam, Timor Leste (negara pemerhati) dan Papua New Guinea (negara pemerhati).

Piagam ASEAN

- 5.1.1 Mengekalkan dan meningkatkan keamanan dan keselamatan ASEAN sebagai rantau yang bebas senjata nuklear.
- 5.1.2 Menghormati kemerdekaan, kedaulatan dan integrasi anggota ASEAN dengan tidak campur tangan isu dalaman dan melakukan pencerobohan ke atas negara ASEAN

Matlamat Penubuhan ASEAN adalah:

- 5.2.1 Memelihara dan mengekalkan keamanan dan kestabilan politik di rantau Asia Tenggara dengan mengelak campur tangan daripada mana-mana pihak luar seperti Rusia, Amerika Syarikat dan China dalam hal-hal di rantau ini.
- 5.2.2 Menyediakan saluran untuk menyelesaikan pertikaian yang berlaku di Asia Tenggara secara aman tanpa menggunakan kekerasan.
- 5.2.3 Mengelakkan penglibatan dalam pertikaian antara kuasa besar.
- 5.2.4 Menjadikan ASEAN sebagai Zon Bebas Senjata Nuklear (SEANWFZ).
- 5.2.5 Memberi peluang kepada negara anggota untuk menentukan nasib sendiri.

Negara-negara Asia Tenggara yang menganggotai ASEAN selama ini mengamalkan prinsip berkecuali seperti yang terkandung dalam Piagam ASEAN 1967 dengan tidak campur tangan dalam hal ehwal negara-negara lain. Prinsip berkecuali ini menghalang negara ASEAN mengemukakan kritikan atau teguran secara terbuka dalam isu Rohingya. Sebaliknya ASEAN hanya mengetengahkan pandangan secara diplomasi dalam bentuk cadangan dan idea. Negara-negara ASEAN seperti Malaysia, Indonesia dan Thailand tidak dapat berdiam diri dalam isu Rohingya kerana masalah pelarian menghantui beberapa buah negara lain. Selain itu, beberapa buah negara ASEAN seperti Malaysia dan Indonesia tampil ke hadapan menyalurkan bantuan logistik dan perubatan kepada pelarian Rohingya.

Malaysia berpendirian ASEAN perlu memberikan kata putus kepada kerajaan Myanmar sama ada menghentikan penindasan ke atas Muslim Rohingya atau bersedia menyambut pulang

rakyat mereka yang menjadi pelarian di luar negara. Di samping itu, Malaysia melalui platform ASEAN berkali-kali menegaskan forum, diskusi dan mesyuarat secara telus dan ikhlas adalah kaedah terbaik untuk menyelesaikan masalah Rohingya. Malaysia kini berada dalam keadaan dilema apabila kerajaan Myanmar berkeras tidak akan menghadiri mesyuarat ASEAN yang akan diadakan di Thailand sekiranya perkataan Rohingya digunakan dalam mesyuarat. Kerajaan Myanmar meletakkan syarat isu Rohingya boleh dibincangkan dalam mesyuarat tetapi perkataan Rohingya tidak boleh digunakan sama sekali. Kekerasan Myanmar ini menimbulkan tanda tanya tentang keikhlasan Myanmar dalam ASEAN serta kesungguhannya membincangkan isu Rohingya.

Malaysia sebagai anggota ASEAN yang sentiasa memperjuangkan nilai kemanusiaan tanpa sempadan agama, bangsa dan budaya demi kesejahteraan sejagat telah menasihati serta menggesa kerajaan Myanmar agar menyelesaikan konflik etnik yang berlaku berpandukan prinsip perlindungan hak asasi manusia yang termaktub dalam Piagam ASEAN dan Deklarasi Hak Asasi Manusia ASEAN serta resolusi yang dicapai melalui Mesyuarat Luar Biasa Majlis Menteri-menteri Luar Pertubuhan Kerjasama Islam (OIC).

Malaysia juga melalui platform ASEAN telah memaklumkan kepada kerajaan pimpinan Aung San Suu Kyi bahawa pelarian Myanmar di Malaysia gembira untuk pulang ke tanah air mereka di Rakhine dengan syarat hak asasi mereka seperti pendidikan, perubatan, harta, keselamatan dan kewarganegaraan dipulangkan. Mereka ingin pulang kerana ingin hidup bebas di negara mereka. Mereka tidak mahu hidup sebagai pelarian selama-lamanya dan hidup seperti hamba di mana-mana negara.

Cadangan Malaysia

Malaysia telah mengemukakan beberapa cadangan penting untuk menangani isu etnik Rohingya. Malaysia mencadangkan ASEAN menubuhkan sebuah badan pakar bebas atau kumpulan tokoh terkemuka untuk menyiasat serta menentukan kesahihan situasi di Rakhine, Myanmar. Penubuhan badan ini penting untuk merancang penyelesaian jangka pendek dan jangka panjang bagi menangani masalah etnik Rohingya di Myanmar. Menteri Luar Datuk Seri Anifah Aman, telah menyuarakan cadangan Malaysia untuk pertimbangan kerajaan Myanmar semasa Permukiman Menteri-Menteri Luar ASEAN di Yangon. Malaysia juga turut mencadangkan supaya ASEAN menyelaraskan bantuan kemanusiaan ke negeri Rakhine seperti yang pernah dilakukan semasa tragedi taufan Nargis pada 2008. Kini, hanya Malaysia dan Indonesia yang banyak menghulurkan bantuan kepada pelarian Rohingya. Malaysia percaya bahawa perkara paling utama pada ketika ini adalah aspek kemanusiaan pelarian. Malaysia juga menggesa akses kemanusiaan tanpa halangan ke kawasan yang terjejas. Pertubuhan kemanusiaan antarabangsa seperti Persekutuan Palang Merah dan Persatuan Bulan Sabit Merah Antarabangsa (IFRC) juga perlu diberi akses penuh ke kawasan terjejas untuk usaha menilai keadaan di sana dan menyalurkan bantuan kemanusiaan yang diperlukan. Presiden Aung San Suu Kyi berjanji kepada ASEAN untuk menyelesaikan status kewarganegaraan dan status dan menyediakan bantuan kepada penduduk yang kehilangan tempat tinggal sejak 2012. Malaysia berharap Aung San Ssu Kyi mengotakan segala janjinya agar ketegangan dapat diredakan dan menggalakkan penyelesaian yang realistik serta berkekal di Myanmar.

Malaysia memberi perlindungan kepada kira-kira 56,000 etnik Rohingya lelaki, wanita dan kanak-kanak, yang kehilangan tempat tinggal selepas melarikan diri dari kawasan terjejas di negeri Rakhine. Kerajaan Malaysia terpaksa menanggung beban kewangan yang sangat besar

dalam menyediakan perlindungan dan keperluan asas kepada pelarian. Malaysia bukanlah pihak yang diberi mandat dalam Konvensyen Pelarian Pertubuhan Bangsa-Bangsa Bersatu 1951 dan Protokol 1967 untuk melindungi pelarian. Namun, Malaysia memberi bantuan secara konsisten kepada etnik Rohingya atas prinsip kemanusiaan dan semangat ASEAN. Rakyat Malaysia sebulat suara mendesak kerajaan agar membantu pelarian Rohingya. Walaupun Myanmar mungkin tidak mengiktiraf Rohingya sebagai warganya, Malaysia berharap hak asasi etnik Rohingya sebagai manusia dapat dihargai. Semua penduduk di Rakhine berhak menerima hak mereka dalam bidang ekonomi, politik dan sosial.

Misi Kemanusiaan untuk Rohingya

Malaysia melalui Perdana Menteri Datuk Seri Najib Tun Razak telah melancarkan kempen 'Misi Kemanusiaan untuk Rohingya'. Misi ini berobjektif membekalkan barang keperluan serta bantuan kepada pelarian Rohingya yang berlindung di sempadan Bangladesh-Myanmar.

Perdana Menteri menyeru rakyat untuk bersatu hati menjayakan misi berkenaan dengan memberikan bantuan secara kolektif dan berkesan melalui saluran rasmi yang telah diumumkan. Selain itu menurut beliau lagi, misi ini juga diharapkan menjadi wadah kemanusiaan rakyat Malaysia dan menjulang semangat 'Negaraku Prihatin'.

Misi ini diterajui Angkatan Tentera Malaysia (ATM) yang mendukung semangat 'Negaraku Prihatin' merupakan publik diplomasi kerajaan Malaysia dalam menyuarakan bantahan keras Malaysia ke atas penindasan yang dilakukan oleh pasukan keselamatan Myanmar terhadap komuniti Rohingya. Misi mendapat sokongan sukarelawan iM4U yang kini berada di kem-kem pelarian di sempadan Bangladesh-Myanmar untuk meninjau serta menilai keadaan mangsa pelarian di kem-kem tersebut. Seterusnya, selepas mengenal pasti keperluan di kem pelarian melalui kerjasama strategik dengan Malaysia Airlines dan Malindo Air pasukan sukarelawan iM4U dan beberapa pertubuhan ini telah mengedarkan bantuan kepada mangsa pelarian.

Selain itu, perbincangan turut diadakan dengan kerajaan Bangladesh untuk menempatkan sebuah hospital tentera Malaysia untuk menghulurkan bantuan perubatan kepada mangsa pelarian.

Humanitarian Care Malaysia (MyCARE)

Misi kemanusiaan kedua Malaysia dilancarkan dengan tema 'Humanitarian Care Malaysia(MyCARE). MyCARE menghantar bantuan kecemasan seperti makanan, air bersih, penempatan sementara dan tandas. Menurut Pengerusi MyCARE, Prof Madya Dr Hafidzi Mohd Noor, misi kedua ini dilancarkan untuk menampung pertambahan mendadak jumlah pelarian di kem Cox's Bazar. Kebanyakan pelarian diancam penularan wabak penyakit seperti taun kerana kekurangan kemudahan bekalan air bersih di kem pelarian. Bilangan pelarian semakin hari semakin bertambah di kem pelarian. Pertambahan pelarian sebanyak 400,000 orang menyebabkan keperluan harian serta ubat-ubatan meningkat dua kali ganda. Kerajaan Malaysia melalui diplomasi publiknya sedang menjalin hubungan dengan rangkaian NGO dari Bangladesh dan Indonesia untuk koordinasi bantuan keperluan dan perubatan bagi memastikan kepentingan pelarian dilindungi.

6. Kesimpulan

Malaysia sebagai sebuah negara Asia Tenggara yang menjulang semangat ASEAN telah memainkan peranan penting melalui pendekatan diplomasi publik secara terancang dan sistematik untuk membantu pelarian Rohingya. Diplomasi publik Malaysia berbentuk dua hala

iaitu menghulurkan bantuan kepada pelarian di kem-kem pelarian dan juga kesudian Malaysia menerima pelarian Rohingya ke Malaysia. Pada masa yang sama, Malaysia secara diplomasi menggesa kerajaan Myanmar menghentikan kekerasan ke atas etnik Rohingya. Malaysia juga menawarkan diri untuk menjadi orang tengah dalam menyelesaikan konflik Rohingya terutama dalam proses penghantaran balik pelarian dengan pengembalian hak-hak mereka di Myanmar. Kerajaan Malaysia tidak memutuskan hubungan diplomatik dengan kerajaan Myanmar kerana menjunjung prinsip setia kawan ASEAN. Malaysia berpendapat konflik Rohingya di Myanmar dapat diselesaikan secara efektif melalui publik diplomasi dan bukannya melalui kekerasan. Publik diplomasi Malaysia dalam membantu pelarian Rohingya telah menarik minat negara ASEAN seperti Indonesia dan Brunei dalam menghulurkan bantuan kepada pelarian Rohingya sekaligus mengangkat imej Malaysia dalam arena diplomasi publik antarabangsa. Dapat dirumuskan bahawa situasi etnik Rohingya di Myanmar ini bertepatan dengan andaian yang dinyatakan oleh Amartya Sen (1999) iaitu pembangunan ekonomi tidak akan bermakna jika individu dan masyarakat tidak mendapat hak dan kebebasan dalam kehidupan seharian mereka sehingga memaksa diri menjadi mundur, terseksa dan melarikan diri ke negara lain.

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Self-Esteem in Elderly Living in a Suburban Community of Khlong Hae Municipality, Hat Yai District, Songkhla Province

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Abstract

This article is a qualitative research with the objective of studying self-esteem in elderly living in a suburban community of Khlong Hae Municipality, Hat Yai district, Songkhla province, using in-depth interview for 10 female elders in an early old age (between 60-69 years old) who live in Wat Khlong Hae Community and Anuson Achan Thong Community. The data is analyzed using content analysis and Coopersmith Self-Esteem Concepts. The findings suggest that the suburban community with smaller family size and work role perform by children has forced elders to adapt their roles and careers in accordance with their capabilities. Consequently, this change results in a change of elderly's attitude and values about traditional concepts of repaying a favour by which they tend to adhere to self-reliance principle, in reluctant manner, for the furtherance of reducing responsibility of their children and grandchildren. This, in turn, decrease self-esteem in elderly. In addition, the suburban community discourages the relationship among family members, reduces the importance of elder's roles for children and grandchildren, and hinders their interaction with friends even though there is a provision of a proper social support presented. In this sense, their self-esteem is reduced accordingly.

Keywords: Elderly, self-esteem, suburban community

1. Introduction

Self-esteem or self-respect is one of a fundamentally important factor which consistently improves and remains in each life cycle. Specifically, self-esteem encourages an individual to encounter issues, face reality, and build physical and mental strengths when confronting problems in life. Moreover, it illustrates how an individual value him/herself which will be demonstrated in accordance with the attitude about him/herself [1]. The interaction with people or an environment is constructed, through the person's interpretation, assessment, action, and experience. In the other aspect, it reflects the level of self-acceptance which is the belief in personal competency, importance, power or authority, and goodness [2]. In this sense, a person evaluates him/herself in two different ways which are positive self-assessment, having high self-esteem, and negative self-assessment, conversely, valuing him/herself incompetent who cannot become successful, rated ineffective when compared with others. This kind of attitude causes anxiety, discouragement, and hopelessness which then reduces the level of self-esteem [3]. Self-esteem can be perceived or assessed through presented behavior. Psychologically, it can be developed, with the support of surrounding people, when an individual change his/her concept [4]. Elders possess self-esteem whenever there is a role in inheriting tradition and socially polish younger generations, using their own experiences that help them to encounter problems, in aspects of health, status, and life stability, more effectively than other generations [5]. Moreover, it can be built when they feel independency by which they do not wholly rely on their descendants. When formed, it leads to pleasant co-existence in changing the environment of society, culture, and technology. In addition to that, it motivates them to utilize

their potentials for the benefit of others in the society. In short, these situations increase the level of self-esteem among elders.

In Thailand, it has entered the aging society since 2005, classifying the population structure into three groups which are young dependent, working population, and elderly dependent. Between 2010 and 2015, the ratios of young age and working population are likely to decrease whereas the population of an old age tends to rise continuously [6]. According to National Statistical Office, more than 50 percent of elders have the tendency to live alone and they tend to confront mental issues, which is higher than other groups, as a result of senility. The most common problem is loneliness which is followed by lack of supervision when facing illness. Due to the need of self-dependence, they have a financial issue and other problems, including deficiency of caretaker. Additionally, research findings [7] illustrate that elders who live alone experience psychological problems, such as stress, depression, anxiety, hopelessness, and misery. Furthermore, elderly people living outside the municipal area have higher chance to face such issue, when compared to those who live in the municipal territory [8]. In the context of semi-urban, the area which has been changed from rural area, where people used to work in the agricultural sector, to the suburban surrounded by multiple housing estates and shops. As required to adapt to the changing social context, it causes fatigue resulted from the change in culture. For instance, the eating culture of urban society has been changed, especially in young and working groups, as they frequently buy instant foods for consumption. In perspective of elderly, they are not familiar with this change since most of them adhere the traditional way of consumption which is buying fresh ingredients and self-cooking. Moreover, changing the culture, originated in urban, has caused older people, who are not willing to change, unable to adapt. The problem of the suburban community affects elderly's self-esteem as they only feel valued when they are competent, important, and successful. Yet, such concept is reduced in this kind of community. Together with economic status and changing society, including selling land for housing estates, the agricultural sector has become less popular for younger generations, thus, they start to work in other sectors. More specifically, there is work migration by which people move to work in other districts and provinces, resulting in a lesser opportunity of family meeting and activities and, later, weakening the relationship among family members. As mentioned above, the suburban community is an interesting community when researching about the psychological state of elders, self-esteem in particular. In this study, self-esteem presents in a perspective of elderly people, who share their opinions on how they value themselves. This study is conducted for the furtherance of examining the useful data which can be used to further develop elderly's self-esteem in an appropriate manner as well as to apply accordingly to a suburban community. Besides that, it is considered beneficial for institutions of relevance and applicable for future development as it can be used to improve elderly's self-dependence and their quality of life.

2. Research Objective

To study self-esteem in elderly living in a suburban community of Khlong Hae Municipality, Hat Yai district, Songkhla province.

3. Research Methodology

This research is quantitative research, using in-depth interview by which the key informants are ten elders who live in Wat Khlong Hae Community and Anuson Achan Thong Community.

The informants are selected by purposive sampling method among elder women whose ages are in between 60-69 years. The other criteria are the difference in marital status, more than 10-years inhabitation within the selected communities, good ability in communicating and

listening, and willingness in providing information when inquired. The data is analyzed by content analysis as text regarded in given information is categorized, interpreted, given the main point, and, later, used in the description.

4. Characteristics of Key Informants

Jeab (alias) is 68 years old whose marital status is a widow with two sons. For her education background, she completed primary school, grade 4. In the past, she used to work in agricultural sector yet she is currently doing house rental business. Her income sources are from her own business and elderly allowance. Nowadays, she lives with her younger son's family by having her son named as a house owner. The house style is single-floored cement house with a space for cultivation. Lastly, asthma is her underlying disease.

Jib (alias) is a 67-year old woman who is separated, as a marital status, and has four daughters. Similar to Jeab, Jib finished grade 4 in the primary school. While her previous occupation is a farmer, she is now working as a market merchant who does her own bakery. She earns income from three different ways which are her Thai desserts, elderly allowance, and daughter's support. Living together with her older daughter, she resides in the single-floored concrete house where there is an area for farming. However, her younger daughter is the owner of this house. In term of physical status, her congenital disease is arthritis or gout.

Sa-ngob (alias) is a name of the 67-year old woman who is single and graduates grade 4 in primary school. To the extent of an occupation, agriculture has always been her main job. She works as much as possible and sell her crops, such as vegetables and flowers, and folded pandanus leaves at nearby floating market. Her sources of income are her own works, elderly allowance, and relative's contribution which is received occasionally. She lives with her sister, who is disabled yet is still self-reliant, in a wooden house with a basement and a space around for agriculture. Unlike above informants, she is the house owner and has no underlying disease.

Kieow (alias), whose age is 69 years old, is a married woman who has not been educated in the official educational institution. Similar to Sa-ngob, both of her former and current occupations is agriculture. Determined by her strength, she does farming and sells crops, including vegetables, in front of her residence and a market which is a famous destination for tourists. Her occupation, elderly allowance, and monthly support, by her son, are her main sources of income. She dwells together with her husband and younger son's family in a concrete house which has a farming space. Her son is named an owner of the house.

Lai (alias) is a married woman, with the age of 68, who has completed primary school at the 4th level. With regard to her marital status, she has three children. Her career path shifts from agriculture to Thai traditional medicine, using a house as a place for occupation. Two main earnings are from her own job and elderly allowance. Interestingly, she also does bakery as her part-time job. Together with her husband and younger son's family, they live in a two-floored cement house with small space. Regarding the ownership, her son is the owner.

Eid (alias) is 67-years old widow who has three children. She also graduates from primary school, level 4. Differently, she has been working as a merchant. Her career, elderly allowance, and children's support contribute to her overall income. Surprisingly, named as a house owner, she lives alone by having her son live nearby. Her concrete house has one floor and space for cultivation.

Nid (alias), who is married and has four children, is 69-years old woman finishing level 4 in primary school level. Her occupation has been associated with agriculture. At present, she also raises animals including poultry. The sources of income include her main job, elderly allowance, and support from her children. Regardless the number of her children, she, as the house owner, only lives with her husband in a one-floored concrete house with an area of farming and animal husbandry. However, her son still lives nearby.

Duearn (alias) is a 63-years old married woman, who finished primary school in level 4 and has four children. She has always been working in the agricultural sector up until now. She earns income from her main occupation, elderly allowance, and children's contribution. Being an owner of two-floored cement house, expanded by woods, with a space for cultivation, she lives with her husband, children, and grandchildren.

Lek (alias), whose age is 64 years old, is a married woman. She gives birth to two children, however, one of them has already passed away. Regarding educational background, she finishes grade 4, primary school. About her occupation, since the past, she has been working in the field of agriculture. Along with this job, elderly allowance and the support by children are her sources of total revenue. As a house owner, she lives with her husband in the two-floored house, made from concrete, which has the cultivation space.

Roi (alias), a married woman with two children, is 63 years old woman who has graduated from primary school in the fourth grade. In the past, her job associates with farming and merchant. Nonetheless, she is only working as a shopkeeper, having a store near her house, in these days. With regard to her sources of income, they are from her occupation and elderly allowance, without support from others. She, living with husband, children, and their families, is the owner of single-floored cement house with small space.

5. Community Context: The Transformation of Rural into Suburban

Wat Khlong Hae Community and Anuson Achan Thong Community used to be one big community, located in Khlong Hae Municipality, Hat Yai district, Songkhla province. As time goes by, the number of the household has been persistently increasing, hence, the demarcation of Khlong Hae Community takes place and results in two separated communities. Considering the characteristic of the rural community, before separation, the majority does agriculture as their main occupation, including rice farming, crop-farming, rubber farming, and animal farming. Back then, their descendants still inherit and adhere the agricultural jobs. In 2008, the community has become urbaner as there are changes in land ownership, through the method of selling for the capitalist, which is later used for housing estates. Apart from that, the changing status of economy, society, culture, and technology has changed younger generations' perception towards agriculture, making less popular, and ultimately led to work migration to other districts and provinces. According to the change, it has found that there is one of children/grandchildren responsible for taking care of their elders. On the other hand, some elderly people choose to live alone or with a spouse so that the conflict between them and their children/grandchildren does not occur. Even though elders attempt to adapt to the change, they still seek caretaking from others due to the obsolescence of physical capability. As a result, children/grandchildren live nearby in order to ensure aid or facilitation for elders when needed. "Relatives live nearby by which grandchildren occasionally bring foods for me. When visiting doctor, they will always be the ones who take me there" Sa-ngob claims. Such incident is considered an issue resulted from the transformation of suburban as older people, living by themselves, still need children/grandchildren or caretakers at some points in their lives.

6. Results and Discussion

The data analysis applies Coopersmith's concept of self-esteem which states that self-esteem is the state where an individual assess him/herself using personal feeling and point of view to determine personal attitude and belief regarding oneself and whether he/she has self-respect or not. The result suggests that self-esteem among elders in Wat Khlong Hae Community and Anuson Achan Thong Community consists of self-perception and other viewpoints resulted from an individual or an environment. The detail of the findings is as followings;

1. Self-perception is classified into two aspects which are;

1) Attitude – The findings have found that elderly people in the suburban community have a negative attitude against the change happening among them. This attitude is a result from senility; even though they think that they are still capable of working, being independent, with lesser support from their children, in reality, they do not feel that way at all. The emotion conflict has unconsciously reduced their self-esteem. Considering, without any interpretation, the statement claimed by Jib (alias), which is “About doing bakery for other merchants daily, if I can depend on myself, then I will do it. I do not want to be the burden of my children. I pity them. If, one day, I cannot do something, let's discuss it later. Today, I still can then I will do it.”, and saying of Jeab (alias), there is a conflict in their wordings - “Do not want to be the burden”. In this sense, the elders feel that they are the burden and meaningless for their children to take care of them, part of child's role for older people. In addition to that, the saying “I will do it if I can” reflects the obligation. It demonstrates small reflex of how changing lifestyle affects self-esteem in elderly people. Moreover, it shows that money is an important factor for people's livelihood in the industrialized society. During the working age, people have to work in order to make a living support their families. However, when entering the aging group, most of them have lower income due to the limitation, physique obsolescence. Hence, elders, especially those who used to work in the agricultural sector, have insufficient revenue or, even worse, no earnings at all. In consequence, it affects the economic status [9], coinciding with the study of [10] which suggests that elders, who are currently working and have opportunity to exercise for better health, illustrating the competency and potential to earn income by their own, express self-esteem and are able to build a social relationship. Furthermore, in general, it reflects the lifestyle of elders who live in the suburban community and still work. Having worked since a young age and the possession of farming space within the habitat, most of the elderly people adhere to their occupation. Moreover, they still seek for jobs, in accordance with their physical condition, in order that they are able to be self-reliant and reduce the responsibility of other family members. By doing this, they build self-esteem and feel that they are important in children's point of view. Generally, it shows that today's elders still have low self-esteem.

2) Value of Obligation – It shows that older people in the suburban community still expect their children to repay them as mentioned by Lai - “I think children have to take care of use as same as what we have taken care of our parents. If we take a good care of our parents, our children will treat us the same way”. In reality, children and grandchildren have their own responsibilities by which they have to work outside, leading them to have less time to perform such obligation. “Back in the day, we take good care of our parents. Income obtained is all given to them and we will take care of them, by tepid sponge, whenever they are sick. On contrary, our children do not do the same. When we are ill and sent to the hospital for four nights, they have never thought of giving us a tepid sponge”, Jeab groused. Her wording reflects elder's need for attention and obligation, resulting in lowered self-esteem.

2. Viewpoints caused by individual or environment can be categorized into two key groups which are;

2.1 Family member consisted of three aspects as followed;

1) Relationship – Findings suggest that elders inhabited in suburban community still live with children's family yet in smaller size. Based on the study, the level of self-esteem is considered poor as older people feel inferior, dependent. The evidence is demonstrated from the saying of Lai, which is "If we do not like son-in-law or daughter-in-law, we just hold still. It is not necessary to say anything out loud because they can be angry at us. Hence, if we can do it, then just do it", and Jeab, stating "When I want to eat something, sometimes I ask our son or daughter-in-law to buy it for us. I give them money then they will go out and buy it for me. When I want them to wash the blanket, I need to ask them nicely otherwise they will not wash it for me. I do not want to say it in impolite way otherwise they will not pay attention to me when I am sick or too old to do anything by myself". Those sayings reflect the fact that elderly people still rely on family members, thus, with the fear of having nobody take care of them when becoming old or sick, they feel obliged in building impressive relationship with family members. Along with good social support, it can be clearly seen that elders live their lives with the feeling for servitude because they fear that no one will love or pay attention to them. Corresponding with the study of [10], he has found that elders who have good relationship among their families are highly satisfied since they can depend on and vent to their family members without being paranoid of outsiders. Therefore, relationship is a factor affecting the level of self-esteem in elders as family is the closest institute to them. Elderly people who are highly valued tend to have positive psychological condition while those who are not being valued by family members show negative mental state [11]. In short, older people in suburban community need to preserve good relationship between individuals in the family with the hope that it will lead to good caretaking and supervision regardless the sense of reluctance, reflecting poor self-esteem among them.

2) Social Support – The result presents that elder in the suburban community has mainly received support, in form of money and food, from their children. Quoted by elders – "I did not ask for it directly", they do not incline the offer either by claiming that they do not want to become children's burden. Nonetheless, money given by children makes them happy and feel contented when spending money on what they like. It neutralizes their feeling of servitude which they always need to confront and accept as said by Eid (alias) "They like to buy food or give food that they have made. However, I do not like to eat it because I prefer to cook by myself. When I want to eat something, I will cook it. I do not like food from merchants because they put in seasoning powder. I cannot eat and I do not like it". This saying illustrates the fact that even though children provide social support for elders in accordance with the given role, there is no communication regarding the true desire of the older people. It forces them, as a receiver, to sense the servitude and reduce their level of self-esteem accordingly. In contrast, elders who receive great social support from children and grandchildren are likely to have higher self-esteem [12].

3) Importance – Normally, elderly people feel satisfied when receiving good caretaking in the family and becoming important in terms of consultation and decision-making for children. In the suburb community, where children have to work elsewhere, elderly people do not feel comfortable with their supervision due to the fear of work impact; therefore, they have lowered self-esteem. As said by Jib (alias) – "My daughter takes good care of me yet I do not want to tell her whenever I have illness. I will bear and take medication by myself first. She always takes me to the hospital but I do not want to go because I do not want interfere her work as she has to leave work for me." and by Duearn – "I am happy when I can give advice when my children have problem. They always come to consult and I am satisfied when I can help them", it demonstrates that elders have to be tolerant by which they have to rely on themselves first

before depending on their children. Nevertheless, they still sense happiness when receiving good caretaking and being considered as important individual for the family. This result is in accordance with the study of [3] which claims that the importance is perception of self-esteem and is beneficial for family and society respectively.

2.2 Friends – It is found that the majority of elders have low number of friends by which they only have one or two close friends whom they can discuss or ask for advice with comfort, without any hesitation. They often meet when making merit or selling goods at the temple at Buddhist Holy Day. Moreover, they prefer not to visit others' homes due to their daily activities and fear of leaking negative information regarding their own family as being said by Jeab as following "I do not go to my friend's house because I do not want to sit somewhere else for a long time and I am scared of a slip of the tongue which negatively affects me. But when I make merit at holy place, a temple, it makes me feel contented". There is small number of friends for elder in suburb area; hence, they face difficulty interacting with others. Moreover, they have high individuality, sharing information or discussing with close friends or trusted ones only. To this extent, it decreases their self-esteem which align with the findings of [13], the study of self-esteem in elderly living in foundation. It suggests that older people shows sole interaction among close friends and individuals whom they consider trustworthy. Along with the nature of suburb community, where people in the same generation know each other well, they have to be cautious on what they are going to say in order to control the damage which can happen to them and their family. Consequently, their saying affects the relationship in the family.

In conclusion, the context of suburb community reduces the self-esteem in elders in both aspects which are self-perception, consisted of attitude and value of obligation, and viewpoints from other individuals and the surrounding environment, including good relationship and social support from family, the importance given by children/grandchildren, and few friends.

7. Recommendations

Practical recommendations are as followed;

1. Related institutions, elderly clubs, and the community itself should arrange activities regarding attitude adjustment towards self-reliance so that elders have a positive attitude about the self-reliance and do not expect the value of obligation by their children/grandchildren. Moreover, activities related to the development of family relationship should be organized for the sake of helping elders to live with other family members and community happily.

2. Related institutions, elderly clubs, and the community itself should mutually establish activities promoting the importance of elderly people in terms of family or community by bringing out their potentials and using them in a beneficial way for their own family or the community. Furthermore, they should institute the interaction among a group of friends, such as health fitness group, profession development group, and so forth, as well as the events promoting social support through important days including Songkran's Day and New Year's Day to increase the level of self-esteem.

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The Dynamic of Social Ecology in Hau Khao Community, Hau Khao Sub-District, Singhanakhon District, Songkhla Province

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Abstract

The purpose of this research is to study the dynamic of social ecology in *Hau Khao* Community, *Hau Khao* Sub-District, *Singhanakhon* District, *Songkhla* Province. The research is qualitative research. In-depth interview was used to collect data from 6 fishermen and their families. Data was also collected by using participant observation to observe the daily task of the fishermen who live in *Hau Khao* Community around *Songkhla* Lake. For data analysis process, data was classified into each group based on issues studied in the research. Then data was decoded and a phenomenon was interpreted. Result was presented by using descriptive method. The research shows that the dynamic of social ecology of the fishermen years before 1957 was based on the interdependence between human and natural resources by using self-reliance in the mode of production. However, during 1961 – 2007, the change in the mode of production was caused by the market mechanism under the modern policy. The mode of production depended on the modern technology. This change was about the change of area, culture and belief. They influenced the fishermen to use more modern tools for fishing. Years during 2008 – 2018 were the age of making a variety. The result of the development influenced the fishery to become redundant and led the degeneration of the fishery resources. Ways of living was the major cause of resource depletion in the fishing areas. However, the fishermen have tried to make more various ways to earn a living. All sectors, thus, must have a part in making ways of sustainable management of fishery resources to support and help it survive under the circumstance and the flow of fishery resources.

Keywords: Dynamic, social ecology, Hau Khao Community

Introduction

Songkhla Lake is a prosperity region for all lives due to its three-aqua ecosystem consisted of freshwater, brackish water, and saltwater. Its opulence and biological diversity have been a desirable habitat for waterfowl and aquatic plants. Moreover, the area is fulfilled with swamp forest, mangroves, and several marine animals [1] which have always been considered essential for fishermen around the basin of Songkhla Lake. This abundant area and binding lifestyle have been eternally connected as there are 8,010 fisherman families situated there [2]. Besides, it is also named as a historical place.

Hua Khao Community, a part of Hua Khao sub-district Singha Nakhon district Songkhla, is located near the basin of the southern part of Songkhla Lake. It is 10 km. away from the downtown of Songkhla and 40 km. away from Hat Yai which can be commuted by a ferry passing Tinnasulanon Bridge. This living area is economically and politically important in both local and national levels as it is connected with Songkhla Lake and being used for product trade among fishermen. Songkhla Lake had encountered fisheries resource crisis because of the modernization policy through the National Economic Development Plan No. 1 in 1961. As a

result of such plan, it began to emphasize in economic development or an increase in gross domestic product (GDP), corresponding to modernization policy. As time passed, fishermen started to acknowledge the importance of economic return, resulting in inequality and conflict among fishermen as well as public and private sectors. The rapid economic growth had taken place at the same time as industrialization and urbanization [3] Apart from that, a market system had a huge impact on the lifestyle of fishermen as the so-called market economy had not only penetrated their daily lives in every aspect but also affected all areas surrounding Songkhla Lake. Fisherman's traditional way of life had been influenced as they were required to interact with the market more frequently, resulting in stricter access to resources and intensified uses of modern equipment respectively [4].

Regarding mentioned academic literature along with the modernization policy, it has resulted in resource crisis and critical issue of modernization which consequently affects today's deteriorated fisheries resources. Such issue has led to questioning of the ecosystem in Songkhla Lake which affects the difference in fisheries resources and brings about fisheries crisis [5]. Additionally, the research conducted by Doungsuwan [6] illustrates the other side of the problem occurring in this area which is technological issues. Commercial fishermen have been fishing through the use of trawl and push net, affecting and destroying coral reef and small-sized fishes. Even worse, there is a use of detonation and strychnine which dramatically kills marine animals and subsequently reduced their populations [6,7]. The commercial fishing has an effect on ordinary fishermen's tools and methodology. The outcome presented by Boonprakran [8] suggests that local fishermen and their families are currently in a vulnerable condition. Each household is heavily indebted due to higher cost and lower productivity. Such indebtedness affects fishermen in several perspectives. Some of them are declared bankrupt which then become labor in commercial fishing.

As mentioned earlier, findings have shown that the incident has an influence in social ecology, a relationship system between people and local resources, reflecting the dynamics of social ecology. Therefore, the researcher aims to study the dynamics of social ecology related to the fishing field in Hua Khao Community and Songkhla Lake which is in the midst of change pressurized by modernization development in the scope of society and economy.

Research Objective

To study the dynamics of social ecology related to the fishing field in Hua Khao Community, Hua Khao sub-district Singha Nakhon district Songkhla.

Research Methodology

1. Key Informant

Six fishermen in Hua Khao Community, who acknowledge the dynamics of Songkhla Lake and fishing equipment, and are capable of recommending other interviewees, selecting through purposive sampling, are asked to participate in an in-depth interview.

2. Related Groups of Coastal Fishing

This group involves individuals who play an important role in fishing. The method includes group interview which consists of two family members, relatives and friends of fishermen for the furtherance of examining the relationship of trade network, lifestyle, and social network. With regard to non-governmental organization (NGO), this group, composed of one person, provides information about the access rights to fisheries resources, government policy, and recovery and development of Songkhla Lake. In addition to mentioned groups, two government officers, such as provincial fisheries officer, maritime officer, are included. This group is asked

to provide fisheries regulations and governance regarding its resources, as well as officer's and government's opinions about coastal fishing. Last but not least, two fisheries merchants and labor are included in order to collect information regarding distribution, flow, origin, and destination of fisheries resources, and fisheries labor.

3. Data Collection

Literature Review

The observation in term of academics from related documents and research is appointing scholars who are an expert in Songkhla Lake, such as those from Faculty of Natural Resources, Prince of Songkla University and Institute for Southern Thai Studies, Thaksin University in order to discuss and collect basic information about the area and contexts related to Songkhla Lake.

Field Data Collection

The data is collected from Hua Khao Municipality Office through 2015's annual municipality development plan and academic document which is a 100-year history book of Hua Khao Community. Moreover, the data is also obtained from Yabanrot Roma Mosque and groups of Thai-Chinese, Buddhists, and Muslims. Apart from that, there is a fieldwork taken at Songkhla Lake in which key informants, fishermen, are participated in an in-depth interview and participant observation in order to collect information about the history of Hua Khao Community and dynamics related to Songkhla Lake. In addition, group interview is conducted among four key groups. The first group consists of family members, relatives, fish merchant, friends, and labor working in the market. This group provides information about trade issue, trade network of local fishermen, lifestyle, and social network regarding the fishing field. The second group is made up of NGOs who provide information about the fishing region, including the access rights to fisheries resources, government policy, recovery and development of Songkhla Lake, and diverse aspects of resources used for the development of the lake. Thirdly, this group comprises of government officers, such as provincial fisheries officer and maritime officer. These individuals discuss the fisheries regulations, the governance, and policy related to local fishing and region utilization. The last group includes fish merchant and labors who provide information about their distribution, flow, origin, and destination of fisheries resources, and fisheries labor.

4. Data Analysis

The analysis and presentation of the data obtained from participant observation and in-depth interview illustrates the outcome with complexity which is needed to be classified and systematically arranged. Such output is decoded, interpreted, and applied with descriptive analysis.

Result

1. Dynamics of Social Ecology: Regional Relationship of Resources and Fishermen in Hua Khao Community

The dynamics of ecology and the connection of society in the aspect of fisherman's lifestyle in Hua Khao Community are found in form of household self-reliance in which the fisheries resources are still abundant. Based on this study, the presentation is classified as followings;

1.1 Subsistence Era (Before 1957)

In prior to 1957, there was subsistence fishing found in Hua Khao Community. At that time, Songkhla Lake is a place of civilization which presented the connection with ingrained Indian civilization, creating the social and cultural combination among communities around Songkhla

Lake in every period of time. Undoubtedly, the main and important resource there is fisheries resource. It provides nourishment to people in their daily routines in which citizens there are able to rely on such resource to earn their livelihoods [9] Based on the informant, it reflects the dynamics of ecology and fisheries resource in the past as followed;



Photo 1: Songkhla Lake Region



Photo 2: Songkhla Lake Map

“Ban Hua Khao is the region connected with Songkhla Lake. In the past, there is prosperity in aspects of fisheries resource and other resources as well as historical perspective since Sultan Tuanku Sulaiman Shah regime. People abide the tradition of fisheries job. In the childhood, there are no motors (ship installed with motors) and fishing then uses gondola”[14].

“In the past, the access to fisheries resource requires tools created from wisdom by which the boat is paddled from Hua Khao Daeng to the estuary. Fishermen then need to encircle the mountain or sometimes they have to paddle to Koh Yoh which is so-called “Cross the Sea”. From 1957 to 1961, there is a fish trap which is granted by the auction by government or Department of Fisheries. It has caused people to fight over the region and attend the auction. The auction lasts for two years which determines the region rights by the channel. Each channel costs 20,000-30,000 bahts. However, when the concession is dismissed, together with more modern tools, for underlying the growing market, fishermen are trying to access the resource more. It has caused the intensity in the access of the resource up to today”[15].

The interviews indicate the ecological dynamics of the resource that affects the society of fishermen. They try to build and expand their channels for the furtherance of interfering others' fishing. It has found that the resource is considered abundant and important in the past. At the same time, there is a change among the access of fisheries resource and region in accordance with government policy.

1.2 Market Economy Era (1961-2007)

The change has commenced since 1961 when there is a crisis of the fisheries resource in Songkhla Lake. It is due to the modernization policy through the National Economic Development Plan No. 1. In fact, attaching the importance to economic development or the increase of gross domestic product (GDP) has affected the economic growth as well as the role of the market system in which it has greatly influenced the lifestyle of fishermen. The market economy has intervened their daily lives in all aspects and has demonstrated the impact on every area surrounding Songkhla Lake. The traditional way of life has the influence to greater interaction with the market in these days. Moreover, there is a stricter access to resources and intensified uses of modern equipment and its methodology respectively [4]. Regarding Reen's interview, it has found;

“When there is a development trend existing in Songkhla Lake, there is more market mechanism involved. Nowadays, fishermen have the access to fisheries resource with modern tools including Sai Norn, Pong Parng, Hom Rum, Sai Tu, that can be cast up from Tinnasulanon Bridge to Pak Phayun. Specifically, one household owns no less than 30 pieces. This phenomenon has affected the fisheries resources such as the reduction of fish population in past 20 years. The tool so-called Sai Norn is extremely terrifying as it sweeps all small-sized shrimps, fries, and clams. It breaks the development cycle of fishes or other marine animals in the sea. Some small-sized fishes are founded in the bin while other species, including Bengal swamp eel, Chacunda gizzard-shad, threadfin, catfish, and scats, are facing the extinction. In the other aspect, the sea is filled with garbage and other wastes with bacteria as well.” [16].

“Taking a look back when channel concession is canceled, there are more tools for fishing including Pong Parng, Sai Tu, Sai Norn and the suppression by Department of Fisheries cooperating with marines, Marine Department which leads to a delimitation of water channel allowing tools not to obstruct the water flow. This action is successful in the limited period as it is already full now. When changed, its competency increases. Nowadays, the expropriation of fisherman’s channel costs 40,000 bahts. This may result from Thailand’s economic development plan. In the past, such action affects people in the community. This change has an impact on the region and leads to intensified competition and access of the resource. Therefore, it results in struggle and negotiation between government and locals which is considered to be dynamics up to now.” [17].



Photo 3: Marine Animals Before Grading



Photo 4: Marine Animals After Grading

With regard to mentioned data, it has vividly demonstrated the crisis of fisheries resource and a serious crisis in modern times. It has transformed the region, culture, and belief when market economy plays a role in determining the production. The use of fisheries resource exceeding the true potential, lack of balance, and lack of systematic supervision by government cause the deterioration of resource, the shallow of Songkhla Lake, and increasing defectiveness of resource and adaptation respectively.

1.3 Tool Diversity Era (2008-2018)

Resulted from the modernization policy through the government’s economic development plan, Hua Khao Community has been filled with diverse tools which are claimed to be used for their jobs, fishing, from 2008 to 2018. Moreover, there are more uses of *Pong Parng*, *push nets* and *trawl*, *Sai Ngo*, *Sai Norn* or *Sai Ngu*. Based on the local’s information, it has been claimed:

“In these days, fishermen have intense access to fisheries resource. There are more advanced tools and methodologies, as well as more ingenious strategies. Sai Tu, I Ngo, Mo Ra,

Pong Parn are in their increasing trend. Some locals are becoming more adapted while those, who do not have a good location, have increasingly changed their career and start working in factories. Government tries to intensify the law enforcement when they acknowledge that the sea is flooded with equipment and people and the resource is limited. Even though it opposes to the government and their own people, some individuals try to establish the club for fisheries resource management for the furtherance of increasing the way of survival which they have always encountered with.”[18].



Photo 5: Songkhla Lake Region



Photo 6: Water Blocking

Texts mentioned above reflects the changing lifestyle of Hua Khao that they used to do fishing for supporting their household. When the government takes action, it leads to more advanced tools which can be used to catch marine animals in larger number. Hence, their population rapidly decreases. Younger generation starts to work in a factory, resulting in less career inheritance by ancestors. This phenomenon directly affects the living of fishermen as their incomes from fishing are not adequate for their expenses.

Discussion

Regarding research findings, the dynamics of social ecology in Hua Khao Community is in the form of the relationship between human and social and cultural environments. Ostrom [10], Peluso et al [11], and Bailey and Pomeroy [12] have mentioned that the reliance of fisheries resource in the community for making a livelihood emphasizes on the resources related to the community and individuals under the social organization and the utilization of relationship system from several groups. This literature is in accordance with the findings of this research in aspect of social and cultural relationship which affects the households who fish as their occupations. However, this study attempts to explain the effect caused by the change of the life-supporting production system into the market economy system. Fishermen are push into the modernization which requires advanced and effective tools in order to capture higher number of marine animals. At the same time, they also seek for materials which facilitate their daily lives which corresponds with Masae [3]. Taking the market economy into account, it has greatly influenced the lifestyle of fishermen. It has interfered their daily lives in every aspect and has affected all areas surrounding Songkhla Lake. Fisherman's traditional way of life has been influenced as they are demand to interact with the market more often resulting in stricter access to resources and intensified uses of modern equipment respectively. This result coheres with the study of Doungsuwan [6] which mentions the issues encountered from commercial fishing and the approach of industry invading the living region of local fishermen in coastal areas where the fisheries resource is still opulent. Fishing for profit seeking, through the use of equipment such as detonation, strychnine, fish traps, trawl and push nest, and electricity-generated boat for anchovies, increasingly destroy the fisheries resource. Moreover, there is a statement mentioned about the closure of Pak Rawa and Pak Klong Ranot claiming that it is

the key reason that causes the swift deterioration of Songkhla Lake as marine animal cannot naturally reproduce in the lake. Such statement coincides with the research of Karnchanasuwan [5] which has found that the depreciation of natural resources, the shallow of Songkhla Lake, the lowered number of marine animals, water quality which is decayed and not suitable for the growth of marine animals, and conflicts among several occupations in the area of Songkhla Lake which use different resources result in fisheries crisis at Songkhla Lake. When there is a change in resource and relationship of people in Hua Khao Community, the creation of diverse tools increases, reinforcing by technology advancement and adaptation. Commercial fishermen have brought about the use of trawl and push net that affects and destroys coral reef and small-sized fishes. In addition to that, there is a use of detonation and strychnine which kills marine animals, such as fishes, shrimps, and so forth, and reduced their populations as a consequence [6,7]. Moreover, this type of fishing affects the tool and methodology of ordinary fishermen. This specific outcome corresponds with the study of Boonprakarn [8] which has indicated that local fishermen and their family members are in poor condition. In particular, each family has debt due to high cost and low productivity. Thus, this issue has affected most of the fishermen by which some of them face bankruptcy while others start to work as a labor in commercial fishing. Moreover, some groups work in the city and factory. Similarly, this finding aligns with the research's result of Muhamad [4]. In his study, it claims that the fisheries resource has been decreasing which subsequently impacts the production method. To the extent of fishermen's living, it is considered critical as they rely on natural resources and environment in their daily lives and fishing career. Indeed, this area is wanted by several groups who aim to earn a living by fishing; therefore, it causes the intense competition in taking fisheries resource in Songkhla Lake.

Conclusion and Suggestion

The dynamics of social ecology in Hua Khao Community shown in the past is in the transition of life-supporting the economy and market economy, affecting the higher demand for consumption under the modernization policy. Meanwhile, fishermen have increased the number of their tools and capture rate of marine animals since the ecology changes and, at the same time, is destroyed. It does not only affect the relationship between people in the same community in perspectives of region and culture but also dramatically reduce the fisheries resource. It is necessary that the fishermen increase the diversity of their tools so that they are more capable of accessing the limited resource and making a livelihood. Hence, to ensure the survival of those fishermen, the associations in each network should be aware and pay more attention to the decreasing and deteriorated fisheries resource. There should be a proper management and supervision measure of the resource between government, the private sector, and other direct stakeholders, especially fishermen in Hua Khao Community, leading to the mutual fisheries resource.

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Theme: Global Security and International Relations

Drug Trafficking Organizations (DTO) In Latin America: Various Definitions and Impact to National Security

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Abstract

Latin America is an important geographical zone for the production and distribution of drugs. Andean countries such as Colombia, Peru and Bolivia are the major producers of cocaine in the world, while Central America, Mexico and the Caribbean have been the major corridors for transporting drugs to the United States and Europe. Using the literature study, this paper discusses the Defining Difference of Drug Distribution Organization and Its Impact on National Security in Latin America in the 21st century. As a result, countries in the region have experienced various drug trafficking problems that threaten national security. Throughout the region this, drug production and distribution, there is increased violence, corruption, the eradication of rule of law, and human rights violations caused by the emergence of powerful organized criminal groups and drug cartels.

Keywords: Drugs, drug trafficking organization, Latin America, human security, narco-terrorists

INTRODUCTION

Latin America is a huge continent, which areas covering from Mexico down towards South America. As much as 30 countries are in Latin America. Most of these countries have gained independence except for some small countries that are still colonised by other countries. These countries are rich in gold, silver, oil and timber sources and based on history, these countries belong to huge colonial powers such as Spain, Portugal, and Germany since the 17 century. According to Jennifer Holmes (2009), there are four main issues that compromise the security in Latin America includes drugs, emigration, poverty and border conflict. Geographically, United States is the closest country to this continent, which makes it as the destination for people from Guatemala, Colombia and Bolivia to illegally emigrate there to find job opportunities and improve their lives. Recently, US implemented a sanction on its border with Latin America which became an issue for immigrants as they are dependent on currency exchange to provide for their families. Mexicans who work in the US gained USD70 billion annually and this sanction has caused a great deal for them if they are ordered to return back to their country. Drug abuse, however, is seen as the biggest threat towards the security in Latin America (Peter Hakim, 2006). Peter also stated that Latin American countries possess huge risk of becoming hub of crimes, especially in drugs and money embezzlement. These crimes will impose threats on nation's stability and humanity. It is feared that if the crimes are not resolved, it could also affects other nations in the region.

RESEARCH PROBLEMS

During the Spain colonisation in the 17th century, they have discovered erythroxylum coca, or known as Coca, a plant which was known to provide energy and reduces hunger among the locals in doing their work. Thrilled with this discovery, the colonial decided to take back the plant to Spain for further research. From the plant, the Spaniards have discovered cocaine which then being sold as medicine before it was abused widely and become the world's epidemic (Lynn V. Foster, 2004). The coca plant, which was been used as traditional medicine was globalised and abused until it became a threat to the people of Latin America. Alexand Butchart (2005) stated that a region partnership to counter this issue was made through an Organization of American States (OAS). This organization is lead by the United States and involves countries from Canada to the countries in South America. The Merida Initiative was also a partnership the United States and Mexico involving all the countries in Central America to combat drug issues and cross border crimes that happened up until today.

CONCEPT OF HUMAN SECURITY

Researches regarding drug issue can be relate through several factors, among them are national security, poverty, environment and human security. This discussion will focus more onto human security by looking through how far it will affect the people in Latin America. Based on Siti Daud and Zarina (2005), the concept of human security expands from the understanding of national security. Although there are no visible threats from outside the country, but there are always inside threats that can create fear and suffering to its citizens. According to the United Nations, there are seven factors that can pose as threats to human security, namingly food, health, politic, economy, environment, individual and the community. These factors will be the bench mark on how far human security is seen as safe or vice versa. Baylis (2008) views the concept of human security evolves around four factors, which are the decline in economy development and human capital, increase in national conflict, globalisation effects and lastly, suppression on human rights. All four factors indicate that human security arise from the suppression of these factors and can spread throughout borders.

DRUG TRAFFICKING ORGANIZATION

Drug Trafficking Organization (DTO) is defined by the United States Department of Justice as “complex organizations with highly defined command-and-control structures that produce, transport, and/or distribute large quantities of one or more illicit drugs” (Gerardo Caetano, 2005). These organizations are responsible on most of the drug trafficking activities into the United States annually. However, there are other definitions for DTO (Tom Diaz, 2009).

ISSUES WITH DEFINITION

There are slight differences when it comes to elaborate on the definition. Threats on national and international borders do not necessarily best defined with existing definitions. For example, the Revolutionary Armed Forces of Colombia (FARC) was setup by terrorism group, but this force has been battling off resistance for over 40 years. Terrorist group always keep changing on their methods and targets and the same thing is seen through a lot of Mexican DTOs alongside the United States-Mexico border. Should the drug trafficking course moves from the Caribbean to Mexico and Central America, it will affect situation where more violence will occur and lead to war. According to Sylvia M. Longmire (2008), this organised crime will weakened any motivation to win a war against DTOs.

Terrorism

Since the 9/11 incident, United States has associate the term ‘terrorists’ with Muslims and Islam as the religion of terrorism. Latin America also does not exclude from the reality of terrorism

and accept it as an issue needed to be effectively solved. But for Latin America, terrorism is often associated to mafia or gangsterism. In Mexico, terrorism activities include drugs, fire arms, kidnapping and other crimes. From here it can be concluded that terrorism activities occur with motif and according to Mohamed Mustafa Ishak (2005), there are three factors influencing a motif. The first factor is to obtain long term control towards the enemy. The second factor is to show their ability to control an area, and the third factor is to make sure that their message is widely known to the world.

Harun Yahya (2003) in his book entitled 'Only Love Can Defeat Terrorism' wrote that terrorism is on its depressing state in the 21 century. Terrorism sees the act of violence as the only way to reach a political cause. In the eyes of terrorists, political dilemma and conflict can only be resolved through violence. Harun also added that terrorism developed the most during the French Revolution or the Russian Nihilist movement in the 19 century.

Narco-terrorism

The term 'narco-terrorism' is used recently, with the term being invented by former Peru president, Belaunde Terry in 1983. He referred the term with terrorism acts against the police. In 1986, President Ronald Reagan spoke about narco-terrorism when associating on drug trading activities and terrorism. The Drug Enforcement Administration (DEA) defines organised narco-terrorism associations as groups that are involved in illegal drug trade, finance, political-based violence aimed at civilians for the cause to influence the government or certain interest groups (Steven W. Casteel, 2003).

Insurgence

The term 'terrorist' and 'rebellion' are commonly used but does not carry the actual definition. According to the United States Army Counterinsurgency Manual, insurgence is an established movement to overthrow the current government through subversive and armed conflict (Brian Ross & Richard Esposito, 2008). It is also stated that insurgence is held for political-military conflict to weaken the government's power and control, to conquer other political power and increasing power to control any insurgency. Insurgence ultimate goal is to challenge the governing body in order to gain control on all or certain territories or political consensus. For instance, power sharing. Insurgence cannot depend on their strength alone and must gain support from the civilians. Rebellious activities are associated with terrorist groups, which cause confusion between both. The huge difference between these two is the political movement behind it. Guerrilla wars and violence are among the methods used in insurgency, but not all insurgency involved violence. Insurgency usually does not target civilians while terrorist does not differentiate their fighters with civilians when launching an attack (Terrorism Research, 2009).

Organize Crime

In historical aspect, organize crime is associated with organisations like *La Costa Nostra* or Russia Mafia and other activities such as fraud, prostitute and extortion. Today, these criminals portray themselves with violent images such as the Mexico drug cartel and their influence. The Federal Bureau of Investigations (FBI) defines organize crime as any group who commit crimes through various structures and main objective to gain money from illegal activities.

TYPES OF DRUG CARTELS

Poly Drug Trafficking Organization

Poly Drug Trafficking Organization has trafficked in huge amount of weed, cocaine, heroine, methamphetamine and amphetamine to the United States. Intel sources estimate 65 per cent of

cocaine was trafficked into the United States through Central America-Mexico by vessels which operated in the East of Pacific. Colombian drug cartels used fishing boats to transport cocaine to west coast of Mexico and Yucatan (Paul Kaihla, 2002). One of the cartels is Cali Cartel, a drug cartel which operates in Southern Colombia, among the city of Cali and Cauca del Valle. Cali Cartel was founded by the Rodriguez Orejuela brothers, Gilberto and Miguel, alongside several allied companies of Jose Santacruz Londono. After that, Gilberto Rodriguez Orejuela, Jorge Alberto Rodriguez, serta Helmer Herrera, Jairo Ivan Urdinola Grajales, Julio Fabio Urdinola Grajales, Henry Loaiza Ceballos, Victor Patiño-Fomeque, Phanor Arizabaleta-Arzayus, Raul Lemos Grajales, Luis Grajales Amir, Bernardo Saenz, Juan Carlos Ortiz Escobar, Javier Marlin Rojas, and James Andrae. Cali Cartel started trafficking weed and later on trafficked cocaine because cocaine is easier to make and has huge marginal profit. The cartel is known to innovate in its drug manufactures, trafficking method and adjusting movements from Colombia to Peru and Bolivia, besides being the pioneer of trafficking drugs to the Panama. The cartel also diversifies their illegal drug trading with opium and it was reported that one of Japan chemist had helped in the filtering process. According to Thomas Constantine to the United States Congress, Cali will become the dominant group in South America illegal heroine trade because of their increase access to Colombian opium. It was believed that the leader of the cartel was not involved in the heroine trade; instead it was Ivan Urdinola-Grajales, an ally company who are closely associated to the cartel. Their relationship was believed to have lead to the cooperation with the heroine distribution centre (Coletta Youngers et al, 2005).

Northern Border Smuggling Gangs

The Northern Border Smuggling Gangs or *Cartel de la Costa/Cartel de la Costa Atlantica* is a drug cartel that operated in the Northern Colombia. This cartel guards mostly the coast of the Caribbean and other routes in Colombia. They also control trading routes with neighbouring countries and local drug productions and trades. Its centre is the city of Barranquilla and is led by the vicious Alberto Orlandez-Gamboa "Caracol". This organization exported a huge amount of cocaine to the United States and Europe through the Caribbean from the north coast of Colombia. As the leader of the organisation, Gamboa depended on his allies to carry out the operations. It is also known that drug distributors pay tax to the cartel to gain rights in delivering the drugs to the north coast. The cartel's influence in the region is huge, even drug traders must obtained authority before doing any assassinations or businesses (United States Drug Enforcement Administration, 2003).

Alien Smuggling Networks

Smuggling illegal immigrants from South America to the United States brings profit \$300 million yearly and is the second highest after the Mexican illegal drug trade. Organisations who committed this crime through the Mexico borders undoubtedly gained huge profit. Unlike other international organisations who viewed illegal smuggling as extra crime activities, these smuggling migrants groups have no clear hierarchy and are more depended on networks in smuggling movements. These networks typically include local agents who recruit people interested in the activities of illegal immigrants into the United States and elsewhere and take them off together; manage the travel and any necessary travel documents. Associates gave this group the flexibility to quickly and easily switch routes or alerted them if law enforcements disrupt their operations. Alien smuggling networks including smugglers and escort, fraudulent document vendors, safehouse guards, corrupt airline, bus company employees, and officials. Although many of these smuggling groups are highly specialized, the increasing profitability of this business has increased the involvement of larger polycrime criminal syndicates (Reuters, 2001). One of the cartels involved in this operation is the Mara Salvatrucha (MS-13). Mara Salvatrucha (commonly abbreviated as MS, Mara, and MS-13) is a transnational criminal

group from Los Angeles and has expanded to Central America. The majority of the ethnic gangs composed of Central Americans and active in urban and suburban areas. Members of the MS distinguish themselves with tattoos covering the body and also on the face, and use their own language. They are famous for their use of violence and subcultural moral code which mostly consists of merciless revenge and cruelty. MS involved in trafficking in Central America through the Caribbean islands. MS typically conduct human trafficking for the purpose of prostitution. According to the Washington Post, MS uses the sea through Cuba and then to Miami in the United States as their trafficking route (Johnson, 2006).

Domestic Insurgent And Terrorist Organizations

The South and Central America are distinctive in the overlapping area repeatedly and movements that embrace revolutionary goals with transnational criminal operations. Internet and social media allow the movement of modern large-scale crimes to expand their activities beyond kidnapping, extortion and trafficking in drugs, arms, people, including fraud, piracy, theft of information, hacking and sabotage (Ramón J. Miró, 2003). Among the groups that belong to this category are the People's Revolutionary Army Forces of Colombia (Spanish: *Fuerzas Armadas Revolucionarias de Colombia-Ejército del Pueblo*, FARC-EP and FARC). FARC is a Marxist-Leninist organization involved in the ongoing armed conflict in Colombia. Since 1964, the FARC has a claim to be a peasant army with a political platform agrarianism and anti-imperialism inspired by Bolivarianism. FARC operate financed by kidnapping for ransom, gold mining, production and distribution of drugs (Livingstone, 2004). The strength of the armed FARC is undetermined; in 2007, the FARC said they were a military force of 18,000 men and women; In 2010, the Colombian military claims that FARC forces consist of around 13,800 members, 50 percent of whom are armed guerrilla fighters, and, in 2011, the President of Colombia, Juan Manuel Santos said the FARC forces were fewer than 10,000 members. According to a report from Human Rights Watch, about 20-30% of underage recruits, many of whom had joined the FARC. FARC guerrilla forces are centered in southeastern Colombia 500,000 square kilometers (190,000 square miles) of forest, in the square at the base of the Andean mountain chain and in northwestern Colombia. However, in 2010 the FARC lost control of the territory, forcing them to hide, especially in remote areas in the jungle (Livingstone, 2004). The FARC has been classified as a terrorist organization by the Colombian government, the United States, Canada, Chile, New Zealand, and the European Union; while the governments of Venezuela, Brazil, Argentina, Ecuador, and Nicaragua did not regard the FARC as a terrorist group. Juan Manuel Santos, Colombia's current president, has followed a middle path by recognizing in 2011 that there was "an armed conflict with the FARC" in Colombia despite his predecessor, Alvaro Uribe, strongly disagree (Livingstone, 2004).

DTOs METHODS, TACTICS, TECHNICS AND PROCEDURES ON USING VIOLENCE

DTOs through their groups, engage in activities that are identical or similar to a foreign terrorist organization. Here are some examples of this in connection with the DTO that reflects on the definition of terrorism (Fraser, 2008).

Murder

An intended murder is usually targeted on law enforcement or members of the local government and civilians who are involved in illegal drug trade. DTO also targets on police chiefs, mayors, and state officials of middle to senior rank and are often successful in executing them (Fraser, 2008). For example, on August 15, 2008, two police officers were injured in the attempted murder in Puebla, where gunmen shot more than eighty rounds. Some reports

indicate that police officers are the bodyguards of the deputy state attorney (UNODC, 2010). In addition, at December 22, 2009, the body of Luis Francisco Cuellar, governor of Caqueta, was found a day after he was abducted from his home in Florencia, Caqueta. Police officials said the kidnapping and execution was carried out by the FARC. According to police officials, he was killed soon after the kidnapping. The kidnappers cut the governor's throat to avoid the law enforcement. In a statement broadcasted on the radio, acting governor Patricia Vega said, "I no longer have any doubt that the FARC has done it again." The FARC claimed responsibility for the kidnapping and murder of Cuellar in January 2010. The group said that they kidnapped him to "put him on trial for corruption" and blamed law enforcement for attempting to rescue him by force (UNODC, 2010).

Death Executions

DTO uses the death penalty to create fear to their rivalries, the government and also the public. Some analysts argue that tactics like beheading is akin to terrorism and aims to intimidate the public so that they will pressure the government to support them (Diane, 2006). Between January 1 and June 1, 2011, there were 923 cases of intentional homicide in the city of Cali, which is an increase of 5% compared to 2010. The increase of violence in Cali in 2011 has partly been attributed to what has been described as an ongoing 'war' between groups drug Los Rastrojos and Los Urabeños. Los Rastrojos or 'beneficiaries' of the Cali Cartel and Los Urabeños have their roots in the Atlantic coast of Colombia. Los Rastrojos is accused of committing at least 80 murders in Cali in 2011 (Diane, 2006).

Kidnapping

By July 2005, the FARC kidnapped approximately 2,500 civilians, excluding members of the military or government officials. Meanwhile kidnappings by paramilitaries were estimated around 500 between 1996 and 2004. The guerrilla organization usually demands a ransom, while paramilitaries generally use such practice as means of violence or coercion. Since 1970, the kidnappings in Colombia gradually increased until 2001. In 2000 alone, the number of kidnappings in Colombia increased to 3,572. This number has declined steadily in the following years, reaching 687 kidnappings in 2006. The latest statistics in 2009 (January-October) according to the Colombian Police records showed it had fallen to 172 cases. Despite the relatively large decline in the number of kidnappings after 2001, the number of victims continues to be one of the highest in the world. In 2010, 282 kidnapping cases were reported. The increase cases of kidnappings in 2010 and 2011 were caused by criminal groups such as Los Rastrojos (Dammert & Malone, 2006).

Usage of Firearms

According to Bill Newell, a principal agent in charge in the Phoenix Field Division Of The Bureau Of Alcohol, Tobacco, Firearms and Explosives (ATF), firearms that are often used by the DTOs' including the variants of the AK-47 and AR-15, sniper rifle caliber, and Belgium-made pistols that are known as "*eyepolicia*" or police killers (Ross & Esposito, 2008). On August 11, 2008, three men died when they were shot by a group of men armed with *rifles* while driving on the highway in Durango (Ross & Esposito, 2008). Meanwhile on August 18, 2008 in Ciudad Juarez, armed-masked men shot and killed two sisters. On the same day, three men and a woman died, while her husband was wounded, when a gunman armed with automatic rifles opened fire on a wedding party in Buenos Aires (Ross & Esposito, 2008). On August 24, 2008, a police officer in Culiacan, Sinaloa died after at least one gunman armed with assault rifles shot him several times (Ross & Esposito, 2008).

Fear mongering

DTO instills fear through violence like wildfire to the rest of South America and the Caribbean. Rich people there ride in bulletproof vehicles, wear protective clothing and hires bodyguards. Some people like to have a microchip inserted into their arms so that they can be detected if they were kidnapped by the DTO. Banners placed in public areas have become tools of intimidation and are often used to threaten individuals (Briceño-León, 2001).

Similarities with traditional terrorists

Violence carried out by the DTOs is seen as a criminal act. Their works are similar to the acts done by traditional terrorist groups such as al-Qaeda, the FARC, and the Provisional Irish Republican Army (IRA). DTOs use beheading to their competitors and enemies. DTOs involved in insurgent style tactics against the military, law enforcements, and also the public just as the FARC in Colombia. DTOs have managed to kill government officials and officers of law enforcement, just like the IRA in the 1970s and 1980s. Most importantly, the goal of all of these groups is to intimidate the population and change the government's stand (Insightcrime, 2014).

DTO IMPACT ANALYSIS TO HUMAN SECURITY***Political Security***

Drugshas changed the political scenario in the Latin American region because of the impact in terms of recruitment of corruption that threatens the transparency and integrity in the appointment of politicians. According to the DEA (2004), this situation can be seen from the cases of corruption in the country of Panama in 1992 when President Noreil Ortega received bribes amounting to RM18 million for trafficking drugs to the United States that ultimately led to his arrest. He was extradited to the United States and was imprisoned for 40 years. In 1991, former Bolivian officer, Toro Rici, was extradited from Bolivia to the United States to stand trial in Miami Federal Court on cocaine charges (Paul Stares, 2008). The latest case we is the attacks and violence involving members of the Mexican police which led to the resignation of Mexico police chief last February due to the pressure of death threats on every policeman if he does not step down. Before that, a police chief in Acapulco, Mexico has been arrested for corruption on drugs. Investigation showed that 20% of police enforcement under his leadership are involved with drug-related corruption. This shows the government and political machinery has been impregnated by the cartel that bought them so that no illegal activity would be affected (Marc Lacey, 2008).

As a result, the United States active involvement in the War on Drugs has affected the sovereignty of the region. Cameron Thies (2005) said that the United States has pressured countries of the region to set up their own special military unit to fight off drug cartels due to the corrupted law enforcements in the region. The United States sent over countless assistance including a special force unit dubbed as *Green Berets* to train local Special Forces. However this is deemed to violate the rights of local communities because of the Special Forces carrying out Militarization of Laws. This raises political protest from the public because of the violation of human rights happen in the effort to curb the drug war. Besides that the United States conducted air surveillance and violated the sovereign rights of the countries and its people in the region, even though it was done with good intentions.

According to David Mares (2001) of the Department of Drugs Enforcement Agency (DEA), United States declared Mexico as a narco-democracy because of the similar capabilities of both drug and state actors since 1986. 16,000 people were shot dead in twenty years of drug related cases. There are a total of 150 cartel in Mexico associated with a 30 cartel in the United States.

The United States has called the cartel as Narcoterrorist (Ramón J. Miró, 2003). Based on such stern warning, could it be possible that the United States in the future will take more military actions to attack a country known to distribute drugs? In fact the region is the largest drug manufacturer than other regions. All this will probably give increase chaos and imposes threats to the security of the entire region.

Economic Security

Drugs imposed a tremendous effect on the regional's economy, whether in terms of positive and negative. In terms of gross profit indeed lead to drug-producing countries such as Colombia, Peru, Ecuador, and transit countries like Mexico. For example, Peru's drug exports represent 30% of total merchandise exports, while 20% of the Gross Domestic Product (GDP) comes from the Bolivian drugs, which creates 20% of employment (John Arquilla and David Rondfeldt, 2001). Drug has given good results to Colombia, contributing £13 billion. In 1994, \$30 billion of drug profits were donated to Mexico, which is 20% of GDP and provide employments to 360,000 people. All these statistics prove how much interests are gained in the alleged drug production. If production increased 10%, then the effect will increase 2% of GNP and reduces 6% of unemployment (Manuel Roig-Franzia, 2007).

However, countries in the Latin American region face the side worst effects. Drug traffickers are keen to involve in real estate such as hotels and residences in the city and buying estates in the rural areas. This widens the economy gap among the people because they cannot cope with the competition that caused investors to move to the suburbs. Farming can no longer fulfill the demands of supply for agricultural products because the lands are bought by drug cartels. This causes a decline in agriculture products and people have to depend on imported food (Richard Marosi, 2008). Money laundering activities affect businesses. Many companies were forced to shut down because drug cartels started to involved in local businesses and offers more discounts compared to other companies (Strategic Forecasting, 2008).

According to the United Nations Office on Drug and Crime (2005), governments in the region also spend a lot of money to solve this problem. For example, the Colombian government allocates 2% of the annual budget for combating drugs. Mexico had also set up a special army of 20,000 and all the burden of the countries which the majority is a poor country that requires an annual budget for development and human subjects. According to Anthony Harriott (2006), most countries in the region are rich but because of the high share of spending on defense cause it does not trigger activities that can improve the security of the human population.

Health Safety

In reality, Coca leaf is not a traditional food. It contains toxins and that is why it is taken in small amounts but after the purification process, it is extremely dangerous to health, especially when it's misused. It will result in the user being daring and active and able to commit crimes without fear because it is a stimulant. The effect of excessive consumption will also lead to death. Ioan Grillo (2011) stated that is estimated at almost 3% of the population in the region is on drugs and of course this added on the health cost of the region. The effects from sharing needles also cause AIDS to spread and destroy the families' economy in the region. Families will lose sources of incomes if the parents are unable to work and this led to prolonged misery to the family institution.

In Latin America, the government initiated to destroy coca planting through two types of drugs called *Tebutioron* and *Sulfuric Acid* which was sprayed from the air. This method has destroyed the coca trees and shrubs. However, it also eliminates other floras and faunas which resulted in

ecological balance. Besides, it also affects the rivers, which are the main source of drinking water and water for agriculture and daily use where it is polluted with toxic chemicals,. This drastic action is not effective to eradicate illegal drug trade. A survey showed that if 90% of coca farms destroyed, the remaining 10% are still able to cover the costs of planting and give profit (Ribando Seelke, 2010).

CONCLUSION

Drugs are dangerous to humans because of its effects on humans are real and proven. Drug traffickers are also serious committed in what they do, while showing how they can manage their way in expanding the crime. A corrupted state will only worsen the human development of the nation. Government allocation on health, economy, and education for the sake of human development will be wasted on combating drug trafficking instead. The region will continue to live in hardship and the desire of the United Nations (UN) to provide seven basic needs to ensure human safety will not be felt by the people. All safety effects of the political, economic and health will impact on human security. If the people do not stand against drugs, their country will continue on tumbling which will later on affect the region's security.

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Straits of Malacca Maritime Strategic Interest towards Japan

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Abstract

Straits of Malacca waterways is an important sea-lanes to Japan, not only for economy purpose but also in strategic aspect. But that area is not a Japan's territories. So it is impossible to Japan to endure this waterways safe from maritime threats. Using data and research findings from 2001- 2016, this article will debate about Japan's role to enhance the maritime security in straits of Malacca. This study has three objectives, namely 1) Explains the importance of the straits of Malacca against Japanese maritime strategic from the year 2001-2015; 2) Analyse strategic challenges in the maritime navigation and maritime safety aspects in straits of Malacca to Japan and 3) analyze the relevance of Japan's contribution and cooperation with the littoral states in maritime safety and security aspects in the Straits of Malacca. The findings reveal that Straits of Malacca is an important waterways to Japan from strategic aspect (including safety of navigation and maritime security). Japanese government and NGOs have shown their concern and commitment to cooperate in several aspects like exercises and technical to Littoral States. The financial aids has given to Littoral States through Straits of Malacca Council so that it will reduce the high expenses of management.

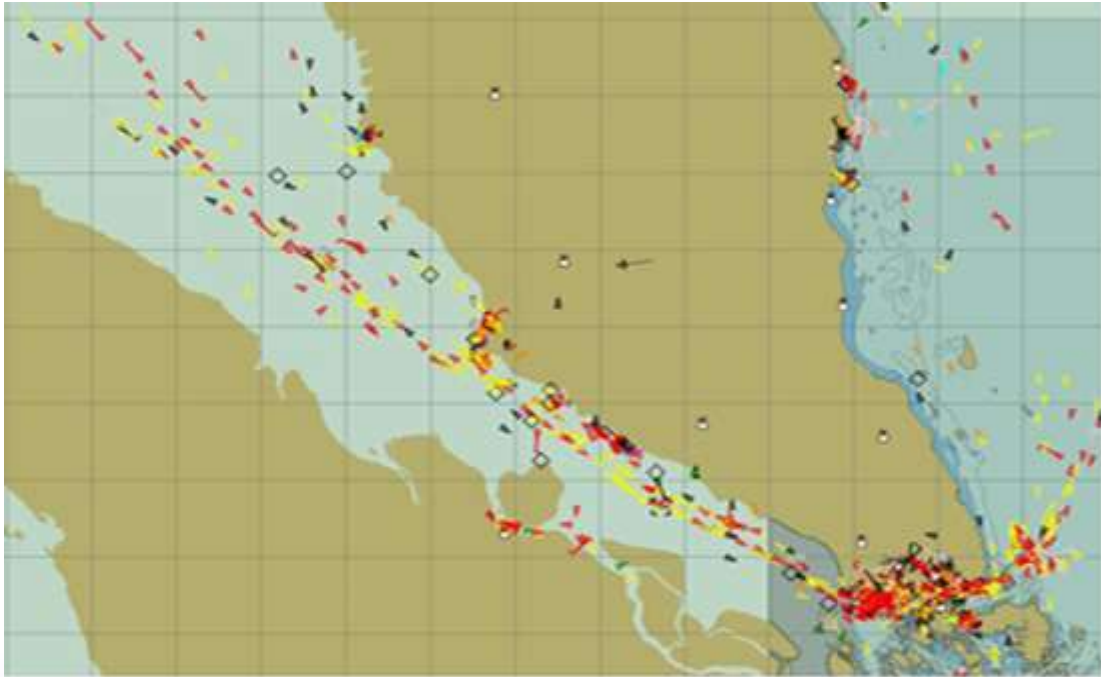
Keywords: Japan, maritime security, Straits of Malacca, littoral states, national interest

1.0 Introduction

Straits of Malacca is a strategic area as it is the nearest route from West to East and vice versa as compared to using the Straits of Lombok and Makasar. This route also patronised the ships to dock or store because it has modern ports along the route. Not limited to geographical factors, the Straits of Malacca itself has a variety of hydrocarbon resources and resource-rich seafood, making it as a centre for ships and fishermen in the surrounding areas (Nizam 2013).

Map 1.1 Traffic in Straits of Malacca

1



*The photo was taken on June 8 2013 at Vessel Traffic System (VTS), Port Klang

Source: Marine Department, Port Klang (2013)

Map 1.1 has shown the flow of traffic along Straits of Malacca (based on recording from VTS for one day). There are several categories of vessel passing through the area such as cargo vessel, cruise, carriers, fishing boats as well as tug boat. The risk of accident and collide are high along the Straits of Malacca especially the place near to Straits of Singapore (Izzamuddin 2013).² The fishermen who using the boat are risky to involved in accident in this waterways area as huge vessel are monopolised using this lane (Hisham 2013).³

Maritime crime is an infringe action towards national laws such as piracy, sea robbery, smuggling, invasion of foreign fishermen and offence of laws (Adon 2013). Suspect will rob the machine spare part, personal goods like laptop and money from cabin crew, the communication equipment like *Echo Sounder* dan *Global Positioning System* (APMM 2012). Maritime crime such as sea robbery and piracy will cause financial loss and threatening crew's life. For the case of sea robbery, the robber will rob the vessel which berthing. Despite the rate of the crimes in Straits of Malacca are not too high but that cases should be in account as the robber and pirate have been using weapon like Rifle AK47, bayonet, knife, axe and cleaver. The formerly case which classify as a

¹ Straits of Malacca was listed as a war risk areas because of the rise of terrorism activities, smuggling and piracy, threat from Jemaah Islamiah (JI), kidnapped and the used of sophisticated weapons (Refer https://dr.ntu.edu.sg/bitstream/handle/10220/4127/RSIS-COMMENT_284.pdf?sequence=1)

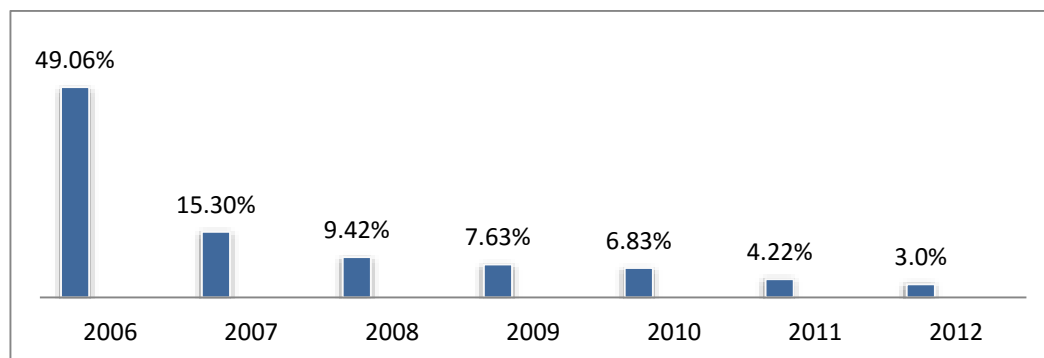
² Mr. Izzammudin Bin Ibrahim, Deputy Director of VTS Klang, Marine Department, Port Klang.

³ Leftenan Commander (M) Fadli Hisham, Director of Investigation MMEA, Kuala Perlis.

piracy nowadays has being refer as a ferocity action or piracy terrorism (Raymond 2006).

The increasing of terrorism activities after 2001 has given a big impact to Japan as the insurance rates and transportation cost also increase. Lyod's of London in 2005 given an image of terrorism activities at Straits of Malacca as a hesitation area (Weitz 2008: 54). For the other maritime crime such as smuggling, illegal immigrant and laws offence are not a big issue to Japan because they were an internal problem of one nation (Ibrahim 2013).

Figure 1.1 Statistic of Maritime crime (2006- 2012)



Source: APMM (2012)

Figure 1.1 shows the statistic of crime at Straits of Malacca from 2006 to 2012. Based on the figure, the proportion of crime has been decrease. In 2005, the Malaysia Maritime Enforcement Agency (MMEA) has established and starting on duty on 2006. This team were collaborated with Indonesia Maritime Coordinating Security Force (BAKOKAMLA) dan Singapore Marine Police. Since the enhancing cooperation of the littoral states, the maritime crime had decreased along of Straits of Malacca. On 2007, only 15.3 per cent of the crime stated compared to 49.06 percent in the previous year. The case become more decreasing in 2008 to 2012. From the record, two inference had being made. First, the cooperation between littoral states successfully deflated the maritime crime because these three countries were sharing information. Second, the criminal do not have more chance to make a crime because the tight guarded along the Straits of Malacca waterways.

Table 1.1 Statistic of Emergency Report, Malaysia Marine Communication Centre (PUSKOM) Tahun 2001- 2014

YEAR	COLLIDE	SINK	STRANDED	FIRE	DISTRESS	DAMAGE	MEDIVEC	FELL	LOST	OTHER	TOTAL
2001	15	39	4	6	74	5	13	9	26	17	208
2002	10	27	7	12	35	8	17	9	16	16	157
2003	16	20	3	2	19	7	15	6	21	10	119
2004	5	3	1	2	4	5	11	12	10	9	62
2005	8	9	2	4	4	4	5	8	6	9	59
2006	5	2	1	2	4	5	6	6	2	7	40
2007	6	3	1	3	0	1	4	4	1	3	26
2008	5	6	3	1	0	0	1	1	1	3	21
2009	2	5	1	8	1	0	1	0	1	3	22
2010	5	7	1	4	0	0	0	2	0	1	20
2011	4	3	1	0	0	0	2	2	0	4	16
2012	6	1	2	6	0	1	1	5	0	5	28
2013	2	6	0	3	0	0	2	2	0	2	18
2014	4	3	3	2	0	0	2	3	1	5	23
TOTAL	96	151	35	59	224	41	91	74	94	105	971

Source: VTS, Marine Department, Port Klang (2015)

Table 1.1 shows the emergency statistic reported to VTS unit at Port Klang from 2000 to 2014. The deflation of emergency case from 2000 to 2014 were caused by the increasing of cooperation from several parties to overcome the problem. MMEA and Marine Department also together monitoring the sea area 24 hours per day. So that if a distress signal has alarmed, the action will be taken (Fauzi 2013).

2.0 Japan contribution in safety of navigation and maritime security

Safety of navigation is an important aspect for a vessel to pass through a waterways. Some aspect has taken into account were demography, wind flow, traffic, navigation signal and the nearest port to berth. Japan has an interest in the Straits of Malacca waterways as it became the important route for its energy resources. Because of that, Japan individually taking some initiatives to enhance the safety of navigation using *Official Development Assistance* (ODA) to the Littoral States and distribute it to Straits of Malacca Council, Japan Foreign Ministry (MOFA) and Japan Coast Guard (Straits of Malacca Council 2014).²⁵

The earlier aids from Japan to protect Straits of Malacca's waterways is prepared the hydrographic survey between 1970 to 1982 (Beckman 2008). The survey was conducted together with *Japan International Cooperation Agency* (JICA) and Littoral States. That survey has cost 5.4 billion yen (Straits of Malacca Council 2012). The activities conducted by MSC were a survey, grill operation, clearance of navigable channels, replacement and maintenance of buoy (Rakish 2008). In 2009, Japan Foundation in 2009 has donated USD 2, 500,000.00 to Straits of Malacca Council (Hazmi 2011). In three decade, Japan has contributed more that USD 150 million to enhance the safety of navigation in Straits of Malacca waterways (Nazery 2008). Besides that, the donation received from *Japanese Maritime Foundation* and other stakeholders like The Japanese Ship Owners Association, Petroleum Association of Japan, The General Insurance Association of Japan and The Shipbuilders Association of Japan (Ho 2009).

Straits of Malacca Council had discussing with the Littoral States to the future plan for the Malacca Straits. According to Blair, Chen & Hagt (2006), Malacca Strait Council need to be an organization that is not only managing issues of safety of navigation but also the economy and security in the Malacca Straits. So that the entire user will be contribute to the Malacca Strait Council in every aspect like funding of monetory, training and fasilities. Indirectly, the user states will build the capacity building among themselves. The changing of information will make the important operation to obstruct the smuggling or piracy activities easier.

Under Ministry of Foreign Affairs (MOFA), had given funding to enhance the maritime security in 2006 especially in the issues of terrorism. Under this programme in 2007 Indonesia had received three ships and Malaysia received funding about 473 million Yen to increase the MMEA facilities (Tsukekawa 2009). A lot of facilities had upgraded from this funding like repaired the patrol bot and purchase the new bots. Singapore is the only Littoral States that do not need assistant or aids from Japan because as a develop country which has strong economy, Singapore can prepare its fasilities by on its own (Kato 2014). But Singapore still cooperates with other states in Search and Rescue (SAR) training in Malacca Straits. Indonesia is a country that really needs help from Japan in many aspect (Fukuhara 2014). Because of this reason, an expert from Japan International Cooperation Agency (JICA) helped Indonesia to enhance its effiency in BAKORKAMLA.

²⁵ ODA is a huge aids in the world in 1990s. According to Linchln (1993: 111), it has been launched as a commersial values and most of the funding using bilateral agreement. Japan has been critized because of its policy where it's looks like that country try to gain support from the Asia Countries (Harrison 2004: 75).

Table 1.2 Distress Status from 2006 – 2012 in Straits of Malacca								
Kes	2006	2007	2008	2009	2010	2011	2012	Total (By Case)
Safe	342	305	226	424	442	441	492	2672
Lost	15	42	60	110	113	50	83	473
Dead	8	36	34	40	22	36	97	273
TOTAL (By Year)	365	383	320	574	577	527	672	3418

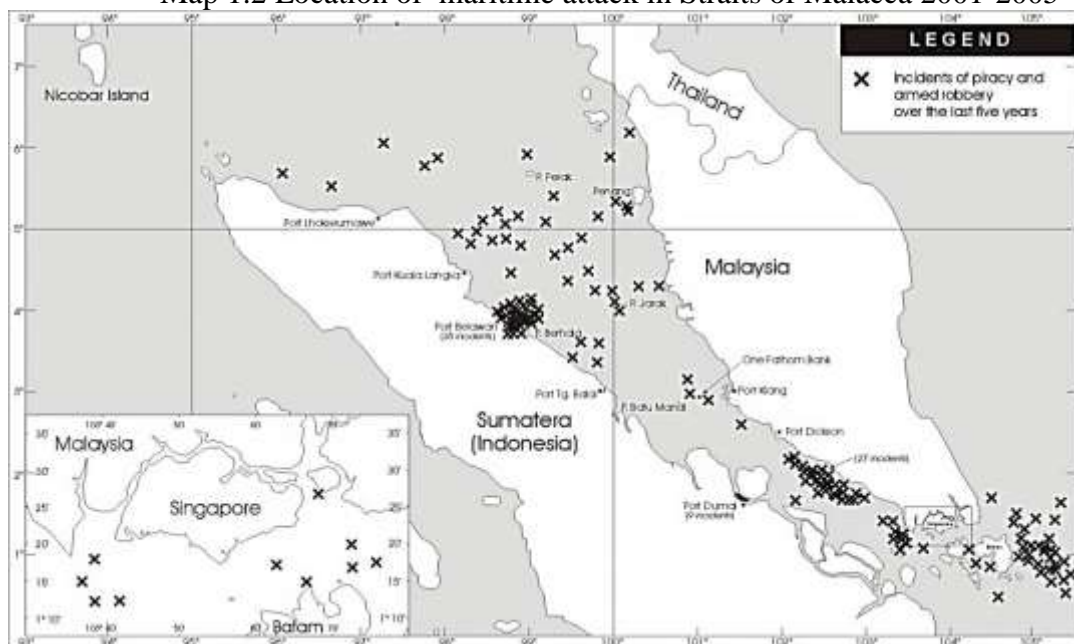
Source: Modified from APMM Annual Report 2013

Table 1.2 shows that the victims involved in the distress in the ocean. Compared to the lost and dead cases, the victims had being rescue increasing from 2006 to 2012. The escalation of technology and maritime facilities has caused the SAR became easier. The case of lost or dead in the ocean usually had involved the victims who had no communication equipment and navigation aids like safety jackets and buoy. According to Blair, Chen & Hagt (2006), Malacca Strait Council need to be an organization that is not only managing issues of safety of navigation but also the economy and security in the Malacca Straits. So that the entire user will be contribute to the Malacca Strait Council in every aspect like funding of finance, training and facilities. Indirectly, the user states will build the capacity building among themselves. The changing of information will make the important operation to obstruct the smuggling or piracy activities easier. Probably of military rivalry in this region is high because of some maritime boundaries still overlapped such as Spratly Island (Hoesslin 2004), Senkuku Island and *Scarborough Shoal* (O'Rourke 2012). The naval ships from several countries are still controlling the overlapped boundaries and at any time the crisis will be occur (Mior 2014).²⁶ This situation will cause a lot of trouble to Straits of Malacca waterways as the maritime threat will effecting the trade and safety of navigation.

Maritime threat was not a new issues to the trader, but if this situation were not controlled, the crime will be worst and effected the world trade. Because of this reason, Japan government has played a big role to help the Littoral States to stabling this waterways from any maritime crimes. This effort have being shown when Japanese has used war ship (destroyed class) to passed by Hindi Ocean to send oil supply to naval ships which involving in “War On Terror” Mission (Mashashi 2003, p 156).

²⁶ Admiral Dato' Pahlawan Mior Rosdi b Dato' Mior Mohd Jaafar, Mindef Kuala Lumpur.

Map 1.2 Location of maritime attack in Straits of Malacca 2001-2005



Source: Marine Department, Port Klang (2013)

Map 1.2 shows the locations of piracy attacks along the Straits of Malacca. Most of the attacks were near the port as lots of the vessels were berthed. In 2001, 24 attacks had occurred but it decreased to 21 cases in 2002 (Ho 2007). But in 2003 to 2004 the cases had increased from 30 to 46 cases. Once again it has decreased to 19 cases in 2005. From the attack pattern, the piracy had increased their activities from 2002 to 2004 as the world was facing the terrorism threat and it also called as “War on Terror” by the United States.²⁷ This situation has shown that the terrorists’ spirit is greater than their abilities. After the 2004 Tsunami, the terrorism case has dropped because most of them believed they had just lost their boats and lives (Percival 2005).

Japan's aids to Littoral states were expertise and finance so that some research and research can be conducted. In the era of 1960 to 1980, many of the technologies that have yet to be fully utilized as automatic identification system (AIS), a tracking system and Long Range Identification and Tracking (LRITS) to facilitate the ships get to know each other.²⁸ Even if there is a small boat in the ocean has a problem, they have difficulties in getting help because their boats are not equipped with communication devices. These situations sometimes make the aid could not be reached and they are likely to be swept away on the high seas (Ibrahim 2013). The boat overturned, leaked, lost, damaged, collisions, fire and sinking are some

²⁷Straits of Malacca had listed as *war risk areas* because of the increasing of terrorism activities, smuggling, piracy, the threat from Jemaah Islamiah (JI), kidnapping and the used of weapons (Rujuk https://dr.ntu.edu.sg/bitstream/handle/10220/4127/RSIS-COMMENT_284.pdf?sequence=1)

²⁸ AIS is a system that used by a boats or vessels as a traffic vessel system (VTS) to identify a boat/vessel and its location it sailed. AIS also providing data changing system automatically including its identification, position, activity, condition and the speedy to VTS system. LRITS is a system that being used to identify the location of the boats/vessels in the sea. Its also to detect about the vessels and crews. Its really important to understand about the safety needs.

problems that often occur in the ocean. Often it will happen to a small-sized tow and fishermen's boats. This is because the fishermen cannot afford to buy sophisticated and modern navigational facilities.

At present, Japan has continued to contribute to the littoral states. This is because of the increasing ships through the Malacca Straits create problems of traffic congestion. Sometimes the ship is to be docked for several days before being allowed to pass through this Straits. (Sometimes it will cause delays and may affect trade in which the exporter has to pay to the importers due to delays. In addition, due to increased awareness for rescue victims who were involved in the case of sank in the ocean, prompting Japan and the littoral states to cooperate. This is to enhance the efficiency of the Coast Guard.

3.0 Japan Maritime Partnership with the Littoral States

Japan commenced its assistance to the littoral in 1969 with the establishment of the Malacca Straits Council (MSC). Starting that year, the Japanese continue to be active in helping Littoral States to manage Malacca Straits. There are several agencies that directly play a role in Malacca Straits. These agencies will be divided into two parts, which helps in the issue of safety of navigation and Maritime Security.

a. The Safety of Navigation

There are several agencies that are involved directly in assisting the littoral states in maintaining security in the Malacca Straits. This is because if the safety of navigation is low and traffic accidents will easily occur, this area will be become problematic for administrators.

i. Ministry of Land, Infrastructure, Transport and Tourism (MLIT)

The Ministry has a special bureau to maintain the issues related to maritime affairs. Due to the increasing number of ships passing through the Malacca Straits every day and the facilities of navigation was insufficient around 1950s, causing the Japanese government to establish a bureau of maritime affairs related to maintaining the Malacca Straits. At that time the navigation charts were not fully functional as Littoral States do not have the ability in terms of technology and finance to do research on it. According to Fukuhara (2014) the Japanese government is very committed to assist the Littoral States as the Straits is so important to their economy.

Table 1. 3 Japan's contribution to the Safety of Navigation in the Malacca Straits
Hydrographic Survey and Production of Navigational Charts (1969 - 1975, 1978, 1996 - 1998)

Installation and maintenance of Aids to Navigation (1969 – now)
Clearance of navigable Channels (1973- 1981)
Donation of an oil skimming vessel and buoy tenders (1975, 1976, 2002, 2003)
Tide and current observation (1976 – 1979)
Donation of Revolving Fund for combating oil spill from ships (1981)

Source: MLIT 2014

Table 1.3 shows the contribution by Japanese Government to help the Littoral States to enhance the safety of navigation in Malacca Straits. There are two types of contribution- finance funding and advisor assistants. According to Fukuhara (2014), since 2008- 2012, Japanese Government had funding USD 0.92 million for the navigation activities in the Straits. Most of the funding

had been used to change the navigation aids like buoys, beacons and maintenance of lighthouse. MLIT had done two to three surveys every year to help the Littoral States in doing research. This survey had been conducting together with Malacca Straits Council (MSC) and Japan International Cooperation Agency (JICA). Hydrographic survey is so important to the voyages and traders as it will provide the Navigational Charts so that they knew about the depth, geographical structure and winds in that area. Japan on the other hand had donated 41 *buoys* and *beacons* in 30 different locations which cost 5.4 billion yen (Kato 2014). To enhance the efficiency, MLIT had conducted several workshops to help the technical staffs of Littoral States to gain knowledge about the new navigation technologies.

Table 1.4 Preliminary Surveys by MLIT in Malacca Straits

2010	One Fathom bank Resilient Light Beacon (South-West), Gosong Pasir Light Buoy, Sepat Resilient Light Beacon
2011	Raleigh Shoal Light Beacon, Rob Ray Bank Light Beacon
2012	One Fathom Bank Resilient Light Beacon (North- South)
2013	Off Tanjung Medang Light Bouy, Pyramid Shoal Light Buoy
2014	Helen Mars Light Beacon, Batu Berhanti Light Buoy

Source: MLIT 2014

Table 1.4 shows that the preliminary survey in the Malacca Straits before the decision to change the new navigation aids occurred. The result of this survey, the 10 years Plan Maintenance Program – PMP have being built. This plan is to support the other maintenance plans that already done before. The staff from the Littoral States involved in these plans as enhancing their abilities to conduct the future plan. Japanese Government also conducted the technical workshop to give more knowledge to them so that they will be more efficiency. Hopefully this effort will help the Littoral States to manage their own facilities.

ii. Nippon Foundation

Nippon Foundation is a Non- Governmental Organization (NGO). It had established in 1962 with the mission to enhance the maritime development in the aspect of navigation. But not only maritime aspect, Nippon Foundation enlarged its focus to the social development, healthy and education (Arikawa 2014). At the beginning of it establishment, Nippon Foundation had funding the navigation activities in the Malacca Straits about USD155.3 million (Nippon Foundation 2014).

Table 1.5 Funding by Nippon Foundation (USD Million)

1	Installation/ Replacement/ Maintenance of Navigational Aids	USD26.7
2	Construction of Buoy, Tender Ships, Training Ship	USD28.2
3	Clearance of Navigable Channels	USD11.5
4	Research & Development (Hydrografic survey and production of navigational Charts)	USD26.2
5	OSPAR Project (<i>Oil Spill Preparedness and Response</i>)	USD8.0
6	Network Building (Meeting of Heads of Asian Coast Guards)	USD1.6
7	Others (Nippon Maritime Center)	USD53.1
Total		USD155.3

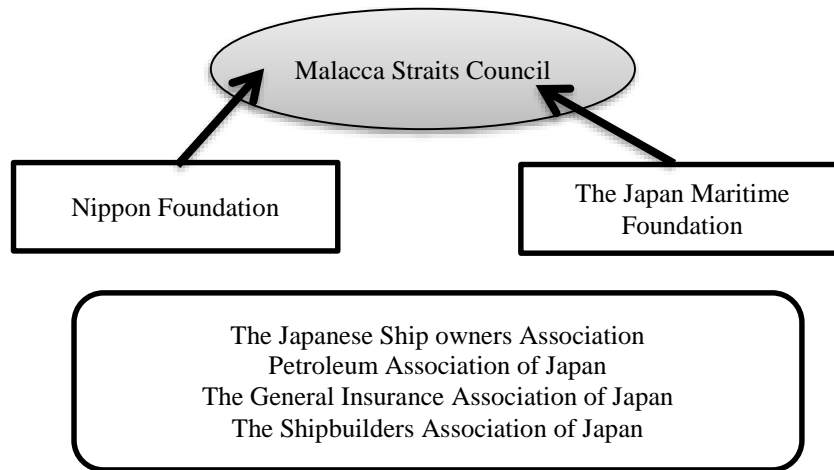
Source: Nippon Foundation 2014

Table 1.5 shows the funding from Nippon Foundation. This body had not prepared any expert as assistant to the activities in the Malacca Straits. This is because they don't want to interfere in the Littoral States affairs. In 2002, Nippon Foundation had given Buoy Tender Vessel (PEDOMAN) to Malaysia Maritime Enforcement Agency (MMEA). In 2003, Nippon Foundation had given the same vessel to Indonesia. The vessel was called as JADAYAT. These two vessels are to emplacement, maintenance and management of the aids to navigation in the Straits. In 2006, once again Nippon Foundation had given a training ship to Malaysia. This ship was called MARLIN. That ship is one of the larger assets belongs to MMEA. The purpose of Nippon Foundation gave this ship to MMEA was to be a training and education ship.

Besides that, Nippon Foundation had funding several convention and meeting like Meeting of Heads of Asian Coast Guards (HACGAM) in 2004 and 2013. To enhance the ability of Coast Guards in the ocean, the training had being given to the new officers. These officers will be having a course in Japan, together with Japan Coast Guard (JCG). The aims of this course are to building the networks among the young officers, to improve the safety of navigation and to capacity building for youth in the developing countries. In 2007, Nippon Foundation had announced that it will establish a new fund known as Aids of Navigation Fund (ANF). This fund is to provide financial assistant to cover the 1/3 of the cost for the first five years plan after its establishment. In the ANF first meeting at Penang in 2008, USD 1.351 million had being contributed for the conduct of the assessment survey. In 2009, Nippon Foundation had contribute USD 2.5 million to ANF, USD 1.39 million in 2010, USD 1.0 million in 2011, USD 0.66 million in 2012 and USD 0.4 million in 2013. According to Arikawa (2014) Nippon Foundation may be not contribute anymore in the ANF after 2013 as this fund had received a funding from other stakeholders like UAE, Saudi Arabia and Korea.

iii. Straits of Malacca Council (MSC)

Malacca Straits Council was established in 1969 because of four reasons. First is the lack of navigation aids in the Malacca Straits in 1960s. Second is in 1960s, Malacca Straits became a centre and focus because a lot of tankers using this route to send the oil to Japan. Third is the demand from the Japan Captains' Association & Juganichi Kai, who asked for the Japanese Government to find a solution to handle navigational problem along the Malacca Straits. They urged the government to establish a special body to conduct a survey for navigation in the Malacca Straits. This is because they had faced a lot of problem to sail from Japan to Middle East using this these straits. Fourth is the Torrey Canyon accident happened in 1967. The tanker had caused the huge scaled of water pollution around England coast and a huge amount of crude oil flowed out to the sea where the layer of the oils in the surface about 30 metre (Malacca Straits Council, 2014). After discussing the problem, the government and the Maritime Industrial Owner had agreed to establish a Non- Governmental Organization council to handle this safety of navigation issues namely Malacca Straits Council.



Source: Malacca Straits Council 2014

Figure 1.2 shows that the established of Malacca Straits Council. The funding had being receiving from Nippon Foundation, Japan Maritime Foundation and other stakeholders like The Japanese Ship Owners Association, Petroleum Association of Japan, The General Insurance Association of Japan and The Shipbuilders Association of Japan (Ho 2009). Through the MSC, a lot of navigation aids had being replaced and upgraded. The activities conducted by MSC were a survey, grill operation, clearance of navigable channels, replacement and maintenance of buoy (Rakish 2008). MSC is also discussing with the Littoral States to the future plan for the Malacca Straits. According to Blair, Chen & Hagt (2006), Malacca Strait Council need to be an organization that is not only managing issues of safety of navigation but also the economy and security in the Malacca Straits. So that the entire user will be contribute to the Malacca Strait Council in every aspect like funding of monetary, training and facilities. Indirectly, the user states will build the capacity building among themselves. The changing of information will make the important operation to obstruct the smuggling or piracy activities easier.

iv. Other Agencies

There are two other agencies who are involved in the Malacca Straits namely Japan Association of Marine Safety (JAMS) and Japan International Cooperation Agency (JICA). JAMS had established in 1958 as Non-Governmental organization but strictly command under Ministry of Transportation and Japan Coast Guard. Nippon Foundation had sponsored JAMS to conduct a study related to marine accidents and pollution. The result of the studying hopefully will enhance the marine traffic problem in the Straits and prevent marine pollution. JICA is a supporting agency that helps the Littoral States if they need an assistant. JICA had established in 1974 and offered the technical assistant and development funding, known as Official Development Assistant- ODA.

b. Maritime Security

Dishonesty in the ocean is a crime of concern to the merchants as criminal motives are different even though their mode of operation is quite similar. Incidents such as robbery, piracy and attacked on ships were among the three crimes that are common in the ocean. Incidents of piracy and robbery in the Malacca Straits in the late 1990s became very serious as far as it was listed as a war risk zone by Lloyds in 2005. This incident increased especially after the Tsunami in 2006 because of poverty. This is because according to the arrests made by the Malaysian

Maritime Enforcement Agency (MMEA), most of the pirates who were captured are Indonesian people who are affected by natural disasters as well as other hardships they suffered. Thus they make robbing activities as work for support the family. Incident some tanker attacked by pirates makes many party try to find solutions to problems that occurred. Although the incident was not as frequently happens in the other lanes like Bay of Aden but precautions should be taken to avoid the case repeatedly as it will involve the ransom and maintenance costs. The Straits instability will affect the course of trade as Malacca Straits would not be spared to trace.

In this modern era, an attack by pirates becomes more frightening when they use some of the more dangerous weapons. They also sometimes do not just want money and valuables, but act more drastically when taking the ship and leaving the victim in a secluded area. One of the pirates attacked was on the ship *MT Nautica Kluang* in 2002 near the small Iyu Island, in the south of the Malacca Straits (MMEA 2010). In the same year, a tug boat *Usda Jaya* was attacked near Dumai (Sabirin 2007). Attackers have used the M16 rifle, an AK47 and a knife reefer. According to a report issued by ICC-IMB recorded a total of 28 attacks took place at Malacca Straits in 2003, 37 attacks in 2004 and dropped to 12 attacks in 2005. There are several crimes in the strait such as human trafficking, illegal immigration, smuggling of animals and prohibited goods (MMEA 2009). According to Adon (2014) maritime crimes occur on a small scale, but it should be obdutycted before these activities become unable to control in the future. This is because recently, many other citizens making Malaysia as a transit point before proceeding to other countries such as Australia.

4.0 Cooperation Between Japan and Littoral States

Multilateral cooperation between states are the common practise in international system. Table 1.6 shows the cooperation between Japan and Littoral States from 2001 to 2010.

Table 1.6 the List of cooperation sama with Japan from 2001- 2010

YEAR	COOPERATION	EXPLANATION
2001	Cargo Security Initiative (CSI)	Japan initiatives to help a small boat's owner in safety of navigation
2002	Automatic Identification System (AIS)	AIS has designed to give an information about a vessel to the other vessel and the Authority automatically
2004	The Regional Cooperation Agreement on Combating Piracy and Armed Robbery against Ships in Asia (ReCAAP)	To promote and enhancing cooperation in term of resist piracy and robbery
2005	Port Security Initiative (PSI)	TO make sure the trade vessel are not bring together the terrorism goods
	Eyes in the Sky (EiS)	To control maritime security from the air using Combined maritime patrol team (CMPT)
	The intellingent Exchange Group (IEG)	To support air and maritime control, also to develop MSP-IS
	Information Sharing Center (ISC)	The Agreement to against piracy and sea robbery

2006	An information Network System	To build networking communication and change the information about ReCaaP and ISC
2007	Southeast Asian Cooperation Against Terrorism (SEACAT)	Focused on Maritime crime
2008	Aids to Navigation Fund (ANF)	Aids from Japan , UAE , Korea, China and Greece to help Littoral States
2010	Cooperation Afloat Readiness and Training (CARAT)	Annual training with the Coast Guard, Marine Police and Navy from Jepun, USA, India and South China Sea Countries

*The cooperation listed was only the cooperation which included Japan as partner. However, the other cooperation with other countries such as United States, India and China was not focused in this article

Source: Researcher

5.0 Japan in Straits of Malacca: Necessity and contribution to protect national interest

Japanese government sensibility that the important to endure the maritime security aspect in Straits of Malacca from every single threat as that waterways are important to their economy (Yajima 2013).²⁹ In 2007, Japan had given three boats to Indonesia Marine Police to enhancing the control along of its territories. Japan Foundation also contributed in repairing the damage vessels of Malaysia and Indonesia. These countries also practising exercise together since 2006 (JFIR 2010). In 2009, Japan has given MMEA a grant to install camera and laser to increasing traffic safety along Straits of Malacca (Fukuhara 2014). Japan through it government and NGOs had contributed a lot to make sure the safety of navigation and maritime security along Straits of Malacca be guarded. Furthermore, if Littoral States needed some help, Japan has become the first country who voluntary given an aids from every aspects such as finance, exercises, capacity building or technology transfer since 1960s until now. This situation shows that the commitment of Japan to protecting their national interest in the Straits of Malacca. Despite Japan's action just to protect its national interest, more than that, the contribution has given positif impact to the Littoral States. Indirectly, the safety of navigation and maritime security in this area has secure. The Coast Guard, Marine and naval teams also get its benefit as they undergone training together to became a stolid and strong team to guarding the territories.

6.0 Conclusion

Straits of Malacca is an important to Japan not only for economy purpose but also for strategic maritime. Japan government and it's NGO had given a full commitment to cooperate with the Littoral States to enhancing the maritime security in Straits of Malacca water. From East Asia country, Japan has designed a lots of initiatives and programme to promote maritime security. The escalation of the security in the Straits of Malacca has made everybody felt secure and the trading activities became smoother. From all of the affords, we able to assume how important the Straits of Malacca towards Japan.

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Theme: Leadership and Management

Pemikiran Strategik Ketenteraan Berdasarkan Teks Arab Klasik ‘*Tafrij Al-Kurub Fi Tadbir Al-Hurub*’ oleh Umar ibn Ibrahim al-Awasi 1353-1408 M

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Abstrak

Peperangan merupakan salah satu daripada pelbagai wajah peradaban, Peperangan juga berpunca daripada permusuhan, persengketaan dan perselisihan. Dalam konteks kajian peradaban dan peperangan banyak buku-buku ditulis oleh tokoh-tokoh ilmuwan Barat dan juga bekas kepimpinan ketenteraan dari negara Barat. Buku-buku seperti *Sunzi bingfa* karya Sun Tzu, *Vom Kriege* tulisan Carl Von Clausewitz dan buku *The Prince* karya Niccolo Machiavelli yang membuktikan terdapatnya kajian-kajian awal tentang peperangan dari perspektif Barat. Selain dari itu terdapatnya buku *Tafrij al-Khurub fi Tadbir al-Hurub* (Melaikan Kekusutan Dalam Pengurusan Peperangan) oleh Umar ibn Ibrahim al-Awasi (1353-1408 M) yang merupakan karya asli berkaitan peperangan dalam Islam. Kertas ini akan menjelaskan serta menjawab persoalan apakah orang Islam juga mempunyai tradisi penyediaan ketenteraan dan peperangan seperti dunia Barat. Objektif utama kajian berdasarkan teks klasik tersebut ialah, menghuraikan isi kandungan teks klasik berkaitan dengan peperangan dalam Islam, menjelaskan konsep peperangan dalam Islam berdasarkan teks klasik tersebut serta menganalisis kandungan teks serta membuat perbandingan ilmu ketenteraan masa kini. Kaedah kajian yang digunakan ialah analisis kandungan teks dan juga kajian perpustakaan. Secara umumnya, kajian ini telah menemukan sejarah awal ketenteraan Islam yang merangkumi aspek strategi dan pengurusan ketenteraan serta peperangan dari perspektif Islam. Melalui kajian ini juga dapat menemukan tamadun Islam turut mempunyai manual peperangannya sendiri yang lebih awal berbanding tamadun lain sekali gus menghasilkan pemikiran strategik ketenteraan yang telah menjadi tulang belakang kepada pemerintahan dan pembinaan negara pada zaman kegemilangan Islam.

Kata kunci: Ketenteraan, strategik, kepimpinan, manual perang

Pendahuluan

Peperangan merupakan salah satu daripada pelbagai wajah peradaban, ia berpunca daripada permusuhan, persengketaan dan perselisihan (Muhammad Husni Bin Mohd Amin, 2017). Menurut Ibn Khaldun dalam karya agungnya, ‘*al-Muqaddimah*’ menyatakan, “*peperangan dan pelbagai jenis pertempuran telah dan sentiasa berlaku di dunia ini sejak Allah menjadikannya*”. Menurutny lagi akar bagi peperangan ialah kehendak diri yang ingin membalas dendam, sama ada sebagai tindak balas terhadap ketidakadilan atau cara gaya pertahanan terhadap sesuatu kerosakan yang dilakukan terhadap seseorang atau sekumpulan orang” (Ibn Khaldun, 2003).

Dalam konteks kajian peradaban dan juga peperangan banyak buku-buku yang ditulis oleh tokoh-tokoh ilmuwan Barat dan juga bekas kepimpinan ketenteraan dari negara Barat. Buku-buku seperti *Sunzi bingfa* karya Sun Tzu, *Vom Kriege* tulisan Carl Von Clausewitz dan buku *The Prince* karya Niccolo Machiavelli membuktikan terdapatnya kajian-kajian awal tentang peperangan.

Persoalan dan Objektif Kajian

Persoalan yang timbul apakah Muslim juga mempunyai tradisi yang menandingi tradisi-tradisi ketenteraan dalam kebudayaan dan peradaban dunia? Donald Routledge Hill dan Ahmad Y al-Hassan menyatakan dalam karya mereka bersama *Islamic Technology* (1986) di bahagian teknologi ketenteraan bahawa terdapat kelompangan kajian tradisi ketenteraan Islam. Beberapa tokoh orientalis dan sejarawan Muslim telah memulakan kerja awal pengenalan-pasti pada peringkat arkeologi bahan-bahan dan artifak-artifak dalam peradaban Islam zaman pertengahan. Setakat ini hanya terdapat satu karya asli berkaitan tentang peperangan dalam Islam iaitu '*Tafrij al-Kurub fi Tadbir al-Hurub*' yang ditulis oleh Umar Ibrahim al-Awasi al-Ansari. Buku ini telah di terjemah ke dalam Bahasa Inggeris oleh George T. Stalon pada 1961 dengan tajuk '*A Muslim Manual of War*', dan tidak ada lagi terjemahan atau pentafsiran dibuat dalam Bahasa Melayu. Sehubungan dengan menjadi harapan agar kajian ini dapat melakukan penterjemahan atau pun penghuraian tentang ilmu peperangan dalam perspektif Islam melalui teks Arab tersebut serta dapat menyumbang ilmu dalam khazanah keilmuan dalam Bahasa Melayu.

Objektif utama kajian ini ialah untuk menghuraikan isi kandungan teks klasik Arab berkaitan dengan peperangan dalam Islam, menjelaskan konsep peperangan dalam Islam berdasarkan teks klasik tersebut dan menganalisis kandungan teks serta membuat perbandingan ilmu ketenteraan masa kini, sementara kaedah kajian yang digunakan ialah analisis kandungan teks dan juga kajian perpustakaan.

Sorotan Kajian

Pada umumnya pada hari ini kita banyak menggunakan serta mengkaji fikiran-fikiran strategis dari pakar strategi klasik seperti Sun Tzu, Carl von Clausewitz, Machiavelli, Jomini dan lain-lain lagi dan tidak banyak untuk mengkaji atau menggunakan fikiran dan pakar strategik Islam seperti Al-Ansari ini. Dengan turut mengkaji dari tokoh Islam ini diharapkan banyak lagi ilmu-ilmu ketenteraan Islam dapat memberi sumbangan ke arah pengukuhan pertahanan negara serta tahap profesional ketenteraan di Malaysia khususnya. Secara keseluruhannya peranan asas ketenteraan ialah berperang atau memainkan peranan penting dalam situasi perang. Selain dari itu kita juga perlu membezakan pengertian pertempuran (*battle*) dengan perang (*war*) kerana perang melibatkan semua komponen serta potensi negara.

Wujud pendapat yang menyatakan perang merupakan salah satu cara untuk mencapai tujuan politik dan pelaksanaannya ditentukan oleh keputusan politik kepimpinan sesebuah negara dan bukan oleh Panglima Tentera. Pengertian perang dan kaitan dengan politik ini diambil dari ungkapan seorang pakar strategik klasik dari Barat iaitu Carl von Clausewitz yang menyebutkan "..... (*War is not merely an act of policy but a true political instrument, a continuation of political intercourse, carried on with other means. The political object is the goal, war is the means of reaching it, and means can never be considered in isolation from their purpose.*)" (On War, hal. 87).

Berdasarkan pendapat ini seolah-olah terdapat kaitan yang rapat antara politik dan perang. Sama juga apabila membincangkan antara pertempuran dengan perang, perbincangan tentang strategi dan taktik juga perlu dibezakan kerana strategi mempunyai ruang lingkup yang lebih luas dan mendalam serta membincangkan aspek strategi itu juga ada kaitan dengan politik.

Pengkajian ini juga diharapkan dapat menambah atau menggali pendekatan strategi ketenteraan Islam di samping telah mengguna atau mengamalkan pemikiran-pemikiran strategik klasik atau

pun dengan tujuan untuk membuat perbandingan dengan konsep-konsep yang telah digunakan oleh para tokoh atau strategi keselamatan ketenteraan yang sedia ada di Malaysia pada hari ini.

Perlu ditekankan bahawa pengkajian terhadap strategi ialah kajian mengenai cara-cara penggunaan ketenteraan (*the use of force*) yang digunakan oleh sesebuah negara untuk mencapai sesuatu matlamat. Secara umumnya, strategi mempunyai hubungan yang rapat dengan sesuatu perancangan peperangan dan cara pelaksanaan sesuatu peperangan. Mengikut *The new encyclopedia Britannica* (1995) strategi merupakan seni merancang dan mengatur untuk memperdayakan musuh atau dianggap sebagai kebijaksanaan dalam mengendalikan peperangan. Pendapat pemikir strategi Carl Von Clausewitz pula mendefinisikan strategi sebagai cara penggunaan bagi mencapai atau matlamat politik. Berdasarkan definisi Clausewitz strategi ialah cara penggunaan ketenteraan atau untuk mencapai objektif politik. Sarjana Jerman Molter pula melihat strategi sebagai cara mengubahsuai secara praktikal kuasa yang ada di tangan seorang Jeneral tentera dalam mencapai sesuatu objektif. Lidle Hat (1967) pula mendefinisikan strategi sebagai , “*The art of distributing and applying military means to fulfill the ends of policy*’.

Perkembangan teknologi persenjataan dan kemunculan penggunaan nuklear secara meluas bagi menghasilkan senjata pemusnah besar-besaran atau weapon of mass destruction telah membuka kepada pelbagai pemikiran strategi. Keupayaan dan kesan kepenggunaan senjata strategik ini mencetuskan idea baru dalam pemikiran strategi. Menurut pendapat K. J. Holsti (1992), “*minat mereka (golongan strategis) yang utama ialah untuk memahami logik kawal cegah dalam zaman nuklear, untuk mengkaji kesan dan pengaruh sistem senjata baru terhadap kawal cegah kuasa untuk membentuk strategi bertujuan meningkatkan keselamatan kebangsaan, sementara mengurangkan kemungkinan berlakunya peperangan*”.

Jelas menunjukkan bahawa strategi tidak lagi tertumpu kepada perancangan melakukan sesuatu peperangan dan bagaimana untuk mendapatkan kemenangan dalam peperangan (*how to win the war*), tetapi juga pemikiran untuk mengelakkan peperangan (*how to avoid the war*). Selain dari itu strategi tidak lagi tertumpu atau terhad kepada panglima-panglima perang atau ketua-ketua negara sahaja, tetapi ia telah beralih kepada kemampuan dan penentuan seseorang pemimpin dalam sesebuah negara. Robert Osgood (1979) telah menegaskan bahawa strategi ketenteraan perlu difahami dan dilihat dalam aspek yang lebih luas melibatkan perancangan yang menyeluruh dan menggunakan keupayaan senjata untuk memaksa musuh atau sesuatu pihak tertentu tunduk kepada kemahiran atau penetapan oleh pihak yang berkuasa.

Faktor-Faktor Yang Mempengaruhi Pemikiran Strategi

Secara keseluruhannya terdapat banyak faktor yang akan mempengaruhi strategi pemikiran seseorang individu atau organisasi terhadap cara atau kaedah untuk menghadapi dan seterusnya memenangi pertempuran atau peperangan. Dalam hal ini Micheal Leifer (2002) menyatakan bahawa pendapat dan teori realisme merupakan teori kontemporari yang terkenal dalam menjelaskan perlakuan atau hubungan dalam sistem antarabangsa,

Membuat keputusan merupakan inti pati atau asas kepada perancangan, manakala perancangan merupakan strategi. Hal ini kerana, apabila berada di medan perang, situasi yang berlaku kadang-kala berlainan dengan apa yang dirancang. Sebagaimana yang dinyatakan oleh Dolman (2005: 41), iaitu “*decision is the act of making meaningful choices where uncertainty exist*”, maka, beberapa keputusan hendaklah dibuat di medan perang bagi menyempurnakan strategi yang sedia ada.

Dalam proses membuat keputusan atau tindakan, suatu perancangan teliti hendaklah dilakukan. Perancangan ini akan menjadi lebih penting apabila suatu tindakan yang besar hendak dilaksanakan. Apabila perancangan awal dibuat, ia dapat mengelakkan kemungkinan yang boleh menghalang kejayaan dalam suatu tindakan tersebut. Selain itu, perancangan ini juga dapat mengurangkan impak negatif yang akan berlaku hasil daripada tindakan yang diambil.

Apabila seorang individu itu ingin melakukan sesuatu tindakan, langkah yang harus diambil ialah: (1) mengenal pasti masalah; (2) meneliti pilihan-pilihan yang ada; (3) fikirkan akibat atau kemungkinan yang akan berlaku bagi setiap pilihan; (4) tentukan nilai yang baik; dan (5) membuat tindakan berdasarkan keputusan yang dipilih. Berdasarkan langkah-langkah tersebut, ia dapat mengelakkan kebarangkalian kegagalan dan mengurangkan kesan negatif hasil dari tindakan. Ini sekali gus dapat membantu seseorang itu dalam mengambil tindakan seterusnya, sekiranya tindakan yang sebelumnya gagal. Justeru, perancangan awal merupakan suatu instrumen yang penting dalam kehidupan bagi mencapai sesuatu kejayaan.

Hal yang sama juga turut berlaku dalam menghadapi sesuatu peperangan. Perancangan awal dan pembentukan strategi ini penting disediakan untuk menghadapi sebarang peperangan. Berbeza dengan perancangan untuk menempuh cabaran hidup seseorang, perancangan untuk menghadapi peperangan sangat besar nilainya. Hal ini penting kerana, peperangan melibatkan nyawa seseorang, malah turut melibatkan kedaulatan sesebuah negara. Ini menunjukkan bahawa, risiko peperangan amat tinggi. Dengan itu, perancangan yang teliti perlu dilakukan bagi memastikan keberkesanan sesuatu strategi bagi mencapai kemenangan sesuatu peperangan.

Sistem Strategi Klasik

Pada zaman dahulu peperangan berbentuk peperangan gerila dan peperangan gerila pertama sekali diperkenalkan oleh orang Sepanyol semasa Perang Peninsula menentang tentera Napoleonik pada awal abad ke-19, bentuk dan modus operandi perang gerila telah pun wujud lebih awal daripada gerila Sepanyol sebagaimana yang dijelaskan oleh Sun Tzu di dalam buku karangannya yang bertajuk „*The Art of War*”, Thucydides dalam bukunya yang bertajuk „*The Peloponnesian Wars*” dan Kautilya dalam bukunya „*The Arthashastra*”. Bagi menjelaskan lagi konsep strategi perang gerila tersebut berikut dijelaskan pendekatan atau strategi oleh tokoh yang dinyatakan:

- a. Sun Tzu. Dalam bukunya yang berjudul ‘*The Art of War*’, Sun Tzu menerangkan secara terperinci tentang bentuk dan pergerakan dalam peperangan gerila dan cara untuk mengendalikan nya. Versi yang telah diterjemahkan oleh S.B. Griffith, membahagikan idea, bentuk, dan taktik dalam peperangan gerila kepada beberapa bab; bahagian II-strategi pertahanan, Bahagian IV-kelemahan dan kekuatan, Bahagian IX-pergerakan, Bahagian X-lokasi dan Bahagian XIII-pengambilan agen rahsia. Salah satu elemen iaitu “*taktik mengganggu, serang dan lari*” yang digunakan dalam peperangan gerila telah digunakan sebagai salah satu instrumen oleh pihak yang lemah menentang pihak yang kuat (semasa 3,600 SM. Sun Tzu membantu maharaja Hang menentang Dinasti Miao). Idea Sun Tzu melampaui zamannya, membentuk dan menekankan bentuk, teknik dan taktik pergerakan dan operasi untuk mengganggu operasi musuh. Di dalam bab “strategi pertahanan” sebagai contoh; jangkaan tepat tentang kekuatan musuh dalam melancarkan serangan adalah penting untuk memenangi sesuatu pertempuran, “*apabila 10 orang melawan 1 orang, lakukan kepungan. Apabila musuh adalah 5 kali ganda kuat, serang mereka,...jika kekuatan adalah sama, serang*

terus....jika lemah dari segi bilangan tentera, bersiap sedia untuk berundur.”(Griffith, S.B, 1963).

Selain dari itu terdapat beberapa taktik dan teknik pergerakan gerila yang turut ditekankan oleh Sun Tzu di beberapa bab adalah seperti menyerang tempat yang tidak dikawal oleh musuh, mempertahankan pangkalan tentera utama yang terdedah kepada serangan musuh, kepentingan dalam menggunakan sepenuhnya sesuatu tempat atau lokasi yang tidak dapat ditawan musuh atau yang boleh digunakan untuk melancarkan operasi dengan kekuatan yang besar dan kepentingan untuk melantik lima jenis agen rahsia yang terdiri daripada *“orang tempatan, orang dalaman, agen talam dua muka, dan agen yang hidup bersama musuh.”*(Griffith, S.B, 1963). Ini menjelaskan bahawa agen dalaman atau perisikan merupakan agen rahsia yang paling penting dalam aktiviti mengumpulkan maklumat-maklumat penting daripada musuh.

Idea Sun Tzu berkaitan peperangan gerila di peringkat strategik menyumbang kepada kata sepakat yang penting. Idea dan amalan beliau ditekankan dengan memasuki arena politik dengan mengenal pasti pilihan yang harus diambil dalam membentuk strategi rampasan kuasa. Pengorbanan dari setiap pihak harus dilakukan untuk memastikan sokongan padu daripada rakyat dan untuk mengelakkan pemberontakan (terutama dari kelas pekerja). Idea utama yang ditekankan oleh Sun Tzu di sini melibatkan jangka masa yang panjang berkaitan kepentingan hubungan rapat di antara pemimpin politik (kerajaan memerintah), tentera dan rakyat untuk memenangi sesuatu peperangan biasa mahupun peperangan gerila. Lionel Giles membahagikan idea-idea Sun Tzu; *“kemiskinan yang berlaku kepada sistem cukai negara telah menyebabkan angkatan tentera terpaksa bergantung kepada sumbangan dan bantuan dari luar. Sumbangan dan bantuan untuk mengendalikan angkatan tentera di tempat lain menyebabkan rakyat menderita dan menghadapi masalah kemiskinan. Dalam masa yang sama, kedudukan kawasan tentera yang berdekatan dengan kawasan penduduk menyebabkan harga barangan meningkat dan harga barang yang tinggi menyebabkan bekalan barangan keperluan penduduk sukar didapati atau tidak dapat didapati. Apabila bekalan barangan telah habis, golongan petani atau pekerja akan menghadapi masalah yang teruk.”* (Giles, Lionel, 1988).

b. Thucydides. Bentuk peperangan gerila di Eropah yang digambarkan oleh Baylis; *“ianya telah digunakan semasa Perang Peloponnesian sekitar tahun 431 sehingga 404SM”*¹⁶ apabila pihak yang lemah (Spartan) menentang Atherian (pihak yang kuat). Sebelum tahun 410SM, tentera Atherian dapat mengawal dan mematahkan pergerakan pemberontak Spartan (kawasan di bawah kekuasaan Athens). Walau bagaimanapun selepas tahun 410SM, Spartan mula menakluki hampir setiap bahagian di Greece. Kepentingan untuk menyerang *‘pusat graviti’* yang dinyatakan oleh Thucydides menjadi kenyataan, ketika Spartan mengalahkan dan menawan Athenian yang kemudiannya dijadikan tahanan di kem tumpuan tahanan. Walau bagaimanapun Thucydides tidak menerangkan dengan lebih terperinci mengenai taktik dan teknik yang digunakan oleh tentera Spartan kerana buku karangannya lebih menekankan peristiwa sejarah berkaitan perang konvensional, peperangan antara negara dan bentuk hubungan antarabangsa yang dihasilkan oleh empayar Athens berbanding strategi peperangan gerila (Giles, Lionel, 1988).

c. Kautilya. Kautilya merupakan penasihat paling berpengaruh kepada Dinasti Mauryan pada abad ke-5 SM. Idea beliau dalam bukunya yang berjudul *Aethasastra*

lebih menekan ‘seni-negara’ dan cara membina kerajaan yang lebih baik dan berkesan yang melibatkan peranan raja atau ketua dan bagaimana hendak berurusan dengan negara lain. Di dalam bab XIX; ‘kepungan’, kita dapat mengenal pasti beberapa ciri yang menggambarkan peperangan gerila dan juga peperangan psikologi. Penggunaan propaganda juga dapat digunakan untuk mengekalkan dan menambahkan kekuasaan seperti yang digunakan oleh agen-agen rahsia di bawah skop perluasan empayar yang besar yang dikaitkan dengan *Teori Mandala*. (Giles, Lionel, 1988).

Secara kesimpulannya, penganalisis strategi masa lampau bersetuju bahawa pergerakan dan strategi perang gerila adalah pergerakan pihak yang lemah menentang pihak yang kuat untuk memastikan kedaulatan dan kewujudan mereka dapat diteruskan. Penggunaan aspek keadaan muka bumi, kedudukan dan psikologi telah menjadi ciri utama untuk memenangi sesuatu peperangan

Latar Belakang Teks Arab Klasik - *Tafrij al-Khurub fi Tadbir al-Hurub*

Buku *Tafrij al-Khurub fi Tadbir al-Hurub* (Meleraikan Kekusutan Dalam Pengurusan Peperangan) di susun oleh Umar ibn Ibrahim al-Awasi (1353-1408M). Penulis merupakan seorang hakim tentera (*qadi al-askari*) di Halab (Aleppo, Syria) yang hidup pada zaman pemerintahan Sultan Mamluk al-Malik Faraj Ibn Barquq yang memerintah pada tahun 1399-1411 (A.Rahman Zaky (1965). Sebagai seorang hakim dalam organisasi ketenteraan, beliau arif dalam hal-hal ketenteraan dan juga turut terlibat dalam operasi ketenteraan di sekitar Aleppo (George T.Stalon, 1961). Dalam tempoh perkhidmatannya itu beliau pernah di tahan oleh tentera Monggol di bawah pimpinan Timur Lenk (Tamerlane) dan ini menambah pengetahuan dan pengalaman beliau mengenai strategi dan teknik tentera Monggol dan kesemuanya di catatkan dalam teks kara beliau itu.

Bagi menjelaskan lagi maksud judul buku tersebut iaitu ‘*Tafrij al-Khurub fi Tadbir al-Hurub*’ (Meleraikan Kekusutan Dalam Pengurusan Peperangan), perkataan ‘*Tafrij*’ bermaksud ‘berlapang’, ‘kelegaan’ dan ‘bantuan’. Ia berasal dari akar perkataan Bahasa Arab ‘*faraja*’ yang membawa maksud ‘membuka’, ‘melegakan’ dan ‘melapangkan’. Sementara perkataan, ‘*Kurub*’ pula bermaksud ‘kekusutan’ dan berasal dari perkataan ‘*karab*’ yang bermaksud ‘mencetuskan kesedihan atau kegundahan’ Perkataan ‘*Tadbir*’ pula membawa maksud timbangan dan ada kaitan dengan perkataan yang membawa pengertian hujung, natijah dan kesan. Oleh yang demikian frasa, ‘*Tadbir al-Hurub*’ dalam judul buku ini membawa erti disiplin atau buku yang membincangkan ilmu perang dari awal sehingga penghujung, akhirnya atau matlamat serta tujuan peperangan. Sekiranya peperangan tidak dapat dielakkan maka dengan *Tadbir al-Hurub*, peperangan yang berlaku itu dapat dikendalikan dengan cara yang baik serta menghasilkan kemenangan ataupun dengan memendekkan tempoh peperangan bagi mengelakkan kematian, mengurangkan kemusnahan serta mengecilkan korban perang atau jumlah yang tercedera dalam peperangan.,

Teks ‘*Tafrij Al-Khurub Fi Tadbir Al-Hurub*’ ditulis oleh Umar Ibn Ibrahim al-Awasi al-Ansari semasa dalam pemerintahan Sultan Malik Faraj Ibn Bargug (1399-1411) iaitu pada zaman pemerintahan Mamluk dan manuskrip ini mengandungi 20 bab. Kandungan bab merangkumi perkara berikut:

Jadual 1: Kandungan Teks ‘*Tafrij Al-Khurub Fi Tadbir Al-Hurub*’

Bab	Kandungan
Bab 1	Berwaspada dalam masa aman dan kedudukan Raja (Pemerintah)
Bab 2	Perisikan dan keanggotaannya
Bab 3	Aspek wakil kerajaan (diplomat)- peranan dan tugas
Bab 4	Tipu helah dan strategi menyekat berlakunya peperangan
Bab 5	Perundingan dalam peperangan
Bab 6	Syarat kelayakan menjadi Jeneral (Ketua Tentera)
Bab 7	Kaedah bertembung dengan musuh dan tindakan menghadapinya
Bab 8	Peraturan berkaitan dengan keanggotaan
Bab 9	Peraturan dalam pergerakan ketenteraan (konvoi) serta kaedah pertempuran
Bab 10	Peraturan dalam kem dan peraturan berpangkalan di barisan hadapan
Bab 11	Peraturan semasa dalam operasi
Bab 12	Peraturan semasa operasi dan aspek keselamatan operasi
Bab 13	Peraturan menyerang kedudukan musuh
Bab 14	Pemilihan ketua untuk operasi dan kaedah pelaksanaan tugas
Bab 15	Kaedah serang hendap terhadap musuh dan pelaksanaan operasi
Bab 16	Peraturan menggerakkan pasukan untuk operasi di medan.
Bab 17	Kaedah dan peraturan bertempur dengan musuh
Bab 18	Peraturan menangkap, atau menahan musuh
Bab 19	Kaedah dan Peraturan membuat pangkalan atau penempatan (kubu)
Bab 20	Kaedah dan Peraturan tempat perlindungan dan penahanan tawanan perang

Sumber: ‘*Tafrij al-Kurub fi Tadbir al-Hurub*’

Pertahanan dan keamanan merupakan satu keperluan yang penting (*maslahat dharuriyyat*) bagi setiap manusia, masyarakat serta negara pada setiap masa dan tempat. Menurut Burhanuddin Jalal (2018), dengan wujudnya pengurusan pertahanan, keamanan dan keselamatan manusia, masyarakat dan negara akan dapat melaksanakan tugas, peranan dan tanggungjawab yang dimiliki ke tahap yang maksimum. Para ulama menyebut kepentingan dan kebajikan manusia dan memenuhi *maqasid syariyyah* atau kepentingan syariah serta sebagai maslahat kepada umat seluruhnya.

Berdasarkan analisis awal terhadap teks ‘*Tafrij al-Kurub fi Tadbir al-Hurub*’, antara strategik peperangan yang dikemukakan oleh Umar al-Ansari ialah menjelaskan tentang aspek strategik peperangan dan aspek perisikan ketenteraan. Al-Ansari telah menjelaskan secara mendalam berkaitan dengan aspek kecerdasan anggota tentera, prinsip dan juga strategik yang perlu digunakan pakai dalam aspek perisikan. Perkara ini dapat dibezakan dengan apa yang terdapat dalam aspek karya klasik ketenteraan yang lain khususnya *The Art of War* dan juga *The Arthashastra*.

Bahagian pertama atau 10 bab yang awal teks ini menjelaskan tentang strategik politik dan juga penglibatan dalam politik atau boleh dikategorikan sebagai strategik taktikal sementara dalam Bahagian kedua atau 10 bab yang kedua mengandungi aspek kecerdasan anggota tentera dan juga aspek perisikan atau berkaitan dengan taktikal berperang.

Antara perkara penting yang ditekankan oleh Umar al-Ansari ialah pemimpin yang baik perlu menghindari konfrontasi dan memilih strategik serta taktik yang terbaik untuk menang dalam peperangan. . Antara taktik yang penting ialah taktik ‘muslihat’ dan ini bersesuaian dengan apa

yang pernah disabdakan oleh Nabi Muhammad SAW iaitu “*peperangan itu adalah taktik dan muslihat*’. Perkara ini juga ada dicatatkan oleh Sun Tzu yang menyatakan, “*semua peperangan adalah muslihat dan untuk menang perlu kepada muslihat dan taktik*”.

Selain dari itu, Ansari juga ada menyebutkan tentang kaedah untuk mengelakkan peperangan dengan cara yang betul, bijak dan tepat. Ini dapat dijelaskan oleh Al-Ansari yang telah menceritakan kisah yang telah berlaku pada zaman salah seorang pemerintahan Islam yang telah melakukan hubungan baik dengan orang Tartar dengan memberikan hadiah yang kecil dan besar. Apabila disoal mengapakah pihak pemerintah melakukan tindakan sedemikian? Pihak pemerintah menjelaskan, “*apa yang diberikan kepada orang Tartar itu, nilai kesemuanya tidak lah terlalu besar berbanding dengan jumlah perbelanjaan dan nilai kuda yang akan hilang apabila jika berperang dengan mereka*”.

Prinsip kedua yang ditekankan oleh Al-Ansari ialah tentang keupayaan dan kesediaan panglima Perang untuk terus fokus dan komitmen dalam mengetuai bala tenteranya. Adakah satu sikap yang perlu ada kepada Panglima Perang di barisan hadapan ialah sentiasa waspada dan mengambil tahu tentang kekuatan dan kelemahan musuh yang dihadapi. Ini penting kerana dengan fokus dan kesungguhan ia mampu untuk terus bertahan dan menghadapi musuh. “*Jika seseorang panglima perang mempunyai jumlah tentera yang ramai dan kekuatan yang lebih dari pihak musuh, maka ia perlu bersedia untuk berjuang dan melawan musuh*”. Sejarah juga telah mencatatkan bahawa terdapatnya pemerintahan pada zaman Islam yang telah memberikan hadiah kepada orang Monggol bagi mengelakkan dari berlakunya peperangan.

Pengajaran penting dari Teks ‘*Tafrij al-Kurub fi Tadbir al-Hurub*’

Karya yang dikaji telah memuatkan aspek atau unsur akidah dalam manual peperangan tersebut. Ini bermaksud pendekatan pandang alam Islam (*Islamic world view*). Kitab ini mengingatkan bahawa keteraturan urusan dalam perang adalah bergantung pada Allah dan beramal dengan ketaatan terhadap Yang maha pencipta (*nizam al-amr fi al-harb taqwaLlah wa l’amal bi’ taathihii*). Dengan mengingati Allah ia merupakan senjata yang utama dalam perang. Selain dari itu, Panglima Perang juga diingatkan bahawa Allah akan meninggikan dan merendahkan sesiapa sahaja yang dikehendakinya dan tiada suatu strategi, kekuatan atau bilangan tentera dapat mengubah ketentuan sesuatu pertempuran. Maka dengan itu menurut al-Ansari panglima perang diseru meninggalkan maksiat dan dendam, cenderung untuk memaafkan dan sentiasa adil dalam menghukum agar sentiasa terjaga kepentingan orang di bawah pentadbiran atau kekuasaannya.

Kesimpulan

Kajian dan analisis yang mendalam terhadap teks ini penting kerana ilmu yang terdapat di dalamnya boleh dimanfaatkan di peringkat akademik dan juga masyarakat awam. Kajian ini juga akan dapat memperkemarkan lagi strategi dan pengurusan ketenteraan atau peperangan untuk masa hadapan serta dapat menyumbang kepentingan tradisi ilmu melalui penyelidikan dalam konteks pembelajaran sepanjang hayat dan perkembangan ilmu, sekali gus ia mampu menambah baik modul kepimpinan ketenteraan sedia ada, dasar luar negara (*foreign policies*) di samping pembentukan sahsiah peribadi dalam kepemimpinan negara secara khusus dan umum.

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The Relationship between Organizational Commitment and Leadership Style Towards Job Performance in the Malaysian Army

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Abstract

The importance of job performance in the military requires soldiers to be combat prepared as an individual and collectively working together in combat areas. Leadership is the main inspiration for job performance depending on the style of leadership especially in the military environment whereby orders are religiously followed and implemented through the dedicated commitment of soldiers. This research attempts to identify the factors contributing towards job performance of soldiers in the combat corps of the Malaysian Army. The research is premised on identifying the research gap on whether organizational commitment has an influence as the mediating factor between leadership style and job performance of soldiers in the Malaysian Army. This research will investigate the relationships of variables between leadership style and organizational commitment contributing towards job performance of soldiers in the combat element of the Malaysian Army. The process of instrument building will involve interviews, workshops, seminars, and expert panel opinions, pre-test and pilot studies. The respondents for this study will involve soldiers of all ranks in selected divisions of the Malaysian Army. This quantitative statistical analysis of the data obtained will be done by using PLS-SEM and the research will be able to determine the plausibility of the data obtained with the hypothesized model of job performance. Results of this research will further enhance, update and create doctrines on job performance, organizational commitment and leadership style of soldiers for military training centres and units for the enhancement for their capabilities in the real operation environment and combat areas.

Keywords: Leadership style, organizational commitment, job performance

INTRODUCTION

The Army organizational culture is a predominant force and influence that instils, moulds, governs, and propagates beliefs, mind-sets, attitudes, and behaviours, both individually and collectively (Britt, T.W., Castro, C.A., Adler, A.B (Eds), 2006). It establishes and perpetuates a shared frame of reference and shared reality encompassing all aspects of the military way of life and soldiers' professional and personal lives. According to Dewettick *et al.* (2011) there are many factors that affect job performance, job commitment and leadership style in the context of an organization which eventually leads to organizational performance. Factors of organizational behaviour were often used in the study of team and individual job performance (Lewin, 2012). The management of many corporate and modern organizations are vested through hierarchical arrangements that originated centuries ago taking the cue from military organizations. They still demonstrate the full complement of equipment's, infra-structure, processes, skills, and job levels that are assigned to an organization to increase their overall organization performances by identifying employee's individual job performance. Performance of employees affects the growth of the organisation. The right leadership style is a fundamental indicator of the organization's performance because the right leadership influences employees' attitude and behaviour. The right attitude of employees is shown through their organisation commitment that has an impact on job performance (Hosie & Nankervis,

2016). Much has been written on military performance (Britt, Castro & Adler, 2006; Driskell & Salas, 1996 and Hancock & Szalma, 2008), and particularly on the issues and challenges which are affecting soldiers' performance. But what is performance in the context of military? Commanders must understand true performance from their soldiers so that they are prepared in all situations especially in combat needs. Industrial-organizational psychologists have studied "performance" and their research constitutes that performance is "something that people actually do and can be observed and includes only those actions or behaviours that are relevant to the organization's goals" (Campbell, McCloy, Oppler & Sager, 2003). Proper structured training with current doctrines and concepts need to be planned and implemented for improved job performance.

BACKGROUND OF STUDY

The Malaysian Army views job performance of its soldiers as paramount for attaining its roles and functions outlined in its charter of duties. Similar to other organizations in the public and private sectors, job performance according to Hersey *et al.*, (2001) is arguably the most important criterion variable in occupational, industrial and organizational psychology, and human resource management (HRM). Researchers have been attempting to construct accurate measures of job performance. Borman and Motowildo (1993, 1997) further distinguished the perception of performance to comprise task performance and contextual performance which are both significant for organizational efficiency and effectiveness. This quest was impelled by the imperative to effectively manage human capital to enhance organizational productivity (Boudreau & Ramstad, 2009; Guest, 2011). Leadership is the main inspiration for job performance depending on the style of leadership especially in the military environment whereby orders are religiously followed and implemented. The significance of leadership style in military organisations cannot be undervalued as they provide the fundamental push factor for soldiers to perform individually and as a team in combat areas. The knowledge about effective leadership holds even more importance in military organisations than any other institution (Bass, 1990). The fundamentals of military leadership are centred upon the basic contents of producing faithfulness to the organisation as well as to the country (Allen, 2010). Several scholars have categorised or fixed military leadership who do not have the understanding of facts that surround the person and objectives of a mission (Allen, 2010). For instance, military leaders are most often depicted as autocrats and dictators. On the contrary, the transformational and the transactional leadership styles have been considered as the most influential source of effective leadership in a military organisation (Bass, 1985; Boyd, 1988; Curphy, 1992; Yammarino & Bass, 1990). In the military service, soldiers are expected to understand that they are subjected to organizational practices, norms and values which require a high sense of obligation, loyalty and duty (Walumbwa, F.O., Avolio, B.J. & Zhu, W. (2008). The lifestyle of military personnel includes long working hours and extended training or frequently being away from family for combat missions and military training both local and overseas assignment. These require a resilient sense of commitment to their units. The modus operandi of soldiers in the military in anticipation to this variety of job requirements and designation demands them to have significant consequences to the duty they perform and their contribution to the organization. Researchers have focused mainly on the leaders perspective towards their subordinates and has proposed two main facets of leadership i.e. transactional and transformational (Bass, 1996, Burns, 1978). But research on the perspective of commitment and leadership style of middle managers in particular non-commissioned officers in the military has not been studied. Additionally, the leadership style in the military has been instrumental in the performance of soldiers both individually and collectively (Chan, Soh and Ramaya, 2011). Though the Chief of Malaysian Army (2015), mentioned specifically on leadership style and organizational commitment factors as two of the three factors which may

have significantly contributed to the poor performance of the soldiers indicated in the statistical report, there is a need to study these relationships in the perspective of the current Generation Y soldiers in the Malaysian Army, taking into consideration the research done by Soulez & Soulez (2014) on performance and commitment in relations to leadership style pertaining to the Generation Y. The leadership style and the organizational commitment of soldiers are often related and has an influence to job performance but this never been proven. This is important since the leadership style of soldiers who provides the bridge as the middle managers in the hierarchical rank structure of the military structure.

PROBLEM STATEMENT

Although plenty of research has been done on leadership, very few of the published research works used empirical methods to study the influence or effect of different leadership styles on employee's organizational commitment on a particular task over time leading to their job performance especially in the military environment. At such to ensure the performance of soldier is consistent with their working environment there is need to understand their loyalty in terms of organizational commitment as mentioned by Chan, Soh and Ramaya (2011). Thus, there is also a need to determine the leadership style of soldiers as middle managers of rank Sergeant, Staff Sergeant and Warrant Officers grouped as SNCOs and the other end of military organizational structure of rank Private, Lance Corporal and Corporal which is being grouped as the Junior Non Commissioned Officers (JNCOs). The soldiers are often considered middle managers of the military environment (Chan, Soh and Ramaya, 2011). As such, it is paramount for this study to provide an outcome that would allow the top military management to shape and lead the both the SNCOs and JNCOs into a bigger role in their designation as middle managers to assist military officers in accomplishing work commitments for effective job performance. There were no studies that simultaneously examine the joint effects of leadership style and organizational commitment towards job performance. Specifically there is no past research using the organizational commitment as the mediating variable between leadership style and job performance specifically in the Malaysian Army.

Objectives of the Study

Soldiers particularly the SNCOs plays a major role in ensuring communication is the link between top to down and down to top hierarchical management and this cannot be overlooked as mentioned by Huy (2001) who found in his study regarding middle managers that their ideas are often overlooked. Based on the problem statement, the research questions that have been addressed for this study are as listed below:

- To determine the impact of leadership style of soldiers towards job performance in the combat corps of the Malaysian Army.
- To identify the major factors that contributes to the job performance of soldiers in the combat corps of the Malaysian Army.
- To examine the impact of organizational commitment towards job performance of soldiers in the combat corps of the Malaysian Army.
- To examine if organizational commitment is the mediating variable in the relationship between leadership style and job performance
- To determine which one of the leadership style, transformational or transactional leadership of soldiers have more significant relationship impact towards leadership style in the combat corps of the Malaysian Army.
- To determine the impact of leadership style of soldiers towards organizational commitment in the combat corps of the Malaysian Army.

LITERATURE REVIEW

Job Performance

Job performance is a very common term, but has not been defined comprehensively even in industrial and organisational psychology, which is one of the branches of psychology. In general, job performance is viewed as how an individual performs his/her job in a better way Li, Y. C. (2004). Job performance is not only confined to industrial and organisational psychology, but also associated with Human Resource Management. The concept is generally viewed as how an individual performs his job and the improvements needed in the way he performs in his job. Though, there is a perplexity over the exact definition of job performance, it is considered highly crucial factor in context of organisational outcomes and success. The most common and widely acceptable theory over job performance is derived from the work of Campbell (2003) and Campbell, McCloy, Oppler & Sager (1993). In psychological point of view, Campbell explains the level of job performance varies from person to person. In fact, it is a something that is done by a single individual. Two of the more comprehensive models are those presented by Campbell et al (1996) and Viswesvaran et al (2000). US military has conducted extensive research and findings on job performance (Campbell et al., 1990). The research findings conclude that there are eight components of job performance as mention below:

- Non-Job-Specific Task Proficiency
- Job-Specific Task Proficiency
- Written And Oral Communication Task Proficiency
- Demonstration Of Effort
- Maintenance Of Personal Discipline
- Facilitation Of Peer And Team Performance
- Supervision/Leadership
- Management/Administration

Borman & Motowidlo, 1993, p.73) described task performance as “the proficiency with which job incumbents perform activities that are formally recognized as part of their jobs; activities that contribute to the organization’s technical core either directly by implementing a part of its technological process, or indirectly by providing it with needed materials or services”. In the military settings, task performance involves executing activities and accomplishing the responsibilities and objectives that are suggested by the role and job. According to Amna *et al.* (2015), task performance plays an important direct relation to the organization’s core mission and competency. For example the infantry section leader is expected to be capable in his camouflage, navigation, and execution of section-level drills and shooting. A pilot is projected to be capable of flying and destroying enemy targets with missiles/bombs. The sums of all the task performances of the team members contribute directly to winning a battle or a war. Borman & Motowidlo (1993) said that the term “contextual performance” is about being people directed. It assists organization to accomplish their goals whereby people are willing to go the extra mile to assist others although it is not part of their job specifications. Some of the initiatives are offerings and volunteering for extra assignments as well as making suggestions to enhance the organization. Borman & Motowidlo (1993) also pointed out that contextual performance not only helps the organization achieve its core purpose but also contributes significantly to other important outcomes such as positive work environment, low turnover, healthy recruitment and innovation. The dimensions contributing towards job performance could be narrowed to two main dimensions i.e. leadership style and organisational commitment. From the literature review and past research of job performance of soldiers in typical military environment, the major factors that contributes to the job performance of the Malaysian Army has been identified as leadership style and organizational commitment. Therefore, there exists a gap in previous

research that this study can attempt to bridge in measuring job performance by using task and contextual performance as its components.

LEADERSHIP STYLE

The definitions of leadership opinions and vary among different groups of researchers. Leadership is defined as “the process of influencing others in order to gain their willing consent in the ethical pursuit of mission” (Australian Defence Headquarters, 2007, p. 1-5). Leadership may be defined as directly or indirectly influencing others, by means of formal authority or personal attributes, to act in accordance with one’s intent or a shared purpose” (p.3, Canadian National Defence, 2009). According to Bass (1990) leadership is referred to as one of the key aspects in the failure or success factors of an organisation. On the other hand, Yukl (2010) defined leadership as “*influencing task objectives and strategies, influencing commitment and compliance in task behaviour to achieve these objectives, influencing the culture of an organization* (p. 253).” Meanwhile, leaders begin to overcome their disputes occurring in their initial years of development, with the help of their inner power for survival. In their study conducted on 184 graduate occupational therapy faculty members, Snodgras & Shachar (2008) proved that the performance level is greater when transactional leadership followed closely together with transformational leadership. According to Geyer & Steyrer, (2011) negative relationship was detected between transactional leadership style and job performance. This is concurred by Lowe *et al.*, 1996 and Mackenzie *et al.*, 2001). The study done by Limsila & Ogunlana (2008) confirmed that transformational leaders yield higher leadership products. In another study, Gellis (2011) also revealed that transformational leadership is more significant in terms of commitment compared to transactional leadership in the study of examining the relationship between leadership style and job performance. The measurement of performance and its strong positive relationship with transformational leadership is attributed to development (Geyer & Steyrer, 2011). A comparison between the two styles of leadership was aptly highlighted by Bolden *et al.* (2003) as shown in Table 1.1. According to them, both leadership styles are essential to run an organisation. Transactional leadership has always been a model for organisations and people that have never come across the transformational concept of leadership which requires facing the challenges for a change.

Table 1.1 - Comparison of transactional and transformational leadership

Transformational Leadership	Transactional Leadership
<ul style="list-style-type: none"> • Builds on a man’s need for meaning • Is preoccupied with purposes and values, morals and ethics • Transcends daily affairs • Is orientated toward long-term goals without compromising human values and principles • Focuses more on mission and strategies • Releases human potential-identifying and developing new talent • Designs and redesigns jobs to make them meaningful and challenging 	<ul style="list-style-type: none"> • Builds on man’s need to get a job done and make a living • Is preoccupied with power and position, politics and perks • Is mired in daily affairs • Is short-term and hard data orientated • Focuses on tactical issues • Relies on human relations to lubricate human interactions • Follows and fulfils role expectations by striving to work effectively within current systems • Supports structures and systems that reinforce the bottom line,

- | | |
|---|--|
| <ul style="list-style-type: none"> Aligns internal structure and systems to reinforce overarching values and goals | maximise efficiency and guarantee short-term Profits |
|---|--|

Source: Bolden, Gosling, Marturano & Dennison (2003)

ORGANIZATIONAL COMMITMENT

Organizational commitment refers to an employee's belief in the organization's goals and values, desire to remain a member of the organization and loyalty to the organization (Mowday et al., 1982; Hackett et al., 2001). Allen & Meyer (1990) mentioned and identified three components i.e. affective, continuance and normative commitment as the model of organizational commitment. Employee's emotional attachment and his identification with and involvement to the organization are referred as affective component. This is typical of soldier's loyalty to their military units and specifically mentioned as esprit de corps. Much of the research undertaken in the area of organizational commitment focused on affective commitment (Brunetto and Farr-Wharton, 2003). The cost which is related when an employee's leaves an organization is often referred as the continuance component. Employee's obligation to his work place and to remain with the organization is the normative component. The military provides the platform for soldiers to work as a team and their commitment to their superiors in a typical hierarchical structure. In addition to defining organizational commitment, past research has focused on identifying those characteristics that influence the resultant level of organizational commitment or identifying the outcomes of organizational commitment. By-products of organizational commitment include job performance (Yousef, 2002), creativeness and innovativeness (Repenning, 2002), individual tardiness and absenteeism (Aselage & Eisenberger; Kongchan, 1985; Meyer & Malin, 2010; Peterson, 2004; turnover intentions (Aselage & Eisenberger; Bamberger, Kluger, & Suchard, 1999; and longevity of employment with a given organization (Glisson & Durick, 1988). Luchak & Gellatly (2007) detected that affective commitment is the result of higher job performance. Committed employees often are better performers and they less likely to fade away from their organizations (Meyer, Paunonen, Gellatly, Goffin, & Jackson, 1989; Mathieu & Zajac, 1990; Meyer et al., 1993). The construct of organisational commitment has to be clearly articulated so as to derive an appropriate framework for the current study of job performance among the soldiers in the Malaysian Army. The studies done by Meyer & Allen (1991) identified that an employee has a combination of three components of commitment: First, affective commitment that reflects commitment based on emotional ties the employee develops with the organization primarily via positive work experiences. Second, normative commitment that reflects commitment based on perceived obligation towards the organization. Third, continuance commitment that reflects commitment based on the perceived costs, both economic and social, of leaving the organization. In a subsequent study, Allen & Meyer (1996) identified again the three components of organizational commitment i.e. affective, continuance and normative commitment as the model of organizational commitment. A dominant organizational commitment research was done by Meyer *et al.* (2002) which further enlighten the three-component model of commitment developed by Meyer & Allen (1997). This model highlighted that organizational commitment is practiced by the employee in three simultaneous mind-sets. The bases for this research are governed by the four theories/models. The Social Exchange Theory (SET) theory will be used for this research (Cropanzano & Mitchell, 2005). The key features of SET is that when there is an approval from another person that is the likeliness that such interaction will be repeated as compared to a relationship which is not approved at all (Cropanzano & Mitchell, 2005). From this interaction we can forecast that a specific interaction will be recurring by calculating the level of reward (approval) or punishment (disapproval) emerging from the interaction. If the reward for an interaction exceeds the punishment, then the interaction is likely to occur or

continue as pointed out by Chu & Chun (2011). In this research the intervention of leadership style and the degree of commitment provides the rewards in the performance of soldiers in a working environment. Different theories are best suited to different units of practice, such as individuals, groups, and organizations (Glanz *et al.*, 2008). Hypotheses tests will be conducted to establish and confirm the relationship of the constructs in the job performance path model to support the theoretical framework. This is based on the literature review of all variables in this study. The research establishes six hypotheses to address the research questions objectives.

- Leadership style of soldiers has a positive relationship towards job performance in the combat corps of the Malaysian Army.
- Leadership style and organizational commitment has a positive relationship towards job performance of soldiers in the combat corps of the Malaysian Army.
- Organizational commitment has a positive relationship with job performance of soldiers in the combat corps of the Malaysian Army.
- The direct relationship between leadership style and job performance is mediated by organizational commitment of soldiers in the combat corps of the Malaysian Army.
- Transformational and transactional leadership have a positive significant relationship with leadership style of soldiers in the combat corps of the Malaysian Army.
- Leadership style has a positive relationship with organizational commitment of soldiers in the combat corps of the Malaysian Army

METHODOLOGY

This research adopts a cross sectional research design in a non-contrived setting (natural working environment) where: data is collected once to answer the research questions (Sekaran, 2009); and there is no manipulation or interference as compared to field experiments (Zikmund, 2010). The stages involved in this research are: pilot test of the research instrument to establish its validity; conduct of actual survey where data will be collected through questionnaires; and the data analysis using PLS-SEM statistical tools. This study will adapt three sets of survey instruments for data collection. The adopted survey instruments are: First, job performance scale is based on Borman and Motowidlo's (1993) both task performance i.e McAllister (1995) and contextual performance ie McAllister (1995). Second, is the MLQ Form 5X-Short (Bass & Avolio, 2003) to describe leadership style with dimensions of transactional and transformational leadership only. Thirdly the organizational commitment questionnaire used the most widely used global measure i.e. Mowday, Steers & Porter's (1979), Organizational Commitment Questionnaire (OCQ) that measure the level of commitment and the relative strength of individuals' identification with organizations.

RESEARCH DISCUSSION

For the practitioners, the significance of this study is reflected in the observation/remarks given by the Chief of Army who reiterated that leadership style and organizational commitment has a significant impact to the Malaysian Army in terms of cost. It is significant as the soldiers have been given professional skills of competency during their training in the military (Malaysian Army, 2015). These trainings incur money (cost factor). Thus, termination of soldiers from the service will contribute to financial lost and financial implication in training new soldiers to replace them (Malaysian Army, 2011). This research provides a fundamental platform for the top management in the military hierarchy on leadership style. They would able to encourage optimum staff performance besides quantifying the role of organizational commitment. This is significant in the middle managers who are soldiers and their role towards the higher management i.e. the officers of the Malaysian Army. Importantly, the present study provides the military organisations a basis for evaluation of leadership styles and suggests steps

to improve them. At the same time, this research allows evaluation on the effects of leadership styles on both individuals and military organisations that influence the performance of soldiers. Significantly, this study provides a deeper understanding of the relationship between leadership styles in a military organisation and the organizational commitment and job performance of the soldiers in the Malaysian Army. Practically, this study provides a vital platform for the top management in the Malaysian Army to view the perspective of leadership style and use it to encourage optimum staff performance. It can also be used for quantifying organizational commitment of its personnel. Importantly, in view of the importance of leadership in a military organisation, the present study provides the basis to evaluate leadership skills and proffer improvement measures.

CONCLUSION

The study intends to examine the relationship between the variables of leadership style, organizational commitment and job performance. The research gap is to determine the leadership style among soldiers and their leadership style and organizational commitment towards job performance in the Malaysian Army. At the same time, it focuses on examining organizational commitment as a mediating factor between leadership styles and the job performance of soldiers as middle managers in the Malaysian Army. This quantitative statistical analysis of the data obtained will be done by using PLS-SEM and the research will be able to determine the plausibility of the data obtained with the hypothesized model of job performance. The results of this research will provide the Malaysian Army to further enhance, update and create doctrines on job performance, leadership style and commitment of soldiers to their organization. This study is of particular significance to the academics and the practitioners as this research serves as a platform to many other studies, specifically on these three variables in the context of military organisations in Malaysia. Besides, this research would help students and academics to understand the leadership style, job performance with the organizational commitment as the mediating factor of the soldiers in military organisation.

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Dimensi Pengurusan Keselamatan dan Piawaian Pengurus Keselamatan Acara yang Efektif

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Abstrak

Insiden terkini pengeboman nekad telah membunuh 235 orang dan lebih 125 tercedera di Masjid Rawda di wilayah Sinai Mesir pada 24 November 2017; 22 orang dilaporkan maut dan 59 orang cedera di lokasi konsert di Manchester Arena pada 23 Mei 2017; letupan bom pada 3 April 2017 di sistem keretapi metro bawah tanah telah membunuh 16 orang dan 50 orang tercedera diikuti pula pada 28 Disember letupan bom di pasaraya mencederakan 10 orang di St Petersburg Rusia; manakala di bumi Malaysia kejadian letupan grenad ke atas Kelab Malam Movidia di Boulevard Puchong pada 28 Jun 2016 telah mengakibatkan enam mangsa tercedera dan ianya merupakan serangan kumpulan *Islamic State* (IS) yang pertama. Begitu juga berlaku beberapa insiden rusuhan penonton di Stadium Negeri Kucing Sarawak pada tahun 1996, Stadium Sultan Muhammad IV Kelantan pada tahun 2009, Stadium Shah Alam Selangor pada tahun 2010 dan insiden terbaru di Stadium Shah Alam Selangor antara perlawanan kelayakan Piala Dunia antara Malaysia/Arab Saudi pada 8 Sep 2015 dimana penyokong bolasepak telah merusuh mengakibatkan beberapa penyokong pasukan Arab Saudi tercedera. Mangsa utama yang terdedah kepada risiko bahaya yang berlaku adalah orang ramai yang berada di kawasan acara berlangsung. Dimensi pengurusan keselamatan acara iaitu kawalan perimeter, kawalan masuk, dokumen/tanda pengenalan rasmi, sistem perlindungan fizikal, pengurusan risiko, pengurusan kecemasan, prosedur pemulihan, komunikasi, anggota keselamatan, dan latihan yang menjadi piawaian pengurus keselamatan acara yang efektif. Model dimensi pengurusan keselamatan acara diperkukuhkan oleh teori-teori seperti teori kemunculan kebiasaan (emergent norm theory) dan teori tindakan luar biasa individu (de-individuation theory) yang memberi gambaran bahawa orang awam menjadi sasaran dan menghadapi risiko bahaya yang berlaku di kawasan terlibat. Hasil dari kajian lepas menunjukkan bahawa dimensi pengurusan keselamatan acara iaitu seperti kawalan perimeter, kawalan masuk, dokumen/tanda pengenalan rasmi, sistem perlindungan fizikal, pengurusan risiko, pengurusan kecemasan, prosedur pemulihan, komunikasi, anggota keselamatan, dan latihan mempunyai hubungan dengan piawaian pengurus keselamatan acara yang efektif. Selanjutnya, kajian ini akan membincangkan secara terperinci dimensi pengurusan keselamatan acara serta teori-teori yang berkaitan.

Kata Kunci: Dimensi pengurusan keselamatan acara, piawaian pengurus keselamatan acara yang efektif, orang awam, risiko bahaya

PENDAHULUAN

Insiden akibat dari serangan pengganas pernah berlaku di Munich Olympics pada tahun 1972 dan pengeboman di Centennial Olympic Park semasa 1996 Atlanta Games adalah sasaran kepada arena perhimpunan awam (Hall et al., 2008). Sasaran keatas arena sukan memberi kesan yang negatif yang mengakibatkan kehadiran penonton merosot, jualan tiket rendah begitu juga permintaan penerbangan, perjalanan, perlancungan, penginapan, makan dan perkhidmatan rekreasi menurun selepas insiden 9/11 di New York (Sauter & Carafano, 2005). Berlanjutan dari insiden 9/11 itu, pengurus arena sukan menyedari bahawa polisi keselamatan

dan prosedur perlu dikaji semula seperti maklumat keselamatan, penilaian terhadap bahaya/ancaman dan juga perancangan latihan tindak balas kecemasan (Baker et al., 2007; Philips, 2006). Kejadian terkini pengeboman di Paris telah mengorbankan lebih dari 120 orang awam di luar stadium dan tempat hiburan awam.

Kejadian terkini pengeboman telah membunuh 235 orang dan lebih 125 tercedera di Masjid Rawda di wilayah Sinai Mesir pada 24 November 2017; 22 orang dilaporkan maut dan 59 orang cedera di lokasi konsert di Manchester Arena pada 23 Mei 2017; letupan bom pada 3 April 2017 di sistem keretapi metro bawah tanah telah membunuh 16 orang dan 50 orang tercedera dan diikuti pada 28 Disember 17 pula letupan bom berlaku di pasaraya mencederakan 10 orang di St Petersburg Rusia; pengeboman bersiri di Paris telah mengorbankan lebih dari 120 orang awam di luar stadium dan tempat hiburan awam pada 15 November 2015 (BHonline, 2015).

Tidak ketinggalan juga di bumi Malaysia kejadian letupan grenad ke atas Kelab Malam Movida di Boulevard Puchong pada 28 Jun 2016 telah mengakibatkan enam mangsa tercedera dan ianya merupakan serangan kumpulan *Islamic State* (IS) yang pertama. Bagitu juga berlaku beberapa insiden rusuhan penonton di Stadium Negeri Kucing Sarawak pada tahun 1996, Stadium Sultan Muhammad IV Kelantan pada tahun 2009, Stadium Shah Alam Selangor pada tahun 2010 dan insiden terbaru di Stadium Shah Alam Selangor antara perlawanan kelayakan Piala Dunia antara Malaysia/Arab Saudi pada 8 Sep 2015 dimana penyokong bolasepak telah merusuh mengakibatkan beberapa penyokong pasukan Arab Saudi tercedera.

Kesesakan yang sering berlaku di tempat-tempat perhimpunan dan tumpuan seperti di stadium bolasepak, stadium tertutup badminton, bolakeranjang, bolatampar, konsert dan lain-lain, dewan sukan, keramaian, ballroom di bangunan tinggi dan sebagainya boleh mengundang risiko kecederaan dan kematian apabila berlaku sesuatu bencana akibat kegagalan melepaskan diri. Sesebuah stadium sepatutnya dibahagikan kepada empat sektor yang berasingan seperti setiap sektor mempunyai jalan masuknya sendiri, kemudahn bilik air dan ruang rehat dan perkhidmatan yang lain seperti kantin, perkhidmatan seperti pusat perubatan penonton, pusat keselamatan dan marshal dan pembantunya (FIFA, 2011). Kegagalan melepaskan diri adalah disebabkan oleh kesesakan dan kepadatan dipintu keluar, laluan keluar atau lorong keluar dan seterusnya mencetuskan suasana panik dan tidak terterkawal (JBPM, 2015).

Kajian ini mempunyai dua objektif utama iaitu: Pertama, untuk mengenal pasti elemen-elemen utama yang relevan dalam pengurusan keselamatan acara yang efektif masa kini. Kedua, untuk mengenal pasti pandangan pakar penal terhadap piawaian pengurus keselamatan acara yang efektif yang relevan pada masa kini.

TEORI-TEORI PENGURUSAN KESELAMATAN ACARA

Teori Kewujudan Kebiasaan

Teori Kewujudan Kebiasaan (Emergent Norm Theory) oleh sarjana Turner & Killian (1957, 1987), menyarankan tingkah laku orang ramai yang berada di kawasan acara merangkumi tingkahlaku kebiasaan yang hanya mementingkan tanggungjawabnya terhadap diri individu itu sendiri terutamanya dalam suasana kecemasan. Sikap melawan tingkahlaku sosial sangat jelas didalam suasana kekecohan yang terancam nyawa di perhimpunan ramai. Justeru itu, suasana akan menjadi lebih kecoh kerana masing-masing hanya mementingkan keselamatan diri masing-masing dan cuba keluar dari suasana kekecohan yang berlaku di sesuatu perhimpunan acara atau awam.

Teori Penentangan Individu

Menurut Teori Penentangan Individu (De-individuation theory) kajian oleh Festinger, Pepitone & Newcombe (1952), tingkah laku orang ramai yang berada di kawasan acara menerangkan bahawa apabila seseorang individu itu didapati hilang pertimbangan kesedaran diri, kesedaran dalam pemerhatian diri, tanggungjawab diri sendiri dan identiti diri sendiri apabila berhadapan dengan suasana kekecohan yang terancam nyawa di perhimpunan. Dalam menguruskan tingkahlaku orang ramai di kawasan acara terdapat sikap individu yang memberikan penentangan berbentuk melawan tingkahlaku sosial dan bersikap tidak mengambil berat pada kehidupan bersosial yang boleh mengakibatkan nyawa individu lain terancam di kawasan acara tertentu yang menjadi tumpuan orang ramai (Duval & Wicklund, 1972; Mann, Newton & Innes, 1982).

DIMENSI-DIMENSI PENGURUSAN KESELAMATAN ACARA

Dimensi Kawalan Perimeter

Kawalan keselamatan bagi perimeter sekeliling dan didalam arena sangat penting bagi keselamatan penonton dilakukan dengan arena perlu di kunci selepas sesuatu acara itu. Kawalan dari anggota keselamatan samada dari pengawal keselamatan ataupun anggota polis perlu dilakukan sebelum, semasa dan selepas sesuatu acara berlangsung. Sistem keselamatan seperti kunci dan pagar yang tinggi perlu diambil kira bagi menentukan keselamatan terjamin bagi sesuatu arena samada arena sukan mahupun hiburan. Penggunaan anjing pengesan bom bagi tujuan pemeriksaan arena dan juga penonton kadangkala boleh diambil kira bagi menentukan keselamatan arena.

Dimensi Kawalan Masuk

Kawalan melarang penonton membawa masuk barang-barang larangan seperti senjata, suar dan mercun, beg sandang yang besar, botol-botol minuman dan lain-lain adalah langkah awal bagi mengawal penonton di arena sukan dan hiburan. Pemeriksaan dan maklumat melarang membawa barang-barang larangan perlu dihebahkan kepada semua penonton. Setiap pintu masuk ke arena perlu ditempatkan anggota keselamatan bagi menentukan penonton mematuhi arahan keselamatan yang telah dikeluarkan. Anggota polis juga perlu diletakkan dilokasi tertentu bagi membantu anggota keselamatan dan para penonton. Mengenal pasti laluan dan tempat persalinan pemain atau artis dan mengawal tempat yang dikategorikan sebagai kawasan terhad. Anggota keselamatan perlu diberikan kuasa untuk memeriksa setiap penonton dan barang-barang yang masuk ke arena. Kaedah imbasan tiket penonton yang masuk ke arena kemungkinan boleh membantu dalam kawalan masuk penonton.

Dimensi Dokumen/tanda pengenalan Rasmi

Rekod dokumen/tanda pengenalan rasmi bagi setiap orang yang berurusan seperti vendor, pekerja, kontraktor, sukarelawan dan lain-lain dengan pihak pengurusan arena perlu dikemaskini dan disemak bagi menentukan mereka tidak mendatangkan masalah dari segi keperluan keselamatan semasa dan pada masa akan datang. Kaedah memakai tanda pengenalan rasmi pada pakaian perlu dipakai setiap masa dikawasan arena bagi tujuan kemudahan keluar/masuk dan pemerhatian oleh anggota keselamatan di arena (Ammon, 2002). Setiap mereka yang diberikan tanda pengenalan rasmi perlu direkodkan bagi mengelak dislah gunakan.

Dimensi Sistem Pelindungan Fizikal

Sistem perlindungan fizikal di arena dibuat pemerhatian dari pusat kawalan. Lampu-lampu disekitar arena perlu terang dan kamera digital ditempatkan sebagai pengawasan dari pusat kawalan. Arena perlu mempunyai sistem integrasi pengurusan keselamatan yang mengandungi CCTV, kawalan masuk dan keluar, sistem amaran dan evakuasi. Bantuan agensi luar juga perlu

dikoordinasikan seperti bantuan bomba dan penyelamat dan bantuan pakar bom sekiranya insiden kebakaran dan suspek anmcaman bom berlaku.

Dimensi Pengurusan Risiko

Pengurusan risiko memberikan fokus untuk mengurangkan pendedahan kepada bahaya di tempat arena (Berlonghi, 1990; Parkhouse, 2005) Perancangan pengurusan risiko untuk keselamatan arena perlu diadakan bukan sahaja dari pihak pengurusan arena malah penyelarasan dengan pihak berkuasa keselamatan tempatan perlu diadakan. Mesyuarat mingguan dengan pihak pengurusan acara diadakan bagi membincangkan isu-isu pengurusan risiko yang perlu dititik beratkan. Latihan pengurusan keselamatan perlu diadakan dengan semua staf yang terlibat dalam pengurusan acara di arena tersebut.

Dimensi Pengurusan Kecemasan

Pengurusan kecemasan merupakan perkara yang kritikal dalam pengurusan keselamatan di arena terutamanya perlu mengambil kira rancangan tindak balas kecemasan, rancangan evakuasi, rancangan menghadapi bencana, dan rancangan pengurusan perubatan. Rancangan tindak balas kecemasan perlu dikoordinasikan dengan pihak berkuasan tempatan dan agensi pengurusan kecemasan diperingkat negeri dan persekutuan. Pusat kawalan keselamatan perlu ditubuhkan dan bersedia untuk bertindak dalam membuat sebarang keputusan sekiranya berlaku sebarang kecemasan.

Dimensi Prosedur Pemulihan

Kenalpasti keperluan keselamatan dan persetujuan keatas bantuan yang diberikan oleh agensi yang bertindak membantu. Kontrak perlu dibuat bagi keperluan pemulihan dengan segera dan mengenal pasti lokasi alternatif bagi menggantikan arena pilihan yang utama. Keperluan insuran perlu dibuat bagi melindungi arena dan penonton jika berlakunya sebarang kemalangan.

Dimensi Komunikasi

Keperluan komunikasi sangat penting dalam pengurusan keselamatan yang efektif. Alat perhubungan perlu diadakan bagi setiap anggota keselamatan yang mengawal setiap lokasi yang penting bagi membolehkan pusat kawalan keselamatan mengawasi setiap aktiviti mengikut masa sebenar. Komunikasi juga perlu diwujudkan dengan agensi luar yang bertindak apabila berlakunya kecemasan. Torkildsen (1999) mendapati banyak berlakunya ketidak fahaman dan kelemahan komunikasi dan telah mengakibatkan rancangan keselamatan yang diatur menjadi tidak teratur.

Dimensi Anggota Keselamatan

Anggota keselamatan yang mengawal keselamatan arena perlu mengikuti semua jenis latihan yang berkaitan dalam mengawal arena dan mereka perlu tahu tugas dan tanggungjawab masing-masing. Semasa pengambilan anggota keselamatan yang bekerja di arena perlu dipastikan latar belakang mereka tidak terlibat dengan kes kesalahan jenayah.

Dimensi Latihan

Latihan bagi staf pengurusan keselamatan arena seperti prosedur pemeriksaan oleh anggota keselamatan, pas pengenalan untuk keluar masuk anggota pekerja, kesedaran keselamatan kepada vendor, penunjuk arah dan sukarelawan. Latihan simulasi diadakan seperti simulasi evakuasi, latihan kawad kecemasan keselamatan dan latihan simulasi *table top* dilaksanakan. Semasa latihan ini gambaran latihan diadakan, rancangan untuk menguji urutan pemerintahan dilakukan, proses membuat keputusan, dan menguji tahap sistem komunikasi.

KAJIAN LITERATUR

Hubungan antara Dimensi Pengurusan Keselamatan dan Piawaian Pengurus Keselamatan Acara yang Efektif

Di England pada tahun 1985, kejadian stadium Bradford City FC terbakar yang di sebabkan oleh puntung rokok dan mancis dan tahun 1989, satu tragedi telah berlaku di Hillsborough Stadium di Sheffield di mana kemasukan penonton yang tidak terkawal telah menyebabkan kematian seramai 98 penonton akibat tolak menolak dan pertembungan berlaku antara mereka (Blogger Nan, 2015). Di Malaysia, insiden kekecohan penonton ketika perlawanan kelayakan Piala Dunia 2018/Piala Asia 2019 yang mempertemukan Malaysia dan Arab Saudi di Stadium Shah Alam pada 8 September 2015, penonton telah membalingkan suar yang telah menyebabkan FAM dihukum oleh FIFA denda sebanyak RM180,000.00 selain beraksi di stadium kosong pada perlawanan menentang Emiriah Arab Bersatu, 16 November 2015 serta Arab Saudi juga diberikan kemenangan percuma 3-0 (Kosmo, 2015). **Presiden** Persatuan Bolasepak Malaysia (FAM) Tengku Abdullah Sultan Ahmad Shah mahu pengawasan keselamatan di Stadium Shah Alam diperketatkan menjelang final Piala Malaysia antara Selangor dan Kedah pada 12 Disember 2015 berkata, "Saya harap tidak ada perkara yang boleh menjejaskan keselamatan penonton yang hadir pada final Piala Malaysia itu nanti, selamat berjaya kepada kedua-dua pasukan," (Sinar Harian, 2015). Arena pertandingan mesti mencapai satu tahap keselamatan yang terjamin bagi membolehkan "Para atlek mesti boleh mengambil bahagian didalam pertandingan sukan dibawah keadaan yang optimum dimana mereka akan dapat mencapai prestasi yang terbaik sepertimana moto Olimpik 'Citius, Altius, Fortius' (Faster, Higher, Stronger) (International Olympic Committee, 1998; Westerbeek, 2005).

Dalam membincangkan dimensi-dimensi utama yang relevan dalam pengurusan keselamatan arena yang efektif masa kini di Lembah Kelang perlu mengambil kira dimensi-dimensi seperti berikut iaitu kawalan perimeter, kawalan masuk, dokumen/tanda pengenalan rasmi, sistem perlindungan fizikal, pengurusan risiko, pengurusan kecemasan, prosedur pemulihan, komunikasi, anggota keselamatan, dan latihan. Mangsa utama yang terdedah kepada risiko bahaya yang berlaku adalah orang ramai yang berada di kawasan acara berlangsung. Elemen-elemen pengurusan keselamatan acara (FIFA, 2015 & 2011; JBPM, 2015) iaitu kawalan perimeter, kawalan masuk, dokumen/tanda pengenalan rasmi, sistem perlindungan fizikal, pengurusan risiko, pengurusan kecemasan, prosedur pemulihan, komunikasi, anggota keselamatan, dan latihan yang berperanan menyumbang kepada perspektif pengurus acara yang efektif. Bukti perspektif pengurus acara yang efektif (Ammon, 2002; Baker et al., 2007; Berlonghi, 1990; Hall et al., 2008; Phillips, 2006; Souter & Carafano, 2005; Parkhouse, 2005; Torkildsen, 1999) menyumbang kepada pengurus acara keselamatan yang efektif mengikut piawaian semasa sesuai dengan perkembangan ancaman terkini.

KESIMPULAN

Hasil dari kajian lepas menunjukkan bahawa elemen-elemen pengurusan keselamatan acara iaitu seperti kawalan perimeter, kawalan masuk, dokumen/tanda pengenalan rasmi, sistem perlindungan fizikal, pengurusan risiko, pengurusan kecemasan, prosedur pemulihan, komunikasi, anggota keselamatan, dan latihan mempunyai hubungan dengan perspektif pengurus acara yang efektif. Pemahaman orang awam dalam pengurusan keselamatan acara perlu diberikan perhatian dan dipertingkatkan lagi dengan mendapat kerjasama dari pihak agensi yang terlibat sama dalam pengurusan acara.

PENGHARGAAN

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Peningkatan Sosial Ekonomi Melalui Instrumen Wakaf: Kajian Di Institusi Pengajian Tinggi Awam Di Malaysia

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Abstrak

Wakaf merupakan satu mekanisme yang mempunyai kepentingan tersendiri dalam menyelesaikan sosio-ekonomi masyarakat Islam kini, terutama kepentingannya kepada Institusi Pengajian Tinggi(UA) di Malaysia. Perkara ini dilihat sebagai signifikan kerana suasana ekonomi semasa yang kurang memberangsangkan yang membawa UA di Malaysia mencari kaedah terbaru bagi meningkatkan dan membantu keperluan kewangan bagi kelesaan pengajian para pelajar di UA dan seterusnya mengurangkan beban kebergantungan UA kepada sumber kewangan kerajaan itu sendiri. Kertas kerja akan mengupas bagaimana wakaf mampu memberi nilai tambah dalam membantu meningkatkan sosio-ekonomi di UA sama ada dalam bentuk perolehan sumber wakaf dan pengagihannya. Metodologi yang digunakan adalah berbentuk qualitative iaitu kajian perpustakaan bagi memperkukuhkan isu yang diketengahkan. Dapatan kajian yang diperolehi menggambarkan bahawa instrumen wakaf mampu meningkatkan sosio-ekonomi pendidikan khasnya ia dapat menampung keperluan pendidikan UA di Malaysia. Oleh itu dengan kertas kerja ini, wakaf mampu memberi gambaran kepada masyarakat akan kepentingan institusi wakaf dalam Islam yang bukan sahaja membentuk budaya menyumbang di kalangan masyarakat Islam tetapi akhirnya membawa kepada peningkatan sosio-ekonomi para pelajar di UA khususnya dan masyarakat Islam amnya

Kata kunci: Universiti awam, endowment, wakaf, instrumen, pendidikan

Pendahuluan

Wakaf dan ekonomi merupakan perkara yang tidak dipisahkan. Ini kerana kedudukan wakaf dalam meningkatkan taraf ekonomi umat Islam adalah menjadi salah satu matlamat wakaf itu sendiri. Amalan wakaf mendidik umat Islam dapat menifakan sebahagian harta mereka ke jalan yang diredai Allah sama ada untuk dunia dan akhir. Infak harta wakaf tidak sama dengan infak harta yang lain kerana sifat harta wakaf itu kekal untuk selama-lamanya.

Isu kewangan dalam pendidikan hari ini menjadi isu global, yang mana pelajar-pelajar di institusi pengajian di bebani dengan yuran pengajian, keperluan harian pelajar di universiti dan sebagainya. Isu ini bukannya isu peribadi, ini kerana konsep persaudaraan dan tolong-menolong antara satu sama lain adalah tuntutan dalam Islam. Oleh sebab itu kertas kerja ini cuba memperjelaskan bagaimana pendekatan yang diambil oleh setiap universiti Awam di Malaysia bagi cuba mengurangkan bebanan kewangan di kalangan pelajar. Hasil daripada itu pihak kementerian Pengajian Tinggi menggalakkan penubuhan Pusat Wakaf dan endowment masing-masing bagi mengurangkan beban tanggungan yang dihadapi oleh pelajar di setiap universiti di Malaysia.

Rentetan daripada itu, kuasa autonomi telah dianugerahkan oleh pihak Kementerian Pengajian Tinggi dalam memperkembangkan dan serta meningkatkan mutu pendidikan di Malaysia.

Perkara ini menjelaskan pihak kerajaan melalui kementerian tertentu telah memberi kebebasan dalam merangka pelan ekonomi tersendiri khasnya dari sudut kewangan universiti. Dengan ini antara instrumen yang mampu meningkatkan kewangan universiti serta peningkatan sosial ekonomi pelajar ialah menerusi wakaf. Perkara ini juga membuktikan bahawa amalan tradisional dalam amalan berwakaf dikembangkan lagi dari sudut semasa iaitu menerusi wakaf tunai adalah mekanisme terbaik dalam mengukuhkan sumber ekonomi di universiti awam di Malaysia. Pembentukan wakaf dan endowment adalah wajar dan tepat bagi setiap institusi pendidikan di negara ini iaitu bagi mengurangkan bebanan kewangan yang sentiasa meningkat daripada semasa ke semasa. Perkara yang sama juga dipersetujui oleh Ibrahim (Ibrahim, Amir & Masron, 2013) dalam penulisannya yang beliau menyatakan wakaf tunai dapat mengurangkan perbelanjaan kerajaan ke atas institusi pendidikan. Institusi wakaf telah terbukti bahawa sumbangan wakaf telah berjaya membentuk institusi pendidikan wakaf sebagaimana Universiti Al-Azhar di Mesir yang menguruskan harta wakaf yang berkesan dalam proses pendidikan (Salahat, 2012).

Sejarah Wakaf dan Sumbangannya kepada Ekonomi Ummah

Wakaf adalah ibadah yang amat dituntut dalam Islam. Penayariatnya hanya dinyatakan secara umum sama ada dalam al-Quran mahupun al-hadis. Inti pati Wakaf secara umumnya amat relevan dengan pembangunan ekonomi ummah dan pembangunan sosial umat Islam itu sendiri. Perkara ini dapat dijelaskan sebagaimana Firman Allah SWT dalam Surah Ali-Imran (ayat 92) yang bermaksud:

“Kamu (wahai orang-orang yang beriman), tidak akan mencapai kebaikan (yang sempurna) sehingga kamu membelanjakan (ke jalan Allah) sebahagian daripada apa yang kamu sayangi dan sesuatu apa jua yang kamu dermakan maka sesungguhnya Allah mengetahuinya.”

Pada zaman awal Islam, wakaf merupakan salah satu institusi terpenting yang memberikan sumbangan besar kepada pembangunan ekonomi dan sosial masyarakat Islam. Peranannya sama seperti infaq, sedekah jariah, hibah dan sebagainya. Namun, yang membezakannya ialah mereka yang melakukan amalan ini akan memperoleh pahala yang berkekalan selama mana harta yang diwakafkan tersebut masih digunakan dan bermanfaat kepada orang lain. Manakala dari aspek pembangunan sosial pula, wakaf dikatakan sebagai sumber modal yang merupakan salah satu faktor pengeluaran. Melalui aktiviti ekonomi seperti perniagaan dan pelaburan, sumber modal ini mampu menghasilkan keuntungan sehingga berlipat ganda daripada nilai asalnya sekiranya ia diuruskan dengan sempurna. Dari aspek pembangunan pula, amalan ini mampu melahirkan sifat bertanggungjawab, tolong-menolong, dan melahirkan masyarakat penyayang seperti yang digalakkan oleh Islam (Afizah, 2014). Berdasarkan kepada faktor sejarah, peranan wakaf telah dipraktikkan dari zaman rasul lagi. Malahan ia telah mula dilaksanakan sejak dari sebelum kedatangan Islam lagi. Telah dibuktikan semasa zaman kerajaan Uthmaniyyah (1299-1924M), satu pertiga daripada pembangunan kota tersebut termasuk jalan raya, bangunan dan perairan adalah dari sumber wakaf (wakaf al-Arsad). Malahan ianya telah bermula semasa kerajaan Abbasiyah (754-1258M), Ayyubiah (1171-1249M), Mamalik (1249-1517M) dan terus hingga kerajaan Uthmaniyyah. Institusi wakaf dalam sesebuah negara juga amat penting kerana berdasarkan kepada peranan dan sumbangan wakaf itu sendiri memberikan impak kepada ekonomi, modal insan dan kesejahteraan masyarakat dan negara. Wakaf juga dikenali sebagai endowment Islam, dan merupakan istilah pewakafan dalam Islam. Perkara ini telah dipraktikkan dari sebelum kedatangan Islam juga yang dikenali sebagai sumbangan amal/charity. (Siti Zakiah Binti Ali dan Hairunnizam Wahid, 2014).

Perkongsi kekayaan yang dimiliki oleh orang Islam adalah sesuatu yang dituntut sama ada menerusi wakaf, sedekah dan wakaf. Konsep ini membuktikan bawah Islam bukan nya satu agama yang hanya menggalakkan penganutnya mengumpulkan kekayaan semata-mata tanpa pengagihan. Oleh itu pengagihan harta yang di miliki ini adalah satu bentuk yang merapatkan jarak antara orang kaya dengan orang miskin. Dengan ini juga konsep sayang kepada harta di dalam Islam adalah menyumbang kepada jalan yang diredai bukannya disimpan. Sebagaimana Firman Allah SWT dalam surah Muhammad (ayat 38): yang bermaksud;

“Ingatlah kamu ini adalah orang yang diseru supaya menafkahkan sedikit daripada harta benda kamu pada jalan Allah. Maka ada antara kamu yang bersikap bakhil. Sesiapa yang bersikap bakhil maka sesungguhnya dia hanyalah berlaku bakhil terhadap dirinya sendiri. (Ingatlah) Allah Maha Kaya (tidak berhajat kepada sesuatu pun), sedangkan kamu semua fakir (yang sentiasa berhajat kepada-Nya pada segala hal). Jika kamu berpaling (daripada beriman, bertakwa dan menafkah), Dia (Allah) akan menggantikan kamu dengan kaum yang lain, dan mereka tidak akan berkeadaan seperti kamu.”

Pelaksanaan dan Instrumen Wakaf Universiti Awam di Malaysia dari sudut Pembangunan Sosioekonomi.

Wakaf adalah sesuatu yang holistik kerana melibatkan elemen *ukhrawi* dan *duniawi* iaitu pelaburan di dunia untuk bekalan akhirat kelak. Pewakaf bukan sahaja dijanjikan pahala berpanjangan di atas pengabdian diri kepada Allah menerusi pengorbanan harta tetapi status pemilikan harta milik orang Islam terpelihara. Bahkan manfaat harta juga boleh dikongsi dengan orang bukan Islam kerana wakaf bersifat inklusif (Muhammad Ali Hashim 2011). Kebanyakan Universiti Awam di Malaysia telah berusaha sedaya upaya untuk memastikan hasrat Kementerian Pengajian Tinggi menjadi kenyataan. Ada antara Universiti yang telah menjalankan operasi kutipannya dan ada juga di kalangan Universiti Awam masih lagi menunggu kelulusan Majlis Agama Islam sebagai badan yang berautoriti tentang wakaf seperti Universiti Pertahanan Nasional Malaysia, Universiti Malaya dan universiti-universiti lain. Masing-masing berusaha mengumpul dana wakaf hasilnya adalah untuk pembangunan ekonomi pelajar bagi setiap universiti.

Dana wakaf adalah satu amanah dalam Islam. Konsep amanah ini perlu dijaga dan ditadbir dengan baik agar tidak timbul isu-isu dan rungutan daripada penyumbang wakaf. Pengurusan yang cekap dan efisien perlu dipraktikkan dalam semua pusat wakaf di universiti awam. Dengan pengurusan yang adil, dana wakaf mampu membantu mencapai ekonomi berpendapatan tinggi kerana aktiviti wakaf itu sendiri dapat merangsang pertumbuhan ekonomi seluruh masyarakat di Malaysia. Dana wakaf institusi pendidikan tinggi juga adalah salah satu cara yang dapat membantu meningkatkan kebajikan universiti. Kajian ini bertujuan untuk meninjau keperluan kepada satu kaedah pengurusan dana wakaf institusi pendidikan yang baik dari aspek kutipan dan perbelanjaan serta dapat memberikan manfaat dana wakaf yang berterusan dalam jangka panjang. Kajian ini menumpukan kepada model pengurusan wakaf antara IPTA terpilih di Malaysia iaitu UIAM, UKM, USIM dan UPM (Siti Zakiah Binti Ali dan Hairunnizam Wahid, 2014). Institusi wakaf wajar bergerak seiring dengan melakukan transformasi pada aspek pengurusan dan pentadbiran bagi mengatasi masalah sedia ada dan menjamin potensi wakaf dalam struktur sistem ekonomi Islam. Pengurusan dan pentadbiran institusi wakaf yang professional, amanah dan sistematik dengan menggunakan pendekatan semasa dan berkesan yang berpaksikan kepada hukum syarak memberi ruang luas kepada pembangunan harta wakaf (Abdul Halim Ramli dan Kamarulzaman Sulaiman 2006). Dengan ini Pelbagai kaedah perlu dilakukan dalam usaha memantapkan lagi strategi pengurusan dana

wakaf di institusi awam di Malaysia dan dalam masa yang sama ianya dapat menyokong kestabilan ekonomi masyarakat Islam.

Kajian mendapati terdapat pelbagai kaedah yang digunakan oleh institusi pengajian tinggi awam di Malaysia dalam menzahirkan pembinaan sosio-ekonomi melalui wakaf. Ini kerana dana wakaf mampu bukan sahaja mengurangkan beban para pelajar di institusi pengajian tinggi tetapi dalam masa yang sama ia mampu merangsangkan ekonomi setempat dan seterusnya pembangunan ekonomi negara. Kajian juga mendapati terdapat pelbagai model telah digunakan dalam meningkat kutipan dan cara pengagihan dana wakaf kepada para pelajar yang berkecukupan.

Perkara ini memberi gambaran kepada kita bahawa masyarakat mula memahami ibadah wakaf serta mengorak langkah dalam mengoptimumkan ibadah wakaf terutamanya menerusi institusi pendidikan. Ianya adalah amat signifikan dengan dasar kerajaan yang ingin mengurangkan beban kewangan sebagaimana kerajaan telah memperuntukkan perbelanjaan kepada Kementerian Pendidikan sebanyak RM54.6 bilion pada tahun 2014 atau 20.8 peratus daripada jumlah perbelanjaan kerajaan persekutuan dan ini merupakan satu bajet kewangan yang agak besar (Kementerian Kewangan Malaysia, 2014). Begitu juga peruntukan perbelanjaan mengurus bagi tahun 2014 bagi institusi pengajian tinggi awam yang meningkat. Pada 2013, perbelanjaan mengurus tersebut sebanyak RM7.28 bilion dan ianya meningkat kepada RM7.31 bilion pada 2014. Justeru dengan kekangan belanjawan yang dihadapi oleh kerajaan, maka perlu kepada satu strategi lain untuk menampung perbelanjaan kerajaan dalam sektor pendidikan termasuklah melalui saluran wakaf dalam pendidikan juga memainkan peranan penting dalam merealisasikan RMK-10 terutamanya kepada lima institusi pengajian tinggi yang telah dianugerahkan kuasa autonomi. (Siti Zakiah dan Hairunnizam, 2014).

Potensi wakaf sebagai penggerak pembangunan sosioekonomi di Malaysia dapat direalisasikan dengan melakukan satu anjakan paradigma dan kerjasama erat di antara Majlis Agama Islam Negeri dengan *mutawalli* yang dilantik. Kerjasama ini termasuklah kerjasama strategi yang merangkumi promosi yang mampu meyakinkan masyarakat dalam turut serta menyumbang dan seterusnya menjayakan ibadah wakaf termasuklah pelaksanaan nya di institusi pengajian awam.

Perlaksanaan wakaf dan endowment institusi pengajian tinggi di Malaysia telah berlaku. Walaupun ianya boleh dikatakan baru dalam arena membantu pembiayaan kewangan di kalangan pelajar berbanding universiti lain di dunia. Namun penubuhan wakaf dan endowment telah membuktikan ianya mampu menampung perbelanjaan pelajar di institute pengajian tinggi di negara ini. Antaranya ialah UIAM (Universiti Islam Antarabangsa Malaysia) telah menubuhkan institusi wakaf di bawah dana Islamic Endowment dan sehingga kini mempunyai bilangan kakitangan seramai 10 orang. UKM (Universiti Kebangsaan Malaysia) juga telah menubuhkan unit wakafnya pada tahun 2010 dan memiliki bilangan kakitangannya seramai 5 orang dan sedang dalam proses didaftarkan dengan Perbadanan Wakaf Selangor (PWS).

Institusi wakaf di UPM (Universiti Putera Malaysia) pula telah ditubuhkan pada tahun 2011 dan kini mempunyai bilangan kakitangan seramai 3 orang. Perlu dijelaskan bahawa institusi wakaf di ketiga-tiga universiti ini adalah di bawah jabatan tertentu seperti Unit Zakat, Yayasan Canselor ataupun unit Bendahari. Manakala USIM (Universiti Sains Islam Malaysia) pula mempunyai institusi wakaf dikenali sebagai Pusat pembiayaan dan Pembangunan Wakaf dan baru ditubuhkan pada tahun 2013. Institusi ini mempunyai seramai 6 orang kakitangan dan merupakan satu unit yang berasingan dan tidak sama seperti ketiga-tiga universiti dalam

perbincangan sebelum ini. Kesemua institusi ini memiliki pejabat urusannya sendiri serta memiliki ahli jawatankuasa majlis bagi memantau urusan dan aktiviti yang dijalankan. UIAM membuat kutipan secara menyeluruh merangkumi sumbangan dalam negara dan luar negara; UPM hanya melibatkan kutipan dana wakaf dalam negara sahaja; USIM pula menumpukan kepada dana dalam negara dan luar negara (kecuali Alumni). Kajian ini mendapati aktiviti kutipan dana wakaf UKM adalah tidak menyeluruh kerana setakat ini, didapati unit ini tiada mendapat kutipan dari luar negara dan tiada kutipan dari badan-badan korporat. Dana wakaf UKM sehingga setakat ini hanya menumpukan kepada sumber dalaman sahaja iaitu dana wakaf daripada warga serta kakitangan UKM.

UIAM telah mendapat dana sumbangan wakaf daripada Tan Sri Azman Hashim sebanyak RM6.3 juta. Antara projek lain yang telah disiapkan seperti Kompleks Tan Sri Azman Hashim dan penginapan fasa 1, dan banyak lagi projek yang sedang diusahakan di dalam perancangan jangka pendek dan panjang. Namun, jika dibandingkan dengan perancangan wakaf UKM, kajian mendapati UKM masih belum dapat mendapatkan dana wakaf luar kerana masih sedang dalam proses pengukuhan institusi wakaf melalui kutipan dana wakaf dalaman. Kajian mendapati UPM telah mula mengorak langkah tersebut dengan beberapa pelaksanaan projek wakaf contohnya projek membangunkan kompleks komersial dan tempat letak kereta di Hospital Serdang. Akhirnya USIM juga tidak ketinggalan di mana institusi wakaf telah proaktif mengusahakan perancangan yang teliti contohnya perancangan pembangunan projek kompleks komersial, klinik kesihatan (pakar), klinik dialisis dan hotel penginapan. Secara perbandingan perancangan projek menggunakan dana wakaf yang sedang diusahakan oleh institusi tersebut. UIAM memiliki dana wakaf tertinggi iaitu sebanyak RM7 juta dalam bentuk projek bangunan kompleks komersial, manakala UPM pula memiliki dana wakaf sebanyak RM4.2 juta yang di simpan di dalam perbankan patuh syariah di bawah universiti, USIM mempunyai RM2.5 juta dalam bentuk pembiayaan pembinaan bangunan dan wakaf tunai yang dikumpulkan dalam akaun patuh syariah universiti dan akhirnya UKM memiliki dana wakaf tunai sebanyak RM300,000 sahaja (Siti Zakiah, 2014).

Secara keseluruhannya boleh dikatakan bahawa wakaf dan endowment adalah satu instrumen yang penting dalam melancarkan proses pendidikan negara. Sumbangan dan sokongan kewangan amat diperlukan kepada setiap pelajar dalam menampung yuran pengajian dan kos hidup yang sentiasa meningkat. Wakaf dan endowment adalah sangat perlu bagi setiap institusi pengajian tinggi di negara ini sama ada ianya bertaraf awam mahupun swasta. Kewajaran penubuhan ini adalah untuk membantu kerajaan dan universiti bagi menghadapi pelajar-pelajar yang kurang mampu dalam menampung kos pendidikan yang sentiasa meningkat. Oleh itu, satu kajian wakaf dan endowment perlu dilakukan secara sistematik agar ianya mampu mencapai objektif yang diharapkan.

Kesimpulan

Wakaf terbukti satu amalan yang amat bersesuaian semua masa dan keadaan. Pensyariatan secara umum dalam nas al-Quran mahupun al-hadis namun kebijaksanaan ulama Islam telah merangka institusi wakaf dalam Islam yang akhirnya ia mampu memperkukuhkan amalan kebaikan sama ada di dunia mahupun akhirat. Wakaf dan sosioekonomi tidak perlu dipertikaikan lagi dari sudut peranannya, ini kerana sejarah telah membuktikan bahawa wakaf telah menjadikan salah satu sumber perbendaharaan Baitulmal Islam. Oleh itu, semua pihak haruslah menunjukkan komitmen dalam meningkatkan lagi wakaf sebagai salah satu sumber terpenting dalam sistem ekonomi Islam dan khususnya masa depan perkembangan institusi pendidikan negara yang amat memerlukan sokongan kewangan Islam.

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Dimensi-dimensi Keamanan Negara dan Perpaduan Kaum di Malaysia

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Abstrak

Keharmonian masyarakat pelbagai latar belakang di negara ini perlu diberi keutamaan bagi memastikan tahap keamanan terus terpelihara. Disamping penumpuan terhadap cara dan kaedah merencanakan ekonomi, cara dan kaedah yang sesuai untuk menentukan keamanan juga perlu seiring. Kebelakangan ini konflik yang berlaku disebabkan oleh sensitiviti masyarakat dan ketidakfahaman terhadap agama. Konflik dalam masyarakat sering menimbulkan sensitiviti dan pergaduhan antara agama dan kaum. Namun, rakyat Malaysia perlu sedar bahawa konflik perpaduan kaum yang berlaku dalam negara bukan sahaja datang dari pihak orang bukan Islam kepada agama Islam, malah ada juga konflik yang ditimbulkan oleh orang Islam kepada agama lain. Selain daripada faktor agama, sesuatu konflik juga boleh berlaku disebabkan oleh faktor lain seperti perbezaan bangsa, perbezaan dan taraf ekonomi, perbezaan fahaman politik dan lain- lain lagi. Apabila terjadinya konflik maka keamanan yang dikecapi di Malaysia selama ini akan tergugat. Keamanan memberi erti kepada suatu keadaan yang aman, kesentosaan, ketenangan dan ketenteraman manakala perpaduan adalah proses menyatupadukan seluruh masyarakat untuk membentuk satu identiti dan nilai bersama serta perasaan cinta dan banggakan negara. Keamanan negara dapat dipertingkatkan apabila amalan perpaduan kaum telah meresap ke dalam jiwa setiap rakyatnya, tanpa perpaduan kaum, keamanan tidak dapat diwujudkan kerana rakyat akan bergaduh sesama sendiri sehingga menghancurkan keamanan sesebuah negara yang telah dibina. Beberapa badan teori yang berkaitan dengan kajian ini dibincangkan seperti Teori Integrasi Nasional, Teori Konflik LSM dan Konsep Perpaduan Dalam Kepelbagaian telah memberi sumbangan kepada dimensi keamanan dan perpaduan. Ramai sarjana telah membincangkan isu keamanan di dalam negara atau diluar negara. Namun kajian yang mereka lakukan tidak begitu komprehensif. Oleh kerana kajian ini dilaksanakan secara lebih terperinci dengan meneliti beberapa dimensi-dimensi seperti kebudayaan, pendidikan, sosial, ekonomi, bahasa, sukan dan rukun negara serta dimensi yang mungkin boleh menyumbang kepada kepentingan keamanan dan perpaduan. Hasil kajian ini dapat digunakan untuk membangunkan sebuah model yang boleh diukur keberkesannya pada masa akan datang.

Kata Kunci: Keamanan, perpaduan, masyarakat majmuk, ketenteraman, Malaysia

PENDAHULUAN

Sejak kebelakangan ini sering dipaparkan di dada akhbar tentang kesengsaraan rakyat negeri-negera tertentu akibat dari pergolakan yang tidak pernah selesai. Pergolakan dan peperangan yang berlaku tersebut kadangkala adalah disebabkan oleh tindakan rakyat yang pada mulanya ingin melihat perubahan kepada negara tanpa memikirkan kesan yang akan berlaku. “Arab Spring” adalah satu malapetaka kepada beberapa buah negara arab. Kesan dari tindakan yang sangat tidak rasional melibatkan ketidakntenteraman, pergaduhan, pembunuhan dan akhirnya negara hancur. Rakyat Malaysia yang berbilang bangsa perlu melihat kejadian di sekeliling sebagai satu pengajaran yang sangat berguna untuk mempertahankan kedaulatan dan keamanan yang sedang dikecapi. Malaysia juga sebelum ini pernah melalui pelbagai episod sedih, suka

dan duka berhubung kemanan di dalam negara. Sejak sebelum kemerdekaan lagi telah berlaku pelbagai pergaduhan antara kaum dan bangsa. Antara contoh yang paling segar dalam lipatan sejarah adalah kejadian pada 13 Mei 1968. Kekecohan dan insiden yang berlaku adalah disebabkan oleh sifat perkauman yang menebal dan tidak ada sikap toleransi di antara satu sama lain yang akhirnya membawa kepada pergaduhan dan pembunuhan. Rentetan dari, itu terdapat beberapa lagi pergaduhan dan pergeseran antara kaum. Namun begitu, pihak kerajaan khasnya Polis Diraja Malaysia (PDRM) dapat mengawal keadaan supaya tidak terus merebak dan boleh menjejaskan keamanan yang dikecapi oleh rakyat Malaysia.

Mengambil “ibrah” daripada beberapa kejadian yang hampir-hampir membawa malapetaka besar kepada rakyat berbilang bangsa di Malaysia maka kerajaan Malaysia telah mengadakan pelbagai langkah dan tindakan agar keharmonian terus dikecapi oleh rakyat. Malaysia ialah sebuah negara yang mempunyai penduduk yang berbilang bangsa (plural society). Keadaan ini berlaku apabila British menjajah Tanah Melayu dan mencampuri urusan negara termasuk struktur sosio politik masyarakat Melayu selaku penduduk asal negara. Lantaran itu, masyarakat Malaysia menjadi masyarakat pelbagai bangsa. Penghijrahan bangsa China dan India ke Tanah Melayu yang menjadi sumber buruh kepada British di dalam mengerjakan lombong bijih timah dan ladang getah juga merupakan salah satu factor berlakunya masyarakat berbilang bangsa di Malaysia.

Walaupun sehingga kini keamanan dapat dikecapi tetapi jangan disangka sebarang kemungkinan akan berlaku. Keadaan politik negara khasnya pada tahun 2015 dan 2016 agak tegang dengan pelbagai isu dalaman. Selain itu keadaan negara-negara jiran dan serantau yang berhempas pulas menangani isu penganas boleh dijadikan kesempatan oleh pihak yang tidak bertanggungjawab untuk memulakan persengketaan di Malaysia yang berdasarkan kepada perbezaan agama, keistimewaan, perbezaan kedudukan ekonomi dan pelbagai isu lain. Semua isu yang dibangkitkan dapat dielak untuk terus berpanjangan sekiranya rakyat Malaysia memahami konsep hidup bermasyarakat dan bertolak ansur satu sama lain.

Masyarakat Majmuk Di Malaysia Mementingkan Keamanan dan Perpaduan

Menurut Prof. Ulung Dr. Shamsul Amri Baharuddin (2008) dalam artikelnya bertajuk “Hubungan etnik di Malaysia: Mencari Kejernihan dalam Kekeruhan” mengungkapkan keadaan hubungan kaum di negara ini sebagai keadaan *stable tension*. Keamanan dan perpaduan sangat penting di Malaysia. Adalah sesuatu kesilapan yang sangat besar sekiranya faktor keamanan dan perpaduan diambil mudah dan faktor-faktor lain dijadikan isu lebih penting dan diberi penekanan utama oleh pihak kerajaan. Ini kerana, masyarakat yang berbilang bangsa dan agama akan lebih sensitif sekiranya isu-isu perbezaan dari sudut agama dan keistimewaan hak dijadikan agenda untuk memecahbelahkan masyarakat dan menjadikan punca pergaduhan. Menurut Shamsul Amri (2010), antara masalah yang memungkinkan pelbagai perkara yang tidak diinginkan boleh berlaku yang akan menyebabkan hilangnya keamanan dalam masyarakat Malaysia ialah bersangkut paut kepada kesilapan meletakkan persamaan apabila menyatakan perpaduan sosial itu sama dengan perpaduan ekonomi. Telah “terang lagi bersuluh” apa yang berlaku di negara-negara Asia Barat pada masa kini.

Rakyat Malaysia wajib mengambil iktibar dan dijadikan contoh dan tauladan. Pergaduhan antara puak, mazhab, bangsa dan agama akhirnya menyebabkan negara hancur dan rakyat menderita di tahap yang amat menyedihkan. Tanpa keamanan, tidak akan lahir kekuatan ekonomi, social dan kebudayaan. Apabila Malaysia meletakkan isu perpaduan setaraf dengan isu-isu lain, maka sifat-sifat utama perpaduan gagal difahami dan tidak disentuh, antaranya elemen asimilasi, akomodasi, akulturasi dan amalgamasi. Thock Ker Pong dalam Sarjit dan

Lee (2008), menyatakan bahawa kestabilan yang wujud dalam negara sebenarnya rapuh meskipun Malaysia memiliki satu model politik yang ampuh untuk masyarakat majmuk bertunjangkan gabungan parti-parti politik. Hal ini dikatakan menepati kajian yang pernah dilakukan oleh Arend Lijphart (1977) iaitu keseimbangan yang dicapai dalam negara majmuk tanpa penguasaan akan bersifat sementara dan bakal membahayakan hubungan etnik di masa hadapan.

Menurut Denison Jayasuria (2010), perpaduan nasional merupakan ‘tema utama’ dalam pembinaan negara terutamanya setelah negara mencapai kemerdekaan dan berada dalam keadaan yang aman. Dengan mempunyai masyarakat yang pelbagai, sekali lagi topik berkaitan dengan perkongsian kuasa dikatakan sebagai antara mekanisme utama untuk mencapai perpaduan. Dikatakan bahawa peranan kerajaan yang memerintah adalah penting untuk menganjur atau menggerakkan program merangsang minda rakyat supaya rakyat faham dengan jelas matlamat sesuatu dasar atau program. Hal ini mungkin boleh dikaitkan dengan pengamalan Konsep 1Malaysia sekarang. Setiap agama mementingkan keamanan dan mengharamkan pergaduhan antara satu dengan yang lain.

Dalam Islam konsep kesederhanaan adalah ditekankan untuk mengekalkan keamanan dan perpaduan. Menurut Abu Bakar (1985), Allah telah menyatakan di dalam Al-Quran sebanyak enam kali berhubung dengan perkataan *wasatan* yang bermaksud kesederhanaan. Merujuk kepada Kamus Dewan, kesederhanaan yang berasal dari kata akar sederhana ini adalah bermaksud tidak lebih, tidak kurang, biasa, pertengahan, atau sedang dalam pelbagai perkara atau tindak-tanduk. Untuk memperincikan lagi, kesederhanaan yang dimaksudkan di dalam Islam bukan hanya dapat dilihat dalam aspek akidah, malahan dalam aspek lain termasuk ibadah, ekonomi, politik dan pemerintahan, perundangan, akhlak, sosial dan dalam keseluruhan kehidupan ke arah mencari kebahagiaan duniawi dan ukhrawi. Menurut Yusuf Al-qardawi (1984), umat Islam perlu memahami konsep wasatiyyah yang dianjurkan serta wajib dijadikan asas untuk membentuk akhlak dan perilaku seorang Islam yang akhirnya akan menjanjikan keamanan ummah dan alam ini.

OBJEKTIF KAJIAN

Objektif kajian yang ingin dicapai dalam kajian ini adalah seperti berikut:

- (a) mengenal pasti dimensi-dimensi utama keamanan dan perpaduan dalam masyarakat majmuk di Malaysia.
- (b) mencadangkan pembentukan model keamanan dan perpaduan yang bersesuaian hasil dari temuduga yang telah dilaksanakan.

SKOP DAN LIMITASI KAJIAN

Skop kajian ini menumpukan kepada pendapat dan pandangan pelbagai etnik yang terdapat di Malaysia termasuk Sabah dan Sarawak. Kajian memfokuskan dimensi-dimensi keamanan yang diamalkan oleh rakyat Malaysia di dalam mengekalkan keamanan yang dikecapi khususnya terhadap peranan kebudayaan, pendidikan, sosial, ekonomi bahasa, sukan dan rukun negara. Kajian ini tidak terhad kepada jenis agama, bangsa, umur dan latarbelakang. Ianya merangkumi pelbagai demografi dan responden dipilih secara rawak dikawasan- kawasan yang dipilih meliputi beberapa negeri di Semenanjung, Sabah dan Sarawak.

Terdapat beberapa limitasi terhadap kajian secara keseluruhan. Antaranya ialah memilih responden dari bangsa dan suku yang terdapat di kawasan-kawasan tumpuan masyarakat khususnya di bandar-bandar dan kawasan pembangunan. Pengkaji tidak memilih semua kaum yang terdapat di Malaysia untuk melakukan kajian ini khususnya mereka yang berada di

kawasan pendalaman. Justeru beberapa kaum dan bangsa serta agama yang dipilih secara rawak mewakili rakyat Malaysia secara amnya. Semua responden bersetuju untuk ditemuduga setelah penerangan awal di jelaskan tentang tujuan kajian. Antara limitasi terhadap kajian ini ialah lokasi kajian yang tidak merangkumi semua negeri yang terdapat di Malaysia. Terdapat beberapa negeri yang tidak dibuat kajian namun melalui kajian yang dilakukan responden yang dipilih telah memadai untuk mewakili keseluruhan negeri- negeri di Malaysia.

KAJIAN LITERATUR

Kamus Dewan Edisi Keempat (2015), perpaduan rakyat dapat diertikan sebagai rakyat berganding bahu untuk melakukan sesuatu dan sentiasa menyelesaikan masalah secara musyawarah. Perpaduan dapat diertikan sebagai hubungan erat bersifat toleransi yang diwujudkan secara sengaja dalam kalangan kaum dan etnik yang berbeza untuk mencapai matlamat bersama secara jujur dan ikhlas. Dalam kata lain perpaduan adalah proses menyatupadukan seluruh masyarakat untuk membentuk satu identiti dan nilai bersama serta perasaan cinta dan banggakan negara (Mohd. Thajudin, 1997). Menurut Syuhana (2000), perpaduan adalah memberi makna satu proses yang menyatupadukan anggota-anggota masyarakat dan negara seluruhnya melalui ideologi negara supaya tiap-tiap anggota masyarakat dapat membentuk satu identiti dan nilai bersama serta satu perasaan kebangsaan bersama di kalangan mereka. Perpaduan juga boleh ditakrifkan sebagai satu proses integrasi terhadap semua masyarakat yang terdiri daripada pelbagai kaum, keturunan dan agama yang tinggal bersama dalam keadaan aman damai, bersefahaman, bertoleransi, bertanggungjawab dan menikmati kekayaan dan kemajuan bersama-sama. Perkataan 'perpaduan' ini asalnya dari perkataan 'padu' iaitu 'mampat', 'pejal' dan 'padat'. 'Perpaduan ialah 'penggabungan'. Perihal bergabung menjadi satu atau persatuan. Lawan bagi 'perpaduan' ialah 'permusuhan', 'kehancuran' dan 'perpecahan'. Kelemahan manusia sendiri maka seringkali tercetusnya permusuhan, perkelahian dan peperangan. Permusuhan dan peperangan sering terjadi sekalipun dalam satu bangsa. Sebenarnya tidak ada kebaikan yang dapat dihasilkan menerusi permusuhan dan peperangan. Peperangan merosakkan harta benda, memusnahkan segala kemudahan yang sedia ada, memutuskan kasih sayang, di samping banyak melahirkan orang-orang yang cacat, yatim piatu dan janda serta balu. Malah bagi sesuatu bangsa, peperangan dan permusuhan akan melemahkan bangsa itu sendiri sekalipun tidak melenyapkannya dari muka bumi ini (Mohd.Shahir, 2015).

DIMENSI-DIMENSI KEAMANAN DAN PERPADUAN

Dimensi Kebudayaan

Mantan Perdana Menteri Tun Abdullah Ahmad Badawi menyatakan, "Kerana itu setiap bentuk seni dan budaya perlu dipelihara dan digerakkan secara sistematik supaya memberi manfaat bukan sahaja untuk hiburan, malah boleh dimanfaatkan sebagai alat perpaduan," (Nazeri, 2001). Menurut Robiah (1993), budaya ialah cara hidup yang menjadi sendi sesuatu bangsa sebagai alat perpaduan. Budaya tidak dapat dibentuk dalam waktu sehari atau dalam masa sekelip mata tetapi memerlukan masa yang sangat panjang. Oleh itu pembentukan budaya cemerlang untuk masyarakat akan datang perlu bermula dari sekarang. Setiap golongan atau lapisan masyarakat perlu bertanggungjawab dalam membina, membentuk dan merealisasikan budaya yang cemerlang. Pada masa ini, masyarakat bukan Melayu seperti Cina dan India termasuk juga etnik bumiputera di Sabah dan Sarawak telah menerima budaya etnik Melayu dari segi pakaian dan makanan. Bagi orang Melayu pula mereka mula menerima masakan Cina dan India serta etnik bumiputera Sabah dan Sarawak. Amalan ini membuktikan perpaduan dalam masyarakat berada pada tahap yang tinggi walaupun mereka berlainan agama, etnik dan budaya (Shamsul Amri, 2012). Menyedari bahawa penghayatan dan menghormati budaya pelbagai etnik di Malaysia adalah penting dalam memupuk identiti Malaysia yang unik, perayaan kebudayaan

dan keagamaan kumpulan etnik utama di Malaysia terus disambut di peringkat kebangsaan. Sehubungan ini, Kerajaan menganjur Rumah Terbuka Malaysia bagi menyambut perayaan seperti Hari Raya Aidilfitri, Tahun Baru Cina, Deepavali, Krismas, Gawai dan Tadau Keamatan. Sambutan perayaan ini menunjukkan semangat perpaduan negara dan harmoni yang wujud dalam masyarakat Malaysia yang mempunyai pelbagai budaya (RMK 11, 2006).

Dimensi Pendidikan

Dasar Pendidikan Negara masa kini bertujuan untuk membentuk perpaduan di kalangan masyarakat Malaysia yang terdiri daripada pelbagai kaum. Pendidikan merupakan agen sosialisasi yang penting untuk membentuk masyarakat masa hadapan yang bersatu padu (Kassim, 2009). Dasar Pendidikan Kebangsaan 1961 yang berasaskan Laporan Razak dan Laporan Rahman Talib mempunyai fungsinya yang penting. Kedua-dua dokumen ini sememangnya mempunyai unsur perpaduan negara dan penghasilan tenaga rakyat yang menjadi asas pembinaan negara bangsa khususnya dari aspek perpaduan (Mohamad Rodzi, 2009). Perubahan dalam sektor pendidikan menjadi intipati penting dalam pengukuhan perpaduan negara ke arah yang lebih baik kerana pendidikan menjadi peneraju pembentukan masyarakat. Aspek-aspek murni amat ditekankan dalam pendidikan kerana sebagai sebuah masyarakat majmuk, nilai-nilai murni perlu ada dalam diri setiap masyarakat (Mior, 2011).

Dimensi Sosial

Shamsul Amri (2012) menyatakan integrasi sosial adalah proses menyatupadukan pelbagai kelompok dalam masyarakat melalui satu identiti bersama dengan menghapuskan perbezaan dan identiti masing. Menurut Chandra Muzaffar dalam Mohd Ridhuan Tee (2010), Malaysia adalah sebuah negara berasas kepada sistem kenegaraan Melayu. Orang Cina, India dan Ceylon yang mendatang dapat menjadi warganegara disebabkan oleh proses akomodasi orang Melayu dalam memberikan kewarganegaraan secara terbuka kepada yang berhak tanpa mengira latar belakang. Melalui proses akomodasi para pemimpin ketika itu, lebih sejuta orang bukan Melayu, sebahagian besarnya imigran, diterima secara automatik sebagai warganegara dan diberikan *Jus Soli*. Melalui proses kewarganegaraan yang dikatakan sebagai *stroke of a pen*, demografi negara berubah serta merta. Hampir 40 peratus daripada warganegaranya adalah orang bukan Melayu. Sebuah negara Melayu tiba-tiba menjadi masyarakat berbilang kaum. Keadaan ini tidak pernah berlaku dalam sejarah dunia.

Dimensi Ekonomi

Mengikut Bartelmus (1994) dalam Hamidah (2009), pembangunan ekonomi sebenarnya adalah untuk memperbaiki kualiti taraf hidup atau kebajikan penduduk bagi generasi hari ini dan akan datang. Menurut Freeman (1968) dalam Hamidah (2009), “Pada masa ini banyak dari jawatan-jawatan di peringkat tinggi dan kebanyakan dari jawatan-jawatan di peringkat tengah – akauntan, kerani, mekanik, tukang – adalah diisi oleh orang dari keturunan Cina, dan seseorang boleh berjalan dalam pejabat – pejabat banyak syarikat besar dan kecil, tanpa melihat lebih dari satu dua muka Melayu”. Dasar Ekonomi Baru (DEB) ialah untuk mencapai perpaduan negara melalui dua strateginya yang bercorak serampang dua mata, iaitu mengurangkan dan seterusnya membasmi kemiskinan di kalangan rakyat tanpa mengira kaum, dan menyusun semula struktur masyarakat Malaysia agar mereka tidak lagi dikenali berasaskan ciri ekonomi dan tempat tinggal (Hamidah, 2009). Falsafah pembangunan dalam dasar-dasar kerajaan seperti DEB dan DPN adalah untuk mencapai matlamat keseimbangan pencapaian ekonomi di kalangan kaum khususnya masyarakat bumiputera Melayu yang suatu ketika dahulu dianggap terpinggir dalam arena perdagangan dan perniagaan yang rata-rata dikuasai oleh masyarakat Cina. Justeru itu, ketidakseimbangan ekonomi secara tidak langsung dapat dikurangkan

berasaskan prinsip pembangunan seimbang dan pengagihan yang saksama demi mencapai keadilan sosial dan memperkukuhkan perpaduan negara (Shamsul Amri, 2007).

Dimensi Bahasa

Menurut Mohd Ridhuan Tee (2010), pemimpin Melayu berkata, “Kita akan menerima mereka sebagai saudara, kita akan berikan mereka sepenuh peluang untuk meneruskan kehidupan di negara ini, kita akan beri mereka peluang untuk menjadi warganegara”. Seterusnya pada tahun 1957, dengan tidak mengambil kira kebolehan berbahasa (Melayu) ribuan orang India, Cina dan Ceylon menjadi warganegara. Bahasa Melayu dijadikan bahasa pengantar dalam sistem pendidikan negara, komunikasi antara kaum dengan menggunakan bahasa Melayu telah banyak meningkat. Pada tahun 1951 menurut Laporan Jawatankuasa Barnes, mengakui pentingnya bahasa Melayu dalam pembinaan sistem pendidikan yang bersifat kebangsaan sebagai alat mencapai perpaduan (Jaafar, 2008). Tindakan ini bertujuan untuk menjadikan bahasa Melayu sebagai asas perpaduan rakyat berbilang keturunan, atau maksud lain untuk menjadikan bahasa Melayu sebagai salah satu asas pembinaan negara (Awang Sariyan, 2004). Pendidikan bahasa Melayu kini merupakan kesinambungan pelaksanaan yang terdahulu masih menumpukan kepada tujuan pemupukan perpaduan rakyat, proses pengilmuan masyarakat, dan penyemaian nilai-nilai kehidupan bersama melalui bahasa kebangsaan

Dimensi Sukan

Menurut Sivamurugan (2012), sukan adalah 'penjana' dalam mempertahankan keharmonian, kemufakatan dan perpaduan dalam kalangan masyarakat negara. Sukan tidak pernah mengira latar belakang agama, keturunan, kepercayaan dan batasan yang boleh menghalang interaksi antara pemain, penyokong, pengurusan dan massa. Sukan sebagai alat perpaduan harus diketengahkan dengan lebih tersusun di pelbagai ruangan termasuk sekolah dan kawasan penempatan. Sukan merupakan antara mekanisme penting dalam melentur semangat 'kekitaan'. Sukan mempunyai nilai murni yang boleh melahirkan generasi cergas, sihat bukan sahaja dari segi fizikal dan rohani tetapi keupayaan mengukuhkan kesejahteraan pelbagai masyarakat dalam memastikan perpaduan terus utuh juga mampu menjadi sebahagian dari proses meraikan kepelbagaian kelompok etnik yang ada di negara ini. Sukan mampu memecah tradisi dominasi oleh sesuatu etnik terutama dengan penampilan 'kemajmukan' bukan sahaja dari segi penyertaan tetapi lebih dari itu, menghargai dan mencipta 'semangat satu negara, satu matlamat'.

Dimensi Rukun Negara

Menurut Yahaya (1978), Rukun Negara adalah panduan dan pegangan negara yang akan menyatupadukan rakyat dengan menyuarakan tanggapan, kepercayaan dan keazaman rakyat mengenai bangsa Malaysia. Kerajaan memperkenalkan Rukun Negara bagi mewujudkan kesefahaman dan perpaduan antara kaum untuk membina sebuah negara yang aman dan maju. Pemahaman dan penghayatan terhadap Rukun Negara perlu diukur dalam kehidupan belia untuk memperkukuhkan perpaduan nasional. Pembentukan Rukun Negara haruslah dijadikan pegangan bagi mengekalkan satu negara dan bangsa Malaysia yang beridentiti dan bersatu padu. Penghayatan terhadap prinsip Rukun Negara membantu membentuk jati diri nasional yang utuh dan teguh dalam menjalani kehidupan serta memupuk semangat patriotism (Rohaizatulamni, 2011). Menurut Abdul Rahman (2010), unsur-unsur yang terkandung dalam Rukun Negara tidak menampakkan hak milik sesuatu kaum. Lima prinsip Rukun Negara yang diwujudkan ini adalah dibentuk berdasarkan acuan masyarakat Malaysia yang berbilang kaum dan juga agama. Prinsip-prinsip yang terbina ini adalah bagi memperkukuhkan perpaduan kaum. Ia bersifat umum dan mencuba untuk membina lingkaran yang luas, sehingga pada titik akhirnya dapat mengatur tata kelakuan, mengendalikan, dan memberi arah kepada kelakuan dan perbuatan yang sebenarnya bercirikan Malaysia.

TEORI-TEORI KEAMANAN DAN PERPADUAN

Teori Integrasi Nasional

Myron Weiner (1965) mengemukakan teori integrasi nasional dimana kesediaan individu untuk bekerjasama dalam organisasi untuk tujuan bersama dan mengambil tindakan mengikut corak terarah dalam mencapai matlamat berkesan. Integrasi nasional merangkamui empat jenis iaitu integrasi kawasan, integrasi nilai budaya, integrasi elit-massa dan integrasi tingkah laku. Melalui teori ini ianya meletakkan kapasiti suatu masyarakat untuk membina organisasi bertujuan untuk mencapai matlamat bersama yang dikehendaki.

Teori Konflik LSM

Teori konflik LSM (L = {Lama, Baharu, Munculan}; SM = Sindrom Masalah) telah diperkenalkan oleh Hock (1991) yang diaplikasi dalam menilai dan masalah perhubungan kaum walaupun masyarakat mengalami proses perubahan sama ada dari masyarakat tradisional ke masyarakat moden atau dari masyarakat pertanian kepada industri dan beralih kepada masyarakat teknologi maklumat dan komunikasi, kebanyakan masalah lama masih belum selesai, sedangkan masalah baru mula menular dalam realiti masyarakat Malaysia. Begitu juga masalah munculan yang merentas sempadan etnik dan agama. Setiap etnik yang membentuk bangsa Malaysia tidak dapat terkecuali dalam masalah dan konflik dalaman. Keadaan ini kerana sistem politik ditunjangi oleh parti politik berbentuk perkauman.

Konsep Perpaduan Dalam Kepelbagaian

Dalam konteks negara berbilang kaum, etnik dan agama adalah hampir mustahil kesamaan dan kesatuan dalam membentuk identiti nasional seperti satu bangsa, satu agama, satu bahasa dan satu negara seperti yang disarankan oleh Shamsul Amri (2012). Konsep perpaduan dalam kepelbagaian adalah penting dalam konteks Malaysia yang lebih menfokuskan kepada akulturasi budaya antara kaum-kaum dan etnik yang berbeza. Setelah sekian lama kepelbagaian ini diraikan, pasti strategi perpaduan adalah lebih sesuai dalam konteks kepelbagaian supaya perpaduan dapat dicapai dengan cara yang harmonis tanpa menyisihkan identiti budaya kaum-kaum dan etnik yang berbeza.

KAEDAH PENYELIDIKAN

Reka Bentuk Kajian

Kajian eksploratori adalah bertujuan untuk melihat elemen penting dan utama dalam situasi dan keadaan tertentu supaya dapat dibina sesuatu model seterusnya menyediakan satu reka bentuk berkaitan bagi tujuan penyelidikan komprehensif (Sekaran, 2003; Sekaran & Bougie, 2010). Perkara utama dalam kajian eksploratori ialah dengan memahami satu perkara baru dan mendalaminya, seterusnya pengkaji akan memahami dan menterjemahkan dalam bentuk penjelasan yang betul terhadap masalah yang diperhatikan secara sebenarnya. Zikmund et al. (2012) mencadangkan langkah pertama ialah kajian eksploratori, seterusnya kajian selanjutnya diperlukan untuk memperoleh bukti yang lebih kukuh.

Kajian ini menggunakan kaedah kualitatif iaitu dengan menggunakan data-data primer dan sekunder seterusnya menggabungkan dapatan kajian lapangan dengan kajian kes. Data-data sekunder digarap melalui sorotan literatur dengan membuat semakan dokumen, jurnal, artikel, buku, serta laporan-laporan media cetak, elektronik dan laman sesawang. Manakala, data-data primer pula diperoleh melalui kaedah pemerhatian, pemerhatian peserta, temu bual dan perbincangan kumpulan fokus. Data-data ini kemudiannya dianalisis melalui kaedah triangulasi bagi mengelakkan unsur berat sebelah serta menjamin tahap kebolehppercayaan data tersebut.

Pemerhatian

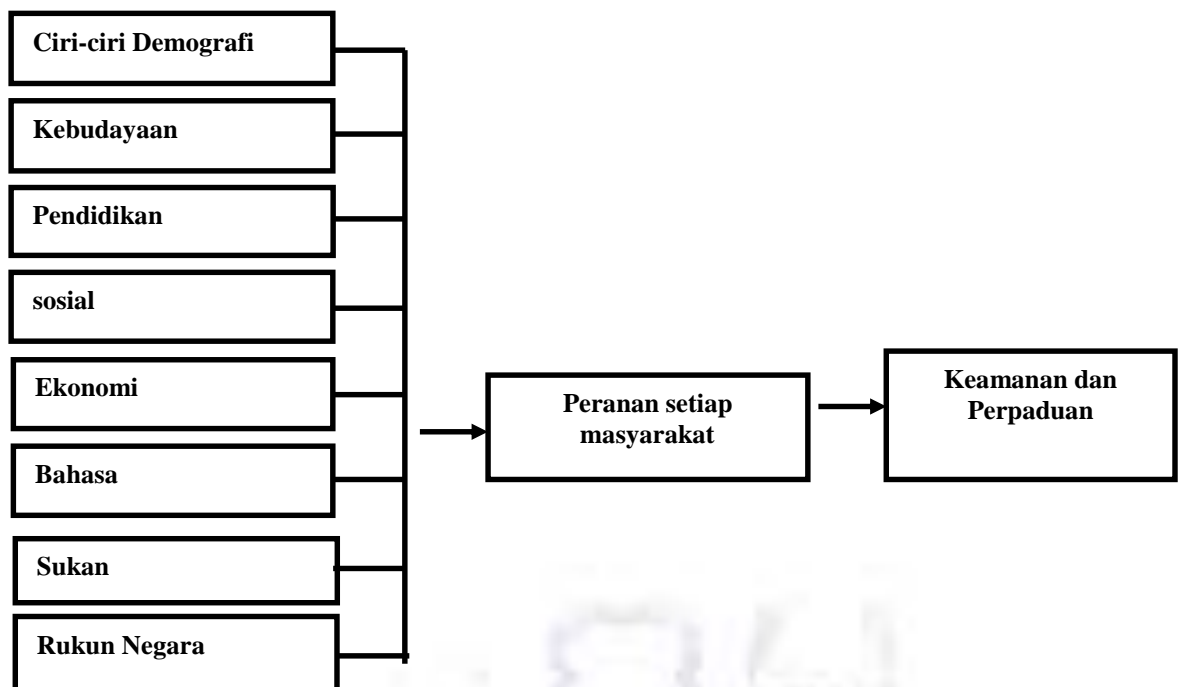
Kaedah ini dilakukan secara seiringan/serentak sepanjang kajian ini dilakukan. Pemerhatian dibuat di lokasi-lokasi tumpuan masyarakat khususnya di pasar dan kawasan membeli belah untuk melihat interaksi antara kaum dan integrasi yang diamalkan. Kaedah ini membolehkan pengkaji memerhatikan keadaan yang berlaku serta mengumpulkan maklumat berkaitan sikap dan tingkah laku masyarakat berbilang kaum di Malaysia bagaimana cara dan kehidupan mereka seharian yang boleh mengekalkan keamanan (Chua, 2006; Creswell, 2012; Najib et al., 2010).

Temu Bual dan Perbincangan Kumpulan Fokus

Temu bual telah dilaksanakan bagi mengumpulkan data-data penting dan terperinci secara kualitatif berpanduan kepada jumlah faktor yang jelas dan boleh mencapai matlamat kajian, masa yang terbatas, pengalaman pengkaji dan tahap tanggapan responden yang mengambil bahagian sangat mempengaruhi dapatan kajian (Maykut & Morehouse, 1994, Murphy, 1995). Kaedah pengumpulan data yang dilakukan adalah secara lisan, dan jawapannya direkodkan oleh pengkaji secara bertulis, rakaman audio, video dan lain-lain media elektronik (Chua, 2006; Creswell, 2012; Najib et al., 2010). Terdapat kebaikan menggunakan cara temu bual terperinci: pertama, keupayaan mewujudkan hubungan dengan responden akan meningkat, lebih-lebih lagi sekiranya memerlukan temu bual ulangan bagi kejelasan tema-tema (Maykut & Morehouse, 1994, Murphy, 1995). Kedua, deskripsi *grounded* yang berkesan dan penjelasan terperinci kajian, dan dapatan yang luar jangkaan adalah diperlukan bagi membina teori (Tucker et al., 1995). Pengkaji seterusnya akan mentranskripsikan jawapan-jawapan tersebut untuk dianalisis dan melaporkan keputusan kajian (Creswell, 2012; Najib et al., 2010). Dalam kajian ini, proses menemuduga masyarakat dari berbilang bangsa dan keturunan telah dilaksanakan dalam beberapa peringkat dan siri jelajah di seluruh bandar-bandar besar di Semenanjung Malaysia, Sabah dan Sarawak. Secara keseluruhan setiap lokasi yang diadakan kajian seramai 10 orang responden akan ditemuduga secara rawak. Jumlah keseluruhan responden yang ditemuduga ialah 150 orang. Temu bual telah bermula di Sarawak meliputi bandar Kuching, Sri Aman, Sibu, dan Miri pada bulan Mei 2016. Lanjutan itu pada bulan Jun 2016 kajian dibuat di Sabah meliputi Kota Kinabalu, Tawau dan Sandakan. Pada awal bulan Jul 2016 kajian dilanjutkan ke Semenanjung meliputi Perlis, Pulau Pinang, Kedah dan Perak. Kajian ini telah berakhir pada pertengahan bulan Jul 2016 apabila Tim Kajian melakukan kajian di Selangor, Melaka dan Johor.

DAPATAN KAJIAN

Melalui sorotan literatur disamping disokong oleh pelbagai pandangan dan dapatan pemerhatian, temubual dan perbincangan kumpulan fokus, satu kerangka atau model untuk kajian selanjutnya telah direka dan dicadangkan untuk kajian di masa akan datang. Model ini adalah sesuatu yang sangat berguna sebagai salah satu kaedah bagi membantu dan memudahkan pengkaji atau kajian selanjutnya dibuat.



Rajah 1. Cadangan Model Dimensi Keamanan dan Perpaduan

Melalui Rajah 1 kerangka atau model dimensi keamanan dan perpaduan dicadangkan berdasarkan kepada kajian literatur dan kajian lapangan yang melihat kepada dimensi seperti demografi, kebudayaan, pendidikan, sosial, ekonomi, bahasa, sukan dan Rukun Negara. Peranan setiap masyarakat sebagai pencelah merupakan faktor yang sangat penting dalam mencapai keamanan dan perpaduan negara.

KESIMPULAN

Konsep perpaduan penting diwujudkan kerana ia merupakan pentas atau platform bagi setiap lapisan generasi membina sistem negara bangsa. Menurut Abdul Rahim (1999), patriotisme merupakan salah satu unsur ketahanan nasional yang penting untuk meningkatkan komitmen rakyat terhadap bangsa dan negara di mana dapat membentuk rakyat yang hidup menyumbang dan berjasa kepada negara bangsa. Patriotisme akan wujud melalui pelbagai dimensi keamanan. Dengan gandingan pelbagai dimensi keamanan maka akan terbentuk masyarakat yang pentingkan keamanan. Perkara ini perlu dipupuk supaya masyarakat Malaysia lebih menjadi generasi yang lebih komited, berani dan yakin menghadapi segala cabaran yang datang demi mempertahankan bangsa dan negara. Sepertimana yang diperkatakan oleh Tun Dr. Mahathir Mohamed (2001) dalam Aziz Ujang (2014), semangat cintakan bangsa dan negara merupakan tunjang kepada pertahanan dan kekuatan sesuatu bangsa dan negara. Oleh itu, usaha-usaha mengekalkan keharmonian dalam kalangan masyarakat Malaysia sewajarnya menjadi kewajiban kepada semua pihak iaitu kerajaan, organisasi pendidikan, ibu bapa, komuniti, dan diri sendiri.

PENGHARGAAN

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Expected Leadership Qualities: A Case Study of Ban Wang Pha Rubber Fund Cooperative, Hat Yai District, Songkhla Province

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Abstract

The objective of this study was to determine leadership qualities expected by cooperative members from committee members of Ban Wang Pha Rubber Fund Cooperative, Hat Yai District, Songkhla Province. In-depth interviews, participant and non-participant observations were conducted to collect data from 30 members of Ban Wang Pha Rubber Fund Cooperative in addition to related documents and research reports. Triangulation was performed to validate the data. The study found that four major qualities were expected by members of the cooperative as follows: 1) personality, 2) organization management, 3) good governance, and 4) social leadership. Therefore, in operating and managing the cooperative, the leaders or committee members are required to have the mentioned qualities to be able to manage the organization efficiently and to build trust among members of the organization.

Keywords: Expectation, leader, rubber fund cooperative

Introduction

Leaders are important human resources that play an important role in organizational success because leaders are decision-makers and planners responsible for organizational survival and development. They are also responsible for planning, directing, controlling, and motivating employees to work and achieve organizational goals and objectives. For cooperatives, leaders with leadership are very necessary. They need to possess vision and ability to develop clear strategies and motivate employees to work and to coordinate work among members of the cooperative, committee members, and cooperative employees to mobilize and develop the cooperative so that it can improve quality of life of people in the community and to develop the community in various ways [1, 2, 3]. Thus, leaders must be creative in order to improve the cooperative; they also need to have a world view that helps them to acquire vision to envision clearly the future of the cooperative. Furthermore, leaders are required to have spirit of management, set themselves as good role models with morals and ethics, and understand the principles of administration and management because they are important processes that can make the cooperative a success or failure, particularly, when the cooperative, through the management process, has mixed factors such as thought, practice, man, money and material [4, 5, 6].

Rubber fund cooperatives are one type of agricultural cooperatives with the objective to gather products from rubber plantations. For example, they gather fresh latex from members to process into smoked sheet rubber for sale; provide fund for activities to meet the objectives of the cooperative, procure agricultural materials and necessary goods for sale to members, promote savings among members, promote learning, improve quality of life among members and the community, and cooperate with other cooperatives such as the Cooperative League of Thailand, the Cooperative Federation, organizations, communities, the private sector, and government organizations. The purposes of cooperating with other organizations are to

promote and improve the cooperative, promote and publicize the occupation of rubber plantation, handicraft education, household industry or other occupations to members and their family members, and to promote knowledge in industrial production to improve members' occupational security and income. According to Altman [7] who conducted a study on cooperative organizations as engines equitable rural economic development, agricultural cooperatives play an important role in rural development the same way as they do in providing employment, food security, equitable income distribution, and poverty alleviation. Besides, cooperatives offer advantages, especially in terms of income that members can receive. A study by Sumelius, Tenaw, Bee, and Chambo [8] entitled Agenda for cooperative development cooperation in Tanzania found that efficient work of cooperatives in Tanzania were due to the following. (1) The cooperative society is strong and a driving force for development of business promotion, work creation and poverty reduction. Members have the control of the cooperative. (2) Cooperatives provide financial services. (3) Members are trained to know their rights and how to operate the cooperative efficiently to maintain their independence and free from outside pressure. (4) The secondary structure (labor union); members can sell their goods through other channels in addition to the union. (5) The secondary structure provides related information to members and negotiates with purchasers from inside the country and abroad. The secondary structure cannot directly deal with money or physical goods. (6) Activities carried out by the cooperative are transparent. (7) The cooperative is determined in developing new products, especially with foreign investors; and (8) Partnerships between the cooperative and foreign investors depend on the cooperation of cooperatives.

Intarayotha [9] who conducted a study concerning strength of rubber fund cooperatives in Thailand found that in managing the cooperative, the committee needs organizing and planning that are in line with its work in order to achieve the goals. Rijal [10] found that the role of leaders can affect organizational culture and organizational learning. Similarly, Ozigbo [11] found that administrators and support from administration play an important role in influencing personnel to have learning culture and share knowledge among themselves. Additionally, a study by Pannasil [12] revealed that the role of the leader is most important in organizational management as the leader sets policy, forms vision, plans, sets the goals and decides how to operate the cooperative. The leader can be compared with a compass that shows the direction to achievement that fulfils its vision and goals.

Ban Wang Pha Rubber Fund Cooperative Limited was found with support from the government sector in the capital budget for building its rubber smokehouse and procurement of equipment necessary for the production process. Because it was founded with support from the government to be located in a community and managed by local residents, most of its leaders such as its chairman and committee members are selected from elderly people such as village headmen or community leaders. As a result, the leader and committee members are those who lack knowledge, ability and skills suitable for managing the cooperative and the smokehouse. They lack knowledge in management of the capital, materials, equipment and manpower in addition to their lack of knowledge in marketing analysis while rubber prices are sensitive and fluctuate all the time. This affects the cooperative operations and it is operating at a loss [13, 14, 15, 16].

This problem prompted the researcher to investigate leader qualities that are expected by members of Ban Wang Pha Rubber Fund Cooperative, Hat Yai District, Songkhla Province in order to find guidelines for leadership development that meets the expectations which would lead to development of the cooperative so that it can be managed efficiently and effectively.

Objective

To explore members' expectations of leader qualities among committee members of Ban Wang Pha Rubber Fund Cooperative, Hat Yai District, Songkhla Province.

Methodology

The objective of this study was to investigate members' expectations of qualities among committee members of Ban Wang Pha Rubber Fund Cooperative, Hat Yai District, Songkhla Province. Data were collected through in-depth interviews with 30 members of the cooperative. The criteria were that they had to be members of the cooperative for at least 5 years, feel attached to the organization, and be able to provide information. In addition to in-depth interviews, data were collected through participant and non-participant observations, related documents and research reports. Data triangulation was conducted to validate the data; content analysis was then carried out and a report was written using analytical description.

Results of the study

The study found that members of Ban Wang Pha Rubber Fund Cooperative Limited expected the cooperative committee members to have good knowledge and understanding of cooperatives, and to have knowledge and understanding in organizational management adhering to good governance and to be good role models socially. The leadership qualities expected by members of the cooperative were found to be the following.

1. Personality

The study found that most members of Ban Wang Pha Rubber Fund Cooperative Limited wanted cooperative committee members to be confident, intelligent, trustworthy, and could make themselves reliable. They also should appear appropriately in showing their feelings and opinions with confidence and a high level of patience. This is because working for the cooperative is to work with many people who are members of the cooperative and who are owners of the business. Thus, leaders need to have patience and to express themselves in various activities appropriately to make themselves reliable to members of the cooperative. Moreover, they need to be enthusiastic in their work, to have vision, to be generous and able to work with others well.

2. Organization management

It was found that most members wanted the leaders to have good knowledge and understanding of cooperatives and to be able to manage change efficiently, to predict, estimate, decide and adapt to all situations. Furthermore, they need to have ability in organizing to make the cooperative operations successful. Due to the fact that all members of the cooperative are its owners, members want their leaders to have leadership qualities in the following aspects.

1) **Organizational structure:** Leaders should be able to make the organizational structure clear because it can result in working for success of the cooperative. Clear task allocation can enable the cooperative to meet its objectives efficiently. Suitable work environments are also needed. 2) **Personnel management:** For employee recruitment and selection, the cooperative should recruit applicants who have knowledge and ability to work for it. In motivating employees, leaders should focus on promoting improvement in employee performance as well as increasing the satisfaction level among employees. Criteria for award eligibility should be established. Rewards can be salary increase or in other forms but eligibility criteria must be clear. This will motivate employees to work efficiently so that the cooperative is able to achieve its goals. 3) **Internal check and internal control systems:** The cooperative must have internal check and internal control systems to control the committee's work according to

the rules, regulations and resolutions of the general meetings in order to build trust among cooperative members. 4) **Knowledge provision:** The cooperative should provide knowledge about cooperatives to its members and provide training related to cooperatives so that members have knowledge and understanding in principles, methods and management of cooperatives. This is to create a participation process in the cooperative operations. 5) **Public relations:** News, information and activities about the cooperative should be publicized or communicated to all members. Information about prices and situations concerning rubber should also be communicated for members to know, understand, ask, discuss or exchange experience and opinions. This is to lead to development of efficient management of the rubber fund cooperative. 6) **Financial management:** Leaders or cooperative committee members should have knowledge and ability to financially analyze and manage the cooperative due to the fact that financial management is one important factor of cooperative management. Good financial management can make cooperative operations efficient with no need to borrow from other financial institutions and pay interest which would incur higher operating costs. Moreover, inefficient financial management can lead to cooperative dissolution.

3. Good governance

It was revealed by this study that most members wanted leaders who adhere to principles of good governance in managing the cooperative. They want leaders who have vision in development of the cooperative and making its management transparent, just, honest, accountable, committed, adhering to ideology, principles and methods of cooperatives. Leaders should take into consideration the benefits of the cooperative as a whole before their own benefits. They should also promote work ethics among employees so that they are honest, and they should make the workplace transparent and with ethics. The cooperative should provide a work ethics manual for committee members and employees so that they can use it as guidelines. Exemplary leaders can create trust and attract members to participate in operation of the cooperative.

4. Social leadership

The study also found social leadership is another quality that leaders should have. Leaders should be able to manage and attract members to participate in doing activities organized by the cooperative. Leaders should devote their time and to be determined and devoted to their jobs. Moreover, leaders should always think of benefits for the organization as a whole rather than for their own benefits, be ready to help others, have a sense of love and belonging to the community and support it by joining activities in the community, coordinating with it and building a network with it to strengthen and develop the community together.

It can be concluded that members' expectations of their leaders or committee members of Ban Wang Pha Rubber Fund Cooperative, Hat Yai District, Songkhla Province consist of four major leadership qualities: personality, organization management, good governance, and social leadership. Thus, operation of the cooperative requires leaders with these key leadership qualities to efficiently manage the organization and create trust among members of the cooperative.

Discussion

The four major leadership qualities expected by members of Ban Wang Pha Rubber Fund Cooperative, Hat Yai, Songkhla Province are personality, organizational management, good governance, and social leadership.

For personality, leaders must have self-confidence, intelligence, trustworthy, proper appearance, proper self-expressions in terms of feeling, opinion and viewpoint, and expressing them with self-confidence, and patience. Similarly, studies by Chunnonyang, Kingminghae, Thurisut and Nakagul [17] found that desirable leadership attributes are speaking skills, especially, ability to provide information that can be trusted, ability to persuade, coordinate, to motivate people to work in teams and to create networking groups. In addition, leaders should be well-educated, intelligent, and clever.

Regarding organizational management, leaders must have good knowledge and understanding of cooperatives, ability to manage the cooperative efficiently, predict, estimate, make decisions and be able to adapt to all situations to make the cooperation successful. This is in agreement with Kananurak [18] who states that leaders must anticipate changes that can happen at present and in the future and be able to proactively manage them using competent personnel with skills to solve problems and help make decisions. Therefore, leaders in the age of change should have vision in order to lead the organization and its personnel to being competitive sustainably. Moreover, leaders must establish organizational structure and personnel management that are clear, set a work check and control systems that are transparent, promote knowledge about cooperatives for members, communicate information and news, and leaders should have the ability to financially manage the cooperative as the situation changes. This corresponds with Yavirat [19] who specifies that strategic leaders deals with three important strategic management processes: forming strategies, implementing the strategies, and controlling the strategies, and place emphasis on all of them. Adair [20] states that leaders must have strategic leadership to form efficient and effective strategies that can enable the cooperative to have an advantage over others and achieve its goals. For the cooperative to gain success, leaders need to have ability in analyzing weaknesses and strengths of the organization in addition to analyzing analytical strategies at the organizational level and leaders need to make decision in implementing suitable strategies as planned. Moreover, leaders have to support implementation of the strategies in uncertain environments and possible risks, and thus, need to be competent in researching and forming hypotheses to review suitability of the strategies.

With respect to good governance, leaders have to adhere to good governance principles of management with honesty, responsibility for the organization, benefits of organization as a whole, adherence to ideology, principles and methods of cooperatives. Chongvisal [21] found leadership qualities to be composed of caring and good wishes for others, entrepreneurial ethics, social responsibility and open-mindedness. A study by Srichan, Sathirakul, Tachaphahapong, and Methakunavudhi [22] on components of organizational leadership in the 21st century indicate that a paradigm of leadership development focuses on development leading to leaders with strategies, vision, moral and ethics, and ability to motivate their subordinates to acquire leadership skills. Key leadership qualities comprise ethics, coordination, motivation, vision, decision-making, communication, improvement for success and achievement, and enhancement of relationships among employees.

With reference to social leadership, leaders must be dedicated, determined, adherent to organizational benefits as a whole, helpful to others, and committed to helping the hometown. This is in agreement with Shapira [23] who revealed that leader participation is essential for trust, learning, efficiency and changes of cooperatives. Leader participation with members in doing activities can create trust in leaders that can contribute to efficient organizational operations.

In conclusion, leaders are important human resources to organizational success. To achieve this, leaders must have abilities in controlling and giving commands; they also must have self-confidence, be intelligent, and possess knowledge and understanding about cooperatives so that they can manage and improve the organization. Furthermore, they need to have vision, management skills, be able to create clear organizational structures and personnel management, be able to visualize the future of the organization clearly, have the spirit of leadership, be good role models, have moral and ethics, and adherent to good governance in organizational management in order to lead the organization to successfully achieve the goals.

Recommendations

Recommendations for utilization

The study found four key leadership qualities expected by members of the cooperative consisting of personality, organizational management, good governance, and social leadership. Cooperatives could consider including these qualities in qualifications required for applicants who would become leaders of the organizations. The qualities can also be included in a leadership development training program for leaders or committee members of cooperatives. These could give leaders the desirable leadership qualities expected by cooperative members that would lead to cooperation in further strengthening the cooperative.

Recommendations for further research

Similar studies should be conducted with other cooperatives to compare and confirm the leadership qualities expected by cooperative members. Optimistically, results of such studies could be used as guidelines for development of other cooperatives, as well.

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Theme: Science and Technology

Production of Biogas from Cow Dung and Chicken Manure using Yeast as Catalyst

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Abstract

Biogas production has contributed greatly as an alternative source of fuel power to solving various developing nations' problems including high dependency on petroleum products. Biogas is a mixture of colourless, flammable gases obtained by the anaerobic digestion of organic waste materials such as cow dung and chicken manure. Biogas is typically made up of methane (50-70%), carbon dioxide (30-40%) and other trace gases. This research was conducted to investigate the production ability of biogas from cow dung and chicken manure using yeast as catalyst. The laboratory scale digester was constructed to digest the locally available waste obtained from local poultry farms and cow farms. The livestock wastes were mixed with water in a ratio of 1:1 by volume to form slurry and the mixture with addition yeast was loaded into a digester to fermentation at ambient temperature of 26-31°C. The daily biogas yield was measured by the method of water displacement. It was found that the production rate of biogas was very effective and highly productive while using yeast as catalyst to mix with wet cow dung or chicken manure. The total gas yield obtained for digestion of wet fresh cow dung with yeast was about 0.03 ml/kg. While for chicken manure with yeast it was almost 0.0003 ml/kg with a maximum production rate of 20 kg after 14 days with yeast, where 200% lower than wet cow dung. The flame temperature of the collected biogas was measured by using a k-type thermocouple and measurement shows a temperature around 700°C. By considering the magnitude of flame temperature and total biogas yield, the large scale set-ups can be further studies and develop to ensure it can be a prospective source of clean alternative energy.

Keywords: Biogas, yeast, digesters, flame temperature

1. Introduction

There is a need to look for an alternative source of energy due to scarcity and reduction of fossil fuels resources. In this prospect, biogas can be a great alternative source of energy. The growth in the world's population has resulted in a surge of energy demand, the world's energy supply has relied heavily on non-renewable crude oil derived from fossil fuels, out of which 90% is estimated as being consumed for energy generation and transportation ². Biogas can also be transformed into various other forms such as mechanical energy (for running machines) and heat energy (for cooking and lighting) through combustion. Furthermore, the slurry produced in the process of biogas production also used in agriculture as bio-fertilizer to increase crop production and to decrease fertilizer cost. Biogas can contribute to the reduction of greenhouse gas emissions by substituting fossil energy sources. As a result, production of biogas has got tremendous attention for mitigation harmful effects of carbon on environment. Biogas will be produced after a processed of fermentation of organic wastes for several days. The main contents of biogas consist of methane and carbon dioxide. The oxygen free gas provided is very environment friendly and consider less pollution relatively clean burning, colorless and odorless. Biogas consist of a mixture of about 60 percent methane and 40 percent carbon dioxide is suitable as alternative fuel to generate energy. Since very minimum research on industrial biogas scale production in Malaysia. The overdependence on fossil fuels as

primary energy source has derived to global climate change, environmental pollution and degradation, thus leading to human health problems due to emission of carbon monoxide and oxygen. In the year 2050, the world as predicted will have 13 – 15 billion people that need power supply to live. The growth in the world's population has resulted in a surge of energy demand, the world's power supply has highly dependent.

This has now led the world to be presently confronted with environmental issues. These realities have led a boost to the search for renewable and sustainable alternatives fuels. Moreover, the recent instability in prices of oil and natural gas may drive the current economy toward alternative renewable energy sources. One approach for renewable and sustainable alternatives is biogas. ¹ concluded in their researched, biogas is a readily available energy resource that significantly reduces greenhouse-gas emission compared fossil fuel. Malaysia is one of example of agricultural country turned industrial and still in heavy progress to develop. Food demand and live style of new generation required government to be more creative on to fulfill the food demand. With that development there is a need for research to study on sewage management that will provide more environment friendly due to the growing of public concern over potential impact on environmental quality caused by big scales of farm which contributed to air pollution.

2. Material and Method

This research work was conducted to investigate the effectiveness of biogas from fermentation of cow dung and chicken manure using yeast as catalyst. Laboratory scale digesters were developed to digest cow dung and chicken manure. Source of cow dung and chicken manure slurry prepared for this research work was collected from the cow farm and chicken farm nearby National Defence University of Malaysia (NDUM). For preparing the experiment, both slurry and water with 1:1 ratio. 30 litres slurry with additional 50 Grams yeasts were considered to be optimum due to the objective for this research is to analyse on industrial scale biogas production from cow dung and chicken manure.

Experimental set-ups were made to investigate the production of biogas from the constructed anaerobic digestion of cow dung and chicken manure using yeast as catalyst. Where first experiment was used for cow dung slurry and second experiment for chicken manure anaerobic digestion with yeast. The set-ups were placed in normal lab of room temperature in NDUM chemical lab. The digesters were made from stainless steel capacity of 30 litres. Yeast was chosen as a catalyst because of its cheapness and availability. According to a previous study yeast are good agent to provide microorganism as an essential aspect to generate biogas. The sludge produced after the process of fermentation can be use as organic fertilizer due to nutrient-rich solids left after digestion. The minimum application and process to filtering the sludge will produce clean water and can be recycles as water for farm usage which very clean, clear and healthy and environment friendly.

Same experiment conducted by ³ investigated the production of biogas from kitchen wastes. They analysed different ratios of kitchen waste in a metal made portable floating type biogas plant. In their study, the temperature, solar radiation and relative humidity have been measured. They also analysed the constituent of biogas, pH, volume and rate of biogas production at different level of temperature observation on daily basis. ⁴ performed researched on a mixture of cheese, poultry waste and cattle dung. They used various adsorbents to improve the digester performance.

For this research, digesters made of stainless steel conical drum of 30 litres capacity were used. Fig.1 shown the picture of the digester. The digesters were connected with displacement water tank as gas production indicator. After 6 days of cow dung slurry and 10 days of chicken manure with same quantity of yeast 50 grams the slurry in the container produced biogas. Even though at day 6 and day 10 the capacity of gas not be able to give enough pressure to move the barometer but there are gasses produced due to burning experiment at the outlet tube. The capacity of productions shows cow dung is more productive than chicken manure. The quantum of gasses from cow dung slurry were harder pressure than chicken manure but the production is consistence until day 23 before its shows weaken. The slurry from cow dung produced highest pressure at day 10 until day 15 and chicken manure are consistently produced with consistent average pressure started day 12 until day 16. Industrial type gas hose was used to connect the digesters and the displacement tanks. Digestion was done at ambient temperature. During the investigation the volume of the gas produced was measured with water displacement method, considering the volume of the biogas produced are equivalent to the displaced water in the water collector. The digesters were operated manually. These study only to be carry out just to check the effectiveness of the yeast and the comparison of slurry.



Figure 1: Digester

3. Result and Discussion

After 22 days of fermentation both slurry cow dung and chicken manure, the process effectively produced biogas in ratio 2:1 cow dung: chicken manure. Even though chicken manure produced less, but for cost effective it still considers profitable due to fermentation process can generate gas for farm utility consumption and the process will be very beneficial for farm waste management. These approach is considering the most reliable, easy and economic. With The available sources and simple innovation this approached can be used to solved environment issues. By adoption of this systems, its will benefits the country as a whole. These study revealed that positive outcome about biogas and will be able to improve communities living condition, reduced utility cost and provide organic by product as fertilizer which can generate more income at the same time solved environmental issues. Even though biogas technology has been introduced and developed quite a long time in Malaysia but for sewage management it is consider a pioneer project, however, the potential on industrial level will be explore in more details as research conducted. As an agricultural going to industrial country, Malaysia has developed the way of managing livestock farm which more

concentrated and produced more waste. These approach of managing waste will definitely very practical and relevant. These new approach of waste management from livestock sources could be converted to useful energy forms for sustainable growth of local farmers.

4. Conclusion

In conclusion, biogas could be the most successful models of renewable energy in Malaysia. Biogas could uplift the socio-economic status of its users because of its multiple benefits to the farmers, community and the country. It has direct impact on health, environmental and agriculture. The prospects of biogas are very high to be introduced for farmers in Malaysia for various benefits and positive outcomes.

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Knowledge, Attitude and Acceptance of Human Papilloma Virus Vaccination among Preclinical Medical Students in the Malaysian Military University

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Abstract

Human papillomavirus (HPV) causes cervical cancer and sexually transmitted infections. Cervical cancer is the third most common malignancy among the women worldwide. The primary tool for prevention of cervical cancer is through the HPV vaccination. Pre-clinical year medical students must have background knowledge about HPV vaccination as they become healthcare providers, who will play an important role in influencing patients' decision to receive vaccination. If their knowledge on the HPV is low this will result in poor attitude towards its prevention. This study was aimed to determine the knowledge of HPV vaccine and cervical cancer as well as the acceptance of HPV vaccination among pre-clinical year medical students. A descriptive cross sectional study was conducted among 83 pre-clinical year medical students in National Defence University of Malaysia (NDUM). A set of self-administered questionnaire was distributed to the respondents to gather the data. Although almost half of respondents (46.3%) did not know the exact indication for HPV vaccination Most of them perceived that HPV vaccine can protect against the cervical cancer (64.4%) and it is as important as Hepatitis B or *Haemophilus influenzae* vaccines in Malaysia (54.9%). Substantial proportion of the respondents (47.6%) disagreed that HPV vaccination will diminish the need for annual Pap smear testing. The findings of this study show that being a pre-clinical year student does not warrant good knowledge and prevention of HPV infection. There is a need to obtain more information about HPV vaccination effects on cervical cancer in their medical school teaching and from the social media.

Keywords: Knowledge, attitude and acceptance, Human Papilloma Virus Vaccination

Introduction

Human papillomavirus (HPV) is one of the causes of cervical cancer and sexually transmitted infections. Cervical cancer is the third most common gynecological cancer among the women worldwide including Malaysia ¹. HPV is transmitted via sexual contact, including by having vaginal, anal, or oral sex with an infected person². Many studies have stated that the causative HPV types 16 and 18 are responsible for cervical cancer and Delphine et al.³ also mentioned the considerable association between incidence of cervical cancer and prevalence of high-risk HPV infection. The primary tool for prevention of cervical cancer is through the HPV vaccination. It is believed that HPV vaccines can effectively protect against cervical cancer, vaginal cancer, vulvar cancer, genital warts and other sexually transmitted infections⁴. The Center for Disease Control and Prevention has recommended that both female and male should receive the HPV vaccine from the age of nine until the age of 26 years old for female and 21 years old for male⁵.

HPV vaccine was available since 2006 in Malaysia, and full implementation of vaccination program in public sector was done in year 2011 among 13 years old girls in schools. Annual Report of the Malaysian Ministry of Health ⁶ revealed that the immunization coverage among girls aged 13 years old was 87.12% for 3 complete dosages of HPV vaccine. However, men from the high risk groups have to pay on their own merits to obtain the HPV vaccines in the

private sector health market. In Malaysia, the disability, sexual dysfunctions and impairment of quality of lives in men have not been explored⁷. If the knowledge on the HPV is low, this will result in poor attitude towards its prevention. The acceptance of the HPV vaccine might be influenced by factors which affect the decisions of individuals on whether they should be or should not be vaccinated⁸.

In the National Defence University of Malaysia, Medical Doctor program is divided into pre-clinical years (year 1 and 2) and clinical years (year 3, 4 and 5). Pre-clinical years are important for medical students to learn basic medical sciences to gain the good background knowledge. Pre-clinical year students must have accomplished knowledge about HPV vaccination as they soon will become clinical year students and then healthcare providers. This study was aimed to determine the knowledge and attitude of HPV and cervical cancer as well as the acceptance of HPV vaccination among pre-clinical year medical students.

Materials and Methods

Study Design

This is a cross-sectional survey that was conducted in the National Defence University of Malaysia.

Sampling Method

Convenience sampling was conducted to recruit the 83 pre-clinical year medical students for this study. A set of self-administered questionnaires was distributed to participants and collected after their lectures during school days.

Instrument

The questionnaire was designed to collect data according to focus areas: (1) Basic information on their socio-demographic characteristics and academic year; (2) Their knowledge and attitude of HPV and cervical cancer, and the acceptance of HPV vaccination.

Data Analysis

Descriptive analysis was conducted for socio-demographic variables, and to describe medical background of the students and their attitudes, knowledge, and acceptance of HPV vaccination. All of the statistical analyses were conducted using SPSS version 22 (IBM, Armonk, NY, USA)⁹.

Ethical Considerations

The participants were well informed of the purpose and contents of the study and they were given a consent form and an information sheet to sign for their voluntary participation and freedom to withdraw from the study.

Results

Socio-Demographic Characteristics

Table 1 shows that more than half of the subjects were male (53.0%) respondents. The mean age of them was 19.0 ± 1.6 years. Most of the participants were Malay (63.9%).

According to our results in table 2, not many respondents were aware about the indication of HPV vaccination (46.3%). However, most of them perceived that HPV vaccine can protect against the cervical cancer (64.4%) and it is as important as Hepatitis B or *Haemophilus influenzae* vaccines in Malaysia (54.9%). Almost half of students thought that HPV vaccine is indicated between the age of 10 and 15 years old. The majority of students (62.2%) perceived

that the females should receive HPV vaccine based on cost/benefits. Most of the students (63.9%) knew that the Malaysian Ministry of Health offers HPV vaccine to 13 years old girls for free of charge. The respondents have a tendency to agree that adolescents could receive other vaccines at the same medical consultation (56.1%).

The majority of the students (78%) thought that HPV vaccination should be compulsory for all adolescent females. Nevertheless, the large proportion of them disagreed that the HPV vaccination will diminish the need for annual Pap smear testing (47.6%). Almost half of pre-clinical year medical students (45.1%) intend to disagree that HPV vaccine won't cause undesirable side effects. However, the majority of students (83.1%) tend to agree that HPV vaccine can strengthen the immune system. (Table 2)

Discussion

In our study, the results indicated that not many respondents were aware about the indication of HPV vaccination (46.3%) which is consistent with the following research findings. A study among the girls aged 15–16 year old that had been vaccinated against HPV in England indicated that more than half of them had lack of knowledge about HPV vaccination, and the need for future screening¹⁰. Recent studies from Korea and Nigeria showed that female undergraduate students had inadequate knowledge about HPV and vaccination against it^{11, 12}.

The study of Reimer et al. (2014) mentioned that the knowledge and awareness about HPV and the vaccine against it in males were less than in females¹³. According to the study among undergraduate students in Hong Kong, the knowledge of undergraduate students concerning HPV infection and HPV vaccination rate among them was low⁸. Specifically, male students had poorer knowledge and attitude than female students.

Contrary to our findings, the study carried out among students from two well-established universities in Malaysia by Hesham et.al (2012) found that the level of knowledge about HPV infection, cervical cancer and preventive measures against it was high¹⁴. Medical students' knowledge of HPV and HPV vaccination was significantly associated with their acceptance of vaccination.

The *acceptance* of the HPV vaccine in the community is one of the most *important* factors affecting the immunization coverage which has to be addressed as a perceived barrier in future educational programs. Based on our findings, the majority of students (78.0%) thought that HPV should be compulsory for all adolescent females and most of the students (83.0%) tend to agree that HPV vaccine can strengthen the immune system. According to previous research, similar results were found whereas both males and females demonstrated knowledge about cervical cancer as a cause of death in women, and stated that they should take the vaccination.

Thus, Songthap et al. (2009) found that about 65% of males agreed that it was important to be vaccinated against HPV before becoming sexually active. However, only a quarter of them (25.3%) were willing to do so¹⁵. In Hong Kong, despite low HPV vaccination rate, the women and adolescent girls generally had a favorable attitude towards HPV vaccination¹⁶. In another research, the study population were adolescent girls aged between 13 and 21 years old and the majority of them perceived that cervical cancer was a preventable illness and one-third of the participants were willing to take vaccination to protect its occurrence¹⁷. However, only 6.7% of them had actually received the vaccination and around 60% were still in the stage of observation¹⁷. The study of Wang et al. (2014) focused on the perceptions of HPV vaccination

among the adolescent girls¹⁸. It was found that they intended to receive the HPV vaccination to prevent cervical cancer as they accepted the effectiveness and safety of the HPV vaccine¹⁸.

Limitations

There are some limitations in this study. We used the convenience sampling and all the respondents were from pre-clinical students of the same university. The results may not be representative enough for the findings to be generalizable to the entire medical students' population¹⁹. Also, we did not account for the family history of cervical cancer or other sexually transmitted infections among the respondents. Having such family history may have changed the respondent's perception and attitude towards the HPV vaccination. Finally, this study is more focused on examination of knowledge and attitudes of the participants toward HPV vaccination than the acceptance of HPV vaccine which could be further considered in future research.

Conclusions

The knowledge of pre-clinical year medical students concerning HPV vaccination is relatively low. There is a need to obtain more information about HPV vaccination effects on cervical cancer in their medical school teaching. Additionally, information about HPV vaccination may be delivered through television channels and online social media. The health promotion activities should focus not only on prevention of the cervical cancer but also emphasize HPV vaccination in male. The findings on attitude and acceptance of HPV vaccine among our respondents were controversial. We need further studies including both pre-clinical and clinical year students from other medical universities to investigate the factors affecting the attitudes towards HPV vaccination in Malaysia.

Acknowledgments

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Table 1: Socio-demographic profile of respondents (n = 83)

Socio-demographic characteristics		Frequency	Percentage
Gender			
	Male	44	53.0
	Female	39	47.0
Race			
	Malay	53	63.9
	Indian	22	26.5
	Chinese	8	9.6
Year of study			
	Year 1	44	53.0
	Year 2	39	47.0
		Mean	± SD
Age	(year)	19.0	1.6

Table 2: Knowledge and attitudes regarding human papillomavirus vaccine (HPV) and acceptability by pre-clinical students

Questions	Response	
	n	%
1 Do you know the indication of HPV vaccine?		
yes	44	53.7
no	38	46.3
2 To people of what age is HPV vaccine indicated?		
below 10	8	9.9
10 and 15	36	44.4
15 and 18	19	23.5
18 and above	18	22.2
3 Who should receive HPV vaccine based on cost/benefits?		
females	51	62.2
both	31	37.8
4 Do you know that MOH offers HPV vaccine to 13 years old girls for free in Malaysia?		
yes	53	63.9
no	30	36.1
5 HPV vaccine strengthens the immune system		
neither agree nor disagree	8	9.6
tendency to agree	69	83.1
tendency to disagree	6	7.2
6 HPV vaccine won't cause undesirable side effects		
neither agree nor disagree	37	45.1
tendency to agree	23	28.0
tendency to disagree	22	26.8
7 The use of condoms won't diminish after vaccination with HPV vaccine		
neither agree nor disagree	37	45.1
tendency to agree	27	32.9
tendency to disagree	18	22.0
8 HPV vaccine is as (or more) important as vaccines against Hepatitis B or <i>H. influenzae</i>		
neither agree nor disagree	24	29.3
tendency to agree	45	54.9
tendency to disagree	13	15.9
9 Adolescents could receive other vaccines at the same medical consultation		
neither agree nor disagree	24	29.3
tendency to agree	46	56.1
tendency to disagree	12	14.6
10 HPV vaccine will diminish the need for annual Pap smear testing		
neither agree nor disagree	39	47.6
tendency to agree	18	22.0
tendency to disagree	25	30.5
11 Do you think HPV vaccine should be compulsory for all adolescent females?		
yes	64	78.0
no	5	6.1

don't know	13	15.9
12 Do you think HPV vaccine can protect against the cervical cancer?		
neither agree nor disagree	23	28.0
tendency to agree	53	64.6
tendency to disagree	6	7.3





Theme: Teaching and Education

Learners' Perceptions of Written Corrective Feedback in a Thai EFL ContextSiriluck Wechsumangkalo¹¹Dhurakij Pundit University, Thailand**Abstract**

Previous studies have suggested that the teacher's feedback is essential in EFL writing classes, and the benefits of feedback have been confirmed. Studies have also revealed that some types of written corrective feedback are more appropriate for learners with higher English proficiency while others are more appropriate for learners with lower proficiency. The aim of this study was to investigate the perceptions of English major students at a Thai university of the teachers' written corrective feedback. The study further examined whether students with different achievement levels, higher achievers and lower achievers, have different perceptions of written corrective feedback. Fifty-one fourth-year English major students were asked to complete the questionnaire. Among those students were twenty higher achievers (with a GPA higher than 3.00) and twenty lower achievers (with a GPA lower than 2.50). The collected data were analyzed using basic descriptive statistics. The results revealed that students in general had very positive attitudes towards written corrective feedback—the mean rating score was 4.75. Most of them preferred indirect feedback and considered it more effective than direct feedback. However, whether the students preferred focused feedback and considered it more effective than unfocused feedback was not confirmed; about half of the students considered unfocused feedback more effective than focused feedback, and among them were 40% higher achievers and 55% lower achievers.

Keywords: EFL, writing, written corrective feedback (written CF)

1. Introduction

Teacher feedback is considered essential in EFL writing classes; it can be viewed as a response to learners' errors. Learners can develop their linguistic knowledge of forms and structures through written corrective feedback, which is also known as error correction. As knowledge of forms and structures is what all language learners need, how to develop this knowledge is one of the important goals of all language courses [1]. As reported in a study by Sajjadi et al. [2], in which L2 writing teachers in 29 cities were surveyed, written corrective feedback is commonly provided by teachers in L2 writing classes. In recent studies (Chen et al. [3] and Amrhein and Nassaji [4] for example), students have shown positive attitudes towards written corrective feedback as they believe it helps them improve their writing skills and their linguistic knowledge of the target language. Learners' attitudes can never be ignored, as their attitudes toward the teacher's written corrective feedback can affect their overall attitudes toward learning the language, in either a positive or negative way.

The present study surveyed students' overall attitudes towards written CF and how they perceived different types of written CF and which types of written CF they preferred. It also investigated which types of errors they thought should be corrected. Whether the two groups of students with different achievement levels—higher-achieving students and lower-achieving students—have different perceptions and preferences towards written CF was also investigated.

2. Literature review

As cited in a study by Sermsook et al. [5], corrective feedback in writing classes can be defined as “a teacher’s indication given to students in order to let them know that their written work contains errors” (Lightbown and Spada, 1999). In providing written corrective feedback, teachers write correct answers and write their comments on the students’ papers [5].

Whether written corrective feedback helps learners improve the quality and accuracy of their writing or not is still controversial. In some studies (Farrokhi and Sattarpour [6], and Maleki and Eslami [7], for example) feedback has been reported as being effective in improving the students’ writing ability while it has been reported as ineffective in other studies (Truscott [8], for example).

Types of written corrective feedback have been studied in different contexts, and the benefits have been confirmed in several recent studies. These studies have revealed that some types of written corrective feedback are more appropriate for learners with higher English proficiency while others are more appropriate for learners with lower proficiency. In a number of studies, direct feedback (where explicit correction is given) is more effective than indirect feedback (where errors are indicated but not corrected). Indirect feedback tends to be more appropriate for learners with higher language proficiency, but it is not recommended for lower-proficiency learners as their linguistic knowledge and their ability to correct the errors in their work tend to be limited [1].

Focused feedback—where the teacher corrects some specific types of errors—has been found in recent studies to be more effective than unfocused feedback—where the teacher indicates all of the errors. Farrokhi and Sattarpour’s study [6] also suggested that focused feedback is more effective in improving high-proficient learners’ grammar. However, a study by Karimi and Fotovatnia [9] in an EFL Iranian context suggested that focused feedback and unfocused feedback were equally effective in improving the grammatical accuracy in the students’ writing.

Which type of feedback students value and prefer is an interesting issue, and teachers might need to know what students consider effective for them and what they prefer in their writing. Teachers always expect their students to get the best benefits from the feedback, and learning about their perceptions may help guide teachers in providing their feedback more effectively. Additionally, it is important to know what types of errors students think should be marked. In students’ writing, different types of errors can be found, those regarding organization, grammar, vocabulary, spelling, punctuation, etc., and teachers may need to learn how their students think about the types of errors that should be corrected. A study by Chen et al. [3] reported an interesting finding on these perceptions; the value of written corrective feedback was confirmed by English learners of different English proficiency levels. However, it was suggested in a study by Orts and Salazar [10] that students’ English proficiency did not significantly affect their preference for written corrective feedback.

3. Objectives of the study

1. To survey the students’ attitudes toward written corrective feedback.
2. To investigate the students’ perceptions and preferences of direct and indirect feedback.
3. To investigate the students’ perceptions and preferences of focused and unfocused feedback.
4. To survey the students’ opinions of the feedback on different types of errors.

4. Research methodology

The participants of the study were fourth-year English Major students, studying in the Faculty of Arts at Dhurakij Pundit University in Thailand in academic year 2017. These students have experienced many writing courses throughout their study years.

The data were collected from 51 students. Twenty students with a GPA higher than 3.00 were defined in this study as higher-achieving students while twenty students with a GPA lower than 2.50 were defined as lower-achieving students. Higher achievers were assumed to have higher English proficiency. The eleven other students were not defined according to their English achievement or proficiency.

A questionnaire was used for the data collection, and it was used to survey the students' attitudes towards the teacher's written corrective feedback in five major parts.

- Part 1 surveyed their overall attitudes toward written corrective feedback.
- Part 2 investigated their attitudes toward direct and indirect feedback.
- Part 3 investigated their attitudes toward focused and unfocused feedback.
- Part 4 asked the students to identify the types of errors that they thought needed to be marked by the teacher.
- Part 5 allowed the students to provide their opinions in open-ended questions.

Part 2 of the questionnaire was adapted from one part of a questionnaire in a study by Chen et al. [3], conducted at a university in China.

Part 3 and Part 4 of the questionnaire were adapted from two parts of a questionnaire in a study by Amrhein and Nassaji [4], conducted in English language schools in Canada.

The data from the questionnaire responses were analyzed using basic descriptive statistics. The participants of the study were reported as "overall" students (all 51 students), "higher achievers" (20 students), and "lower achievers" (20 students).

5. Results and discussion

The results of the study gained from the students' responses are presented and discussed in this section in five parts, in accordance with the five parts of the questionnaire.

5.1 Students' overall attitudes toward the written corrective feedback

The results from Part 1 of the questionnaire show the students' overall attitudes toward the written corrective feedback (Table 1), and it indicates the extent to which they believed that the feedback helped them to improve their English. A five-point Likert scale, ranging from "strongly agree" to "strongly disagree," was adopted for this part of the questionnaire. The results show a very positive attitude toward the feedback, with the average rating of 4.75.

TABLE 1: Students' overall attitudes toward the written corrective feedback

<i>Attitudes towards the teacher's written corrective feedback</i>	Overall (N = 51)	Higher achievers (N = 20)	Lower achievers (N = 20)
1. The teacher's feedback is essential.	4.92	4.90	4.90
2. The teacher's feedback helps improve my writing.	4.82	4.80	4.85
3. The teacher's feedback helps improve my knowledge of grammar.	4.71	4.75	4.65

4. The teacher's feedback helps improve my English.	4.67	4.60	4.70
5. I learn from the teacher's feedback.	4.61	4.70	4.45
	4.75	4.75	4.71

According to the results, both the higher achievers and the lower achievers had positive perceptions—they believed that feedback is essential and can help them improve their English. This result confirms the results of a previous study by Chen et al. [3] in which the students showed positive opinions toward the written corrective feedback, with the average rating of 4.37.

5.2 Students' attitudes toward direct and indirect feedback

The results from Part 2 of the questionnaire (Table 2) show the students' attitudes toward direct and indirect feedback, and whether the students regard "direct feedback" or "indirect feedback" as more effective and whether they prefer "direct feedback" or "indirect feedback." According to the results, most students regarded "*Teacher locates the errors. Students correct them.*" as most effective and they also preferred this type of feedback; the results suggest that they valued and perceived "indirect feedback" as more effective than "direct feedback."

TABLE 2: Students' attitudes toward direct and indirect feedback

<i>Students' attitudes toward direct and indirect feedback</i>	Overall (N = 51)	Higher achievers (N = 20)	Lower achievers (N = 20)
What do you regard as <u>the most effective</u> ?			
• Teacher corrects the errors.	13 (25.49 %)	3 (15 %)	8 (40 %)
• Teacher locates the errors. Students correct them.	35 (68.63 %)	16 (80 %)	12 (60 %)
• Students locate and correct the errors.	3 (5.88 %)	1 (5 %)	0
What do you <u>prefer</u> most?			
• Teacher corrects the errors.	17 (33.33 %)	4 (20 %)	9 (45 %)
• Teacher locates the errors. Students correct them.	32 (62.75 %)	15 (75 %)	11 (55 %)
• Students locate and correct the errors.	2 (3.92 %)	1 (5 %)	0

According to the results, 85% of the higher achievers valued and 80% prefer that students themselves correct the errors whereas a slightly lower percentage can be observed among lower achievers. It might be possible to assume that higher achievers tend to value and prefer "indirect feedback" more than lower achievers. The higher achievers in this study were assumed to have higher language proficiency. Thus, they tend to have more knowledge of the language and have greater ability to correct their own errors located by the teacher. Lower achievers or those with lower language proficiency have limited knowledge of the language, so they may feel that they will not be able to correct their own errors. Figure 1 shows the higher achievers' and lower achievers' attitudes toward direct and indirect feedback.

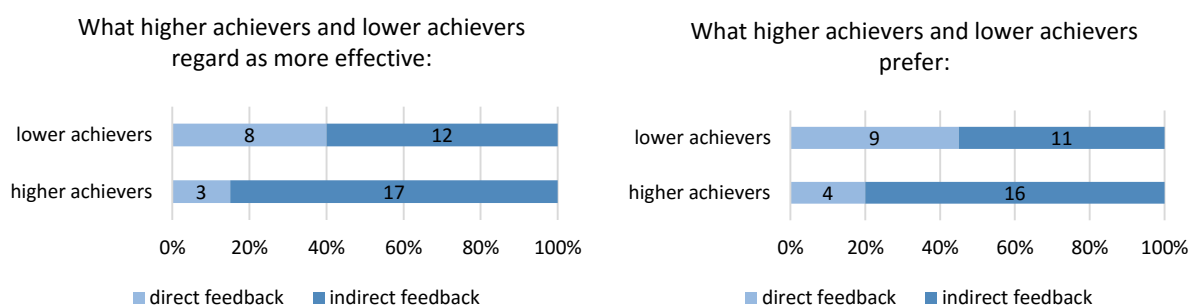


Fig.1: Higher achievers' and lower achievers' attitudes toward direct and indirect feedback

The results in the present study confirm the results in Westmacott's study [11], in which EFL students in a Chilean university viewed indirect feedback as more useful as it encourages cognitive learning. However, the results contradict the results from Jalaluddin's study [12], which investigated Hindi learners' attitudes and showed that the students preferred direct feedback. Jalaluddin's study suggested that students considered indirect feedback as very helpful in improving their spelling, but they preferred direct feedback because it showed them the correct language forms and it was easier for them to understand the errors. The present results also contradict the results from Alshahrani and Storch's study [13], which suggested that most students preferred direct feedback.

5.3 Students' attitudes toward focused and unfocused feedback

The results from Part 3 of the questionnaire (Table 3) show the students' attitudes toward focused and unfocused feedback. The students were asked to identify their perceptions and preferences regarding the amount of written corrective feedback that should be given by the teacher—all errors, some errors, or none of the errors.

TABLE 3: Students' attitudes toward focused and unfocused feedback

<i>Students' attitudes toward focused and unfocused feedback</i>	Overall (N = 51)	Higher achievers (N = 20)	Lower achievers (N = 20)
What do you regard as <u>the most effective</u> ?			
• Teacher should mark all errors.	26 (50.98 %)	8 (40 %)	11 (55 %)
• Teacher should mark only major errors, but not minor ones.	8 (15.69 %)	5 (25 %)	2 (10 %)
• Teacher should mark only the errors that interfere with communicating your ideas.	13 (25.49 %)	7 (35 %)	4 (20 %)
• Teacher should mark no errors and respond only to the content.	4 (7.84 %)	0	3 (15 %)
What do you <u>prefer</u> most?			
• Teacher should mark all errors.	28 (54.90 %)	8 (40 %)	12 (60 %)
• Teacher should mark only major errors, but not minor ones.	9 (17.65 %)	6 (30 %)	2 (10 %)
• Teacher should mark only the errors that interfere with communicating your ideas.	11 (21.57 %)	5 (25 %)	5 (25 %)
• Teacher should mark no errors and respond only to the content.	3 (5.88 %)	1 (5 %)	1 (5 %)

About 50% of the students reported that they valued and preferred the option “*Teacher should mark all errors.*” Thus, whether the students valued and preferred comprehensive or selective marking (focused or unfocused feedback) cannot be confirmed. However, the lower achievers liked unfocused feedback more than the higher achievers. More than half of lower achievers in this study preferred that all errors be corrected. This may show that these students are concerned about improving their linguistic knowledge of the language.

Most of the higher achievers in this study did not prefer that all errors in their writing be corrected. This may be assumed that they do not expect their writing to be error-free. However, this result does not correspond with the results of a previous study by Amrhein and Nassaji [4], which also investigated the amount of feedback preferred by students and teachers, where most of the students (about 90%) preferred the teacher to mark all errors. Those students tended to aim at producing error-free pieces of writing.

5.4 Students’ opinions toward the types of errors

The results from Part 4 of the questionnaire (Table 4) suggest the types of error that the students thought needed to be marked by the teacher. According to the results, overall the feedback on “grammatical errors” was regarded as most essential for them, followed by feedback on organization errors and vocabulary errors.

TABLE 4: Students’ opinions toward the types of errors

<i>Which types of errors do you think should be marked by the teacher?</i>	Overall (N = 51)	Higher achievers (N = 20)	Lower achievers (N = 20)
• Organization errors	38 (74.51 %)	18 (90 %)	14 (70 %)
• Grammatical errors	47 (92.16 %)	16 (80 %)	20 (100 %)
• Punctuation errors	15 (29.41 %)	8 (40 %)	3 (15 %)
• Spelling errors	15 (29.41 %)	4 (20 %)	8 (40 %)
• Vocabulary errors	37 (72.55 %)	14 (70 %)	16 (80 %)

These results confirm the results from a study by Alshahrani and Storch [13], which also showed that the participants considered that grammatical errors should be corrected, not language expressions or mechanics—more than half of the students preferred their teachers to give feedback on grammar. A study by Chen et al. [3] also revealed a similar finding; most students considered that organization errors should be corrected.

However, in the present study the higher achievers regarded feedback on organization errors as most essential, followed by feedback on grammatical errors and vocabulary errors, while lower achievers regarded feedback on grammatical errors as most essential, followed by feedback on vocabulary errors and organization errors.

As a summary of the results regarding the types of errors, a large majority of the students considered that errors in the use of grammar and vocabulary were major errors and should be marked. This may be because those errors interfere with the communication in their writing

while punctuation errors and spelling errors may not. Organization errors were also viewed by the students as a major type of error. They see the importance of organization because particularly in writing classes students are often trained to write well-organized pieces of writing. Poorly-organized writing can lead to readers' confusion and frustration.

5.5 Data collected from the students' answers through open-ended questions

Apart from the results in the tables presented earlier, some important data were collected through the open-ended questions in Part 5 of the questionnaire. In those questions, the students were asked to describe how they usually feel about the teacher's feedback given in their writing and to provide their opinions on how they prefer the feedback to be given by the teacher. Some interesting insights gained from the data collected from the students' answers through the open-ended questions are as follows.

The students showed positive attitudes toward their teachers' feedback. The feedback, according to them, helped them to gain greater understanding of grammar and language forms, and they were able to learn from their mistakes and avoid making the same mistakes again. Further, the feedback helped them to identify their weak points or what they needed to improve.

Students also prefer some suggestions on how to correct those particular errors. They sometimes have no idea how they can correct the errors by themselves. Some students suggested that it would be even more helpful if some explanation of the errors were provided.

Many of the students preferred that the teacher talks to them after the written corrective feedback is given—they felt that they needed to talk directly with the teacher, asking for more explanation of the errors. They also preferred that the teacher helps develop their language, focusing on the weak points found in their writing, and they wanted the teacher to explain more about certain grammar points, for example. At this point, as suggested by Bitchener and Ferris [14], one-on-one conferencing between the teacher and the student can be helpful in developing their understanding of language use. This can also help contribute to a good relationship between the teacher and the student. Good relationships between teachers and students should not be overlooked; the teacher's encouraging feedback can help promote students' improvement in writing [5].

6. Conclusion and recommendations

The present study suggests that written corrective feedback is valued by students overall. This also suggests that students expect the teacher to provide feedback on their writing. Students tend to believe that feedback can help them improve their writing and their English. Thus, providing appropriate corrective feedback is suggested as one of the essential roles of the teacher in EFL writing classes.

This study suggests that students tend to prefer "indirect feedback"—most of them preferred that the teacher locate the errors, and the students correct the errors by themselves. The higher achievers tended to prefer "indirect feedback" compared to the lower achievers. However, whether the students preferred or valued "unfocused feedback" over "focused feedback" could not be confirmed in this study.

Students in general tend to consider feedback on form-focused errors, grammar, and vocabulary as very useful. Additionally, they see the importance of feedback for the organization on their writing. This perception may reflect their perception of what constitutes a good piece of writing.

Suggested by the results of the present study is how EFL learners in a Thai EFL context value and prefer the teacher's written corrective feedback. Whether some types of feedback are more effective than others also has been widely discussed in recent studies. However, when giving written corrective feedback, the teacher may need to consider student differences in some important aspects, such as their levels of proficiency and their attitudes. Students' attitudes should also be noted. Moreover, students' motivation to learn from the teacher's feedback may need to be encouraged so that students can gain the best benefits from the feedback in their writing.

Further studies may be conducted with a larger group of EFL learners in order to gain more conclusive results, and EFL learners' perceptions of other aspects of written corrective feedback may also be surveyed.

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ICHISS 10 005 & ICHISS 10 053 Promoting Collocational Competence through Semantic Mapping

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Abstract

Developing NNS learners' collocational competence has been a challenge for language educators, several techniques and awareness raising activities have been proposed with varying degrees of success. One technique is word-mapping. This article presents a classroom study aiming to promote students' collocational competence through semantic mapping. Fifty-seven English major students did the pretest measuring their collocational competence by writing a paragraph on the given topic. Their writings were analyzed to identify the use of collocations in their writings. They then were given a set of instructions on how to do semantic mapping on six types of collocations, followed by lessons on collocations. After the instructions and practice, the students were asked to do the posttest and answered the questionnaires. The research instruments included the semantic mapping lessons on collocations, the achievement test, and the questionnaire measuring the students' satisfaction. The data collection was carried out in August and September 2017. Data were analyzed using basic descriptive statistics: mean, percentage, standard deviation, and paired t-test. The results showed that after the treatment the students' posttest scores were significantly higher than their pretest scores in two areas: their general writing skills and their collocational ability. It was also found that the students perceived the semantic mapping as a useful and effective collocation-learning technique.

Keywords: Collocations, Collocational competence, Semantic mapping

1. Introduction

Collocation has been a topic of scholarly discussions for many decades. Firth (1957) defined collocation as a combination of words associated with each other. McCarthy and O'Dell (1995, p. 6) defined collocation as "a pair or group of words that are often used together." Collocations or words that often go together help make the language sound natural and grammatically acceptable (Nation, 2001). Collocation is, therefore, a noticeable feature of every language, and in fact, it is one of the quality that could distinguish the language produced by native and non-native speakers of the language in question (Matsunoboru, 1981, cited in Larsen-Freeman and Long, p. 161). For intermediate and advanced learners, the ability to understand and use collocations is very important, a sign showing their mastery of the language. In fact, knowing a lot of words (their meanings) is one thing, putting them into context correctly is another, and most students, even among fairly competent L2 learners, often fail to master latter (Arnaud & Savignon, 1997).

One may ask what collocation is. The 7th edition of the Oxford Advanced Learner's Dictionary, defines collocation as "a combination of words in a language that happens very often and more frequently than would happen by chance" (p. 293). The ability to use collocations correctly is called 'collocation competence'. Hill (1999) defines collocational competences as the ability to use collocations correctly and stresses the importance of such the ability. "Any analysis of students' speech or writing shows that this lack of collocational competence is one of the most obvious weaknesses (Hill, 1999, p. 164). For ESL/EFL learners, such the ability matters, but it is not always easy to develop. According to Hill (2006), "Any analysis of students' speech or writing shows that this lack of collocational competence is one of the most obvious weaknesses."

The literature has mentioned the challenges of overcoming L1 interference and the lack of exposure to L2 use and repeated exposure to strengthen the acquisition (Durrant and Schmitt, 2010).

In this study, we investigated one way to enhance NNS learners' collocational competence. We did so through the use of semantic mapping as a means to enhance college students' collocation competence. Fifty-seven EFL students in Thailand were asked to write a paragraph on the given topic (How to Stay Healthy). Their writings were analyzed to determine their collocation competence and overall writing ability.

Aim

The aim of this study was to investigate the use of semantic mapping as a tool to promote the students' collocational competence. The research questions were as follows:

1. How effective was semantic mapping as a tool to promote the students' collocational competence?
2. Was there a significant relationship between the students' collocational competence and their overall writing ability?
3. Was there a significant relationship between the students' collocational competence and their English competence?
4. Did the high achievers and the low achievers have the same collocational competence and writing ability?

Definitions

Collocation Competence is the ability to use collocated words or words that often occur together correctly and appropriately in context. In this study, the students' collocation competence is measured by calculating the ratio of the total number of words collocated and the total number of words in each paragraph. The obtained number then was converted into percentage for further analysis.

English Competence means the English language proficiency of the students which are calculated from their GPA or grade point average. The students' GPA was classified into three groups: high, intermediate, and low.

The students refers to the third-year English majors at one of the private universities in Bangkok, Thailand.

Writing Skills in this study refers to the students' writing skills are determined from their ability to write a paragraph on Ways to Stay Healthy.

Semantic Mapping refers to the use of diagrams or graphs to organize the concepts, words, or phrases based on the central concept. The purpose is to visually display the connections between words, related words, phrases, or concepts.

2. Literature Review

Collocational Competence

According to the 7th edition of the Oxford Advanced Learner's Dictionary, 'collocation' is defined as "a combination of words in a language that happens very often and more frequently than would happen by chance" (p. 293). Similarly, Macmillan Collocations Dictionary (2010) defines collocations as "words that are often used together". In other words, words that often

go together or are expected by native speakers to appear together are defined as collocations. In the literature, collocations are often discussed within the topic of formulaic sequences. Henriksen (2013, p. 29) gives some examples of those sequences:

Table 1: Taxonomy of Formulaic Sequences

Formulaic Sequences	Example
Idioms	<i>If life deals you with lemons make lemonade.</i>
Figurative expressions	<i>To freeze to the spot</i>
Pragmatic formulas	<i>Have a nice day.</i>
Discourse markers	<i>Let me see now.</i>
Lexicalized sentence stems	<i>This means that</i>
Collocations	<i>Rough crossing, remotely clear</i>

Source: Henriksen (2013, p. 29)

Henriksen (2013) defines collocations as “frequently recurring two-to-three word syntagmatic units which can include both lexical and grammatical words (p. 30)” Warren (2005) views collocations narrowly as “multi-word lexical items (cited by Henriksen, 2013, p. 34). Based on the literature review the taxonomy of collocations has not been firmly established. Reflecting this challenge, Henriksen (2013, p. 30) says that “A key issue in collocational research is the question of defining and identifying collocations”.

In this study, hence, we broadly define collocations as ‘words that often go together’. Those chunks may contain grammatical as well as lexical words. Attempts have been made to classify types of collocations in English. Here is one of them.

Table 2: Types of Collocations

No	Combinations	Examples
1	Adjectives + Nouns	Bright color, major problems
2	Verbs and Nouns	Launched a project, pose a problem
3	Nouns + Nouns	A sense of pride, a pang of nostalgia
4	Verbs + Expressions with Prepositions	Filled with horror, burst into tears
5	Verbs + Adverbs	Pulled steadily, smiled proudly
6	Adverbs + Adjectives	Happily married, fully aware

Source: McCarthy and O'Dell (1995, p. 5)

McCarthy and O'Dell (1995, p. 5) cite three main reasons why L2 students should learn how to use collocations correctly.

- Collocation gives L2 students the most natural way to express themselves in English
- Collocation gives them alternative ways to say something, to make their expressions more interesting
- Collocation helps them improve their style of writing, knowing when to use and not to use such and such expressions or words

Even though collocations are essential for both L1 and L2 learners, the challenges faced by the latter are greater as they lack exposure to the target language. It is not a surprise to find that native and non-native speakers differ in their use of collocations (as reviewed by Henriksen, 2013, p. 35), that is, native speakers are more competent than non-native speakers. Collocational competence, as defined by Hill (1999), refers to the ability to use collocated words in context correctly. It is part of the ability to use words to make meaning. Every word

has its collocations. For L2 learners, the ability to use collocations correctly signifies their L2 competence (e.g. Al-Zahrani, 1998; Henriksen, 2013).

Semantic Mapping

Various methods and techniques have been proposed and practiced by language teachers and researchers to help develop the students' vocabulary ability, e.g. learn new words. One of the techniques is 'semantic mapping', the use of maps, diagrams, and graphs to organize ideas and words, visually. Semantic mapping, according to Oxford (1990, p. 18) is a component of memory strategies where learners create 'mental linkages' and apply 'images and sounds' to help them learn better. Zorfass and Gray (2017) outline three different types of semantic maps.

Three Types of Semantic Maps

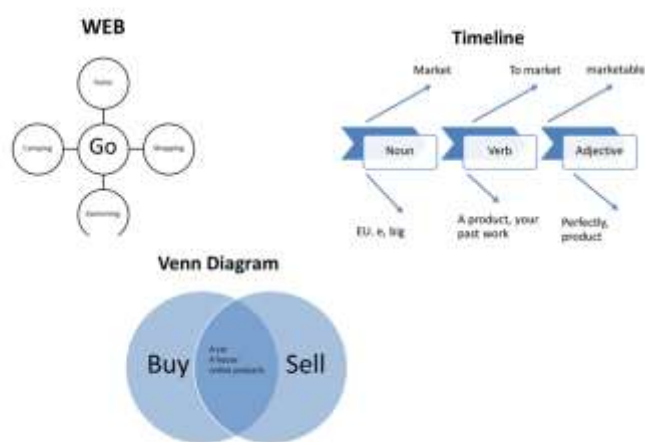


Fig. 1: Three types of semantic maps (Adapted from Zorfass and Gray, 2017)

The most common semantic mapping is the use of the web-looking diagram or map. Often, the key word or concept is put in the center circle and factors or components are connected to the key concept. The second is the timeline diagram, suitable for varying the same word with several parts of speech and collocations. The third is the Venn diagram, suitable for highlighting the commonalities. As semantic mapping is visual-based, learners can easily construct or associate the keywords with other words. Moreover, as semantic maps are systematized and categorized, learners often find it useful to memorize and conceptualize words in chunks, rather individual and isolated words.

Collocational Competence and English Proficiency

SLA research has been conducted to better understand collocations and their role in L2 acquisition. Larsen-Freeman and Long (1999) reported on a study conducted by Matsunobu (1981, cited in Larsen-Freeman and Long, 1999, p. 161) who found that native speakers as judges could distinguish writing samples, through the analysis of their error types, written by NS freshmen and NNS ones. Sadeghi (2009, p. 115) conducted a study in 2009 to determine how far differences in collocational patterns between Persian (L1) and English (L2) may lead to difficulties in the use of L2 collocations and the amount of L1 interference in this process. It was found that L1 significantly interfered with the ability to produce correct L2 collocations.

A study investigating the relationship between collocational competence and general language proficiency was conducted in Iran by Hosseini and Akbarian (2007). They showed that there was a significant relationship between the students' scores on TOEFL and their scores on the collocation test. They concluded that collocational competence was very much a construct related to the learners' general proficiency of the learners.

Farrokh, (2012) suggested approaches to teach collocations, ranging from using grids, dictionaries, and augmented inputs and outputs. Exposure to L1 texts or language use in authentic settings helps develop L2 learners' collocational competence.

Based on the literature review, we hypothesized that:

1. The students' pretest and posttest scores one would be significantly different.
2. There would be a significant relationship between the students' collocational competence and overall their writing ability.
3. There would be a significant relationship between the students' collocational competence and their overall English competence (GPA) as measured by their grade point average (GPA).
4. The collocational competence between the high achievers and low achievers significantly would be different from each other.

3. Methodology

This study employed the pretest-posttest design. Fifty-seven English major students participated in the study. For the pretest, they were asked to write a paragraph on *How to Make More Money*. Their paragraphs were assessed by two assessors to determine the level of their English writing skills, ranging from excellent (5) to poor (1). In addition, their paragraphs were also assessed to determine the frequency of acceptable collocations. Their collocation competence was measured by calculating the ratio of the total number of words collocated and the total number of words in each paragraph.

The high achievers were determined from the calculation of their GPA or grade point average. The average GPA was used to classify the level of the students. Those who have got 59 percent or lower were considered "low achievers"; 60 percent to 79 percent "average achievers", 80 percent or above "high achievers".

The Intervention

Semantic mapping was integrated into the writing class after the tasks. Six types of collocations were introduced in class. During the class, students were encouraged to think about words they could use in the work they previously wrote. They made a list of collocated words and their semantic mapping regarding the contents of their paragraphs. For example, one student had the word "money" in his list then he used collocation dictionary to help him find words that collocate with "money" like "spend money wisely", "save money", "deposit money", and etc.

Students spent six hours on creating the semantic mapping regarding the collocated words they came up with. Then, they were asked to write again on the same topic which is "How to Make More Money". This time, they were geared to put collocated words they prepared in their paragraphs. Collocated words were counted again from the students' second tasks to measure their collocation competency and compared with the first tasks.

4. Findings

Fifty-seven English major students took part in the study. Below were their means and standard deviations of the key variables.

Table 4: Students' background

	Level	Number	Percent
Academic Achieving Levels	Low Achievers	14	24.56
	Intermediate Achievers	21	36.84
	High Achievers	22	38.59
Total		57	100

The table shows the academic achievement background of the students. Of the 57 students, 14 of them (24.56%) were considered the low achievers, 21 of them the intermediate achievers, and 22 of them (38.59%) were considered the high achievers.

Table 5: Results of the pretests and posttests

Dimension	Number	Mean	SD
Writing skills (Pretest)	42	56.66	15.87
Writing skills (Posttest)	42	68.09	9.68
Collocational Competence (Pretest)	44	53.47	18.36
Collocational Competence (Posttest)	44	63.39	15.59

Table 5 shows the students' writing skills and their collocational competence before and after the intervention. For the writing skills, forty-two students completed the task. The mean of their pretest score was 56.66 and the mean of the posttest score was 68.09. For the collocational competence, forty-four students completed the task. The mean of their pretest score was 53.47; the mean of their posttest score was 63.39 with the SD of 15.59.

Table 6: Pretest and posttest scores of the students' writing skills

	N	Mean	SD	t	Sig.
Writing Skills (Pre)	42	56.66	15.87	-3.75	0.00**
Writing Skills (Post)	42	68.09	9.68		

Table 6 shows that the students' writing skills, based on their actual paragraph writing. It was found that their mean of the pretest and posttest were significantly different at .01, with the t value of -3.75.

Table 7: Pretest and Posttest of Collocational Competence

	N	Mean	SD	t	Sig.
Collocational competence (Pretest)	44	53.47	18.36	-3.12	0.00**
Collocational competence (Posttest)	44	63.39	15.59		

Table 7 shows the comparison of the students' collocational competence between the pretest and the posttest. It was found that the difference was significant at .01.

Table 8: Correlations between the variables

	N	Writing Skills	Collocational Competence	English Proficiency
Writing Skills (Post)	44	1	.50**	.50**
Collocational Competence (Post)	44		1	.27
English Proficiency	44			1

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

Table 8 shows the result of the correlational analysis of 44 students' posttest scores of three key variables: their writing skills, collocational competence, and their overall English competence. It was found that the relationship between their writing skills and collocational competence was positive and significant at the 0.01 level. Moreover, their writing skills were also positively and significantly correlated with their overall English proficiency.

Table 9: Hypothesis Testing

No.	Hypothesis	Result
1	Students' pretest and posttest scores one would be significantly different from one another's.	Supported
2	There would be a significant relationship between the students' collocational competence and overall their writing ability.	Supported
3	There would be a significant relationship between the students' collocational competence and their overall English competence (GPA) as measured by their grade point average (GPA).	Not supported
4	The collocational competence between the high achievers and low achievers significantly would be different from each other.	Supported

Based on the analysis, the students' pretest and posttest scores one were significantly different from one another. This supported the first hypothesis. We also found that there was a significant relationship between the students' collocational competence and overall their writing ability. However, we did not find a significant relationship between the students' collocational competence and their overall English competence as measured by their grade point average (GPA). Lastly, we found that the collocational competence between the high achievers and low achievers significantly was different from each other.

In addition to the quantitative data analysis, we also looked at the students' verbal responses. Below are what they think about the use of semantic mapping to enhance their collocational competence:

- Semantic mapping can help you use more interesting words or different words in your essay.
- It can make sentences have unity and we can put words in the sentences together.
- Collocated words can improve English skills and collocated words can help us sound natural to native speakers.
- Collocated words can make the essay easier to understand.

- Collocated words make the sentences sound more natural.
- Collocations make your English sound like a native speaker and it shows level of your English.
- Collocations make your sentences more understandable.
- It's good for translation.
- It helps me to use correct grammatical structure of English.
- It makes me know the meaning of groups of words in English and practice using them.
- Collocation is an important element of writing.
- Collocated words help native speakers understand us when we talk or write.
- It is easier for our brains to remember.
- The ability of using collocations is essential for writing and speaking.
- It makes you look professional.
- It can help me be a fluent speaker.
- Collocations are extremely useful for language learners to be aware of when using.
- Collocations help native speakers understand when we speak or write in English.

Based on the students' responses, we can summarize that they have become aware of the importance of collocations. They view them as being an essential element in writing and speaking. They realize that collocations help make their language grammatically correct and sound natural to native speakers. With regard to the use of semantic mapping, the students view the technique as being useful. It can help them better remember words and organize the information.

5. Discussions

5.1 Collocational competence and language skills

Based on our empirical data, students' collocational competence was closely related to their writing skills and overall language proficiency. The findings confirm previously conducted studies such as the study conducted by Thadphoothon and Samrit (2017) and Al-Zahrani (1998) who found that collocations are related to general competence and writing skills. In our study, we found that the weak students produced more lexical and grammatical errors. This reflects what Hill (2006) has observed, that is, "Any analysis of students' speech or writing shows that this lack of collocational competence is one of the most obvious weaknesses."

In our study, the written works of the weak students reveal not only their poor collocation knowledge, but also their poor command of grammar. Hill (2000; 2006) suggests that English teachers should seek ways to teach students words with their collocations. Hill (1999) maintains that teachers should raise their students' awareness of collocation.

5.2 Semantic Mapping

It was found that semantic mapping has the potential to improve the students' collocational skills. This means that English teachers may raise the students' awareness is to use semantic diagram such as mind maps to let the students practice finding acceptable collocates. The students said that the technique helped improve their ability to remember words and organize the information. It seems that semantic mapping is a viable technique the students can use to learn collocations and other topics. Other techniques may include direct teaching, using grids, and collocation dictionaries.

5.3 Opportunities to Use the Language

Students need to be encouraged to put the words that they know into use, receptively and productively. Learners need to seek opportunities to apply what they have learned, and as

suggested by Ellis (2003) the students should be exposed to the target language use (L2), across the media and contexts, as often as possible.

5.4 Collocational Awareness

By directly teaching the students the role and importance of collocations in text construction, the students would develop their collocational awareness, defined as ‘the ability to take into consideration the go-togetherness of English words.’ This would greatly enhance their writing ability, reducing preventable errors. Developing collocational awareness can be done by pointing out the need to pay more attention to the naturalness of the language. The students in this study were aware of the importance of collocations. They viewed them as essential in their writing and speaking. They have become aware that words have their collocations and that the use of collocated words help make the language sound natural to native speakers.

6. Conclusion and Recommendation

This study sought to answer four related questions: (1) how effective was semantic mapping as a tool to promote the students’ collocational competence?, (2) was there a significant relationship between the students’ collocational competence and their overall writing ability?, (3) was there a significant relationship between the students’ collocational competence and their English competence?, and (4) did the high achievers and the low achievers have the same collocational competence and writing ability? Only the third question was rejected; we did not have enough evidence to support the relationship between the students’ GPA and their collocational competence. However, we found that weaker students differed from more competent students in terms of their ability to use collocated words as well as in terms of their ability to write paragraphs. More importantly, semantic mapping was found to be a viable technique in developing the students’ collocational competence and their collocational awareness.

EFL/ESL teachers should seek innovative and effective ways to help develop their students’ vocabulary learning and collocations. As far as writing is concerned, the more collocations the students have mastered, the better their writing is.

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Collaborative Project-based Learning: A Must in Translation Classrooms for EFL Learners

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Abstract

Strategic sub-competence is considered as a key component in translation competence. It is the one that guarantees the efficiency of translation since it represents problem-recognition and strategies used for problem-solving in a translation process [1]. The objectives of the study were to develop a collaborative project-based learning module for translation training in a language degree program and to investigate its effect on the development of strategic sub-competence for translation training in a language degree program. This study employed one-group pretest-posttest design. The participants were 21 Thai EFL undergraduate students, majoring or minoring in English. Translation tests, translation projects, Learner's Diaries, and semi-structured interviews were employed to evaluate the effect of the learning module. After the 15-week learning module, the results revealed that the students' overall translation abilities improved with statistical significance. Additionally, the students' abilities to identify and solve text-related problems, one of the abilities in strategic sub-competence, significantly improved as well. The findings also indicated that the quality of their translations also improved through the process of collaboration. These results suggested that the collaborative project-based learning approach should be implemented in translation classrooms since it can support EFL students in the process of sharing ideas and learning from each other in collaborative learning environments.

Keywords: Collaborative learning, translation classrooms, translation projects, EFL learners

1. Introduction

Developing students' translation competence is a fundamental objective of translation training so that the students are prepared to produce quality translation as part of their jobs. Scholars in translation studies have affirmed that competence in the two languages concerned is only one part of translation competence necessary for production of quality translation. To be more specific, among translation sub-competencies, one element being emphasized and investigated is translators' ability to identify translation problems and make decisions to apply appropriate strategies to solve them [2] - [6]. This competence, namely 'strategic sub-competence', is also the one that guarantees the efficiency of the translation [1], [7].

An alternative approach to translation training implemented in translation classrooms in tertiary education is 'collaborative project-based learning' [8] - [10], an integration of the collaborative learning and the project-based learning approaches, with the underlying theory of social constructivism. Research in translation classrooms has confirmed that when collaborative translation projects are implemented using authentic tasks relating to the professional world of translators, students in translation degree programs are motivated and fully engaged in their learning [11]. Such a project also proved to have encouraged translation students to take responsibility of their own learning [12] - [14] and enhanced their overall translation abilities [15] - [16].

However, in the context of English degree programs, studies have been done on development of students' translation competence in translation classrooms by explaining recurring patterns of translation errors [17], exploring effectiveness of collaborative task-based learning [18], or investigating the use of portfolio assessment [19]. In Thai EFL students' learning contexts, only a few studies were conducted in translation classrooms, and the objectives were to analyze recurring patterns of English-Thai or Thai-English translation errors [20] - [21], or to investigate the effects of the collaborative task-based approach on the improvement of students' overall translation abilities [22].

It is noted that previous research does not take into account the students' strategic sub-competence. Also, the collaborative project-based learning approach that has been proved successful for students in translation programs has never been implemented in EFL learners' translation classrooms. Hence, it is worth investigating the development of EFL students' strategic sub-competence in translation training using the collaborative project-based learning approach. The developed learning module in this study, namely 'Collaborative Project-based Learning Module' (CLPM), was designed to enhance EFL learners' strategic sub-competence in their translation classrooms.

The research questions of this study were:

1. What are the effects of the implementation of the Collaborative Project-based Learning Module for translation training on the development of EFL learners' overall translation abilities?
2. What are the effects of the implementation of the Collaborative Project-based Learning Module for translation training on the development of EFL learners' abilities to identify and solve text-related problems?

2. Literature Review

Strategic Sub-competence

The term 'translation competence' is one of the term generally accepted and employed in research by scholars in the field of translation studies and translation pedagogy [1], [7], [5], [23]. The concept can be explained by breaking down into interrelated sub-competencies. According to PACTE Group [1], [7], among the five sub-competencies, strategic sub-competence is the one needed to be further investigated since it occupies a dominant position in translation process. It monitors and evaluates the translation process, detect translation problems, and apply strategies to solve them. Also, it compensates for shortcoming in other sub-competencies. Therefore, in order to enhance one's problem-solving and decision-making skills in translation, strategic sub-competence is one of the key elements to be developed. This study, therefore, aimed at developing students' strategic sub-competence by exploring their abilities to identify and solve one of the categories of translation problems, which is text-related problem.

'Text-related problem' refers to objective transfer tasks every translator has to deal with, due to the differences between the source language and the target language [24], such as the use of personal pronouns in English and Thai or structures of noun phrases in the two languages. As novice translators, the students need to be aware of the problems that might occur in their translation. Also, when they identify an element in the source text as a text-related problem, they need to justify their decisions and propose a translation as a way to solve the problem in order to make sure they understand the problem correctly.

Collaborative Project-based Learning Approach

Collaborative project-based learning approach has been implemented in a variety of learning contexts in higher education. This student-centered approach promotes abilities of critical thinking, problem-solving, and team-working during the process of self-directed learning. In translation training, Kiraly [8] proposed a model of authentic collaborative translation projects and clearly demonstrated how to implement the projects in translation degree programs at the graduate level. It was reported that the students were engaged and highly motivated to take responsibilities of their own learning [25], [11], [16]. Mitchel-Schuitevoerder [13] employed the collaborative projects in a graduate program in translation and reported to prepare them to the professional world of translation. At the undergraduate level, Galan-Manas [15] implemented a collaborative project for undergraduate students in a translation degree program by setting more detailed steps to match with the students' level of knowledge and experience. The collaborative project-based learning approach has been adapted in various classroom settings and proved to enhance the students' overall translation competence and the quality of their work.

A learning tool that is commonly integrated in project work is a learning diary. Fox [26] and Rico [23] explain that diaries can be effectively used to keep record of how the students went about their translations, what problems they have found, how they solve the problems, and what reasoning behind the decisions made for producing the final draft translation.

3. Research Design

The participants were all the undergraduate students majoring or minoring in English who enrolled in the Business Translation Course at a university in Bangkok. The total number of participants was 21. They were in their third or fourth year.

The learning module, 'Collaborative Project-based Learning Module' (CLPM), was developed. The expected outcome is to enhance students' strategic sub-competence in the context of translation classrooms for Thai EFL students majoring or minoring English taking a business translation course as an elective. The CLPM is a 15-week learning module consisting of two sub-modules, Module A and Module B.

Module A is the 'Training session', lasting 9 weeks and aiming at preparing the students to have knowledge and skills necessary for a translation project in Module B. In the Training session, the students learned about translation knowledge and practiced all the skills necessary for the collaborative project, such as analysing translation problems, translating short texts, and editing. There was also a class session for discussing what to do and not to do in collaborative group work. All the knowledge and skills they learned were designed to prepare them to be ready for the translation project in Module B.

Module B is the 'Collaborative Translation Project', a small group English-Thai translation of a business article, designed for the students to collaborate with each other in conducting the project. It was implemented from week 10-15. It is a translation project assigned to a small group of students (3-4 students per group). The project is English-Thai translation of a business article about business management, and the translated text is supposed to be for a publication in GM, a Thai business magazine.

The project consists of three main stages. The details can be explained as follows:

Stage 1: Planning

- *Source text selection*: Each group of students chooses a source text of their interest from the provided list. Business texts are provided by the teacher for each group to choose, based on their interests.
- *Work planning* and text analysis: Students work as a group to plan the project, specifying work allocation, steps, and timeframe. They also do text analysis as a preparation for translation.
- *Presentation#1*: Each group presents the text analysis and working plan.

Stage 2: Translating and collaborative editing

- *Individual translation draft*: Each student individually translates one part of the source text.
- *Learner's diary*: Each student completes the diary based on the guiding questions.
- *Collaborative editing*: Each team compiles individual translation drafts into a single piece of translation. The students revise and edit their work, using Self-editing and self-assessment form.
- *Group's first draft translation*: The first draft of the group is ready for peer-editing process. This draft is a product of the collaborative editing.

Stage 3: Peer-editing, revising, and presentation

- *Peer editing*: The editing is reciprocal. Two groups are paired up in advance. Peer-editing and Peer-assessment form is used as a guideline.
- *Responsive feedback*: Students discuss, negotiate ideas, and justify their work in the editing process. Editor groups and translator groups discuss comments and ideas in the editing process.
- *Group's final draft translation*: Each group revises their own work, using feedback from the peer- editing process.
- *Learner's diary*: Each student completes the diary based on the guiding questions.
- *Presentation#2*: Each group presents translation problems and analysis of their work process.
- *Teacher evaluation*: The teacher evaluates students' final draft translation and their group presentation.

Data were collected by using four instruments. The details of each instrument are as follows:

1. *Translation pretest and posttest*: the tests were used to obtain the information about students' translation competence regarding their overall translation abilities and their strategic sub-competence.
2. *Translation drafts*: the three translation drafts included (1) each student's draft, (2) each group's first draft, and (3) each group's final draft. .
3. *Learner's diary*: the diaries were the recording of each student's analysis of text-related problems and reflection on what and how the work was done during the project.
4. *Semi-structured interviews*: six students as representatives from each group were individually interviewed to obtain the data on collaboration and interactions among the students.

Data was collected by administering the pretest at the beginning of the CLPM, and at the end of the CLPM, the posttest was administered and the interviews were conducted. During the project, the three translation drafts and the three diaries were submitted after they finished each draft. For quantitative data analysis, descriptive statistics of percentage, mean, and standard deviation were used. For qualitative data analysis, the diaries and semi-structured interviews were analyzed using content analysis, data transcribing, coding, and analyzing.

4. Findings

4.1 The students' overall translation abilities

Data on the students' overall translation abilities was elicited from the translation pretest and posttest. Although it is not the main objective of this study, this set of data can be used to explain how the students improved after taking the CLPM. The test task is an English-Thai translation of an excerpt of a business article, "UK Dairy Industry in Crisis". The total score of this part is 15, and the number of test takers is 21. The findings are illustrated in the following table.

TABLE 1: Translation Pretest and Posttest Scores (Part 1)

	N	Mean	SD	P
Pretest	21	6.57	2.574	.000*
Posttest	21	8.75	2.289	

$*p < 0.05$

As displayed in Table 1, the students improved their overall translation abilities at significant level 0.05. This indicates the students' significant improvement on their overall translation abilities after attending the fifteen-week CLPM.

4.2 The students' abilities to identify and solve text-related problems

4.2.1 Data collected from the pretest and the posttest

The results of the pretest and posttest were also used to investigate the effects of the CLPM on developing the students' abilities to identify and solve text-related problems. The lexical problems and the convention-related problems were tested in Part 1, and the syntactic problems were tested in Part 2. The results of the tests are presented below.

In Part 1 of the test, the task was a translation of the passage 'UK Dairy Industry in Crisis'. The source text passage includes two instances of the lexical problems (word meaning in context) and two instances of the convention-related problems (transcribing proper name). The results of the pretest and posttest are presented in Table 2 and 3.

TABLE 2: Pretest and posttest mean scores of lexical problems

Test item no.	ST instances	Pretest mean	Posttest mean	P
1	(dairy) farmers	.43	.71	.030*
2	firm	.43	.76	.016*

$*p < 0.05$ ST = source text

Table 2 shows the two items involving lexical problem or 'word meaning in context' that were tested. The two words, '(dairy) farmer' and 'firm', have multiple meanings, so the students needed to choose an appropriate meaning of each word in the context for their translation.

TABLE 3: Pretest and posttest mean scores of convention-related problems

Test item no.	ST instances	Pretest mean	Posttest mean	P
1	Derbyshire	.62	.95	.016*
2	Essex	.62	.95	.016*

$*p < 0.05$ ST = source text

Table 3 presents the two items of the convention-related problems, or the subcategory of ‘transcribing proper name’, that were tested in Part 1 of the test, so the students needed to transcribe the given proper names.

Data from Table 2 and Table 3 reveals that the students significantly improved their abilities to solve lexical problems and convention-related problems at significant level 0.05. It seems fair to suggest that the students made progress in their abilities to analyze and solve the lexical problems and the convention-related problems after taking the CLPM.

In Part 2 of the test, the test task is the analysis of syntactic problems in an English source text, “5 Important Things That Make Workers Quit”. The total score for this part is 45, and the number of test takers is 21. The pretest and posttest scores are presented in Table 4 below.

TABLE 4: Translation Pretest and Posttest Scores (Part 2)

	<i>N</i>	<i>Mean</i>	<i>SD</i>	<i>P</i>
Pretest	21	15.43	7.756	.002*
Posttest	21	20.95	8.114	

* $p < 0.05$

Table 4 reveals that the students improved their abilities to analyze and solve syntactic problems at significant level 0.05. Thus, this indicates the students’ significant improvement on their abilities to identify and solve syntactic problems after attending the learning module.

In sum, the findings from this part regarding the students’ abilities to identify and solve text-related problems in the translation pretest and posttest reveal that the students made a significant progress on analyzing and solving text-related problems after attending the CLPM for 15 weeks. Nevertheless, the posttest scores can only reflect the students’ abilities to perform a single task as an end-product translation by comparing it to a single task at the beginning, or the pretest. Supporting evidence is still needed, so the following part of the results is to explore how the students made a progress during the process of the Collaborative Translation Project.

4.2.2 Data collected from the translation project

As mentioned earlier, the ability to identify text-related problems is only a step in dealing with the problems since translators need to have abilities to solve the problems as well. Hence, this study also analyzed if the students could solve the problems they identified. If any text-related problem is marked as a ‘correct problem’, the Thai translation of the problem will be marked as an ‘appropriate solution’ or an ‘inappropriate solution’ by the researcher.

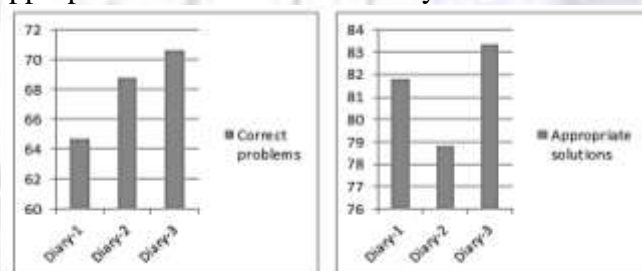
The number of ‘correct problems’ and ‘appropriate solutions’ at each of the three stages in three translation drafts, from the beginning to the end of the project, were analyzed as shown in the table below.

TABLE 5 Numbers and percentages of correct problems and appropriate solutions in three Learner's Diaries

	Diary-1 (51 answered items)		Diary-2 (48 answered items)		Diary-3 (51 answered items)	
	Correc t proble ms	Appropri ate Solutions	Correc t proble ms	Appropri ate solutions	Correc t proble ms	Appropri ate solutions
Numbers of items	33	27	33	26	36	30
Percenta ges	64.71%	81.82%	68.75%	78.79%	70.59%	83.33%

Note. The total number of answered items in each diary varied because not all the students submitted all three diaries.

Table 5 illustrates the numbers and percentages of text-related problems that all the students could identify correctly in each diary. In Diary-1, all the answered items were 51 and the percentage of items that were analyzed correctly was 33, which was equivalent to 64.71%. In Diary-2, all the answered items were 48 and the number of items that were analyzed correctly was 33, which was equivalent to 68.75%. In Diary-3, all the answered items were 51 and the number of items that were analyzed correctly was 36, which was equivalent to 70.59%. Along with the problem analysis, the students also solved each listed problem by translating it, and the results reveal that the percentages of the appropriate solutions of the correct problems in each diary were 81.82%, 78.79%, and 83.33% respectively. Figure 2 depicts the percentages of correct problems and appropriate solutions in each diary.

**Fig. 2 Percentages of correct problems and appropriate solutions in each diary**

As follows from the figure shown above, the percentage of correct problem identification and the percentage of appropriate solution from Diary-1 to Diary-2 and Diary-3 gradually increased. The percentages of appropriate solutions fluctuated; however, there was a positive tendency and the average percentage was at the satisfactory level (approximately 80%). Thus, it can be explained that there was a gradual progress in the student's abilities to identify problems, from the beginning to the end of the project.

To understand more about the types of text-related problems and the students' abilities to solve those problems, the problems listed in each diary were categorized and presented in the following table, together with the number and percentage of appropriate solutions of correct problems.

TABLE 6 Categories of text-related problems and appropriate solutions in three Learner's Diaries

Categories of problems	Sub categories of problems	Diary-1 (51 answered items)		Diary-2 (48 answered items)		Diary-3 (51 answered items)	
		Correct problems	Appropriate solutions	Correct problems	Appropriate solutions	Correct problems	Appropriate solutions
Lexical	1. Word meaning in context	12	8 (66.67%)	14	8 (57.14%)	14	11 (78.57%)
	1. Word order in a NP	-	-	2	2 (100%)	1	1 (100%)
Syntactic	2. Impersonal pronoun 'it'	1	1 (100%)	1	1 (100%)	2	2 (100%)
	3. 3 rd - person pronoun & possessive adjective	3	3 (100%)	2	2 (100%)	3	3 (100%)
	4. Verb tense	1	1 (100%)	-	-	-	-
	5. Passive construction	-	-	1	1 (100%)	1	1 (100%)
	6. Derived sentence	-	-	1	1 (100%)	-	-
	7. Other forms of structure	-	-	1	1 (100%)	1	1 (100%)
	1. Punctuation mark	5	5 (100%)	3	3 (100%)	1	1 (100%)
Convention-related	2. Marking of plurality	3	3 (100%)	3	3 (100%)	4	4 (100%)
	3. Transcribing proper name	8	6 (75%)	5	4 (80%)	9	6 (66.67%)
	Total number of problems and solutions	33	27 (81.81%)	33	26 (78.79%)	36	30 (83.33%)

As can be seen from Table 6, all three main categories of text-related problems, namely lexical problems, syntactic problems, and convention-related problems, were identified by the students in their diaries. To be more specific, the subcategories of the problems listed in all the diaries are varied, but it is clearly seen that the highest number of problems the students mentioned in all three diaries is the problem of 'word meaning in context', which is in the category of lexical problems. The second highest one is the problem of 'transcribing proper name', which is in the category of convention-related problems.

A closer look at the data from Table 6 reveals that the percentages of the appropriate solutions in most subcategories were at 100%, so it means that most problems that could be identified correctly could be solved successfully at that stage. The only two problems, the problems of 'word meaning in context' and the 'transcribing proper name', were the two types of problems

that could not be solved successfully at the rate of 100%. The percentages of ‘word meaning in context’ problems that could be solved were at 66.67%, 57.14%, and 78.57%. The percentages of ‘transcribing proper name’ problems that could be solved were at 75%, 80%, and 66.67%.

In sum, these two types of problems, which are ‘word meaning in context’ and ‘transcribing proper name’, were mentioned most in all diaries, and most of these two problems could be solved by the students, but some still could not.

Considering the abilities to solve the problems, or finding appropriate solutions of the problems, it can be found that the problems of ‘word meaning in context’ and ‘transcribing proper name’ could not be solved at the stage of identifying. On the contrary, the other problems, such as the problems of ‘word order in a noun phrase’, ‘impersonal pronoun-it’, ‘3rd-person pronoun and possessive adjective’, ‘passive construction’, ‘punctuation mark’ and ‘marking of plurality’ could be solved at the stage of identifying.

As explained at the beginning of this section, this set of data was used to explore not only the abilities at each stage of translation, but also the abilities throughout the entire process of translation. Therefore, the following is to demonstrate how successfully the students could solve the problems that they listed at the beginning of the project. Those problems were also analyzed and tracked by the researcher in order to see if they could be solved in the final draft, the draft that was produced after the process of collaborative editing and peer editing. The details are illustrated in the following table.

TABLE 7 Numbers and percentages of text-related problems listed in Diary-1

Text-related problems in Diary-1				
(33 instances)				
	With appropriate solutions in the individual translation draft		With inappropriate solutions in the individual translation draft	
Numbers of items and percentages	27 (81.82%)	6 (18.18%)	Problems that could be solved in the final draft	3 (50%)
			Problems that could not be solved in the final draft	3 (50%)

Table 7 illustrates the numbers and percentages of text-related problems that were correctly identified and explained when the students were doing the individual translation draft. It has been found that out of 33 text-related problems, 27 problems (81.82%) could be solved appropriately in the individual translations, the draft that they did individually. The rest of the problems, with a total of 6 problems (18.18%), were tracked by observing if those problems could be solved in the later drafts, that is, the group’s first draft and the group’s final draft. The results show that, from the 6 problems that could not be solved in the individual translation, 3 of them (50%) could be solved in the final draft at the end of the project and the other 3 (50%) could not. The three text-related problems that could be solved and the three text-related problems that could not be solved are the same in their types and numbers: two problems of ‘word meaning in context’ and one of ‘transcribing proper name’.

Additionally, data from the interview transcripts has confirmed the data from the Learner's Diaries and the translation drafts in the previous section. The students mentioned that they benefited from the collaboration within their groups and among their groups because both the collaborative editing and peer editing helped them learn what they misunderstood or overlooked about the comprehension and re-expression of some elements in the source text. Also, the students reported that they learned how to exchange ideas with others in the process of editing.

5. Conclusions and Implications

In conclusion, the results reveal that the students developed their overall translation abilities and their strategic sub-competence after attending the 15-week CLPM. The translation pretest and posttest scores indicate that both their overall translation abilities and their abilities to identify and solve text-related problems were significantly improved. This set of data could be considered as an individual effort to complete a translation task. However, the interpretation of the scores can only serve the purpose of evaluating translation performance at a single stage as an end product. As scholars, such as Fox [25] and Galan-Manas [15], who are in favour of process research in translation pedagogy state, it is vital to understand the translation process, or how assigned texts have been translated.

Hence, there was an attempt to supplement the data from the test scores. The other two sets of data were collected to explore what the students experienced during the process of the Collaborative Translation Project in the period of six weeks. Data from the Learner's Diaries and translation drafts indicates that there was an improvement regarding their abilities to identify the problems. Their abilities to solve the problems fluctuated, but there was a positive tendency and the percentages were at the satisfactory level. The problems that could be solved were the ones with specific language forms and systematic ways of solving them, such as the problems of 'passive construction' and the problem of 'impersonal pronoun-it'. On the contrary, there were two problems that could not be solved even at the end of the project: the problem of 'word meaning in context' and the problem of 'transcribing proper name'. It can be explained that solving these two problems requires not only linguistic competence, but also a relatively high level of decision-making skills. In addition, to choose appropriate word meanings in contexts sometimes needs knowledge about the world in general or in specific areas, and to transcribe a proper name also needs researching skills. Another set of data from the Learner's Diaries and the interviews shows that the project enhanced the students' abilities to comprehend and re-express source text elements owing to the opportunities to share ideas and collaborate with each other during the process of translation.

The benefits of the collaborative project-based learning on developing translation abilities in the present study concur with other studies that proved to have enhanced students' overall translation competence [15], [13], [16]. Also, the data yielded in this study provides convincing evidence that teamwork in collaborative learning was beneficial for enhancing translation performance and the quality of their work, which was the translation of a business article. The results are consistent with previous studies that explored other genres of translation tasks, such as specific-technical translation [15], university website translation [13], or documentary subtitle translation [11]. More importantly, this study shows that the students could solve the text-related problems by discussing and sharing ideas during the editing process. These results are in agreement with other studies by researchers, such as Galan Manas [15] and Kiraly [11], who confirm that when a well-designed collaborative project is assigned, students have a potential to perform tasks and solve translation problems in their own ways using team decision-making skills, with an attempt to achieve a mutual goal, which is to produce quality work.

In terms of identifying and solving text-related problems, EFL students with limited abilities of English and translation might find it too complicated to interpret words with multiple meanings or to transcribe unfamiliar proper names in the English source text. Therefore, it is suggested that a training session design to equip the students with knowledge and skills necessary for carrying out a translation project should place more importance on the use of translation resources. Researching skills, which is one of the abilities in strategic sub-competence, can compensate for deficiency of the students' language competence and knowledge of specialized subjects. Also, it is recommended that one way to train students to be more competent in dealing with such difficulties is to design activities that encourage them to analyze their own weaknesses during the process of translation, possibly in a form of diaries. As Fox [25] and Rico [23] suggest, keeping diaries is beneficial as it offers the students opportunities to analyze and reflect on their own performances. In doing so, the students can learn to perform self-monitoring and gain more awareness in their own translation and language use.

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Perspektif Pelajar terhadap Cadangan Penambahbaikan Pelaksanaan Latihan Industri bagi pihak Universiti

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Abstrak

Kajian ini mengkaji tentang perspektif pelajar terhadap pelaksanaan latihan industri di Universiti Pertahanan Nasional Malaysia. Tujuan kajian ini adalah untuk mengenal pasti maklum balas pelajar tahun akhir Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan berkenaan cadangan penambahbaikan pelaksanaan latihan industri bagi pihak universiti. Kajian ini menggunakan pendekatan kaedah gabungan (*mixed method*) iaitu kualitatif dan kuantitatif. Seramai 91 responden daripada pelajar tahun akhir Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan bagi Semester 1, 2017/2018 telah memberi maklum balas berkenaan cadangan penambahbaikan pelaksanaan latihan industri bagi pihak universiti. Dapatan menunjukkan sesi latihan industri perlu dilaksanakan pada akhir semester tahun akhir, tempoh latihan industri perlu dipanjangkan, penyediaan bengkel sebelum latihan industri, penempatan latihan industri tidak terhad kepada zon-zon tertentu/ kos sara diri tinggi, penambahbaikan kandungan buku log dan penghantaran laporan latihan industri dan penilaian penyelia agensi dan pemakluman skop kerja. Dapatan kajian ini boleh menyumbang kepada pelaksanaan latihan industri kepada pihak universiti pada masa akan datang, sebagai panduan kepada universiti-universiti yang lain untuk melaksanakan latihan industri dan sebagai penambah nilai literatur dalam bidang ini.

Kata kunci: Latihan industri, kaedah gabungan, penambahbaikan, university

1. Pengenalan

Latihan industri dianggap sebagai alat yang berkesan untuk meningkatkan kebolehpasaran graduan untuk permulaan kerjaya [6]. Latihan industri dilihat sebagai kaedah penting untuk kerjaya dan memberi pendedahan kepada situasi sebenar kerja, memperoleh pengetahuan dan kemahiran [6]. Latihan industri adalah syarat wajib bagi pelajar dalam program yang ditawarkan oleh Pemberi Pendidikan Tinggi (PPT) di semua peringkat Sijil, Diploma dan Ijazah Sarjana Muda bagi memenuhi syarat penganugerahan program [12]. Begitu juga pelaksanaannya dibuat di Universiti Pertahanan Nasional Malaysia bagi program Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan.

Latihan industri bagi Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan, Universiti Pertahanan Nasional Malaysia telah dilaksanakan semenjak 2008 setelah mendapat kelulusan menjalani program pada 2007 [7]. Terdapat dua kod subjek bagi Latihan industri; DRM 3188 - Latihan Industri yang mempunyai lapan jam kredit dan DRM 3194 - Laporan Latihan Industri yang mempunyai empat jam kredit. Pegawai kadet dan pelajar awam perlu memenuhi 12 jam kredit secara keseluruhannya pada Semester 1, Tahun Akhir dan kembali kepada universiti untuk menyambung pengajian Semester 2, Tahun Akhir pada semester berikutnya.

Walaubagaimanapun, terdapat rungutan daripada pelajar-pelajar kerana pelaksanaan sesi latihan industri bukan pada Semester akhir, Tahun Akhir agak menyukarkan penempatan kerja bagi pelajar-pelajar Universiti Pertahanan Nasional Malaysia kerana sememangnya

kebanyakan pelajar Universiti Pertahanan Nasional Malaysia telah mendapat tawaran kepada pekerja berstatus tetap. Ini agak merugikan kepada pelajar-pelajar awam khususnya kerana kepercayaan dan hubung baik telah terbina antara majikan dengan pelajar-pelajar. Pegawai Kadet juga bersependapat kerana ilmu-ilmu akademik atau teori perlu dilaksanakan terlebih dahulu sebelum ke sesi latihan industri. Selain itu, penyelidik-penyelidik kajian ini mendapati kajian berkenaan cadangan penambahbaikan pelaksanaan latihan industri dari sudut perspektif pelajar kurang dikaji. Penyelidik-penyelidik kajian ini berpendapat kajian ini perlu dibuat kerana pelajar-pelajar yang menghadapi cabaran daripada peringkat awal sehingga selesai sesi latihan industri. Kajian ini juga boleh digunakan untuk menambah sorotan kajian yang sedia ada dan panduan kepada Pemberi Pendidikan Tinggi (PPT) yang lain.

Justeru, kajian ini mengkaji tentang perspektif pelajar Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan terhadap pelaksanaan latihan industri di Universiti Pertahanan Nasional Malaysia. Tujuan kajian ini adalah untuk mengenal pasti maklum balas pelajar tahun akhir Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan berkenaan cadangan penambahbaikan pelaksanaan latihan industri bagi pihak universiti. Kajian ini boleh menyumbang kepada penambahbaikan pelaksanaan latihan industri pada semester akan datang dan sebagai panduan juga kepada PPT yang lain dalam menaikkan mutu pelaksanaan latihan industri.

2. Cadangan penambahbaikan pelaksanaan latihan industri di universiti daripada kajian lepas

[8] menyatakan Pelan Strategik Pengajian Tinggi Negara (PSPTN) meletakkan kebolehpasaran graduan sebagai agenda kritikal yang perlu dilaksanakan dan mencapai sasaran yang telah ditetapkan iaitu sekurang-kurangnya 75% graduan akan memperoleh pekerjaan yang sesuai dengan kelayakannya dalam tempoh enam bulan setelah menamatkan pengajian. Selain itu, [8] ada menyatakan tawaran pekerjaan yang lambat berbanding graduan institusi pengajian swasta adalah salah satu faktor yang mengganggu kebolehpasaran graduan institusi pengajian awam. Penyelidik-penyelidik kajian ini berpendapat perkara ini boleh diatasi dengan penawaran sesi latihan industri pada Semester Akhir, Tahun Akhir pengajian.

Piawai minimum tempoh latihan industri yang ditetapkan adalah tiga bulan dan satu jam kredit bersamaan dengan dua minggu sesi latihan industri, ini bermakna sekiranya jam kredit bagi latihan industri adalah enam jam kredit, tempoh sesi latihan industri sepatutnya 12 minggu sesi latihan industri iaitu minimum tiga bulan [12]. Walaubagaimanapun, saranan bekas Menteri Pengajian Tinggi, Datuk Seri Mohamed Khalid Nordin berkata tempoh latihan industri perlu diseragamkan kepada enam bulan [11]. Penyelidik-penyelidik kajian ini berpendapat perlu mengikut peraturan yang telah ditetapkan oleh *Malaysian Qualifications Agency*.

[3] menyatakan pelajar yang menyertai program pra-latihan industri mendapat manfaat penulisan resume dan maklumat am pekerjaan, ini juga boleh merujuk kepada pelaksanaan bengkel latihan industri sebelum pelajar-pelajar berkursus di industri. Selain itu, bengkel atau pra-latihan industri dapat memberi panduan, hala tuju yang jelas, kod etika kerja dan kod etika berpakaian semasa latihan industri [1]. [1] juga menyatakan, surat iringan, resume dan testimoni adalah tiga dokumen yang diperlukan untuk permohonan penempatan latihan industri. Selain itu, [9] juga menyatakan salah satu masalah yang dihadapi oleh pelajar-pelajar adalah penyediaan resume untuk permohonan penempatan.

Antara kandungan bengkel persediaan ke Latihan Industri dicadangkan termasuklah perkongsian pengalaman bekas pelajar Latihan Industri, hak-hak pekerja dalam undang-undang dan gangguan seksual di tempat kerja, etika dan protokol, komunikasi perniagaan, panduan penyediaan resume, persediaan temuduga dan pengucapan awam [9]. Dalam bengkel ini juga, pihak universiti boleh juga memaklumkan peraturan berkenaan penerimaan aduan daripada pihak agensi bagi tawaran yang tidak dijawab oleh pelajar dan pelajar akan dihukum atas kesalahan ini [1].

[1] menyatakan pelajar digalakkan untuk mencari lokasi latihan industri yang dekat dengan rumah dan mencari insentif elaun. Penyelidik-penyelidik kajian ini juga berpendapat perkara ini sangat penting untuk mengatasi masalah kewangan sepanjang tempoh latihan industri. Justeru, perkara ini perlu dititikberatkan oleh pengurusan latihan industri universiti agar pelajar-pelajar tidak menghadapi masalah kewangan kelak.

3. Metodologi Kajian

Kajian ini menggunakan pendekatan kaedah gabungan (*mixed method*) iaitu kualitatif dan kuantitatif. Penyelidik menggunakan pendekatan kaedah ini seiring dengan [5] yang menyatakan bahawa kaedah ini disokong oleh penyelidik-penyelidik dalam bidang sosial sains. Penyelidik menggunakan pendekatan kaedah gabungan dengan cara membenamkan (*embed*) data daripada satu kaedah dan memberikan sokongan kepada kaedah yang lain [5]. Dalam hal ini, penyelidik membenamkan data kualitatif iaitu soalan terbuka (*open-ended question*) kepada kaedah kuantitatif iaitu analisa frekuensi.

Data kualitatif iaitu soalan terbuka ini dikumpul melalui laman sesawang e-pembelajaran Universiti Pertahanan Nasional Malaysia iaitu melalui menu *Feedback*, www.elearningv2.upnm.edu.my. Data dipindahkan dalam bentuk pengekodan (*coding*) iaitu pengekodan terbuka (*open coding*), pengekodan paksi (*axial coding*) dan pengekodan selektif (*selective coding*) kepada kategori atau tema yang lebih mudah [4]. Walaubagaimanapun, data soalan terbuka ini tidak dianalisa dengan menggunakan perisian sedia ada kerana perisian tersebut digunakan untuk membantu proses analisa, iaitu penyelidik masih mengawal data tersebut dan tiada perisian untuk analisa data kualitatif [2]. Setelah itu, pendekatan kaedah kuantitatif pula digunakan untuk menganalisa frekuensi bagi setiap kategori atau tema dengan menggunakan perisian *IBM Statistical Package for the Social Sciences (SPSS)*.

Kajian ini menggunakan teknik persampelan bertujuan (*purposive sampling*) yang tidak melibatkan persampelan bukan kebarangkalian (*non-probability*). Seramai 91 responden yang terdiri daripada pegawai kadet dan pelajar awam telah memberi maklum balas berkenaan cadangan penambahbaikan pelaksanaan latihan industri bagi pihak universiti. Banyak penyelidik kualitatif tidak membataskan penyelidikan dengan saiz sampel yang ditetapkan tetapi bilangan boleh bermula dengan empat orang [5]. Responden telah dipilih kerana mereka adalah merupakan pelajar tahun akhir Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan, Universiti Pertahanan Nasional Malaysia yang melalui sesi latihan industri bagi Semester 1, 2017/2018. Responden telah diberi masa selama dua minggu untuk memberi maklum balas iaitu dua minggu terakhir sebelum sesi latihan industri tamat dalam laman sesawang e-pembelajaran Universiti Pertahanan Nasional Malaysia seperti yang diterangkan dalam perenggan sebelum ini.

4. Dapatan dan Perbincangan

JADUAL I menunjukkan latar belakang responden. Berdasarkan status pelajar, 56% responden adalah merupakan pelajar awam dan 44% merupakan Pegawai Kadet. Ini menunjukkan bahawa pelajar awam lebih banyak memberi responden kerana penempatan tempat kerja tidak dapat ditentukan jika dibandingkan dengan Pegawai Kadet. Berdasarkan jantina responden, pelajar lelaki merupakan responden tertinggi sebanyak 56% jika dibandingkan dengan pelajar perempuan sebanyak 44% kerana populasi pelajar perempuan di Universiti Pertahanan Nasional Malaysia lebih kecil dibandingkan dengan pelajar lelaki. Berdasarkan bangsa responden, pelajar bumiputra merupakan responden tertinggi sebanyak 95.6% berbanding bukan bumiputra sebanyak 4.4% sahaja kerana populasi pelajar bumiputra di Universiti Pertahanan Nasional Malaysia lebih besar jika dibandingkan dengan pelajar bukan bumiputra.

JADUAL I: Latar belakang Responden

		<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Status Pelajar	Pegawai Kadet	40	44.0	44.0	44.0
	Awam	51	56.0	56.0	100.0
	<i>Total</i>	91	100.0	100.0	
Jantina	Lelaki	51	56.0	56.0	56.0
	Perempuan	40	44.0	44.0	100.0
	<i>Total</i>	91	100.0	100.0	
Bangsa	Bumiputra	87	95.6	95.6	95.6
	Bukan Bumiputra	4	4.4	4.4	100.0
	<i>Total</i>	91	100.0	100.0	

Bahagian ini membincangkan dapatan daripada pendekatan kaedah kualitatif iaitu soalan terbuka (*open-ended question*) dan kuantitatif iaitu menggunakan analisa frekuensi untuk analisa demografik responden dan membenamkan data kualitatif kepada kuantitatif. JADUAL II menunjukkan dapatan kualitatif daripada soalan terbuka (*open-ended question*). Penyelidik mendapati terdapat enam tema atau cadangan penambahbaikan kepada universiti daripada perspektif pelajar. Penjelasan-penjelasan responden bagi setiap satu tema yang dicadangkan diterangkan dalam perenggan-perenggan seterusnya.

Bagi tema sesi latihan industri perlu dilaksanakan pada akhir semester tahun akhir, antara justifikasi responden adalah seperti berikut:

“.....latihan industri ini patut dijalankan pada semester akhir, kerana pelajar akan dapat pengalaman dan berkeyakinan yang tinggi untuk menghadapi suasana kerja yang lebih mencabar...”

(Responden 6, 50; Awam)

“.....latihan industri ini perlu dibuat pada akhir semester. Hal ini akan memudahkan pelajar untuk mencari lebih banyak pengalaman dan potensi untuk mendapat peluang pekerjaan pada masa kelak. Potensi dalam peluang pekerjaan selepas mengakhiri latihan industri ini lebih tinggi kerana pihak agensi melihat potensi pelajar semasa menjalani latihan industri itu baik dan terus memberi peluang pekerjaan kepada mereka.....”

(Responden 9, 13, 19, 21, 42, 67, 79; Awam)

“Oleh kerana pelajar UPNM terkenal dengan disiplin dan sikap beretika, ada di antara agensi atau syarikat yang menawarkan pelajar UPNM yang sedang menjalani latihan industri untuk berkhidmat di agensi mereka setelah tamat pengajian. Namun demikian pelajar terpaksa menolak tawaran tersebut kerana perlu menghabiskan lagi satu semester yang berbaki.”

(Responden 15; Pegawai Kadet, 31, 100; Awam)

JADUAL II: Dapatan Kualitatif daripada Soalan Terbuka

Bil.	Tema
1	Sesi latihan industri perlu dilaksanakan pada akhir semester tahun akhir
2	Tempoh latihan industri perlu dipanjangkan
3	Penyediaan bengkel sebelum latihan industri
4	Penempatan latihan industri tidak terhad kepada zon-zon tertentu/ kos sara diri tinggi Penambahbaikan kandungan buku log dan penghantaran laporan latihan industri dan
5	penilaian penyelia agensi
6	Pemakluman skop kerja

JADUAL III: Frekuensi setiap Tema atau Cadangan Penambahbaikan kepada pihak Universiti

		<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Semester Akhir	Tidak dinyatakan	67	73.6	73.6	73.6
	Ada dinyatakan	24	26.4	26.4	100.0
	<i>Total</i>	91	100.0	100.0	
Tempoh	Tidak dinyatakan	35	38.5	38.5	38.5
	Ada dinyatakan	56	61.5	61.5	100.0
	<i>Total</i>	91	100.0	100.0	
Bengkel	Tidak dinyatakan	84	92.3	92.3	92.3
	Ada dinyatakan	7	7.7	7.7	100.0
	<i>Total</i>	91	100.0	100.0	
Terhad kepada Zon dan Kos Sara Hidup	Tidak dinyatakan	67	73.6	73.6	73.6
	Ada dinyatakan	24	26.4	26.4	100.0
	<i>Total</i>	91	100.0	100.0	
Buku log, Laporan dan Penilaian	Tidak dinyatakan	84	92.3	92.3	92.3
	Ada dinyatakan	7	7.7	7.7	100.0
	<i>Total</i>	91	100.0	100.0	
Skop Kerja	Tidak dinyatakan	80	87.9	87.9	87.9
	Ada dinyatakan	11	12.1	12.1	100.0
	<i>Total</i>	91	100.0	100.0	

JADUAL III menunjukkan frekuensi setiap tema atau cadangan penambahbaikan kepada pihak universiti. Untuk cadangan pertama iaitu sesi latihan industri perlu dilaksanakan pada akhir semester tahun akhir, sebanyak 73.6% tidak dinyatakan oleh responden untuk cadangan ini dan sebanyak 26.4% ada dinyatakan oleh responden untuk cadangan ini. Keputusan frekuensi ini hanyalah pengumpulan data daripada kaedah kualitatif, penyelidik-penyelidik kajian ini berpendapat wajar untuk pelaksanaan sesi latihan industri pada akhir semester tahun

akhir untuk jaminan penempatan kerja bagi graduan Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan, Universiti Pertahanan Nasional Malaysia.

Bagi tema tempoh latihan industri perlu dipanjangkan, antara justifikasi responden adalah seperti berikut:

“Memanjangkan lagi tempoh latihan industri supaya dapat memberi pengalaman kerja yang lebih mendalam kepada pelajar tahun akhir yang bakal menempuhi alam pekerjaan kelak.”

(Responden 4, 40, 42; Awam, Responden 14, 15, 28, 38, 62, 74; Pegawai Kadet)

“Memanjangkan tempoh latihan industri lebih lama kerana tempoh yang dibenarkan universiti sangat singkat dan pelajar tidak sempat mempelajari semua perkara.”

(Responden 5; Awam)

“Memanjangkan lagi tempoh latihan industri kepada pelajar dari 3 bulan sehingga 6 bulan seperti kebanyakan universiti awam yang lain.”

(Responden 7, 22, 50, 64; Awam, Responden 37, 97, 101; Pegawai Kadet)

“Menambahkan lagi masa latihan industri.. bagi pkdt laut haruslah li di unit (2bulan) dan kapal (1bulan) ... ia untuk pkdt laut dpt mempelajari lebih byk tanggungjawab sbg pegawai bekalan di dalam TLDM”

(Responden 77; Pegawai Kadet)

“Latihan industri bagi pelajar hr perlu dipanjangkan selama 24 minggu bersamaan dengan pelajar sains komputer.”

(Responden 92; Pegawai Kadet)

Bagi cadangan tempoh latihan industri perlu dipanjangkan, Jadual III menunjukkan sebanyak 61.5% ada dinyatakan oleh responden dan sebanyak 38.5% tidak dinyatakan oleh responden untuk cadangan ini. Untuk cadangan ini, konsisten dengan piawai yang ditetapkan oleh *Malaysian Qualifications Register (MQA)*, satu jam kredit bersamaan dengan dua minggu sesi latihan industri, ini bermakna sekiranya 12 jam kredit, tempoh sesi latihan industri sepatutnya 24 minggu sesi latihan industri [12]. Walaubagaimanapun, lawatan *MQA* telah dijalankan baru-baru ini mencadangkan sembilan jam kredit bagi latihan industri Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan, Universiti Pertahanan Nasional Malaysia iaitu bersamaan 18 minggu sesi latihan industri.

Bagi tema penyediaan bengkel sebelum latihan industri, justifikasi responden adalah seperti berikut:

“Pihak universiti harus menyediakan program, taklimat atau bengkel persediaan latihan industri yang bertujuan menyediaka pelajar dari teknik berkomunikasi secara formal, keterampilan etika kerja dan cara penyediaan laporan latihan industri.”

(Responden 48; Awam)

Bagi cadangan penyediaan bengkel sebelum latihan industri, JADUAL III menunjukkan sebanyak 92.3% tidak dinyatakan oleh responden dan sebanyak 7.7% ada dinyatakan oleh responden bagi cadangan ini. Penyelidik-penyelidik kajian ini berpendapat keputusan kajian ini merupakan ringkasan dapatan daripada data kualitatif tetapi jika dapatan daripada kutipan borang kaji selidik lebih berpihak kepada dinyatakan kerana ini adalah keperluan pra-pengetahuan dunia sebenar pekerjaan kepada seseorang pelajar sebelum ke sesi latihan industri. Pendapat penyelidik-penyelidik kajian ini setara dengan soratan kajian daripada [3], [1] dan [9].

Bagi tema penempatan latihan industri tidak terhad kepada zon-zon tertentu/ kos sara diri tinggi, antara justifikasi responden adalah seperti berikut:

“Pihak universiti perlu memberikan kebebasan untuk pelajar memilih zon di semenanjung malaysia. Jika tidak, pembaziran duit mungkin berlaku akibat menyewa rumah berhampiran dengan tempat latihan industri yang dijalani.”

(Responden 27, 99; Pegawai Kadet; Responden 28, 52, 55, 88, 89; Awam)

Bagi cadangan penempatan latihan industri tidak terhad kepada zon-zon tertentu/ kos sara diri tinggi, JADUAL III menunjukkan sebanyak 73.6% tidak dinyatakan oleh responden dan sebanyak 26.4% ada dinyatakan oleh responden bagi cadangan ini. Seperti sedia maklum, permasalahan kewangan berlaku kepada pelajar-pelajar awam kerana mereka tidak mempunyai duit sara hidup jika dibandingkan dengan Pegawai Kadet. Rata-rata pelajar awam khususnya memilih tempat latihan industri berjauhan daripada keluarga kerana faktor-faktor penetapan latihan industri daripada pihak universiti, paling menyedihkan lagi apabila ada pelajar yang menerima elaun yang kurang daripada kadar sewa bilik terpaksa menanggung kos hidup di kawasan-kawasan mengikut zon-zon yang telah ditetapkan. Cadangan ini sangat konsisten dengan kajian [1] yang menyatakan pelajar digalakkan untuk mencari lokasi latihan industri yang dekat dengan rumah dan mencari insentif elaun.

Bagi tema penambahbaikan kandungan buku log, penghantaran laporan latihan industri dan penilaian penyelia agensi, antara justifikasi responden adalah seperti berikut:

“Mengurangkan pengesahan tandatangan penyelia pada setiap minggu pada buku log latihan industri kerana majikan kebiasaannya sibuk dengan kerja.”

(Responden 10; Pegawai Kadet; Responden 27; Awam)

“Pihak universiti perlu meminta pelajar untuk menghantar laporan mingguan dari sekali kepada dua kali sebulan kepada penyelia latihan industri melalui aplikasi e-learning.”

(Responden 76; Awam)

“.....pelajar perlu menghantar borang markah bersampul sulit menggunakan sistem kurier kerana memudahkan perjalanan pelajar....”

(Responden 25; Awam)

Bagi cadangan penambahbaikan kandungan buku log dan penghantaran laporan latihan industri dan penilaian penyelia agensi, sebanyak 92.3% tidak dinyatakan dan sebanyak 7.7% ada dinyatakan oleh responden bagi cadangan ini seperti dalam JADUAL III. Penyelidik-penyelidik kajian ini berpendapat perkara-perkara ini akan diambil kira untuk penambahbaikan kandungan buku log, kaedah penghantaran laporan latihan industri dan penilaian penyelia agensi pada masa akan datang.

Bagi tema pemakluman skop kerja, antara justifikasi responden adalah seperti berikut:

“.....mencadangkan agar pihak universiti memberikan penerangan dengan lebih jelas tentang skop kerja latihan industri supaya memudahkan pihak agensi untuk memberikan tugas-tugas yang berkaitan dengan kursus pelajar supaya tidak menyimpang daripada kursus yang dipelajari...”

(Responden 27, 62, 70, 73, 74, 86, 94, 99; Pegawai Kadet; Responden 83; Awam)

Bagi cadangan pemakluman skop kerja, sebanyak 87.9% tidak dinyatakan dan sebanyak 12.1% ada dinyatakan oleh responden bagi cadangan ini seperti yang dinyatakan dalam JADUAL III.

Perkara ini perlu juga diambil kira untuk penambahbaikan pelaksanaan latihan industri pada masa akan datang kerana pihak agensi perlu menerima skop bidang yang dinilai.

5. Kesimpulan

Kajian ini mengkaji tentang perspektif pelajar terhadap pelaksanaan latihan industri di Universiti Pertahanan Nasional Malaysia. Tujuan kajian ini adalah untuk mengenal pasti maklum balas pelajar tahun akhir Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan berkenaan cadangan penambahbaikan pelaksanaan latihan industri bagi pihak universiti. Kajian ini menggunakan pendekatan kaedah gabungan (*mixed method*) iaitu kualitatif dan kuantitatif. Seramai 91 responden daripada pelajar tahun akhir Ijazah Sarjana Muda Pengurusan Sumber Manusia Pertahanan bagi Semester 1, 2017/2018 telah memberi maklum balas berkenaan cadangan penambahbaikan pelaksanaan latihan industri bagi pihak universiti. Dapatan menunjukkan sesi latihan industri perlu dilaksanakan pada akhir semester tahun akhir, tempoh latihan industri perlu dipanjangkan, penyediaan bengkel sebelum latihan industri, penempatan latihan industri tidak terhad kepada zon-zon tertentu/ kos sara diri tinggi, penambahbaikan kandungan buku log dan penghantaran laporan latihan industri dan penilaian penyelia agensi dan pemakluman skop kerja.

Dapatan kajian ini juga boleh dipanjangkan untuk pembinaan borang kaji selidik dengan mengambil kira semua pemboleh ubah dalam kajian ini dengan menjalani analisa ujian keesahan (*validity*) dan kebolehpercayaan (*reliability*) boleh juga diteruskan dengan pembinaan hipotesis kajian dan analisa inferensi (*inferential*) seperti korelasi, regresi dan ujian-t. Selain itu, kajian ini boleh juga digunakan kepada bidang akademik yang lain atau penggunaan teknik persampelan yang menggunakan kebarangkalian. Dapatan kajian ini boleh menyumbang kepada pelaksanaan latihan industri kepada pihak universiti pada masa akan datang, sebagai panduan kepada universiti-universiti yang lain untuk melaksanakan latihan industri dan sebagai penambah nilai literatur dalam bidang ini.

6. Rujukan

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Academic Adaptation of International Students at Prince of Songkla University, Hat Yai Campus, Thailand

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Abstract

This research aimed to investigate the academic adaptation of international students by indentifying the relationship between demographic factors and academic adaptation and examining the levels of differences in accordance with demographic factors in four dimensions of academic adaptation. The research was conducted at Prince of Songkla University, Hat Yai Campus, Thailand and the research methodology was the mixed methods; the Student Adaptation to College Questionnaire(SACQ) for the quanitative data and semi-structured for qualitative data. Participants were 151 of international students.

While the factor, length of Stay, influenced significantly to academic adaptation, no significant differences in other four factors(gender, age, group of nationalities, and religion) were found. While ASEAN had the lowest scores of Academic Adaptation in group of nationalities, Others the highest scores. In age, while 21-25 years old group struggled with adapting in new academic environment mostly, over 40 years old group performed the highest quality of adaptation. The lowest scores of those who stayed in Thailand less than 1 year showed their more difficutlies than others. Lastly, Academic Adjustment or Attachment in SACQ had the highest scores in all conditions of demographic factors, on the contrary, Personal-Emotional Adjustment or Social Adjustment the lowest scores.

Keywords: International students, academic adaptation, demographic factors, SACQ

1. Introduction

International students encounter difficulties due to new culture in host countries. Homesick[5], acculturative stress[2], depression, language problem, midunderstanding, discrimination, financial stress are some companions in cross-cultural environment. It will be started from the first day of their arrival from home to host countries[6] because of a simple reason, cross-culture.

It is commonly acceptable that cultural differences between home and host countries cause the problems, for instance, verbal and/or body language, food, climate, academic environmal, mannars, different academic system, or religious environment. Futhermore, while coming from different countries with their own unique personal resources[2], international students need to adjust in new culture for achieving their own goals. Although the cross-cultural educational environment might not impact to international students reaching to the culture shock level, it is obvious that they need to adjust in host countries for creating positive outcomes[3].

As seen that the meaning of ‘adjustment’ is ‘a behavioral process by which humans.....maintiain an equilibrium..... between their needs and the obstalces of their environment[17]’, adjusting will be one of the keys to catalyze the achievement of international students’ lives in host countries. The more understanding on it, the more successful performance of the international students will be possible. In addition, the amount of

international students are astoundingly growing all over the world[1]. According to the data of an annual survey by The Office of Higher Education Commission, 16,999 international students enrolled at 107 higher educational institutes in Thailand in 2012[18]. However, relatively less research on the adjustment of international students in Thailand have been conducted in comparison with countries in America and Europe continents: Rujipak[14] and Rujipak and Limprasert[15] studied international students' adjustment in Thailand recently.

Therefore, it is anticipated that the research would contribute on the supplement of accumulation of the academic achievement in academic adaptation of international students in Thailand, on the support for stakeholders to develop their frameworks to foster international students' adaptation in new educational environment, and to understand the levels of international students' academic adaptation at Prince of Songkla University, Hat Yai Campus, Thailand by a reliable measurement.

Research Objectives

In order to contribute the fundamental data to understand on adaptation of international students, this research was designed. There were two objectives of the research: 1) to identify how demographic factors, such as Gender, Age, Group of nationalities, Religion, and Length of stay, affect the levels of adaptation at a higher educational institute, Prince of Songkla University, Hay Yai Campus in Thailand, 2) to examine the differences of adaptation's levels among demographic factors in four dimensions: Academic Adjustment, Social Adjustment, Personal-Emotional Adjustment, and Attachment.

Conceptual Framework

Arguably, two terms, adaptation and adjustment, in higher educational institutes were used with equivalence. In the research, the usage of two terms was adopted Baker and Siryk's concept[11], adaptation indicated the whole human behavior in new educational system, adjustment was regarded as subscales or dimensions of adaptation.

The research had a simple framework to complete the research objectives(see figure 1). Demographic factors were regarded as key-and-basic-factors for measuring international students' adaptation. To reach to the findings, the quantitative approach was performed. Sequentially, semi-structured interviews were performed to reach to potential explanation for the findings from the previous quantitative approach.

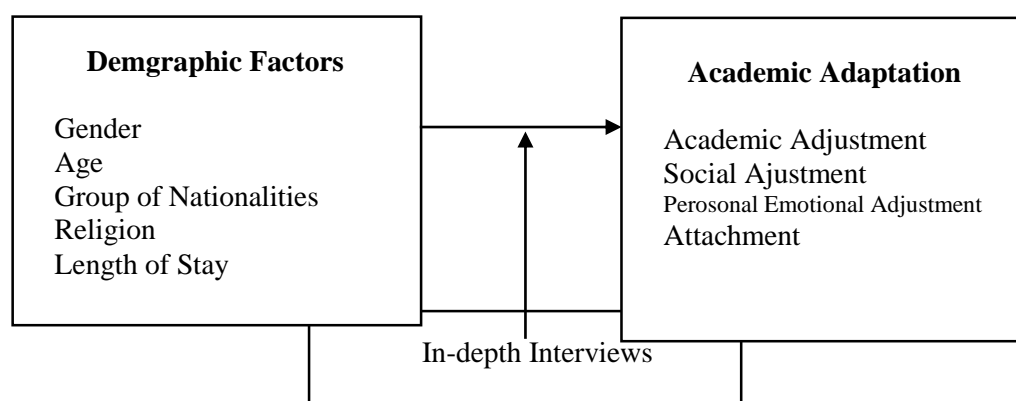


Fig. 1: Conceptual Framework

2. Literature Review

In order to fulfill the felt-needs of international students in cross-culture, researchers have studied on the issue since 1950's[15]. After Lysegaard's study[12], various academic attempts for understanding adaptation considered a complicating multi-faceted human behavior have been conducted. Seemingly, all the researches might be categorized into three themes; 1) understanding the progress of adaptation diachronically, 2) developing frameworks, policies or models to enhance the adaptation of international students 3) identifying predictors associating adaptation or measuring the levels of adaptation in various dimensions.

Lysegaard[12] designed 'the U-curve theory' to demonstrate the process of the cross-cultural adjustment with four stages: honeymoon stage, culture shock stage, adjustment state, and mastery stage. According to the theory, the process of adjustment would be understood with an U-curve pattern from the arrival to the appropriate adjustment in host culture. However, The U-curve has the weakness due to the poor data and little empirical support[3], simplicity is, whereas, its strength. Therefore, Gullahorn and Gullahorn[7] extended it into the W-curve pattern, a double U-curve: 1) honeymoon, 2) culture shock, 3) initial adjustment, 4) mental isolation, and 5) acceptance and integration[16]. By the W-curve explanation on cross-cultural adjustment, it has been widely accepted that the more comprehensive understanding was presented.

With conceptualizing the process of cross-cultural adaptation, considerable research were performed to invent frameworks, activities, projects, and models to foster the adaptation of international students in host countries. For instance, Abe, Talbot and Geelhoed[8] studied the effectiveness of International Peer Program(IPP) in Michigan University with the Student Adaptation to College Questionnaire(SACQ) and found that IPP had a positive results on average between IPP participants and non-participants.

In addition, many researchers exerted to identify predictors associating with adaptation of international students, to invent proper measurement tools of it, or to examine the levels of it with the originated tools. As a results of these, measurement tools with various dimensions of adaptation have been invented. One of them is the Student Adaptation to College Questionnaire(SACQ) by Baker and Siryk[11]. The purpose of SACQ is to examine the levels of adaptation in four dimensions. While Baklashova and Kazakov[13] indicated that international students faced a transitional difficulties in academic and social barriers in Russia after their own arrivals, Baker and Siryk[11] divided the multi-faceted human behavior, adaptation in new culture, into four dimensions: 1) Academic Adjustment, 2) Social Adjustment, 3) Personal-Emotional Adjustment, and 4) Attachment.

As two main features of environment where international students live are 'cross-culture' and 'academic'[9], it was inevitable to value academic and social dimensions on previous studies. Rujipak and Limprasert[15] stated that the adaptation 'to a new academic and social environment can be a stressful process'. Mesidor and Sly[9] noted that it is indispensable that international students adjust to new educational circumstances for their academic achievement. On the other hand, the significance of adaptation socially in host countries was stressed by . Baklashova and Kazakov[13]; they emphasized the necessity of international students' adaptation not only in academic environment, but also in society. Baker and Siryk[11] notes that the less association with a host society, the less adaptation is found.

Additionally, Mustaffa and Ilias[6] stated international students face personal-emotional difficulties: it can be caused from their own problems or from the interactions in new culture.

Stress, homesickness, anxiety, depression, discrimination, etc are the obstacles that international students should overcome in new academic environment. Akhtar[10] found that homesickness was the most top resource of acculturative stress for the international students in Germany

Lastly, many researchers examined the relationships between demographic factors and international students' adaptation, namely, gender, age, origin of countries, length of residence, English Proficiency etc. In the study in Malaysia[6] found that while there was no significant difference in genders, the statistical significant differences were found in three demographic factors such as traveling experience, levels of education, English Proficiency and Malay language on academic adaptation. In the study conducted in Thailand by Rujipak and Limparsert[15], gender and living status(with others or alone) were not the significant factors affecting the socio-cultural adjustment.

3. Metodology

The research was mainly based on the sequential mixed method design; qualitative methods were conducted to explain the quantitative results[4].

The research adopted the Student Adaptation to College Questionnaire(SACQ) as a main tool for obtaining the quantitative data; Cronbach alpha of the Full Scale of SACQ is .92 to .95[11]. It is consisted of 67 items with a 9-point scale to assess the levels of adaptation in four dimensions: applied very closely to me to doesn't apply to me at all. 24 items are to measure academic adjustment, 20, 15, and 15 in social adjustment, personal-emotional adjustment and attachment, respectively. While 34 items are negatively keyed, 33 items positively.

Semi-structured interviews were conducted as the qualitative tool for explaining the findings from quantitative data. Each of interviews was spent from 30 minutes to one and a half hours. The research ethics was been approved by the Center for Social and Behavioral Sciences Institutional Review Board, Prince of Songkla University.

Sampling and Participants

The research was performed at Prince of Songkla University, Hat Yai Campus, in Thailand(PSU), and the participants were limited among the first or the second year international students of Master Program and the first, the second or the third year of Ph. D, who had enrolled the first academic semester in 2017. The total population was 243, and the participants were 151: 43 international students responded by online(1 participant was unfaithfully answered) and 108 participants responded paper-based questionnaires(115 questionnaires were distributed, 3 questionnaires were not returned, and 4 international students were out of the sampling range due to their program or year of programs). The purposive sampling was used for achieving the research objectives.

The demographic factors' analysis of participants is demonstrated in Table 1. The 151 respondents consisted of 89 males(58.9%) and 62 females(41.1%). In Age factor, the 21-25 years old group was the major population as 67(44.4%), followed by 45(29.8%) in the range of 26-35 years old. Two groups contributed to 74.2% of the total sample population. Interestingly, the population of 40 years old was high relatively as 11(7.3%) comparing previous studies[6, 14, 15].

The groups of nationalities were divided into three groups following the cultural distance from the host country: ASEAN group, Asia(non-ASEAN) namely Bangladesh, Bhutan, China, India, Korea, Nepal, Pakistan, Taiwan, Yemen, Others such as UK, USA, Ethiopia, Nigeria,

Sudan, Zimbabwe. 104(68.9%) students from ASEAN participated in the research, followed by 33(21.9) and 14(9.3%) were respectively Asia(none ASEAN) and Others.

Looking at the religion factor, Buddhist were 56 contributed 37.1 % to the total population, 51 Muslim(33.8%) international students responded. As seen, the contribution of two religions reached to 70.9% in the research. While Chirstian were 15.9%, 2.0% and 11.3% were hindu and others, respectively.

In the length of stay factor, the contribution were evenly ditributied comparing other factors in the research as in the range from 22.5% to 26.5%, excluding two groups, less than 6 months and over 2 years, marked as 10.6% and 15.9%.

Lastly, 13 interviewees participated the semi-structured interviews after signing their own signatures on the Human Informed Consent forms prepared by the researcher. All interviews were conducted with following the prepared questionnaire after their permissions of taping the interviews, All the interviews were scripted.

Table 1: Description of the paricipants' demographic factors (n=151)

Demographic factors			Frequency	Percent(%)	Cumulative Percent(%)
Gender	Male		89	58.9	58.9
	Female		62	41.1	100
Age	21-25		67	44.4	44.4
	26-30		45	29.8	74.2
	31-35		19	12.6	86.8
	35-40		9	6.0	92.7
	Over 40		11	7.3	100.0
Group of Nationalities	ASEAN		104	68.9	68.9
	Asia(none ASEAN)		33	21.9	90.7
	Others		14	9.3	100.0
Religion	Buddhist		56	37.1	37.1
	Muslim		51	33.8	70.9
	Christian		24	15.9	86.8
	Hindu		3	2.0	88.7
	Others		17	11.3	100.0
Length of Stay	Less than 3 months	3	34	22.5	22.5
	Less than 6 months	6	16	10.6	33.1
	Less than 1 year	1	37	24.5	57.6
	Less than 2 years	2	40	26.5	84.1
	Over 2 years		24	15.9	100.0

Data Collection and Anlaysia

The quantitative data was collected by online and paper-based questionnaires. Graduate Office sent two emails with the invitation letter for the research to international students, and face-to-

face data collection was conducted purposively by the researcher and two data collecting helpers who had been instructed on the research, ethics and the guidelines of data collecting.

The data collection was performed for 8 weeks from on 30th of October in 2017 to on 23rd of December with three phases. The first Phase was collecting the quantitative data for three weeks from the very beginning day to on 18th of November. The second Phase was analysing the quantitative data and preparing the qualitative data collecting for 3 weeks until on 9th of December. The third Phase was conducting semi-structured interviews for 2 weeks until on 23rd of December in 2017.

A computer program, the Statistical Packages for Social Sciences(SPSS) for Macbook Version 25, was used for analysing the quantitative data, and thematic analysis on qualitative data was conducted.

4. Results

An independent samples t-test was conducted to compare the academic adaptation in male and female. The results illustrated in Table 2 indicate that there was no significant difference in the levels of adaptation for male($M=402.19$, $SD=53.8$) and female($M=398.48$, $SD=62.8$) in conditions; $t(149)=.389$, $p = 0.698$. The results suggest that gender does not effect on academic adaptation.

Table 2 : The Result of T-test in Gender

Variable		N	Mean	SD	t	df	P value
Gender	Male	89	402.19	53.8	.389	149	.698
	Female	62	398.48	62.8			

*Significance at p value <0.05

A one-way ANOVA was conducted to compare the effect of a demographic factor, age on academic adaptation among the respondents(see the table 3). There was no significant difference at $p<.05$ level for in the academic adaptation in five conditions, $F(4, 146)=0.231$, $p=0.920$. The same analysis was performed in order to explore at the differences of three other demographic factors: group of nationalities, religion and length of stay. The results on two demographic factors indicated that there were statistically no significant differences at $p<.05$ in the academic adaptation level for group of nationalities, $F(2, 148)=2.757$, $p=0.067$, and religion, $F(4, 146)=1.222$, $p=0.304$.

On the other hand, according to the same analysis looking at the difference of length of stay, there was statistically significant difference at $p<.05$ level for the five conditions, $F(4, 146)=2.854$, $p=0.026$. The result implies that length of stay is one significant factor to influence the academic adaptation of international students.

The qualitative data supported the findings:

“Length of time(is important for the adjustment). Because if I got a lot of expourse from interaction with Thai people, so I think (that) it deals with the time of my stay here. The longer I stay, the more we can adjust.”

(Interviewee 2, 11/DEC/2017)

“I think Length of stay (is important).....It takes time for us to understand them(Thai). So the most important thing is the length of time”

(Interviewee 4, 11/DEC/2017)

The more collective opinion on the importance of demographic factors influencing academic adaptation was found:

“Everything is important. Most of them came here are young. I think the younger, the more adjustment. Age is very important toward that..... Language is important also. ”

(Interviewee 6, 11/DEC/2017)

Although language proficiency was not included as demographic factor in the research, it might be, undoubtedly, one of key factors in academic adaptation. Mustaffa and Ilias' study(2013) indicated that there were significant differences both English and Malay language proficiency in the cross-cultural adjustment.

Table 3: The Result of ANOVA in Levels of Age, Group of Nationalities, Religion, and Length of Stay

Dimensions	SS	df	MS	F	Sig
Age				.231	.920
Between Groups	3121.884	4	780.471		
Within Groups	492619.560	146	3374.107		
Group of Nationalities				2.757	.067
Between Groups	17807.013	2	8903.507		
Within Groups	477934.431	148	3229.287		
Religion				1.222	.304
Between Groups	16063.125	4	4015.781		
Within Groups	479678.319	146	3285.468		
Length of Stay				2.854	.026*
Between Groups	35947.591	4	8986.898		
Within Groups	459793.852	146	3149.273		

*Significance at p value <0.05

In terms of the total the academic adaptation of respondents(see the table 4), Academic Adjustment and Attachment had a highest scores both male(Academic adjustment: M=6.33, SD=.91, Attachment: M=6.27, SD=1.03) and female(Academic adjustment: M=6.13, SD=1.03, Attachment: M=6.27, SD=1.17). Whereas, both, male(M=5.69, SD=1.24) and female(M=5.70, SD=1.24), had lowest scores in Personal-Emotional Adjustment.

The interviewees suggested the reasons to understand the findings:

“Academic (adjustment) is OK. I can speak in English and all the Ajarms(professours) speak in English too when they advise me”

(Interviewee 7, 11/DEC/2017)

“Academic (adjustment) is very good. Social (adjustment) is good among Thai, and international students, when it comes to international students and Thai, is not so good and that is the cost of communication.”
(Interviewee 6, 11/DEC/2017)

“On academic life. I should say that each course that I have been taking so far in the semester is consisted of so many important materials..... The three courses that I ‘ve been taking so far are very closely related to the things that I have been expecting.”
(Interviewee 4, 11/DEC/2017)

“Academic (adjustment) is very good. Social (adjustment) is good among Thai, and international students, when it comes to international students and Thai, is not so good and that is the cost of communication.”
(Interviewee 6, 11/DEC/2017)

*“Two things (are obstacles to the adjustment)! One is language. The other is food.
.....Language is a problem. Not only in PSU, but also outside of PSU. People are around PSU, they don’t speak in English. So we cannot understand each other. ”*
(Interviewee 12, 13/DEC/2017)

“If you go to US, you need to adjust there too. But if PSU wants to have international atmosphere, there should be the diversity of food as well. Not only the food, others as well.”
(Interviewee 8, 13/DEC/2017)

“Loneliness is inevitable, but it’s only how you deal with it. I mean it’s like for me, because most of the time I am alone, then I will do some productive things. Like, for example, maybe the first three hours I will be scrolling down my social media in the room. And after that, if it’s already like 4 pm or 5 pm. And will go down and do some sports like running or badminton..... I think that’s how we deal with loneliness.
(Interviewee 2, 11/DEC/2017)

Considering Age, interestingly, the results indicate that respondents over 40 years old had the highest scores of the total academic adaptation ($M=6.30$, $SD=.63$). On the contrary, the scores of the youngest group (21-25 years old) were the lowest ($M=5.97$, $SD=.97$) in the five conditions. Additionally, there was one other contrast between the youngest and the oldest in Personal-Emotional Adjustment dimension; while the group (21-25) had the lowest scores ($M=5.47$, $SD=1.25$) comparing three other dimensions, the group (Over 40) the highest ($M=6.63$, $SD=.68$) in the same conditions. However, the group (Over 40) struggled harder ($M=5.51$, $SD=.58$) than other groups in Social Adjustment.

Another interesting findings were found in Group of Nationalities, the levels of participants from other countries such as UK, USA, Ethiopia, Nigeria, Sudan, Zimbabwe adjusted much easily ($M=6.62$, $SD=.61$) were higher than two other groups: ASEAN ($M=5.96$, $SD=.86$) and Asia (none ASEAN, $M=6.03$, $SD=.91$). It might be implied that Cultural Distance did not impact the academic adaptation among the respondents. Moreover, the scores demonstrate that

they($M=7.04$, $SD=.82$) adjusted more successfully than Asia(none ASEAN) group($M=6.12$, $SD=.94$) and ASEAN group($M=6.30$, $SD=.96$) in Academic Adjustment dimension. Two other groups, whereas, did so in Social Adjustment: Asia(none ASEAN) group($M=5.90$, $SD=1.02$), ASEAN($M=5.87$, $SD=.95$), and Others($M=5.60$, $SD=.76$).

The surprising results might be explained by the qualitative resources:

“I think that academic level in Thailand is higher. And the problem in their(our) English level as well..... Yeah, we need to read papers in English or (to) co-work with others. And they(we) need questions in English for the study.”

(Interviewee 7, 12/DEC/2017)

“(I think) English also (is a problem). Actually I think ISI(International Scientific Indexing) is too high for me.”

(Interviewee 13, 13/DEC/2017)

Looking at Religion, the results indicate that the Hindu's scores were highest($M=6.74$, $SD=.68$) in the new educational environment, followed by Christian($M=6.28$, $SD=.76$) and Muslim($M=6.06$, $SD=.94$). As seen, Buddhists($M=6.20$, $SD=1.03$) and Muslim($M=6.23$, $SD=1.16$) had the highest scores in Attachment and the lowest scores(Buddhist: $M=5.40$, $SD=1.16$, Muslim: $M=5.74$, $SD=1.24$) in Personal-Emotional Adjustment. The same pattern was found in Hindu(Attachment: $M=7.00$, $SD=1.38$, Personal-Emotional Adjustment: $M=6.22$, $SD=.96$) and Others(Attachment: $M=6.18$, $SD=1.28$, Personal-Emotional Adjustment: $M=5.47$, $SD=1.40$).

The qualitative data might explain the reasons why the religion factor did not affect the academic adaptation of respondents in Thailand, a well-known Buddhism country:

“Generally, I don't have any problem with Buddhist, Muslim, etc.”

(Interviewee 6, 11/DEC/2017)

“(While buying Muslim foods) So I don't feel like abroad. It(atmosphere) makes me familiar and help(s) me to adjust here.”

(Interviewee 3, 11/DEC/2017)

In terms of Length of Stay, while those who resided over 2 years in Thailand had the highest scores($M=6.27$, $SD=.76$), those who stayed less than 1 year the lowest scores($M=5.65$, $SD=.96$). The results indicate the gradual increasing on the total scores of academic adaptation among the groups followed the length of stay(Less than 3 months($M=6.02$, $SD=.90$), Less than 6 months($M=6.11$, $SD=.87$), Less than 2 years($M=6.23$, $SD=.83$), and Over 2 years($M=6.27$, $SD=.76$)), excluding the Less than 1 year group demonstrated the lowest scores($M=5.65$, $SD=.96$).

Examining the differences in four dimensions between Over 2 years group and Less than 1 year group, the highest scores were found in Academic Adjustment: Over 2 years($M=6.53$, $SD=.90$) and Less than 1 year($M=5.92$, $SD=.96$). However, Over 2 years group($M=5.87$, $SD=.80$) had the lowest scores in Social Adjustment, Less than 1 year group($M=5.19$, $SD=1.44$) in Personal-Emotional Adjustment. The results of the qualitative data might help to imply the potential reasons of the lowest scores of the group(Less than 1 year). It is the time when international

students should start considering of the ways how to manufacture some academic products for the achievement of the programs from entrance or for the requirement of scholarship.

*“It’s (been) almost 11 months. Actually I talked my senior.....
We face the same problems. When we talked about this we feel stressed.....
All of us(those who were granted have to submit something new and a
very good experiment. ”*

(Interviewee 13, 13/DEC/2017)

Lastly, an interesting contrast was found, searching for highest or lowest scores of each and all conditons in four dimensions: Academic Adjustment, Social Adjustment, Personal-Emotional Adjustment, and Attachment. The highest scores in the same demographic factors were found in only two dimensinons related to academic aspect: Academic Adjustment and Attachment, excluding the highest scores of Over 40 year old group in Age in Social Adjustment.

10 groups’ highest scores(Male(M=6.33, SD=.91), 26-30 years old group(M=6.31, SD=1.00), 36-40 years old group(M=6.40, SD=.87), Asia(none ASEAN)(M=6.30, SD=.96), Others in Group of nationalities(M=7.04, SD=.82), Christian(M=6.51, SD=1.03), Hindu(M=7.11, SD=.24), Less than 1 year(M=5.92, SD=.96), Less than 2 years(M=6.46, SD=.95), and Over 2 years(M=6.53, SD=.90) were in Academic Adjustment, 9 groups in Attachment, and 1 in Social Adjustment.

On the contrary, the lowest scores were marked in Personal-Emotional Adjustment(10 groups: Male(M=5.69, SD=1.24), Female(M=5.70, SD=1.24), 21-25(M=5.47, SD=1.25), 26-30(M=5.73, SD=1.25), 31-35(M=5.85, SD=.99), 36-40(M=5.80, SD=1.64), ASEAN(M=5.59, SD=1.23), Asia(none ASEAN)(M=5.59, SD=1.09), Bhuddist(M=5.40, SD=1.16), Muslim(M=5.74, SD=1.24), Hindu(M=6.22, SD=.96), Others in Religion(M=5.47, SD=1.40), Less than 3 months(M=5.62, SD=1.18), Less than 6 months(M=5.53, SD=1.08), Less than 1 year(M=5.19, SD=1.44)) and the others in Social Ajustment.

Table 4: The Results of MEANs of Academic Adaptation in four dimentions(1≤MEAN≤9)

Variable s		Academic Adaptiatio n		Academic Adjustmen t		Social Adjustmen t		Persnol- Emotional Adjusteme nt		Attachmen t	
		M	SD	M	SD	M	SD	M	SD	M	SD
Gender	Male (n=89)	6.07	.84	6.33	.91	5.88	.91	5.69	1.24	6.27	1.03
	Female(n=62)	5.99	.94	6.12	1.03	5.81	1.02	5.70	1.24	6.27	1.17
Age	21-25(n=67)	5.97	.97	6.15	1.00	5.94	1.12	5.47	1.25	6.26	1.20
	26-30(n=45)	6.04	.88	6.31	1.00	5.79	.83	5.73	1.25	6.26	1.08
	31-35(n=19)	6.04	.77	6.19	.86	5.86	.76	5.85	.99	6.20	.88
	36-40(n=9)	6.17	.86	6.40	.87	5.94	.93	5.80	1.64	6.14	1.12
	Over 40(n=11)	6.30	.63	6.54	.90	5.51	.58	6.63	.68	6.36	.81
		6.30	.63	6.54	.90	5.51	.58	6.63	.68	6.36	.81
Group of Nationali ties	ASEAN(n=104)	5.96	.89	6.12	.94	5.87	.95	5.59	1.23	6.21	1.05
	Asia(none ASEAN)(n=33)	6.03	.91	6.30	.96	5.90	1.04	5.59	1.09	6.22	1.24
	Others(n=14)	6.62	.61	7.04	.82	5.60	.76	6.85	1.07	6.70	.87
Religion	Buddhist(n=56)	5.90	.86	6.14	.89	5.81	.88	5.40	1.16	6.20	1.03

Length of Stay	Muslim(n=51)	6.06	.94	6.21	1.00	5.99	1.08	5.74	1.24	6.23	1.16
	Christian(n=24)	6.28	.76	6.51	1.03	5.63	.86	6.39	1.06	6.48	.92
	Hindu(n=3)	6.74	.68	7.11	.24	6.72	.94	6.22	.96	7.00	1.38
	Others(n=17)	5.92	.95	6.16	1.00	5.73	.85	5.47	1.40	6.18	1.23
	Less than 3 months(n=34)	6.02	.90	6.10	.96	6.01	.94	5.62	1.18	6.42	1.14
	Less than 6 months(n=16)	6.11	.87	6.33	.94	6.06	.92	5.53	1.08	6.42	1.24
	Less than 1 year(n=37)	5.65	.93	5.92	.96	5.51	1.04	5.19	1.44	5.82	1.14
	Less than 2 years(n=40)	6.23	.83	6.46	.95	5.94	.94	6.03	1.09	6.41	.90
	Over 2 years(n=24)	6.27	.76	6.53	.90	5.87	.80	6.16	1.06	6.41	1.01

5. Conclusion and Discussion

Based on t-test and ANOVA, length of stay is the only factor influencing academic adaptation among the demographic factors in the research: gender, age, group of nationalities, and religion. The levels of academic adaptation's quality among the five different conditions in length of stay, are been gradually increased by the duration of stay, excluding the less than 1 year group. Although stayed for over 6 months to 1 year, they have been struggling with adapting in new academic environment harder than others due to academic requirements and/or English proficiency for their graduation, especially in Academic Adjustment and Personal-Emotional Adjustment. It is a contrast finding, as other groups in demographic factors do have higher scores in Academic Adjustment generally.

Gender, age, group of nationalities, and religion in the research do not act as a catalyst. Surprisingly, ASEAN group who has the shortest cultural distance has lower levels of adaptation than Others group from Africa, the North America or Europe. As seen in qualitative findings, English proficiency and the difference of educational quality levels between home and host countries may affect the results. On the other hand, the results of age are interesting: the youngest among the five conditions had the lowest score, while the oldest the highest. It is a contrast of common assumption, like interviewee 6. Additionally, the scores of the total academic adaptation are increasing from the bottom ($M=5.97$, $SD=.97$) to the peak ($M=6.30$, $SD=.63$) by age. It should be studied in the future.

All the interviewees had positive attitude to adapt to the host academic environment. For example, interviewee 9 and 10 stressed that international should make efforts to adjust in new culture with similar voices, *'sometimes difficulties come. But I think that it was a good decision that I made in my life to study PSU'*. And their unique social status, students in higher educational institute, seemed to influence their goal-and-success centered attitude as sojourners[3]; interviewee 8 stressed it by words, *'... I am happy if I am studying PSU. It is good. Every clans and every places have some good side. And then also, some odd sides, needed some adjustment. But Generally, if I am not happy, I would have gone back'*, and interviewee 5 also mentioned similarly, *'I have obstacles too. But I don't think that it's not really a big problem. I can handle it well...'*.

Nevertheless, the further study should be followed on the academic adaptation in Thailand; as the research was limited in only one University and the population was not included

undergraduate students. Furthermore, any Post-Hoc test were not presented in the research among conditions in the demographic factors, the reasonable findings on the contrast results with previous studied on age, group of nationalities, and length of stay, should be studied in the future.

International students provide the diversity of academic activities and ethno-culture in host educational institutes[13]. It is, also, undeniable that they should overcome obstacles or problems due to academic, social or cultural differences between home and host countries. In order to understand their felt-needs for the better adaptation in cross-cultural environments, to support and encourage them, and to prepare frameworks, projects or policies, the research has been conducted. It is anticipated that the findings of the initial research with a well-known measurement, the Student Adaptation to College Questionnaire (SACQ), in Thailand would contribute on understanding the social phenomenon, on providing fundamental sources to stakeholders, or on enhancing the better academic adaptation of international students in Thailand.

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Defense Mechanisms and Readiness to Change among Relapsing Addicts

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Abstract

The number of relapsing addicts is increasingly worrying and increasing from year to year. This study was made to examine at the relationship between defense mechanisms and the level of readiness of change among relapsed addicts. Although the drug addicts have been treated at the treatment center, however, repeated cases of drug addicts still occur. For this study, variables were built to see if there was a significant relationship between the variables. Six research questions were also developed to see how far this variable can influence the stage of readiness to change among patients who were undergoing treatment. This study was carried out involving 125 addicts in 2 separate treatment centers in Melaka and Selangor. The selected sample are addicts who has undergone a relapse phase at least once in drug addiction. Statistical data analysis using Statistical Packages for Social Sciences 20 (SPSS-20) were used to analyse the data. Statistical descriptive is used to view the results of demographic data constructed. T-test and ANOVA are used to see the relationship between the variables. The regression analysis is used to predict the defense mechanisms with the stage of readiness to change among relapsed addicts. The results showed that the defense mechanism had a significant relationship to the stage of readiness to change among samples. The results of this study provide information on treatment services in the drug rehabilitation to improve the treatment method appropriately to the drug addicts in preventing relapse.

Keywords: Defense mechanisms, readiness, readiness to change, relapsing addicts

1. Introduction

In Malaysia, although there have been periods of declining arrests and admissions to rehab centers, the most recently reported statistics in 2013 show significant increases in the number of admissions to rehab centers as well as relapses among reformed substance abusers. The reasons for these changes are not immediately clear. (Chie, Tam, Bonn, Hoang & Khairuddin, 2016).

In a very general sense, relapse refers to a breakdown or setback in a person's attempt to change or modify any target behavior. The major goal of relapse prevention is to address the problem of relapse and to generate techniques for preventing or managing its occurrence. (Marlatt & Witkiewitz, 2005).

The reason why relapse is so common is because it's a complex process that involves the mental, physical, emotional and behavioral components of an addict. For instance, if the recovering addict does not fully heal from the issues were suffering; their chances of relapsing are high. Failing to manage the use of defense mechanism during the early stage of recovery, would bring them into another relapsing episode (Sabri, 2012). This could be due to the fact that powerful urge to use drugs can cause the drug addicts to create all sorts of excuses and self-defenses in rationalizing the action.

Drug dependence is tied intimately to an individual's attempt to cope with his or her internal emotional and external social and physical environment. Viewed from a contemporary

psychoanalytic perspective, drug dependency can best be understood by examining how such a person's ego organization and sense of self-serve or fail the individual's attempts to cope, and how the specific effects of various substances facilitate or impede such attempts. (Khantzian, 1980).

DiClemente, Schlundt and Gemmell (2004) claimed that understanding the role of personal motivation in addiction treatment changed with the advent of the Trans-Theoretical Model. Understanding the process of change helps ascertain key influences that promote change and increase recruitment, retention, and the successful cessation among substance abusers.

Understanding the mind-set of the drug addiction population, their emotional stability, maturity, as well as related attitudes, researcher found that it is important to evaluate the relationship of defense mechanisms and readiness of change among relapsing addicts. Therefore, what is expected is that the implication of this study will help in contributing to the prevention and treatment team in formulating a comprehensive treatment plan for relapsing addicts and designing government health programs for them.

2. Literature Review

Defense mechanisms have stood the test of time as important psychodynamic constructs. Despite their importance, there has been little effort directed at consolidating theory, research, and practice for defense mechanisms (Petraglia, Bhatia & Drapeau, 2017).

Paramir (2016) conducted a study to identify which cluster of defense mechanisms mainly used by the substance dependence patients while facing the horrific situation and when dealing with triggered situations. The study also mainly to examine whether there were any differences between substance abuse dependence patients and normal subjects in the use of defense mechanisms. Based on the study, significant differences were seen between the two groups in the following defense mechanisms. Normal controls had significantly higher scores in the sub-domain of fantastic behavior of Principalization defense ($t=4.09$, $p < 0.05$) and the total scores of the Principalization defense ($t = 9.06$, $p < 0.01$)

Normal controls had significantly higher scores in the sub-domain of thinking of Turning Against Self Defense ($t = 3.82$, $p < 0.05$) and total score of the defense mechanism Turning Against Self ($t 2.35$, $p < .05$). The substance dependents group had significantly higher scores in the sub domain of feelings of reversal defense mechanism ($t = 2.24$, $< p.05$).

Ab. Halim and Farhana (2012) conducted a study about defense mechanisms styles of relapsing addicts in Malaysian context. The study was executed by using statistical description research design. DSQ -40 was executed for the research based in maturity level namely Neurotic, Immaturity and Maturity. DSQ-40 derives scores on 20 defense mechanisms with two items for each defense, in a 9-point Likert format. This DSQ-40 has been translated into Malay version through back to back translation procedures which adapted from Parekh et.al (2004) (Farhana Sabri, 2012).

A pilot study has been conducted in determining the reliability of the instrument. 30 inmates in phase 2 and 3 of the treatment and rehabilitation process. Cronbach Alpha DSQ in Malay version was .793 which similarly with other language of DSQ that has ranged from .71 to .80 (Sabri, 2012).

Based on the study, the result has indicated that the neurotic and maturity defense mechanisms are significantly correlated to all three types of coping styles, while the immaturity defense mechanisms were found to be correlated with emotion-oriented coping style.

These findings demonstrate that relapsing addicts employ multiple defense mechanism styles and all these styles confirm the existence and nature of sub-cultures in addiction. Associations found between these two variables indicate a need to incorporate the elements of defense mechanisms and coping styles in relapse prevention counseling.

Tri Anggun and Muji Sulistyowati (2012) conducted a study titled 'Analysis of Drug Abuse in Adolescents Behavior Based on Transtheoretical Model'. This study was conducted to explain the behavior of adolescents trapped in drug abuse based on Trans-theoretical theory model. The study was conducted at a youth rehabilitation center in Indonesia. The research method used by this researcher is through analytical observation method with cross sectional method. Respondents were chosen by 100 people by random sampling.

The results showed that 70% of respondents had moderate level of knowledge and 84% of respondents had high level of attitude. 37% used drugs for experimental studies. Based on Transtheoretical Model, 13.5% are in pre-consideration (precontemplation), 8.1% in contemplation, 27% in action and majority in 51.4% in maintenance.

This study shows that respondents do not appreciate the knowledge given about drug abuse and healthy behavior. To assist respondents in dealing with drug addiction symptoms, respondents are given knowledge of community skills and create peer support groups amongst them.

Important Information

A reduced version of the Defense Style Questionnaire or DSQ-40 was selected over other assessment methods for three reasons. (Andrews, Singh & Bond, 1993).

First, the scale is self-administered and consists of short statements as opposed to the use of vignettes or clinical observation. Second, responses are recorded on an interval scale which provides greater options for statistical analysis as opposed to a nominal scale. Finally, the primary aim of DSQ-40 is to measure and differentiate between impaired and unimpaired defenses and it is regarded as most accurate when discriminating between adaptive and maladaptive defense styles. (Andrews, Singh & Bond, 1993).

However, in this study, the researcher uses DSQ-40 Malay Version. The reliability of the DQS obtains acceptably reliable value as reported by the overall Cronbach's alpha value of the DSQ-40 Malay Version was .793 (Sabri, 2012).

Table 1 Defense Mechanisms and Styles

Defense Mechanisms	Defense styles	Item number
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Maturity	Sublimation	3,38
	Humour	5,26
	Anticipation	30, 35
	Suppression	2, 25
Neurotic	Undoing	32, 40
	Pseudo-altruism	1, 39
	Idealisation	21, 24
	Reaction Formation	7, 28
Immaturity	Projection	6, 29
	Passive-aggression	23, 36
	Acting out	11, 20
	Isolation	34, 37
	Devaluation	10, 13
	Autistic fantasy	14, 17
	Denial	8, 18
	Displacement	31, 33
	Dissociation	9, 15
	Splitting	19, 22
	Rationalization	4, 16
	Somatization	12, 27

Meanwhile, in examining readiness to change, Stage of Change Scale (SoCS) is used. SoCS is a psychological instrument used to determine the readiness of change among addicts. It has been translated from University of Rhode Island Change Assessment (URICA) into Malay by back translation technique.

This instrument has 32 items in Likert scale from 1-strongly disagree to 5-strongly agree. This instrument consists 4 constructs namely Pre-contemplation, Contemplation, Preparation/Action and Maintenance. The survey divides the score by several stages to see the readiness of change of the respondents. The score levels are as follows:

Table 2 Readiness to Change Score

Stages	Scores
Pre-Contemplation	0-7
Contemplation	8-11
Preparation/Action	12-14
Maintenance	15 and above

To get readiness to change score, the total marks of each stage need to be sum up and divide the total score with the number of items for every stage to get one cumulative score.

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Adaptation Process of International Students Studying Counseling in The United StatesMohd Khairul Anuar Rahimi¹ and Farhana Sabri¹¹Universiti Sains Islam Malaysia, Malaysia**Abstract**

This study examined the adaptation process of international students studying counseling in the United States. This phenomenological study interviewed seven international students who had completed their studies in the United States to understand their adaptation process of studying in the United States. The results indicated three major themes: (a) adjustment to attain normalcy, (b) keeping it close to home, and (c) problematic interactions and experiences. Participants shared various issues that were related to adjustment, which includes being away from family and friends, coping with stressors, and difficulty in adjusting to the culture and language. Participants stated that they have close relationship with people from their home countries or other international students as opposed to American students because of several factors: (a) good emotional support, (b) easier to communicate, (c) share common interests, and (d) easier to trust. Participants also shared being on the end of racist experiences while studying in the United States. Participants seek recognition from their peers, professors and friends but shared their frustrations with repeated failures to gain that recognition. Results of the study indicated the importance of using different strategies (e.g., positive thinking as motivation, gaining stability, take time to adjust to the different environment, and practicing speaking and writing in English) in adapting to a different country.

Keyword: International student, adaptation, adjustment, multicultural, teaching

Introduction

International students are one of the largest growing demographic groups in universities throughout the United States (Tidwell & Hanassab, 2007). International students experience adjustment issues including cultural differences (Araujo, 2011; Knox, Sokol, Inman, Schlosser, Nilsson, & Wang, 2013), loneliness/isolation (Sawir, Marginson, Deumert, Nyland, & Ramia, 2008), language difficulties (Ang & Liamputtong, 2008; Araujo, 2011; Knox et al., 2013; Mittal & Wieling, 2006; Sherry, Thomas, & Chui, 2010; Sümer, Poyrazli, & Grahame, 2008), social adaptation (Araujo, 2011; Knox et al., 2013), and prejudice/discrimination (Araujo, 2011; Constantine, Anderson, Berkel, Cadwell, & Utsey, 2005; Knox et al., 2013; Poyrazli & Lopez, 2007).

In many countries outside the United States, counseling is a gradually emerging profession, and there is a distinct lack of any unified standards and accrediting bodies to govern the profession in most of the countries (Goodrich, Shin, & Smith, 2011). Therefore, many international students choose to study counseling in the United States, and this has seen their number increase. However, their adaptation process has not been well researched, and this study aims to fill the gap in the literature with regards to the adaptation process of international students in counseling programs.

In a study on the needs of international students, Poyrazli and Grahame (2007) found that international students need support after their initial arrival to the United States and experience different challenges in their acculturation process. Most international students find the

transition difficult because they have to deal with the disparities between the culture in their own country and with the United States (Ang & Liamputtong, 2008). For international students to successfully become adjusted during the transition period, they need to somehow integrate and adapt to the cultural norms of the United States (Zhao, Kuh, & Carini, 2005).

One challenge in the adaptation process is to the different academic standards in the United States. The challenges include difficulty in interacting with professors and other students in class, the different types of assignments given (i.e., written assignments and expectation to work in groups), unfamiliarity with the American accent, the different grading system and general learning culture in the United States (Khawaja & Stallman, 2011). Social support is a key in helping with the adaptation process as socializing helps students to acclimatize to their new surroundings (Araujo, 2011). While some international students have adequate social support from domestic friend/faculty and other international students, social support from individuals of the same culture or language is still important and this helps students adapt to life in a different country (Knox et al., 2013).

English proficiency is another issue plaguing international students. Sümer et al. (2008) reported that international students who lack proficiency in English have higher levels of depression and anxiety when compared with those of international students with high English proficiency levels. International students with good English proficiency levels can also communicate more easily with Americans and are more likely to establish successful social relationships with other domestic students (Trice, 2004).

Discrimination is another experience faced by some international students. Lee and Rice (2007) in a study among international students found different types of encountered by international students in the United States: (a) cultural discrimination – Americans saying negative stereotypes of their home country, (b) feelings of discomfort – Americans looking at international students differently, (c) verbal discrimination - negative comments and insults made by faculty members and other students, and (d) direct confrontation - difficulties based on their status as international students (i.e., employment difficulty).

Purpose of the Study

The purpose of this study was to examine the adaptation process of international students studying counseling in the United States. The research was devoted to understanding the lived experiences of individuals who have went through the process of learning counseling in the United States and the meaning of their adaptation process. The research question of this phenomenological qualitative study was: “What are the adaptation process experienced by international students studying counseling in the United States?”.

Research Design

This qualitative study employed a phenomenological approach as it focuses on the meaning of their experiences as international students in the United States, or in Merriam’s (2002) words “the essence of the meaning of the interaction” (p. 3). According to Moustakas (1994), the goal of phenomenological approach is to elicit detailed descriptions of the participants lived experiences, so the focus is on giving the opportunity to the participants to share about their adaptation experiences of studying in the United States and what it means to them.

Participants

The characteristics of the participants involved include: (1) international students who had completed their masters or doctoral study in a counselling program in the United States within

the past five years, (2) have ability to articulate experiences, and (3) willingness to participate in the research. A purposeful sampling procedure was used to find participants who matched the above characteristics.

Although there has been no real consensus in terms of the number of participants required in a phenomenological study, Boyd (2001) has suggested that any number of participants from two to ten is considered good enough to reach a point of saturation in a phenomenological study. The researcher interviewed five participants for the study as the point of saturation was already reached after interviewing four participants.

Results

The experiences of the phenomenon were derived by using a phenomenological approach to data analysis described by Giorgi (2009) and Worthen and McNeill (1996). A compilation of meaning units derived from individual participants created a meaning structure or general understanding of the phenomenon. Three main themes were derived from the process. The three main themes were: (a) adjustment to attain normalcy, (b) keeping it close to home, and (c) problematic interactions and experiences.

Theme One: Adjustment to Attain Normalcy

Adjusting to the different environment was a challenge shared by participants. Various issues that were related to adjustment were shared which included being away from family and friends, coping with stressors, and difficulty in adjusting to the culture and language. Participants stated that they wanted to feel a sense of normalcy in their everyday life in the United States and made adjustments in life to achieve it. This included feeling comfortable living in the United States. One participant shared that she had struggled with “everything” as it was difficult for her to make adjustments living in a foreign country.

Yes. At the start, like I said, difficult. You know, because everything is different. Different language, food. Friends, town. I feel like I have to do things that I, you know, take for granted, in Malaysia all over again.

Just, with maybe everything (adjustment). Using different language more, having to find foods that are halal (permissible to eat for Muslims), finding friends that you can get along with. All things that I take granted in Malaysia. You never think about things like this in Malaysia, but (it) is important when you are away.

Another participant shared her experience of having to meet a counselor during her stay in the United States as the adaptation process proved difficult for her.

Just I see a counselor over there to, you know, just to help me emotionally because things can be overwhelmed with the learning experience over there.

Just being away from family, from friends, and then going to class, just overwhelmed. But, the counseling, counseling is not long, four sessions, but it was helpful.

Theme Two: Keeping it Close to Home

Participants stated that they have a close relationship with people from their respective home countries and other international students. Participants described various causes behind this move: (a) good emotional support, (b) easier to communicate, (c) share common interests, and (d) easier to relate to. Participants disclosed of having close relationships with other

international students as they provided good emotional support and shared common interest with them.

Participants shared that having friends from the same country of origin provided them with good emotional support. One participant had a close friendship with another student from the same country of origin during her time studying in the United States. She stated that the friendship provided her with a strong sense of emotional support and would be able to share her difficult experience of being away from her family.

And she is also important as emotional support. So, she was very helpful. When I was down, you know, I can talk to her about worrying about my mom back home. She is not young anymore, so I worry about her health. And, my friend, she is also (the) same as me, so we can share what we have (emotional connection).

Another participant shared that having friends from the same country made it easier for her to communicate with each other. He stated that it was easy for him as he could use his native language to ease the adaptation process of living in the United States.

Finally, participants shared that it was easier to understand and relate to other international students or of same country of origin as they share similar stories to one another. One participant shared how her friendship with a student from Saudi Arabia grew because she could relate to her issues.

(On her friendship with another international student) Help me to understand her better. To understand people from Saudi better. Because, her English, I think worse than mine. And I keep thinking, must be hard for her, so I put myself in, you know, her place. So, I feel ok when I know that my situation maybe better than others.

Theme Three: Problematic Interactions and Experiences

Participants shared problematic experiences during their stay in the United States. Some of the experiences shared included the domestic students' unfamiliarity of the world outside the United States, racist experiences and making stereotypical assumptions. Participants reacted differently to the problematic interactions, some using these for self-reflection while others feeling marginalized by such interactions. One participant shared her frustrations on her American friends' lack of general knowledge of her country, South Korea.

In (South) Korea, we are aware of many American culture, like movie, the TV shows, and sports. Like, baseball is famous in Korea. But, you know, it is different when you arrive in US. I cannot prepare for everything in Korea, as the changes come when you arrive in the US. Like Americans, only know about South Korea from our cars, and (pause) the smartphones, the Korean war. Some confuse between North and South Korea, (laugh) you know, they ask is South Korea the evil one! So, moving to America, my friends say Americans are, you know, I have to be careful, but most is not true. So, about learning, and adapt to the country. By learning more about America, and how to adapt to changes.

Some participants shared their experience of being looked at negatively by others because of the way they dress, religion or ethnicity. One participant mentioned that this happened when she was outside of her college setting.

I don't like the racism part of the United States, and I don't say it to all parts, but to some parts of the United States. Like specifically, specifically outside of the school setting. I was fine in the school, but sometimes when I went outside, you know, the racism is a part of that.

Like, when I go watch the games, I get the look from White Americans...

Like, baseball game, or basketball. Sometimes I get the look from them. I don't know what, what does that mean by that looking (staring at her). But, you know, but it is as if they are telling me that why am I here, I am not even American.

I felt like, I felt like I was not a part of them. I was not part of the people that support the same team.

Another participant also talks about how she was discriminated because of the way she looks. As a Muslim, the participant would wear a headscarf (*hijab*) when she goes to class, and some of her classmates would treat her differently because of this.

In the way that they treat me. But, not all of them. Some of them can be racist, saying that I don't have to wear hijab. I mean, my choice. I can wear whatever I wants to. They talk about freedom of choice, and all freedom this and that, but sometimes I feel like they want me to follow how they live their life.

Implications

The results of the study have highlighted the adaptation struggles of studying counseling in the United States. To adapt to the changes, international students need to be aware of the adaptation process. International students in the study shared their adaptation issues which includes language struggles, adjustment to a different learning environment, confidence issue, language struggles, and internship placement. International students could apply different strategies to ease the transition. The strategies include: positive thinking as motivation, gaining stability, taking time to adjust to the different environment, getting help from American friends, and practicing speaking and writing in English. Therefore, it is important for international students to use the different strategies to help them cope with the different learning environment.

The results have indicated the differences in culture between the United States and Asian countries. This has led to participants doing a self-reflection of their own experience of being a minority in the United States (e.g., discrimination, racism, etc.). Such reflection offers an opportunity for international students to get a better understanding of their own culture as well as others as they become more aware and critical of their own culture (Pattison & Robson, 2013; Sato & Hodge, 2009). McDowell (2004) stated that the experience of being a minority in the United States has made international students become more aware of the struggles that minorities go through in their own culture; therefore, concepts such as oppression take a new meaning for them. As noted by Pattison and Robson (2013), clinical work in the United States aids international students to become more empathetic in their counseling practice as they are working with clients who are going through the same struggles. This helps international students who are doing clinical work to become more confident of their own ability and indirectly improve their confidence level (Pattison & Robson, 2013).

Conclusion

The study can be concluded according to the themes presented. This study has shown that it is important for international students to be close to people of the same nationality/culture. Social support from people of the same culture has been indicated as helping international students to adapt in a different country (Knox et al., 2013). Being close to other international students has

been cited in other studies as helpful, as international students prefer social support from other international students as opposed to domestic students because they share the same struggles and could identify better with international students (Rosenthal, Russell, & Thomson., 2007; Sawir et al., 2008).

The results have suggested the relationship between international students and domestic students in their cohort as being nothing more than acquaintances for most of the participants. This is supported by various literatures (Knox et al., 2013; Nayar-Bhalerao, 2013; Sato & Hodge, 2009). In her study, Nayar-Bhalerao (2013) has found that international students desire to have a social connection with their domestic counterparts, but have instead found social seclusion and have been discriminated against by their cohort. Sato and Hodge (2009) in their study indicated that international students felt marginalized by their cohort as a result of “cultural disconnect” (e.g., domestic students not showing concern with the international students’ academic or personal aspects of life). Knox et al. (2013) have also found that American Caucasian students do not provide much social support to international students as they prefer to socialize among themselves.

Participants have shared their experiences with racism and discrimination. These experiences lead to participants feeling marginalized when they communicate with their American cohort and in their everyday life with Americans. Participants were surprised with the discriminatory experiences they faced. This could happen due to their limited experience being members of a minority group outside their country of origin (Nayar-Bhalerao, 2013). The results of this study have also indicated that participants were being marginalized because of their race or religion. This was a similar result to that of the two studies by Mittal and Wieling (2006) and Beoku-Betts (2004), respectively, which have shown that international students are discriminated against because of their religion (Islam) and background/ethnicity (e.g., graduate students from Africa).

The results have also indicated that international students studying counseling in the United States share similar experiences to other international students in the United States. The three themes derived from the study are very similar in nature to that indicated in literature on international students in the United States. This includes racial discrimination during the adaptation process (Lee & Rice, 2007), being close to people of the same ethnicity/nationality (Ang & Liamputtong, 2008), adjustment to a different environment (Poyrazli & Grahame, 2007), and language difficulty (Araujo, 2011).

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Effects of Practicing the Piano Songs, *Patcha* and *Lakhu Duwo*, from Memory among ChildrenJakwida Leaknim¹, Komson Wongwan¹ and Kasetchai Laeheem¹¹Prince of Songkla University**Abstract**

The objectives of the study on the effects of practicing the piano songs, *Patcha* and *Lakhu Duwo*, from memory among children were to 1) determine the efficiency of the piano songs, *Patcha* and *Lakhu Duwo*, based on the 70/70 criterion; 2) compare the results of practicing the piano songs, *Patcha* and *Lakhu Duwo*, from memory during and after the practice, 3) measure satisfaction towards the piano songs, *Patcha* and *Lakhu Duwo*, and (4) disseminate the piano songs, *Patcha* and *Lakhu Duwo* to the general public. The subjects were children 9-12 years old taking the basic piano lessons at Pacific Music and Arts School in Hat Yai selected through volunteer sampling. The research instruments consisted of 1) the piano songs, *Patcha* and *Lakhu Duwo*, 2) a practice plan for the piano songs, *Patcha* and *Lakhu Duwo*, 3) evaluation forms for during and after practice, and 4) satisfaction evaluation form. The research design was a one-group experiment evaluated during and after practice for four months. The data were analyzed using percentage, mean, standard deviation and Wilcoxon matched-pairs signed rank test. The study found that 1) the efficiency of the piano songs, *Patcha* and *Lakhu Duwo* was 71.10/76.90 which was higher than the set criterion of 70/70; 2) the subjects' score after practice the piano songs, *Patcha* and *Lakhu Duwo* from memory was higher than the score during the practice at a statistically significant level of .05; 3) Satisfaction among the subjects towards the songs, *Patcha* and *Lakhu Duwo*, was at the highest level of 4.70 and the listeners' score for satisfaction towards the piano songs, *Patcha* and *Lakhu Duwo* was at the highest level (mean = 4.75); 4) the piano songs, *Patcha* and *Lakhu Duwo*, have been disseminated to the general public through performances and online media: Line, Facebook, and Youtube.

Keywords: Satisfaction, piano song, *Phatcha* song, *Lakhu Duwo* song

Background and significance of the problem

Learning theories attach importance to both sides of the brain. The right side of the brain is responsible for music awareness, art awareness, creativity, imagination, holistic thoughts, 3-D forms and left hand control while the left side of the brain is responsible for logic, analytic thought, reasoning, number skills, language, science and math, and right hand control. The brain is divided into four parts. The frontal lobe is responsible for emotion, thought, reasoning, and control of muscles, arms, legs and face. The temporal lobe is responsible for hearing, smelling, visual, speaking, and memory. The parietal lobe is responsible for movement, orientation, recognition, and perception of stimuli. The occipital lobe is responsible for visual processing. Multiple brain intelligence can be classified into 9 groups as follows: linguistic intelligence, logical-mathematic intelligence, musical intelligence, spatial intelligence, bodily-kinesthetic intelligence, interpersonal intelligence, intrapersonal intelligence, naturalist intelligence, and existential intelligence (Sperry, 1964; Gardner, 1983).

There are three stages of memory: encoding, storage, and retrieval. The brain encodes the data it receives and keeps or maintains the data over time, and it accesses the data when needed. Information or data loss can happen if one of these stages is damaged. Memory can be classified into various types such as sensory memory, short-term memory, and long-term memory. Sensory memory retains sensory information through senses and this type of memory

can be retained by different types of practice such as creating interest, paying attention, organizing thoughts, memorizing, imagining, and linking. Memory is important for perception and learning that is necessary for human lives, especially during childhood if the memory system is affected, it will affect livelihood of the person. Therefore, memory is the main factor for learning because it is necessary for humans to remember what they have learned so that they can use it when needed (Sutthachit, 1998; Khowtrakun, 2009).

Baroque music such as compositions by Johann Sebastian Bach (1685-1750), Johann Pachelbel (1653-1706), and Antonio Vivaldi (1678-1741) that has 60 beats per minute (or 60 crotchet beats per minute) can affect the human body because the frequency is suitable for the brain functions as the human heart rate is between 60-130 beats per minute. Thus, the tempo of 60-90 beats per minute is suitable for the human body to relax and concentrate and stimulates the brain to be ready for learning and remembering more easily. Playing musical instruments that require the use of fingers can help develop the brain and memory (Heart, 2009; Oaks, 2009). Different tempos can have different effects on the brain. For example, slow tempo can stimulate learning, creativity and memory while fast tempo music keeps us alert, joyful, and happy. Therefore, the tempo suitable for brain development should have the same pace as the heart rate because the tempo can stimulate the brain to produce endorphins that help relieve pain. The tempo and music are therefore special as they help human relax, calm down and also help develop the brain (Lung Einstein, 2010; Wanphonsiri, 2009; Scheve, 2017; Kitsawat, 1983).

Learning music by memorizing notes is a type of learning that children can do and use the thinking process about what they have done; it is learning the natural way as each child is different in his or her learning ability. Learning music by memorizing notes changes the role of the learner from the receiver to the co-creator. Educators found that learning by practice doing it, learners can retain 75% of what they have learned, and learning by teaching others, learners can retain up to 90% of what they have learned (Bonwell, 1991; Meyers and Jones, 1993; Fedler and Brent, 1996).

Teaching with emphasis on memorization helps learners to retain the content they have learned for a long time and to be able to apply the memorization method with other academic subjects. This method focuses on knowledge and understanding in the form of information and concept (Khaemani, 2010). Similarly, practicing the piano using memorizing techniques helps children to develop their auditory skills, and it is convenient for practice as they do not have to turn the music pages. The technique also increases children's confidence and understanding of the songs. Children aged 6-12 years have good memory and that is why piano practice from memory is appropriate for them. There are various memorization techniques such as memorizing by looking, listening, moving muscles and analyzing the music (Mishra, 2010). Practice to memorize the piano music can be done by playing the same piece repeatedly which is memorizing by moving muscles or touching the keys. The practice must be repeated continuously until the learner can play from memory.

Presently, native songs are passed down and played on solo instruments or in different types of ensembles. Literature review on history of Thai folk songs revealed that many of them are not known among the general public, especially those who learn to play international musical instruments. Some of Thai folk performances are, for example, *Nang Talung* shadow puppet show and *Rong-ngeng* dance where folk music has been played as accompaniments and these folk songs have been passed down orally in particular the songs *Patcha* and *Lakhu Duwo*.

The song *Patcha* is played to accompany *Ram Patcha* or *Patcha* dance which is the last part of a royal ceremony related to preparing elephants for work and it is the song used by the mahout and those related to elephants. However, for the Southern part of Thailand, *Patcha* is the song to pay respect to the art teacher before the *Nang Talung* shadow puppet show begins each of its performance, particularly in the provinces of Phattalung, Nakhon Si Thammarat and Songkhla, and the instrument used to play the song is usually the *Pi*, a traditional Thai flute. Regarding *Lakhu Duwo*, it is played to accompany *Rong-ngeng* dance in Narathiwat, Pattani, Yala and Satun provinces, and is usually played on the violin. These two songs have been passed down for generations through memorization. Thus, the sound of the songs varies from area to area (Thuanyok, 2017; Koson, 2017; Pidokrat, 2014: 463,633; Srisamut, 2017).

The abovementioned facts prompted the researcher to see the need for preservation, inheritance, and dissemination of the two songs, *Patcha* and *Lakhu Duwo* to make them better-known, especially internationally. These songs are beautiful and possess cultural value suitable for publication. Therefore, maintaining the traditional melodies of the songs, the researcher arranged the songs to be played on the piano by children. The songs are to be played from memory. The tempo is 60-90 beats per minute for easy listening so that the songs would be better known and become popular. Particularly, children can use them for piano practice or piano recitals locally or internationally.

Objectives

1. To determine the efficiency of the piano music of the songs *Patcha* and *Lakhu Duwo* based on the criterion 70/70
2. To compare the memory scores between during and after practice playing the songs *Patcha* and *Lakhu Duwo*
3. To determine satisfaction towards playing the songs *Patcha* and *Lakhu Duwo* on the piano
4. To disseminate the piano music of the songs *Patcha* and *Lakhu Duwo* to the general public

Hypotheses

1. The efficiency of the piano music of the songs *Patcha* and *Lakhu Duwo* meets the criterion 70/70
2. The scores for during and after practice are different
3. The participants are satisfied with the songs *Patcha* and *Lakhu Duwo*

Methodology

The research design for this study was a one-group experiment evaluated during and after the practice.

Population and subjects

The population of the study was 60 children aged 9-12 years taking a basic piano course at Pacific Music and Arts School in Hat Yai District, Songkhla Province.

The subjects were 7 children selected through volunteer sampling from children aged 9-12 years taking the basic piano course at Pacific Music and Arts School in Hat Yai District, Songkhla Province. The subjects had their own piano at home and were supported by their parents to practice the songs *Patcha* and *Lakhu Duwo* according to the schedule assigned to them.

Research procedure

The following steps were taken.

1. Study principles and information related to the history and sources of the songs *Patcha* and *Lakhu Duwo* from related literature in the forms of hard copies and online.
2. Study music arrangement.
3. Arrange the music for the songs.
4. Submit the sheet music for piano to the thesis advisor and experts for feedback and suggestions.
5. Improve the sheet music according to suggestions given by the thesis advisor and experts, and organize a pilot test to three children to further improve the sheet music to make it more appropriate for children.
6. Resubmit the improved sheet music to the thesis advisor and experts for further advice in terms of correctness and appropriateness.
7. Use the sheet music with the subjects and evaluate their skills in playing the songs *Patcha* and *Lakhu Duwo* from memory in three aspects: 1) correctness in terms of rhythm, melody, and emotion transfer; 2) accuracy according to musical symbols and notations; and 3) sound quality throughout the song.
8. Evaluate the efficiency of the songs using the 70-90 percent Bloom's learning efficiency and group test (1:10) with 6-10 learners to assess E1/E2 at 70/70 which is not too high. However, practicum test is more difficult to evaluate than other types of test, thus, the criteria are 80/80 or 90/90 (Bloom et al, 1956; Phromwong, 2013:8; Watthananarong, 2014).
9. Evaluate satisfaction towards the practice of the songs *Patcha* and *Lakhu Duwo* from memory using a questionnaire with a 5-point rating scale (Likert, 1967) as follows.

Most satisfied	=	5
Very satisfied	=	4
Moderately satisfied	=	3
Slightly satisfied	=	2
Least satisfied	=	1

The mean scores and their meanings (Srisa-at, 2013) are as follows.

4.50 - 5.00	=	Most satisfied
3.50 - 4.49	=	Very satisfied
2.50 - 3.49	=	Moderately satisfied
1.50 - 2.49	=	Slightly satisfied
1.00 - 1.49	=	Least satisfied

10. The reliability of the questionnaire was determined using Cronbach's coefficient alpha (Cronbach, 1970).

Data analysis

1. The piano songs *Patcha* and *Lakhu Duwo* were experimented with 7 subjects. Data were collected in the following steps.
 - 1.1 Practice according to the procedure that had been set up.
 - 1.2 Recording the video during practice to give and record the score. Evaluation was conducted three times during practice and scores were given: 1) *Patcha* = 25 points; 2) *Lakhu Duwo* = 25 points; and 3) *Patcha* and *Lakhu Duwo* = 50 points.
 - 1.3 Evaluation after practice for which the total score was 100 points. Each of the subjects played the two songs for listeners who were experts of Thai music and international music, parents, and the general public on November 3, 2017 at Room LA 511, Faculty of Liberal Arts, Prince of Songkla University.

2. Basic statistics were employed in the evaluations. For the criteria 70/70, the first 70 refers to the mean during-practice score, and the other 70 refers to the mean after-practice score. Wilcoxon signed-rank test was used to compare the during-practice and the after-practice scores.

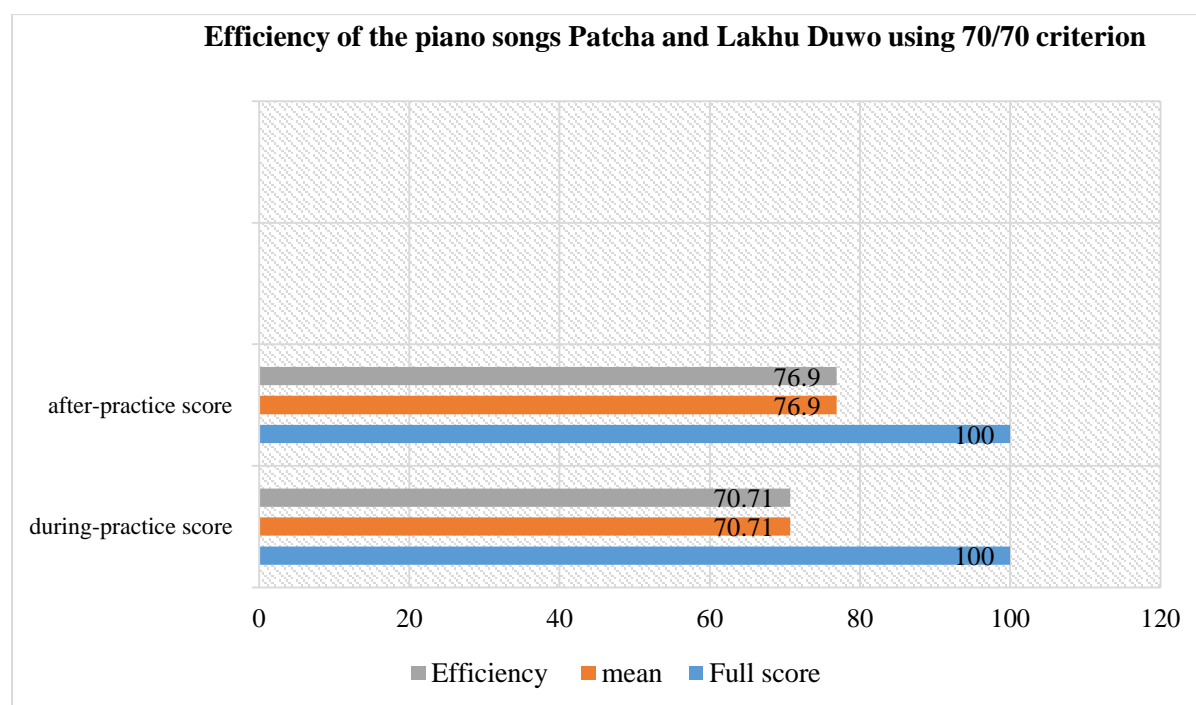


Figure 1 Efficiency of the piano songs *Patcha* and *Lakhu Duwo* using 70/70 criterion

Figure 1 shows efficiency scores of the piano songs *Patcha* and *Lakhu Duwo*. It can be seen that the mean during-practice score was 70.71 or 70.71 percent while the mean after-practice score was 76.90 or 76.90 percent. This means that the score that the subjects received for playing the piano songs *Patcha* and *Lakhu Duwo* from memory during practice was 71.10 percent while that for after practice was 76.90 percent. Therefore, it could be concluded that the efficiency of the songs *Patcha* and *Lakhu Duwo* was 71.10/76.90 which was higher than the required score that was setup at 70/70.

Table 1 During-practice score and after-practice score for playing the piano songs from memory using Wilcoxon signed-rank test

Score	Mean	S.D.	n	Wilcoxon Value	Wilcoxon Prob
During practice	70.71	14.99	7	-2.366	.018*
After practice	76.90	15.77	7		

* Statistical significance is at .05

Table 1 shows the results of Wilcoxon matched-pairs signed rank test. It was found that the scores during and after practice were significantly different at the level 0.05. The after-practice score was higher than that of the during-practice score. This indicated that the piano songs *Patcha* and *Lakhu Duwo* had efficiency and the result of playing the piano songs from memory revealed that the after-practice score was higher.

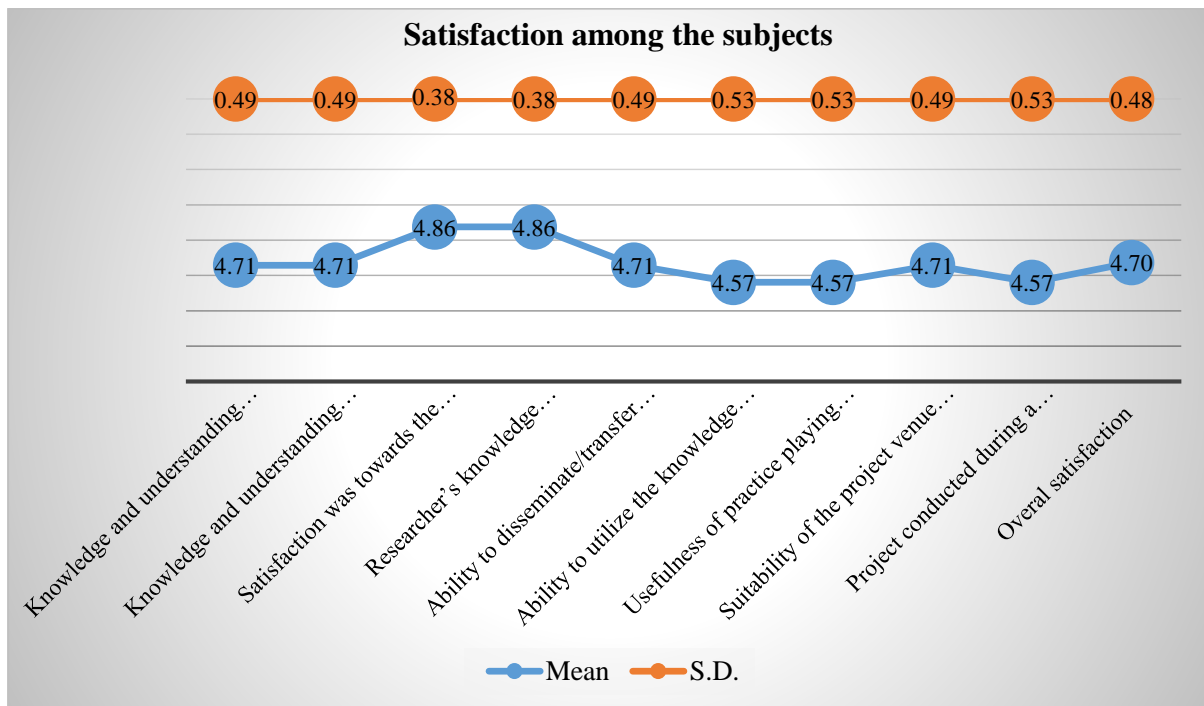


Figure 2 Satisfaction among the subjects

Figure 2 shows the overall satisfaction of the subjects towards practice of the piano songs *Patcha* and *Lakhu Duwo*. It was found that the overall satisfaction was at the highest level with the mean of 4.70. The highest level of satisfaction was towards the suitable equipment for practice and the researcher's knowledge appropriate for conducting the research; the mean was 4.86, followed by satisfaction towards knowledge and understanding of the history and background of the songs *Patcha* and *Lakhu Duwo*; knowledge and understanding of music notations and ability to practice correctly and accurately; ability to disseminate/transfer the knowledge; and suitability of the project venue (Pacific Music and Arts School) with the mean of 4.71. The aspects that received lower levels of satisfaction were ability to utilize the knowledge gained; usefulness of practice playing the piano songs from memory for study in general, and the project conducted during a suitable period of time, with the mean of 4.57.

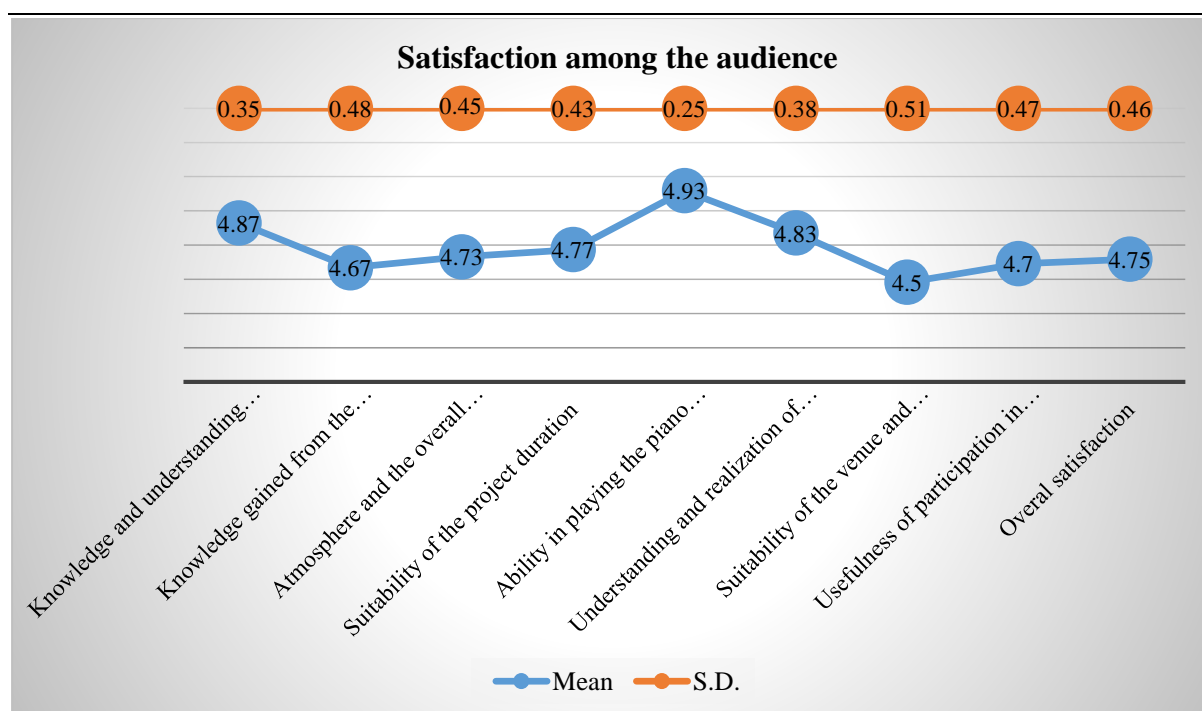


Figure 3 Satisfaction among the audience towards the piano songs *Patcha* and *Lakhu Duwo* on November 3, 2017

Figure 3 shows listeners' satisfaction towards the piano song *Patcha* and *Lakhu Duwo* on November 3, 2017. Overall, their satisfaction was at the highest level with the mean of 4.75. They were most satisfied with the subjects' ability in playing the piano songs *Patcha* and *Lakhu Duwo* with the mean of 4.93, followed by knowledge and understanding of the history and background of the songs *Patcha* and *Lakhu Duwo* with the mean of 4.87; understanding and realization of preservation of folk arts and culture with the mean of 4.83; and the suitable duration of the project with the mean of 4.77; the atmosphere and the overall participation with the mean of 4.73; usefulness of participation in the activity with the mean of 4.70; and knowledge gained from the experts with the mean of 4.67. The lowest satisfaction was towards suitability of the venue and equipment of the activity with the mean of 4.50.

Conclusion

The outcomes of practicing the piano songs, *Patcha* and *Lukhu Duwo*, from memory among children can be summarized as follows.

1. The efficiency of the piano songs, *Patcha* and *Lukhu Duwo*, met the criteria 70/70. The mean during-practice score was 71.10 while the mean after-practice score was 76.90, which were higher than the set criteria.
2. The during-practice score and the after-practice score were significantly different at the level 0.05. This indicated that the piano songs, *Patcha* and *Lukhu Duwo*, had efficiency and increased the after-practice score for children who practice playing the songs from memory.
3. The overall satisfaction towards the piano songs, *Patcha* and *Lukhu Duwo*, among the subjects was at the highest level with the mean 4.70, and the aspect that was most satisfied was suitability of the equipment for practice, and the researcher's knowledge appropriate for conducting the research with the mean score of 4.86.
4. The overall satisfaction towards the piano songs, *Patcha* and *Lukhu Duwo*, among the listeners was at the highest level with the mean score of 4.75. The aspect that was most

satisfying was the subjects' ability in playing the piano songs, *Patcha* and *Lukhu Duwo* with the mean score of 4.93.

Discussion

The outcomes of the research on the effects of using the piano songs, *Patcha* and *Lukhu Duwo*, for children to practice playing from memory can be discussed as follows.

1. The efficiency of the piano songs, *Patcha* and *Lukhu Duwo*, was 71.10/76.90 which means that the subjects could play the songs from memory or by heart, and the average score during practice was 71.10 percent while that after the practice was 76.90 percent. This indicates that the piano songs, *Patcha* and *Lukhu Duwo*, have higher efficiency than expected, and it could be a result of the arrangement of the songs that was systematically carried out according to the theory of basic musical arrangement. Moreover, the arrangements of the two songs were edited by experts who were the thesis advisor and music experts to make them suitable for children to play from memory as they are not too complicated. The piano song *Patcha* is in the key of F, while the song *Lukhu Duwo* is in the key of Bb as they are easy for children to play from memory. The tempo of piano songs for children should be moderate with 60-90 beats per minute, and should not exceed 11 pairs of intervals. The suitable scales are F, G, A and Bb, and the time signature should be simple. The song or melody should be familiar to children, beautiful and fun. Arrangement for playing with both hands should be simple, not too technically complicated and not too long. Some examples include folk songs, songs for folk dance, and songs that express different emotions (Sutthachit, 2001:173; Amattayakun, 2018).

2. The results of the experiment of using the piano songs *Patcha* and *Lukhu Duwo*, with the subjects revealed the efficiency of 71.10/76.90 which is higher than the criteria set in the hypothesis, 70/70. This could be a result of the arrangement for the two songs to be played consecutively and smoothly as they are not complicated because the two songs had been edited by experts in music arrangement. Moreover, the piano songs were piloted with children who were not in the subject group and improved before they were used with children who were subjects of the research. That was why they could play the two songs from memory very well. During the practice, the researcher placed emphasis on allowing the children to listen and watch movement of the music notation of the songs on a computer application. Before the children played the songs, they were allowed to observe the researcher play the songs as an example. Consequently, they could play by heart very well, and after they had practice many times, they became skillful and remembered the music notes accurately which made the two songs meet the efficiency criteria set before the experiment. In addition, children in this age range are in their learning age and they can observe and accumulate learning experience by themselves through touching and seeing. Simultaneously, they receive admiration and rewards for what they have learned which motivate them to be attentive and cooperative. Encouragement and reinforcement can be incentives and can result in children's satisfaction with learning. Hands-on experience and participation in the practice can also give children satisfaction that further result in their determination and intention in learning (Tantiphalachiwa, 2012; Dechakup, 1999:63; Sabaitae, 2002:45; Nakkhong, 2000:7).

3. Evaluation of satisfaction with the piano songs, *Patcha* and *Lukhu Duwo*

3.1 The project participants' overall satisfaction was at the highest level because the researcher, the songs, the venue and the equipment were appropriate for the research. They were enthusiastic about practicing the piano songs, *Patcha* and *Lukhu Duwo*, and were attentive on the practice. During the practice the researcher informed them the background of the songs,

and provided them with adequate time for practice so that they could play correctly by heart and well enough to play to an audience.

3.2 The satisfaction of participants in the activity or the audience of the piano songs, *Patcha* and *Lakhu Duwo* including those who were online audience on Line, Facebook and Youtube was also at the highest level. This was because they were the audience of the piano songs *Patcha* and *Lakhu Duwo* performed by their own children and they had an opportunity to learn about the background and history of the songs provided by experts. Moreover, they had an opportunity to listen to the songs played by a national artist (Khru Khuan Thuanyok) who gave them knowledge and understanding and realization of the need for preservation of folk arts and culture.

The reasons for the highest level of satisfaction towards the piano songs *Patcha* and *Lakhu Duwo* could be due to the fact that the subjects were taught and developed their skills in reading the musical signs and symbols at the same time as their memory skills in addition to their repeated practice. All these gave them their skills and accurate memory. It is recommended that these skills should always be used because playing the piano by heart gives them the most freedom which can result in beautiful music that will be appreciated by their audience who will be happy to hear such enchanting music.

It can be concluded that the piano songs *Patcha* and *Lakhu Duwo* are with the efficiency according to the set criterion. The difference between the during-practice score and the after-practice score were statistically significant. Among the subjects, the satisfaction with the piano songs *Patcha* and *Lakhu Duwo* was at the highest level, and this was the same as that among the audiences. The two piano songs have been disseminated to the general public through performance of the subject group online on Line, Facebook and Youtube. Thus, the piano songs can be used with children aged 9-12 years for practice to memorize the music. The researcher has made sheet music of the songs available online to interested individuals. Children, teachers, guardians and interested public can easily access the sheet music and use it as an example to practice on the piano. This way, together we can preserve and pass on the folk songs so that they become better known.

Recommendations

1. Recommendations for further studies

- 1.1 Future research could be comparative studies on achievement of other folk songs played from memory.
- 1.2 Studies should be conducted on problems and causes of folk songs that are not yet popular at present.

2. Recommendations on utilization of this research results

- 2.1 Rules, methods, and procedure of practice for the piano songs, *Patcha* and *Lakhu Duwo*, from memory should be explained to learners.
- 2.2 In practice of the two songs, learners should play them correctly from the beginning otherwise it would be difficult to correct them afterward. It could also affect their memory of the music and may require more time for learners to memorize the music correctly.
- 2.3 Learners should be prepared and determined to practice the songs.

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Effectiveness of Using CA-informed Sitcom Lessons in Enhancing Conversation Abilities: Reflections from Thai Teacher and Students

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Abstract

This paper reports reflections from Thai students and their class teacher regarding the effectiveness of using CA-informed situation comedy (sitcom) lessons in enhancing conversation abilities. The reflections were based on Conversation Analysis (CA)-informed sitcom lessons teaching the students how to construct conversation sequences to accomplish such actions as greeting and leave-taking, dis/agreement, news announcement, compliment, invitation, and request. Through American sitcoms used, the students were introduced to authentic conversation materials with realistic language features approximating naturally occurring spoken English. In each lesson, they were asked to analyze conversations from the sitcoms based on CA principles and role-play them at the end of each lesson. Open-ended questionnaires were given to a total of 42 students and 5-item interview forms were randomly given to 10 students to elicit their perceptions towards the CA-informed sitcom lessons. The findings revealed that the lessons enabled the students to understand the sequential organization of naturally-occurring conversation in which the target actions were embodied. They provided students with various aspects of speech which differed from the textbooks typically used in other conversation classes, and by closely observing verbal and nonverbal language of actors in the sitcoms, the students could better imitate their acts and accents. Lastly, the lessons promoted their speaking confidence and nativelikeness. In the teacher's view, while sitcoms served as an abundant source of natural spoken language input, the CA-informed pedagogical approach helped enhance students' conversation abilities, allowing them to better converse and comprehend real-life conversation.

Keywords: Conversation analysis (CA), CA-based instruction, CA-informed sitcom lessons, conversation abilities, Thai students

1. Introduction

Similar to many other developing countries, English in Thailand has played an increasingly important role as a medium of global communication. The Ministry of Education has included English as a foreign language in the Basic Education Core Curriculum B.E. 2551 (A.D.2008), requiring students to study English at both primary and secondary levels. The main purposes are to develop their abilities to efficiently communicate in English and to use it as a tool for autonomous life-long learning (Ministry of Education, 2008). Further, due to the merger of the ASEAN community, English has been adopted as a lingua franca and a working language of ASEAN. Thai students are expected to be able to communicate in English for education and careers (Kirkpatrick, 2011). The demands on English Language Teaching (ELT) are accordingly crucial.

Although English plays a vital role in Thailand, in general Thai students' conversation abilities still remain unsatisfactory. As reported by the National Institute of Educational Testing Service (NIETS), in the academic year of 2016, the mean score of Mattayomsuksa 6 students in English O-Net subjects was 24.96, the lowest average score among the five subjects tested. Typically, the major part of the English O-Net test is the communication section which assesses students'

English conversation abilities via gap filling, and most students reportedly did not perform well in this part.

To enhance Thai students' English conversation abilities, several teaching methods and techniques have continuously been introduced, aiming at developing their communicative competence. The traditional approach which provides students mainly with pattern drills and rote memorization of separated sentences has been replaced since it was blamed for producing students with low language accuracy and limited conversation abilities (Saengboon, 2002). Over the past two decades Communicative Language Teaching (CLT) has been promoted in most of the Thai ELT contexts (Kustati, 2013, Saengboon, 2006).

One of the main purposes of CLT is to enhance learners' communication skills via meaningful communicative activities by encouraging them to use what they have learned without explicit focus on forms (Richards, 2005). The role of teachers is to facilitate learning and create teaching materials to help learners achieve their communicative goals and constructive self-learning, distinguished from the traditional approaches which are teacher-fronted. In CLT classes, conversation lessons are normally conducted around a variety of conversational activities, such as role-playing, simulation, skits, and games. However, these activities alone may not help teachers achieve their ultimate goal in developing desirable conversation abilities in the learners. (Hall, Hellermann, & Pekarek Doehler, 2011). EFL teachers still need be equipped with some background knowledge of naturally occurring conversations to design appropriate instructional materials and develop teaching techniques to overcome challenges in teaching conversation against the backdrop of existing teaching approaches (Wong & Waring, 2010).

In the Thai EFL context, some limitations of CLT implementation have been revealed from its discrepancy between theories and practices (Kustati, 2013). As claimed by Saengboon (2010), Thai teachers normally focused on grammatical competence, drill-based activities and rote memorization of isolated sentences due mainly to the proficiency constraint of English teachers. Thai students, on the other hand, focused mainly on their grades and examinations (Islam & Bari, 2012). Thus, they still could not use English effectively in their daily lives despite the prevalent claim of CLT use.

Another failure in teaching conversation in the Thai context is that the teachers had difficulty in selecting materials that would meet the objectives of developing natural conversation abilities (Kanoksilapatham, 2007). In general, conversation textbooks used in most classes today still contain invented model conversations from which features of naturally occurring talks are missing and are mostly theme-based. EFL learners taught with such textbooks therefore often failed to notice features of spoken language and conversation mechanisms. They were hardly able to grasp conversational structure and to interpret and perform such common language actions as giving and responding to compliments, refusing, accepting, and complaining. Critiquing textbook model conversations for their failure to replicate spoken language, McCarthy and Carter (1994) suggest EFL classrooms incorporate authentic conversations from television and video materials into their conversation lessons. Likewise, Lazaraton (2001) and Sherman (2003) recommend the use of authentic spoken materials to enhance students' conversation abilities through features of natural conversation.

Against this backdrop, even though CLT has been introduced for a number of years, there is always a gap in terms of pedagogical practices and instructional materials. Applied linguists have suggested the contribution of Conversation Analysis, (henceforth CA), for many years.

Emerging in 1960s through the collaboration of sociologists Harvey, Emanuel Schegloff and Gail Jefferson, CA provides a comprehensive and systematic introduction to the basic features of natural conversation that emphasizes the mechanism of interactions (Wong & Waring, 2010). Methodologically, CA can be used as a tool to analyze the features of natural conversation in authentic materials and make explicit understanding sociocultural norms in order to raise students' awareness of these norms (Barraja-Rohan, 1997, 2011; Wong & Waring, 2010).

Sitcoms, situation comedies aired on TV, can serve as such an authentic material in teaching language. They present more realistic language features compared to typical English speaking-listening textbooks. Further, they are illustratively presentable in excerpts and their scripts imitate the spoken language (Morreale, 2003). Popular American television sitcoms such as *Friends* contain plenty of linguistic features relatively close to natural conversation, providing an appropriate conversation model for English language learners.

In an attempt to seek a new challenging pedagogical strategy in teaching conversation, combining a CA methodology together with sitcoms seems to be a promising approach to helping enhance Thai students' conversation abilities. Therefore, the present study aims to report the learners' perceptions towards using CA-informed sitcom lessons elicited through a questionnaire and interview forms.

2. Literature

Teaching Conversation

Learning to get involved in natural conversation is one of the most difficult tasks for second language learners. Thus, given the responsibility of teaching the crucial aspect of conversation abilities falls on teachers, they need to be aware of challenges facing L2 conversation learners. These challenges include trying to describe the vocabulary, grammar, and discourse features peculiar to conversations, Thornbury and Slade (2006) argued that EFL learners need instruction that focus on these features while many other applied linguists have stressed the importance of their inclusion in the teacher's pedagogical orientation (Lazaraton, 2001). However, most of the conversation textbooks used by EFL teachers today still contain materials that seemingly lack the showcase of conversation mechanisms and realistic conversational language features. (Washburn, 2001) Thus, in teaching conversation, instruction needs a principle working on the mechanism of conversation and the materials should be developed explicitly for effectively teaching interactional competence.

Brief Introduction to Conversation Analysis (CA) and Its Insights

To understand talk as a basic, constitutive feature of human social life, CA provides a unique way of describing and analysing natural conversations and other forms of social interaction. One of CA's basic principles is the analysis of actual instances of talk-in-interaction between, for instance, strangers, colleagues, lecturers, doctors and patients. CA emphasizes real talking data that has been recorded and transcribed from an observational method or experimental methodologies. Basically, three main domains are stressed in CA: naturally occurring data, transcribed data, and analyzed data (Wong & Waring, 2010). CA has also shed light on many different practices involved in conversation organization such as the turn-taking system, action understanding, repair, sequential organization, and preference structure. It suggests that while these practices are context-free, their structuring can vary from culture to culture depending on types of social interaction and settings involved.

CA has not only shed light on the turn-taking system or ways of constructing and allocating turns, but also social actions the turns embody, especially what the speaker intends to get done

through each turn in different social situations (Wong & Waring, 2010). Common actions done through turns at talk include, for instance, greetings/leave-taking, agreement/disagreement, news announcement, compliment/response, invitation/decline, and apology (Sidnell, 2012). The understanding of these actions and how to respond to them is crucial part of interactional competence (Wong, 2010). As a competent talk participant, one however needs to also know how to contribute to the making of coherent conversation to get social businesses done and how to fix problems that arise through repair.

In each context, participants need to know how to both construct and respond to a turn following the sequencing norm of the target language community (Wong & Waring, 2010). One of the sequencing norms most discussed in the literature is referred to as an adjacency-pair sequence. Adjacency pairs are the basic type of sequence into which turns in conversation are organized. They are sequences made up of two turns each of which is normally delivered by a different speaker. The adjacency-pair concept is very useful for predicting what is going to come in the immediate next turn. Namely, the turn as well as the action it embodies must be made conditionally relevant to the previous turn; otherwise, talk participants are accountable for what is missing.

Preference organization is another concept related to the organization of turns at talk revealed via CA, suggesting the nonequivalence of social actions embodied in each turn. Some actions are preferred as they are viewed as normal, natural, or expected, and often delivered without delay. Unlike preferred actions, dispreferred ones such as refusal and declination are however often produced with delay, mitigation, or accounts as they are more face-threatening. Without appropriate training and awareness-raising activities, it may be hard for L2 learners to master these social actions.

The integration of these CA insights into L2 classrooms is therefore considered very important for the development of learners' L2 competence. Barraja-Rohan (2011) particularly claimed that CA can be used to enhance the learners' interaction. Wu (2013) examined the principle of CA in teaching speaking and developing interactional competence by decoding the transcription of native speakers (NS) or non-native speakers' (NNS) interactions, suggesting that the interactional competence of learners' increased through explicit CA informed teaching. Fujii (2012) examined the results from an experimental study designed to raise Japanese ESL students' awareness of language-specific aspects of English through CA. The study found that applying CA to classroom instruction increased language learners' awareness about interactional competency, and the learners were able to make sense of linguistic interaction in real time to achieve the orderliness in social interactions.

In Thailand, Teng and Sinwongsuwat (2015) examined the integration of CA into English conversation classrooms. The study aimed to investigate the effectiveness of explicit Conversation Analysis (CA)-informed instruction. Their findings confirmed that the CA-informed teaching method could help improve students' English conversational performance and enhance their confidence in speaking English. As suggested by the researchers, to boost students learners' interactional competence and confidence, it is essential for teachers to have some understanding of the social nature of conversation revealed through CA and to systematically apply CA analytical concepts into their language classroom teaching.

Using feature films as authentic materials in language classrooms

King (2002) argued that audio-visual environments of films allow learners to listen to spoken language as used naturally and they permit learners to become more familiar with native-

speakers' use of slang, reduced forms, stress, intonation, and accents peculiar to everyday conversation. Moreover, these films provide a wide range of linguistic and paralinguistic information essential for language acquisition.

Films are wealthy sources of both linguistic and paralinguistic information about the target language culture. Thus, pedagogically, applying films into language classrooms can increase students' cultural awareness (Tschirner, 2001). In addition, feature films are enjoyable and intrinsically more motivating than other materials (King, 2002).

Created through the combination of the words situation and comedy, the word sitcom refers to TV or radio series that has the same characters in continuous episodes (Merriam Webster's College Dictionary, 1993). Sitcoms usually revolve around family, a work place or a community and their relationships, thus making possible the analysis of these characters' views on social interaction in a cultural context (Moreale, 2003). Full of story-telling and humor, they are rich in authentic, linguistic and cultural information. They present a daily situation with naturally spoken language. Additionally, since learners can relate to topics of sitcoms, they tend to be more willing to get involved in the activities the teacher creates. Sitcoms can help learners to use the target language in a meaningful way, being an effective tool for students to develop their competence for real-life interaction.

3. Applying CA in the language classroom: Study design, teaching methodology, and outcomes

3.1. Study design

Applying CA insights to teaching English conversation to Thai high school students, this study provided sitcom lessons offering a wide range of activities for students to develop their conversation abilities. The participants in the study were 42 Mattayomsuksa 6 students who rarely had the opportunity to use English outside the classroom. Rather, most of them were used to receiving English conversation instruction through dialogues in textbooks via drill-based activities and rote memorization of isolated sentences. The students were enrolled in English for Communication 2 (E30206) as an optional subject in the second semester of the academic year 2017 at Saiburi Cheangprachakarn School, Pattani province. Their age average was 17 to 18.

The duration of the course was 15 weeks, with two hours of instruction per week. Before the instruction started, the participants were videotaped carrying out the speech actions required for pre-test and repeated after the end of the course as a post-test. The main objectives were threefold. First, the instruction aimed to raise the students' awareness of the language features by teaching them how to construct conversation sequences to accomplish such actions as greeting and leave-taking, dis/agreement, news announcement, compliment, invitation, and request through the principles of CA. Second, it aimed to get students to observe and learn real-life conversations via the analysis of sitcoms. Finally, the goal was to enable the students to transfer the language into real-world situations. The productive stage of the lesson aimed to enhance their conversation abilities by role-playing similar situations with their peers.

To explore learners' perceptions towards the instruction, students were asked to rate 10 statements given in Thai on a Likert scale ranging from 1 "strongly disagree" to 5 "strongly agree". The statements explored their perceptions towards the understanding of conversation mechanisms, their conversation improvement through the lessons and the benefits of CA-informed sitcom lessons. Additionally, ten participants were randomly selected to have one-on-one interviews with the teacher. These semi-structure interviews included 5 items given in

Thai aiming to examine new issues besides those targeted in the given questionnaires. The questions were 1. In what ways do you think CA is useful for acquiring a second language? 2. Do you think CA-informed sitcoms lessons can enhance your conversational abilities? If yes, in what ways? 3. What has been the most important discovery for you after viewing sitcom conversations? 4. Do you feel motivated to learn English through American sitcoms? Why? 5. How good are sitcoms as a source of learning speech acts?.

3.2. Teaching Methodology

In terms of teaching methodology, at the beginning of each lesson, the teacher tried to elicit the students' prior knowledge of producing and responding to selected social actions while some excerpts of sitcoms were displayed for students to analyze and discuss how turn-taking occurs. In the presentation stage, the principles of CA of the selected speech action were introduced explicitly together with CA-based handouts created for explicitly identifying language features from the conversations. In the practice stage, some excerpts of sitcoms were displayed with English subtitles. When the speech acts were identified, the excerpts were repeatedly replayed until students could relate the conversation to CA principles. In addition, a cloze exercise was prepared with the focus on the principle governing each adjacency pair. In the productive stage, students were assigned to perform role-plays in pairs. Handouts of roleplay cards were given and some pairs were asked to volunteer in the front of the class and the rest analyzed the conversation. At any point in the lesson that called for description, CA principles were reviewed and expanded upon.

3.3 Findings and discussion

3.3.1 Students' views

At the end of the course, the students were videotaped while roleplaying assigned situations as required at the beginning of the course. Close analysis of video-recordings of their pre- and post-test conversations was performed to determine the improvement in their conversational abilities. Although not focused in this paper, the results revealed significant improvement in all five aspects of performance assessed: fluency, vocabulary, appropriacy, comprehensibility, and grammar. A questionnaire survey given to students and translated into Thai to probe into their perceptions towards CA-informed sitcom lessons also revealed positive outcomes as shown in Table I.

TABLE I: Students' perceptions towards CA-informed Sitcoms Lessons

Measures	N	M	SD
1. I think conversation is a complex and dynamic process.	42	3.2	0.6
2. After studying, I become more aware that the speech act in every language has its own mechanism and can be analysed.	42	3.5	0.7
3. Towards a conversation analytic account studied throughout the course, I feel more confident in conducting social actions such greeting and leave-taking, dis/agreement, news announcement, compliment, invitation, and request.	42	3.6	0.7
4. By studying the basic principles of sequences of speech actions from a CA perspective, I feel I have been able to gain a better understanding of the organization of the natural conversation.	42	3.6	0.6
5. Before studying, I have always felt that scripted dialogues in textbooks were somewhat unnatural.	42	2.8	0.5
6. To analyse the natural conversation such American sitcoms leads me to be more aware in conducting the English conversation.	42	3.2	0.7
7. Textbooks in ELF classes tend to eliminate naturally occurring of spontaneous conversation.	42	3.1	0.7

8. Spontaneous conversations from American sitcoms are more interesting than scripted dialogues as represented in textbooks.	42	3.3	0.6
9. In enhancing English conversation abilities, getting involved with natural conversation in sitcoms is more comfortable than textbooks.	42	3.2	0.7
10. After studying, I could foreshadow, initiate, and respond to the studied speech acts to the interlocutor more confidently.	42	3.8	0.7

As can be seen, the highest means scores were given to the item number 2, “After studying, I could foreshadow, initiate, and respond to the studied speech acts to the interlocutor more confidently,” followed by the item number 3, “Towards a conversation analytic account studied throughout the course, I feel more confident in conducting social actions such greeting and leave-taking, dis/agreement, news announcement, compliment, invitation, and request,” and followed by item number 10, “By studying the basic principles of sequences of speech actions from a CA perspective, I feel I have been able to gain a better understanding of the organization in which they gained a better understanding of the sequential organization of the natural conversation.” This indicates that from the students’ views, CA-based instructions helped enhance their interactional competence and improve their conversation abilities. The instruction gave them a wide range of opportunities not only to analyse natural conversations from American sitcoms, which made them become more aware of features and mechanisms of natural conversation, but to practice making conversation with an explicit understanding of their genuine nature. After studying the basic principles of conversation organization from a CA perspective, students gained a better understanding of the sequential organization of social actions. Through frequent practice, most of them could initiate and respond to their interlocutors’ turns more confidently. Additionally, via the analysis of natural conversation done in class, they became more aware of their conduct in English conversation. Last but not least, they also came to realize how social actions are performed differently in different languages and such variation became an interesting subject of their inquiry. More important, sitcoms made their L2 learning more enjoyable.

Through the one-on-one interviews between the teacher-researcher and 10 students conducted in Thai, the following quotes are taken and translated into English, depicting their views on the instruction:

“The CA-informed sitcoms lessons made a clear understanding of how conversations are done through the CA principles by looking at the conversation in sitcoms. It helped me get conscious in initiating the conversation and taking turns with appropriate utterances.” (P02)

“In lessons unblocked my English speaking abilities since I know systematically how to initiate and take turns for example, I know how to do invitation that CA provided a clear picture of that action that begin with ‘pre-invitation followed by opening segments and ended by closing segments.’” (P07)

“Throughout the course, I feel more comfortable in taking turns with my interlocutor and I become more confident to speak English with help of CA, and the joy of the sitcoms.” (P09)

“Knowing how a conversation is being kept going, in doing a cloze test assessing students’ English conversation ability especially in O-NET and GAT tests, the instruction help me to comprehend by selecting the appropriate turns provided in the multiple choices.” (P15)

“In producing the language, the sitcoms helped me to get more closely to nativelikeness in terms of prosody.” (P18)

“I have studied the conversation in English through textbooks where dialogues are not interesting as the sitcoms.” (P19)

Evidently, the feedback from the students on CA-informed sitcom lessons in this study was very positive. The lessons enabled them to understand the sequential organization of naturally-occurring conversation in which the target actions were embedded. They helped them gain more understanding of how people normally interact in real time, particularly how conversations are initiated, maintained, and brought to a close. The lessons provided students with various aspects of speech which differed from the language appearing in textbooks typically used in other conversation classes. With the integration of sitcoms, the students were given the opportunities to engage in a wide range of interactions with their interlocutors, and by closely observing verbal and nonverbal language of actors in the sitcoms, they could better imitate their acts and accents. Some students reported that CA-informed sitcom lessons helped raise their awareness of conversation analysis principles, allowing them to better comprehend real-life conversation. Lastly, the lessons promoted their confidence and nativelikeness. Therefore, the lessons helped enhance students’ English conversational abilities.

3.3.2 Teacher’s views on the instruction

Assessed from students’ reactive responses to the roleplay given at the end of each lesson, their pre- and post-instruction conversations, and close analysis of the interactions, CA-informed sitcom lessons were proven to be effective in enhancing the students’ interactional competence and developing students’ abilities to carry out natural conversation. Close analysis of students’ role-play conversations also revealed performance improvement in various aspects such as the organization of conversation sequences, accuracy and appropriacy of language use, as well as turn-taking spontaneity. Via the lessons, students were able to understand the sequential organization of naturally-occurring conversation, converse more spontaneously, use more appropriate language, and develop more speaking confidence. CA concepts learned can not only be applied into their real-life when interacting with English speakers but help them become more critical conversationalists and notice real-life target language features important for L2 learning.

If teachers want to integrate CA methods, principles, and concepts of conversation into the classroom, authentic materials such as sitcoms should be given the first priority. However, using sitcoms in teaching requires more class preparation than just following conversations given in the textbook. Teachers may need ample time to find excerpts from the sitcom to showcase target actions such as greeting and leave-taking, dis/agreement, news announcement, compliment, invitation, and request. In an attempt to help learners to become successful in carrying out L2 conversation, sitcoms are still worth trying as they give students exposure to a wide range of realistic and stimulating examples, and offer rich materials for teaching interactional competence.

4. Conclusion

This research highlights reflections from both teacher and students on the use of CA-based sitcom lessons in English language teaching, specifically, with the aim at enhancing Thai students’ conversation abilities. Regarding the teacher/researcher’s views, CA-informed instruction can complement existing CLT activities such role-play simulation in the classroom. Via the analysis of natural conversation from American sitcoms, students could not only understand the sequential organization of naturally-occurring conversation but converse more effectively and confidently. As reported by students, the more they analyzed the conversation, the more aware they became of the features of their own conversation and others’.

Many students responded positively to the integration of sitcoms into conversation lessons. They enjoyed noticing target language features in the American sitcoms and practicing them in their role-play conversations. Seeing the applicability of what they learned in real life, students became more motivated to study English outside the classroom via online video resources freely accessible to them (Fujii, 2012).

It was therefore suggested that excerpts from sitcoms be integrated into EFL classrooms apart from scripted dialogues in textbooks (Washburn, 2001) to help students notice not only features of natural talk-in-interaction but cultural differences (Huth and Taleghani-Nikazm, 2006; Wong, 2002). And CA could serve as a powerful teaching tool to help students gain more understanding of the complexities of sequential organization of naturally-occurring conversation and become more confident when making English conversation.

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Theme: Religion, Law and Human Rights

Challenges of Muslim Youth Development in the 21st Century in the Deep South of Thailand

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Abstract

This study aimed to examine challenges of Muslim youth development in Deep South of Thailand using qualitative research methodology. The data were collected from document analysis and three focus group discussions, a total of 22 participants, consisting of 1) 8 Muslim youth leaders in Yala, Pattani and Narathiwat, 2) 8 academicians, 3) 6 workers related to child and juvenile development. Inductive analysis was used to summarize the synthesis of documents, while descriptive analysis was used to describe the results of focus group discussion. The findings revealed that the challenges of Muslim youth development in three southern border provinces are 1) the challenge in self-management of Muslim leaders in term of time management, prioritizing, strategic and theoretical thinking, decision making, and self-improvement toward society change, 2) challenge in activity design focused on self-insistence and promoted Muslim youth leaders in according to the 21st century learning, 3) challenge in building new learning environment and professionalism in the 21st century Muslim youth development, and 4) challenge in comprehending behavior of the generation and current moment.

Keywords: Challenges, Muslim youth, 21st century

1. Introduction

In the era of transformation of science, technology, and innovation, modern human and social developments are immobilizable. Holistic concept plays a significant role for human developments living valuably in transformative era, which are able to distinguish values and the way of life. Specifically, the growing throughout the world in the 21st century is emphasized on distributing knowledge throughout the globe for developing human to overcome innovational transformation. While Thailand is in period of educational revolution for young generation to have life skills under the merit and value in order to encounter the problems, Muslim youth in the Southernmost of Thailand has still been faced with the weakness of youth development system; that is, a lack of Islamic nurture closely, lack of Islamic education, lack of interest in religious activities, negligence of Muslim leader toward Muslim youth [1]. This is supported by the study of Madreh [2] revealed that Muslim leaders are unable to take care of Muslim youth in accordance with Islamic ways due to a lack of understanding toward self-perceived role, a lack of awareness and giving precedence to take care Muslim youth, lack of experiences and skills to take care of Muslim youth, and lack of relationship between Muslim leaders and youth.

These corrupt situations have spread into the development stream of modern young generation so as they are unable to differentiate “merit” and “material”. This reflects the failures of direction of development in the cyber era that mainly focused on “materialism” rather than “spiritualism”. This also may result of lack of understanding in the aspect of human being. Especially, the development nowadays is based on merit system which may typically become a cause of religious civilization to be a victim beneath the term “development”. This is in line with National Economic and Social Development Plan No.11 stated that ‘Society has issues, the development is unsustainable’ [3].

Quality is required for development in Islam to answer the society on how to build an idealistic Muslim for humankind and against extreme violence that destroys Idealistic Muslim. However, distributing Islamic knowledge is in higher education level, less in primary and secondary education levels. The aims of Islamic education are not only to produce intelligent scholars, but also to create a good citizen of the world in order to balance materialism and spiritualism. According to “Pattani Declaration” that gathering Muslim scholars around the world to Pattani, Thailand, every two years to discuss the issues and find solution in according to viewpoint of Islamic studies, in order to bring peace and harmony as well as preserve rights and security and balancing the extreme beliefs and violence that focusing on material rather than spirit, income rather than family’s value. Learning culture and religion is not only factor bringing balance into society together, but also integrating other sciences to look for right solution, such as medicine, economics, engineering, and pneumatology, as well as aiming for excellence along with human rights and security to bring peace, and explore and build Islamic image emphasizing toward relationship between Muslim and non-Muslim. This are main priority of Muslim society should pay attention to and concretely solve the problems [4].

Based on these circumstances, the needs of perception of trend for human and social development are designed to explore new developmental approaches. Those approaches are challenges for all parties, especially Muslim youth development in three southern border provinces in order to improve their expected Islamic behavior and a good world citizen.

2. Objective

The purpose of this study is to study challenges of Muslim youth development in the three southern border provinces.

3. Methodology

3.1 Participants

Three groups of participants, a total of 22, were included in this study, consisting of 8 Muslim youth leaders, 8 Muslim scholars, and 6 workers related to juvenile and youth development in Narathiwat, Pattani, and Narathiwat.

3.2 Data Collections

This qualitative research collected different sources of data including documentary analysis and focused group discussion on specific topics. In term of discussion, moderator raised the issues and led participants to discuss and to come up with ideas, opinions, and thought toward those topics.

3.3 Data Analysis

Inductive analysis was used to analyze the results from documentary and focused group discussion, and descriptive analysis was used to present the results of the analysis.

4. Results and Discussion

Based on current situation of efforts seeking for and applying Islamic value harmonized with Muslim youth development process in the three southern border provinces as Muslim majority with multicultural whereas racial conflict could be factor causing such behaviors previously mentioned, this present study of challenges for Muslim youth development in three southern border provinces expected that the knowledge buried inside the target groups would be assets to encounter with current challenges. The results were concluded as follows;

4.1 Challenge in self-management improvement of Muslim leaders towards time management, prioritization, strategic and theoretical thinking, decision making, and self-development into changing society

While community movements toward psychological, cognitive, and spiritual developments rely on leaders, Islam gives precedence to learning development and leadership cognitively and religiously. The Holy Al-Qur'an's verse asserts the role of Muslim leaders as *"Believers! Obey Allah and obey the Messenger, and those from among you who are invested with authority"* (An-Nisa: 59). Becoming a leader comprised of various aspects and qualifications. However, in the present era of relationship between Muslim and Islam is weak, the study found that many new leaders do not pay attention on management, neglect their own duty, lack of visions, even if Muslimship is ignored in some Muslim communities. Drug addiction and pre-marriage pregnancy are obvious evidence indicating the debilitation of the communities. These claims are supported in accordance with response of a participant stated that;

"Nowadays, we have opportunity in Muslim youth development. It is because the government pays attention and support in term of budget to solve unrest situation. However, among this opportunity, there are some crises we have faced, such as unprofessional and unknowledgeable of local leaders, mostly they come for authority purposes and/or bringing family to lead which could impact inaccessibly on

administration. Additionally, the local governance is not consistent with changing world, that is, it is governed by elderly while religious leaders still have problem politically. In fact, they should distinguish and be a good example to us”.

This can be inferred that the present Muslim leaders are necessarily require to improve their leadership and give priority to community development, especially youth development. In fact, Muslim leaders should truly apprehend their duties and responsibilities, perform their duties with full of strength, become leadership with passion, be able to guide to good deed, as well as improve oneself to be a better leader for common interest [5].

Furthermore, Muslim leaders do not only require to improve their skills and knowledge on related work, but also to develop ‘soft-skills’ to be readily accessible to develop Muslim youth among the factors increasingly and rapidly change. Those skills are necessary and significance, particularly in the 21st century. Studies on modern leadership theory in the 21st century are categorized into different aspects. Such aspects are servant leadership, spiritual leadership, ethical leadership, super leadership, self-leadership, and authentic leadership. The theory were excluded in the era of 21st century are power and influence leadership, behavioral leadership, transactional leadership, charismatic leadership, and transformational leadership [6], which emphasize on authority that unable to reach the heart of true development.

4.2. Challenge in activities design for Muslim youth development focused on self-insistence and the role of Muslim leaders promoted in accordance with the 21st century learning

The world in the 21st century has moved forward with innovation that could link the world together and transmitted information into different continents in a short period. These could lead to transformation of world allowing human become main resources of the world they could learn and be learned. According to verse of Surah Al-Alaq revealed that *“Read (Proclaim!) In the Name of your Lord Who created”*. This verse is covered every dimension of education.

Unquestionably, the 21st century learning skills that has been developed world citizens to apply their knowledge and skills include these four skills, 1) core subject’s skill, 2) life and professional skills, 3) information skill, and 4) learning and innovation skills that related to communication, collaboration, creativity, and critical thinking. These skills are main factor for the survival of human and society. According to response of target group asserting that:

“Since the world has changed, the thing that I want to see is the development of thoughts of Muslim youth developers who have skills in organizing activities and articulate Islamic identity with concrete process. For example, a camp or workshop organized by government or private agencies which should pay attention to Islamic prayer or teaching how to pray. Adult mostly thought that we are too young. In fact, knowledge and skills should be developed according the changing world”.

This point of view is in line with a part of a book ‘learning Methods for Students in the 21st Century’ by Panich [7] affirmed that;

“Education in the 21st Century has to prepare a person to be knowledgeable worker and learning person regardless of jobs in this era, and to be ready to learn and use knowledge even though they are a farmer. So, the most important skill in the 21st century is learning skills”.

It can be summed up that the challenges in designing activities for Muslim youth development nowadays should not be as traditional approaches, rather emphasizing on learning for self-insistence and integrating into the life style. Moreover, the leaders who have roles for Muslim youth development should be trained according to learning skills in the 21st century, so that they are able to develop the society as current changing society.

4.3. Challenge in building new learning environment and professionalism in developing youth in the 21st century

Muslim youth development in the 21st century must be flexible, creative, challenged, and complicated, that is the development for transformation. Providing education based on Bloom's taxonomy of learning could be changed as it emphasizes on higher order learning skills, especially evaluating skills, it will be replaced by ability to use new knowledge in a creative way.

In the previous system of education, learners had gone to school expecting grades and graduation. New phenomena have occurred nowadays that they expect education for life and lifelong learning with flexibility in how to teach to become resourceful learners. Therefore, developing Muslim youth must be integrated with current phenomena of learning to become respectful world citizen, which could not only preach Islam in the mosque or weekend school 'Tadika'. According to statement of target group asserted that;

"When the world is unstoppably covered with various developments, learning reform around the world has also been progressing. Muslims must develop as well. However, the most important thing is that Muslim must be able to hold Islamic notion in this transformative world"

This indicates that the current learning transformation emphasizes on critical attributes, interdisciplinary, project-based, and research driven linking community, region, nation, and world together. In some cases, youth are able to cooperate with different kind of projects around the world that focused on advance thinking, multiple intelligence, technology and multimedia, basic concept of 21st century learning, and authentic assessment. Consequently, Muslim youth are expecting to change perspective from traditional paradigm into new paradigm, and combine Islamic and reality world as learning center improving skills and perception. These are challenges of new learning environment and professionalism in Muslim youth development in the 21st century.

4.4. Challenge in understanding within generation and present moment which are significant in Muslim youth development

When the government agencies give priority with reforming economic, social, and politic as well as economic structure to advance digital economy or new technology and enhance capacity of competitiveness, as well as Thai society nowadays has distinguish values, opinions and perspective, their life styles have rapidly changed along with digital technology development. This is in line with Einstein's notion "Imagination is More Important than Knowledge". As the advanced technology has continuously developed and driven digital natives, a knowledgeable one on their field without imagination and vision will not produce new invention. According to the response of target group on perception toward Generation Z that;

“Challenges of generation who will perform to solve, enhance, and develop Muslim youth are that they must have distinguished methods, particularly, in term of evolution, synthesis, and reapplication. New thinking is derived from previous thought and experiences and enhance with cumulative step-by-step procedure. Then, synthesize those thoughts into new thinking. For instance, making Kolae Boat, it should not be only drawn lined pattern, but also make into stereograph design in order to add value of the product in the cyber era. Then, reapply old thinking into the new one and preserve its value, such as previous method of promotion of stop smoking campaign is just a parade, but now new method has been invented, that is, gathering the risk youth of addiction to do workshop or visiting drug addicts. This will allow the youth to learn and connect to real life”

This opinion is supported by the book “Rethinking the Future” which presented point of view of world experts in the field of management indicating the term ‘rethinking’ as a part of new paradigm and interestingly concluded that the new thinking for success in the future is to rethinking the principle, recognizing it different aspects, rethinking to control its complication, considering its organization and management for the 21 century, centralizing its need to challenge traditional hypothesis. For instance, some Muslims in the past forbid their children to cut their nails at night because it is sinful. In fact, there was no light in past and they was afraid to cut their skin. Now, the world has moved forward into new era of teaching. The teaching will reasonably differentiate and analyze the fact and rethinking for the future.

In term of transformation in the business and society, natural movement, global economic competition, and scientific discovery has transformed point of views into the 21st century learning. So, comprehension of the behavior of the generation and present moment is another challenge of Muslim youth development [8]. Those changes are not different from Islamic teaching as a verse of Prophet Muhammad, Peace Be Upon Him (PBUH) “He who innovates something that is not in agreement with our matter (religion), will have it rejected.” Therefore, the challenge of comprehension of Muslim youth behavior within generation and present moment must not be innovated that will destroy teaching of Islam. Thus, Muslim youth developers must have a strong Islamic belief to guide into the right paths.

In conclusion, the study of challenges of Muslim youth development in the 21st century in the three southern border provinces gives priority on the challenges in self-management of Muslim leaders towards time management, prioritization, strategic and theoretical thinking, decision making, and self-improvement to meet specification of society change, which include various qualifications. Particularly, the Muslim leader should have known their roles and true authority, performing with full of energy, leading with spirit, becoming social model, developing to reach high level of dharma principal, reconciling paradigm, and learning other field of study. In order to become capable leaders, “soft-skills” is also need to improve their abilities in developing Muslim youth.

Furthermore, challenge of designing activities in developing Muslim youth that must not be as traditional approach, rather to conduct learning for self-insistence. So, the role of leaders for Muslim youth development, even though a farmer, must be enhanced their skills in the 21st century. Another challenge is building new learning environment and professionalism in the 21st century of Muslim youth development which will change perspectives from traditional paradigm into new

paradigm and centralize learning with in-depth process. In addition, the last challenge is Muslim youth developers must comprehend behavior of within generation and current moment with new paradigm which is not against Islamic teaching and the path of Prophet Muhammad (PBUH).

5. Recommendations

In order to make use based on the findings, some recommendations for application include:

1. Policy application for developing local leaders' attribute or juvenile and youth developers who are knowledgeable and skillful with 21st century's skills that can be challenges for Youth development in three southern border provinces.

2. Inventing the challenges of the findings for guidance and making decision in juvenile and youth development in the area in accordance with the reality in the transformative world

Recommendation for further study is that the challenge of above study should be taken into practice to find out the success of implementing those challenges with proper measurement and evaluation, in order to design the success of Muslim youth development in three southern border provinces using qualitative method and academic accuracy.

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Pengaruh Elemen Ketara Terhadap Kualiti Perkhidmatan Masjid Muhammad Al-Fateh UPNM

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Abstrak

Dalam masyarakat yang semakin celik hak kepenggunaan, kualiti perkhidmatan sentiasa diperhatikan bagi memenuhi kepuasan dan penilaian seseorang individu. Ia adalah merupakan penilaian persepsi pengguna melalui perbandingan yang dibuat antara kepuasan dan perkhidmatan. Organisasi dan pembekal yang berobjektifkan kecemerlang sentiasa mengambil tahu berkaitan kualiti perkhidmatan yang diberikan. Penilaian pengguna mampu membantu organisasi mempertingkatkan kualiti perkhidmatan yang ditawarkan. Oleh itu, kajian ini dijalankan bagi mengenal pasti pengaruh elemen ketara terhadap kualiti perkhidmatan Masjid Muhammad al-Fateh dalam kalangan warga Universiti Pertahanan Nasional Malaysia (UPNM). Teori SERVQUAL yang melibatkan elemen iaitu ketara telah digunakan dalam kajian ini bagi mengukur kualiti perkhidmatan yang disediakan. Borang soal selidik telah diedarkan kepada sejumlah 120 orang responden yang terdiri daripada warga tentera dan awam termasuk staf akademik dan para pelajar yang menggunakan Masjid Muhammad al-Fateh di UPNM sebagai tempat ibadah. Data yang diperoleh kemudiannya dianalisis menggunakan pakej perisian *SmartPLS 3.2.5*. Ujian *bootstrapping* menunjukkan bahawa terdapat hubungan yang signifikan di antara ketara dengan kualiti perkhidmatan Masjid Muhammad al-Fateh, UPNM. Secara keseluruhannya elemen ketara telah membuktikan bahawa tahap kualiti perkhidmatan berada pada tahap yang sederhana melalui nilai R^2 .

Kata kunci: Ketara, kualiti perkhidmatan, SERVQUAL, masjid Muhammad al-Fateh

1. PENGENALAN

Islam dan masjid tidak pernah terpisah. Ia merupakan institusi penting dalam pembangunan modal insan dan Islam itu sendiri. Masjid Quba' adalah masjid pertama yang dibina oleh Nabi SAW bersama para sahabat ketika menjejakkan kaki ke Madinah. Semenjak dari itu, fungsi masjid telah berkembang dan bukan sahaja menjadi tempat ibadah kepada umat Islam malah sebagai pusat komuniti masyarakat Islam dan pertemuan delegasi asing di Madinah.

Namun begitu, masyarakat hari ini kurang faham dan tidak memberi sambutan yang menggalakkan terhadap fungsi masjid. Banyak aktiviti yang telah dan sedang dijalankan di masjid khususnya di Masjid Muhammad al-Fateh untuk menyedarkan masyarakat demi pentingnya masjid dalam kehidupan. Namun begitu, masih wujud kelemahan dan masalah dalam perlaksanaan fungsi masjid kepada masyarakat dan dalam masa yang sama kualiti perkhidmatan masjid kurang diperhatikan walaupun diberi penekanan oleh Ahli Jawatankuasa Masjid (AJK).

Kepelbagaian fungsi masjid dewasa ini merupakan satu perkembangan yang menarik. Fungsi masjid seolah-olah telah kembali kepada tujuan asal sebagaimana yang dianjurkan oleh Rasulullah SAW. Fungsi masjid yang semakin beragam menuntut AJK masjid memberikan tumpuan terhadap perkhidmatan yang berkualiti. Kebelakangan ini, kebanyakan masjid di negara ini telah berusaha untuk meningkatkan kualiti perkhidmatan masing-masing bagi meningkatkan keselesaan dan menarik komuniti agar memaksimumkan penggunaan masjid. Masjid Muhammad al-Fateh tidak terkecuali. Banyak pembaharuan yang dilaksanakan demi kepuasan pelanggan khususnya berkaitan fasiliti dan semua elemen yang berkaitan ketara. Oleh itu, kajian ini akan mengukur pengaruh elemen ketara terhadap kualiti perkhidmatan di Muhammad al-Fateh, Universiti Pertahanan Nasional Malaysia (UPNM).

Walaupun kajian yang dijalankan mengenai masjid telah banyak dijalankan, namun kajian-kajian berkenaan pengaruh elemen ketara terhadap kualiti perkhidmatan masjid Muhammad al-Fateh, UPNM tidak ditemui. Kajian-kajian terdahulu hanyalah menjurus kepada peranan masjid, corak pengurusan, kewangan dan penyelenggaraan, manakala kajian berkenaan maklumbalas mengenai kualiti perkhidmatan yang diberikan oleh masjid agak kurang diberi perhatian. Selain itu, kebanyakan kajian-kajian sedia ada hanya menggunakan kaedah kualitatif sahaja. Ini menyebabkan penemuan kajian adalah bias dan boleh dipersoalkan. Oleh itu, kajian ini akan menggunakan kaedah bergabung (*mixed method*) yang menggabungkan kaedah kualitatif dan kuantitatif. Dengan menggunakan kaedah tersebut akan mengurangkan bias dan menghasilkan dapatan kajian yang lebih dipercayai. Hal ini mendorong pengkaji untuk melihat dengan lebih mendalam berkenaan persepsi jamaah terhadap kualiti perkhidmatan masjid Muhammad al-Fateh.

2. OBJEKTIF KAJIAN

UPNM telah membina masjid Muhammad al-Fateh sejak penubuhannya dan telah meletakkan tanggungjawab mengurus dan mengimarahkan masjid tersebut kepada Ahli Jawatankuasa Masjid (AJK) dan telah membantu menyediakan kemudahan yang selayaknya sebagai sebuah masjid UPNM. Masjid Muhammad al-Fateh (MMF) boleh memuatkan seramai 2,300 orang jamaah dalam satu-satu masa serta terdapat ruang solat untuk wanita. Kedudukannya yang strategik iaitu di tengah-tengah kampus UPNM telah memberikan keselesaan dan kemudahan kepada penggunanya.

Berdasarkan keluasan masjid yang sedia ada, ia mencukupi bagi menampung jumlah jamaah yang ramai. Tambahan pula, peraturan yang mewajibkan bagi Pegawai Kadet solat lima waktu di masjid telah meningkatkan kepentingan mereka terhadap penggunaan masjid setiap masa. Oleh demikian, MMF merupakan tempat ibadah dan perhimpunan masyarakat kampus yang paling popular.

Elemen kualiti perkhidmatan masjid yang penting perlu dikenal pasti dan ditambah baik. Objektif utama sesebuah masjid adalah menjadi tempat ibadah yang kondusif dengan kemudahan yang mencukupi bagi keselesaan para jamaah. Walau bagaimanapun, wujud beberapa isu yang sering dihadapi oleh pengguna perkhidmatan masjid yang secara tidak langsung akan mempengaruhi tahap kualiti perkhidmatan yang disediakan. Antaranya ialah kemudahan tempat wuduk, bilik air, sistem audio, kipas, penyaman udara dan kemudahan lain yang disediakan.

Oleh itu, objektif kajian ini dijalankan bertujuan untuk;

- i) untuk mengukur hubungan di antara elemen ketara terhadap kualiti perkhidmatan.

- ii) mengenalpasti sejauhmana pengaruh elemen ketara terhadap kualiti perkhidmatan masjid Muhammad al-Fateh.

3. PERSOALAN PENYELIDIKAN

Persoalan kajian akan menjadi panduan bagi keperluan kajian ini adalah seperti berikut:

- i. Apakah elemen ketara penting dalam mengukur kualiti perkhidmatan masjid-masjid ATM?
- ii. Mengenalpasti sejauhmana pengaruh elemen ketara terhadap kualiti perkhidmatan masjid Muhammad al-Fateh?

4. KAJIAN LITERATUR

Perkhidmatan menceritakan berkaitan penugasan atau kerja bagi memberi kemudahan kepada orang ramai (Kamus Dewan Edisi Ketiga, 2000). Perkhidmatan yang dimaksudkan dalam kajian ini adalah perkhidmatan menyediakan tempat ibadah umat Islam iaitu masjid Muhammaad al-Fateh yang disediakan oleh Universiti Pertahanan Nasional Malaysia (UPNM) untuk kegunaan warga akademik, tentera, staf awam mahupun para pelajar. Kualiti perkhidmatan adalah pengukuran para pengguna berkaitan tahap kepuasan selepas menggunakan perkhidmatan di sesebuah organisasi dengan membandingkan harapan dan pandangan sedia ada terhadap perkhidmatan yang disediakan Roselena (2001). Menurut Azlinda (2010) pula, kualiti perkhidmatan sebagai penghasilan yang diperolehi seseorang terhadap perkhidmatan yang disediakan oleh sesebuah organisasi atau pemberi perkhidmatan. Oleh itu, kualiti perkhidmatan yang difokuskan dalam kajian ini adalah nilai perkhidmatan yang disediakan oleh Ahli Jawatankuasa (AJK) masjid Muhammad al-Fateh, UPNM.

Model SERVQUAL telah digunapakai dalam kajian ini untuk menilai tahap kepuasan pengguna terhadap kualiti perkhidmatan yang disediakan oleh MMF di UPNM. Menurut Parasuraman *et al*, (1994), pengukuran SERVQUAL bertujuan untuk mengukur tahap prestasi kualiti perkhidmatan dalam bidang pemasaran dan seterusnya digunakan secara meluas dalam pelbagai bidang. Menurut Andrew (2003), SERVQUAL mampu menafsirkan jurang potensi antara harapan dan sangkaan dalam sesuatu perkhidmatan yang ditawarkan. Ia membantu pembekal perkhidmatan memahami jangkaan dan persepsi pelanggan terhadap perkhidmatan yang diberikan serta peningkatan kualiti secara berterusan yang dapat dilakukan.

Terdapat beberapa dimensi yang digunakan dalam teori ini khususnya dimensi ketara. Menurut Johari (2007), setiap dimensi memberikan penilaian yang tersendiri di mana keterangan bagi setiap dimensi adalah seperti berikut; bukti fizikal atau ketara bermaksud kemudahan fizikal, keadaan peralatan dan penampilan peribadi.

4.1 Ketara

Elemen ketara merupakan fasiliti fizikal, kemudahan peralatan yang disediakan dan penampilan individu sumber manusia yang terlibat dalam perkhidmatan pengurusan masjid. Menurut Allia *at el*. (2013), bangunan dan persekitaran masjid merupakan perkara utama yang perlu diberi tumpuan. Fasiliti yang baik akan membolehkan aktiviti ibadat dan lain-lain bentuk pengimarahkan akan dapat

dijalankan dengan tenang dan berkesan. Mustari & Nor (2010) pula menyatakan bawa keadaan masjid yang keadaan fasilitinya diselenggarakan dengan baik akan menarik orang ramai untuk mengunjunginya. Dalam Mukhtamar Risalatul Masjid di Mekah pada tahun 1975, hal ini telah diperbincangkan dan disepakati, bahawa suatu masjid baru dapat dikatakan berperanan secara baik apabila memiliki ruangan, dan peralatan yang memadai untuk ruang solat yang memenuhi syarat kesihatan, ruang-ruang khusus wanita yang memungkinkan mereka keluar masuk tanpa bercampur dengan lelaki baik digunakan untuk solat, mahupun untuk Pendidikan Kesejahteraan Keluarga (PKK), ruang pertemuan dan perpustakaan, ruang poliklinik, dan ruang untuk memandikan dan mengkafankan mayat, ruang bermain dan bersukan bagi remaja, serta kesederhanaan fizikal bangunan (Zaharuddin & Rasul, 2008).

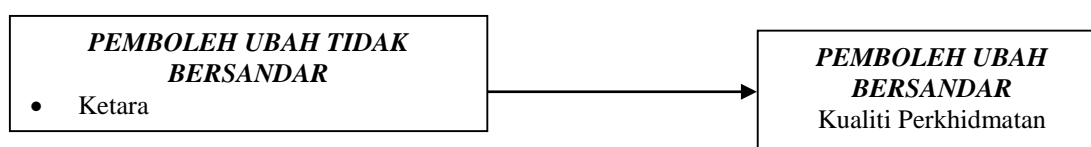
Menurut Ali (2005), masjid bukan sahaja mempunyai dewan musollah (tempat solat) bahkan turut dilengkapi dengan ruang maslahat untuk kegunaan jemaah, bilik persidangan, dewan serbaguna atau auditorium, bilik darjah untuk madrasah, kelas dan bengkel, pejabat pentadbiran dan madrasah, serta bilik aktiviti untuk program pembangunan sosial. Menurut Abdurrahman (2004), telah menggariskan peranan institusi masjid semenjak zaman Rasulullah adalah seperti berikut: ia adalah tempat melakukan ibadat, tempat bermasyuarat, mahkamah menjatuhkan hukuman, institusi pengajian, balai pertemuan, tempat kegiatan kesusasteraan, tempat perbincangan mengenai perihal ekonomi dan perdagangan dan tempat memutuskan urusan negara.

Ketara adalah elemen yang boleh diperhatikan. Oleh demikian, elemen ini dianggap penting dan merupakan teras kepada kualiti perkhidmatan yang berkesan oleh sesebuah organisasi. Kelemahan dan kecemerlangan perkhidmatan mudah dikesan sama ada ia menepati kepuasan pengguna atau sebaliknya (Effaziela, 2008; Fadilah *et al.* 2014; Kalthom *et al.* 2005).

Dengan melihat masjid dari perspektif kebendaan dan keagamaan, kita tidak mempunyai pilihan kecuali memastikan bahawa institusi masjid berfungsi sebagai sebuah institusi yang cemerlang yang akan menjadi pemangkin bagi kewujudan sebuah masyarakat Islam yang cemerlang. Asas bagi sebuah institusi masjid yang cemerlang ialah sumber manusia yang soleh dan program-program yang soleh. Manusia soleh menghasilkan program yang soleh. Program yang soleh pula menghasilkan manusia soleh. Adalah menjadi tanggungjawab pentadbir masjid bagi menentukan kualiti perkhidmatan yang diberikan oleh masjid mampu menjadikan masjid sebagai pusat ibadah, pendidikan, sosial, moral, ekonomi dan sebagainya. Ini dapat dicapai sekiranya tumpuan dapat diberikan kepada elemen-elemen ketara dan kebolehpercayaan seperti pentadbiran masjid, fasiliti, sumber-sumber yang mencukupi untuk pengimaran, sikap dan komitmen jawatankuasa takmir masjid.

5. KERANGKA KONSEPTUAL KAJIAN

Berdasarkan soroton literatur di atas, sebuah kerangka konseptual telah dibentuk seperti berikut:



Rajah 1: Kerangka Konseptual Kualiti Perkhidmatan Masjid Muhammad al-Fateh, UPNM

Berdasarkan kerangka konseptual tersebut, hipotesis-hipotesis yang akan diuji ialah:

H1: Terdapat hubungan yang positif di antara ketara dengan kualiti perkhidmatan.

6. METODOLOGI KAJIAN

6.1 Reka bentuk kajian

Kaedah keratan rentas telah digunakan dalam mereka bentuk kajian ini. Kaedah ini membolehkan pengkaji menggabungkan kajian literatur, temuduga terperinci dan kajian soal selidik sebagai prosedur utama pengumpulan data kajian. Kelebihan kaedah ini ialah berupaya membantu pengumpulan data secara tepat, mengelakkan wujudnya unsur berat sebelah, relevan dengan keperluan sesuatu kajian dan boleh dipercayai untuk mengukur persepsi responden terhadap pemboleh ubah-pemboleh ubah kajian (Sekaran & Bougie, 2010; Creswell, 2012).

Kajian ini menjurus kepuasan pelanggan masjid Muhammad al-Fateh di UPNM. Ia juga berkait rapat dengan elemen ketara dan kebolehpercayaan bagi menjamin kualiti perkhidmatan masjid tersebut.

6.2 Temuduga terperinci

Langkah pertama dalam prosedur pengumpulan data bagi kajian ini ialah temuduga terperinci (*in-depth interview*) dengan melibatkan beberapa Ahli Jawatankuasa masjid dan pengguna (jamaah) perkhidmatan masjid tersebut. Mereka dipilih menggunakan persampelan purposif (Sekaran & Bougie, 2010) kerana mereka mempunyai pengalaman pengurusan dan takmir masjid serta pengguna perkhidmatan masjid. Maklumat yang diperolehi daripada mereka menerangkan bahawa kepuasan pengguna bergantung kepada kualiti yang diperolehi dari perkhidmatan yang disediakan bersesuaian dengan peranan dan tugas seperti yang telah dinyatakan. Maklumat yang diperolehi daripada temuduga terperinci menunjukkan bahawa elemen ketara dan kebolehpercayaan telah diberi penekanan yang utama di dalam penyediaan perkhidmatan masjid. Kualiti perkhidmatan yang baik mampu mendorong para jamaah dan pengguna masjid memperoleh kepuasan yang maksimum.

6.3 Soal selidik

Pengumpulan data dibuat menggunakan borang soal selidik berdasarkan skala tujuh jawapan pilihan Likert. Borang soal selidik kajian ini merangkumi tiga bahagian utama. Pertama, ketara diukur dengan menggunakan duabelas item yang diubahsuai daripada literatur kajian berkenaan elemen ketara (Mohd Faiz dan Ming Foong, 2011). Kedua, kebolehpercayaan telah diukur dengan menggunakan sepuluh item yang diubahsuai daripada literatur kajian berkenaan kebolehpercayaan (Mohd Faiz & Ming Foong, 2011). Ketiga, kepuasan pengguna telah diukur menggunakan sebelas item yang diubahsuai daripada literatur kajian kepuasan pengguna (Mohd Faiz & Ming Foong, 2011). Teknik persampelan mudah telah digunakan untuk mengedarkan 150 borang soal selidik kepada warga UPNM yang menggunakan perkhidmatan masjid MMF. Daripada jumlah di atas, sebanyak 120 borang soal selidik yang diisi dengan lengkap, mewakili kadar maklum balas sebanyak 82.4 peratus.

7. DAPATAN KAJIAN

7.1 Analisis Pengesahan Faktor (*Confirmatory Factor Analysis*)

Jadual 2 menunjukkan keputusan ujian kesahan konvergen, diskriminan dan kebolehpercayaan item. Kesemua item di dalam konstruk-onstruk mempunyai pemberat faktor (*factor loadings*) melebihi 0.7 menunjukkan bahawa item-item tersebut telah mencapai tahap yang ditetapkan dalam pemberat faktor (Chin, 1998; Fornell & Larcker, 1981; Gefen & Straub, 2005; Henseler et al., 2009). Selain itu, *average variance extracted* (AVE) melebihi 0.5 (> 0.5) menunjukkan bahawa konstruk-onstruk kajian telah memenuhi kriteria kesahan konvergen (Barclay et al., 1995; Fornell & Larcker, 1981; Henseler et al., 2009). Bagi ujian kesahan diskriminan pula, nilai punca ganda dua AVE ($\sqrt{\text{AVE}}$) yang ditunjukkan secara diagonal adalah lebih besar daripada korelasi di antara konstruk lain yang ditunjukkan secara tidak diagonal. Ini menunjukkan bahawa hasil analisis ini telah mencapai kriteria ujian kesahan diskriminan yang ditetapkan (Henseler et al., 2009). Seterusnya, ujian kebolehpercayaan item diuji dengan melihat nilai kebolehpercayaan komposit dan nilai alpha Cronbachs. Nilai yang ditunjukkan adalah melebihi 0.8, menunjukkan bahawa skala pengukuran mempunyai ketekalan dalaman yang tinggi. (Chua, 2006; Henseler et al., 2009; Sekaran & Bougie, 2010). Oleh itu, tahap kesahan dan kebolehpercayaan model pengukuran ini adalah memenuhi kriteria analisis penerokaan faktor yang ditetapkan.

Jadual 2. Keputusan Ujian Kesahan Konvergen, Diskriminan dan Kebolehpercayaan Item

	Jumlah Item	Pemberat Faktor	Kebolehpercayaan Komposit	Alpha Cronbachs	AVE	(1)	(2)	(3)
(1) Ketara	9	0.730 – 0.916	0.957	0.949	0.716	0.846		
(2) Kualiti perkhidmatan	7	0.785 – 0.904	0.946	0.934	0.717	0.798	0.660	0.846

Nota: $\sqrt{\text{AVE}}$ yang ditunjukkan secara diagonal

7.2 Keputusan Pengujian Hipotesis

Pengujian hipotesis dilaksanakan dengan menggunakan kaedah *bootstrapping*. Bagi pengujian hipotesis kesan langsung, hasil pengujian menunjukkan elemen ketara mempunyai hubungan yang signifikan dengan kualiti perkhidmatan ($\beta=0.707$; $t>6.291$). Oleh itu, H1 diterima. Dari aspek kekuatan model, kemasukan elemen ketara ke dalam analisis telah menyumbang sebanyak 64.3 peratus terhadap kualiti perkhidmatan dan pencapaian ini dianggap sebagai sederhana (Chin, 1998; Henseler et al., 2009).

8. PERBINCANGAN DAN IMPLIKASI

Impak kajian ini dapat dibahagikan kepada tiga aspek yang utama: impak kepada teori, pemantapan kaedah penyelidikan dan organisasi. Dari segi impak terhadap teori, adalah dijangkakan bahawa elemen ketara mempunyai pengaruh yang berkesan terhadap kualiti perkhidmatan Masjid Muhammad al-Fateh, UPM. Penemuan kajian ini akan menyokong dan memantapkan literatur kajian berkenaan kualiti perkhidmatan sedia ada.

Daripada segi impak terhadap pemantapan kaedah penyelidikan, data yang diperolehi melalui literatur kualiti perkhidmatan, temubual, kajian rintis dan pengumpulan data dengan menggunakan borang soal selidik akan menambahkan dimensi kajian terutamanya dalam kajian-kajian berdasarkan pengurusan masjid yang kebanyakannya menggunakan kaedah kualitatif sahaja.

Impak terhadap organisasi pula, dapatan kajian ini boleh digunakan sebagai panduan oleh pihak pengurusan untuk menambahbaik kualiti perkhidmatan dalam pengurusan Masjid Muhammad al-Fateh, UPNM dan boleh dikembangkan kepada masjid Institut Pengajian Tinggi Awam (IPTA) yang lain.

9. KESIMPULAN

Kajian ini akan dilaksanakan menggunakan kerangka konseptual yang dibina berasaskan kepada literatur kualiti perkhidmatan organisasi yang diubahsuai selaras dengan elemen pengurusan Masjid Muhammad al-Fateh, UPNM. Diharapkan dengan adanya kajian ini akan menambahbaik kualiti perkhidmatan dan pengurusan masjid Masjid Muhammad al-Fateh, UPNM di masa hadapan.

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Tahap Kepuasan Pelanggan Terhadap Kualiti Perkhidmatan Masjid Muhammad Al-Fateh UPNM

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Abstrak

Kepuasan pelanggan merupakan satu aspek penting yang sering diberi perhatian oleh para pembekal produk atau penyedia perkhidmatan. Ini kerana mutu produk atau perkhidmatan yang disediakan oleh sesebuah organisasi dapat dinilai dan ditambah baik berdasarkan pandangan yang diperoleh daripada pelanggan. Oleh itu, kajian ini dijalankan bagi mengenal pasti tahap kepuasan pelanggan terhadap kualiti perkhidmatan Masjid Muhammad al-Fateh dalam kalangan warga Universiti Pertahanan Nasional Malaysia (UPNM). Teori SERVQUAL yang melibatkan tiga elemen iaitu ketara dan kebolehpercayaan telah digunakan dalam kajian ini bagi mengukur tahap kepuasan pelanggan. Borang soal selidik telah diedarkan kepada sejumlah 120 orang responden yang terdiri daripada warga tentera dan awam termasuk staf akademik dan para pelajar yang menggunakan Masjid Muhammad al-Fateh di UPNM sebagai tempat ibadah. Data yang diperoleh kemudiannya dianalisis menggunakan pakej perisian *SmartPLS 3.2.5*. Ujian *bootstrapping* menunjukkan bahawa terdapat hubungan yang signifikan di antara ketara dengan kepuasan pengguna, manakala tiada hubungan di antara kebolehpercayaan dengan kepuasan pengguna. Sementara itu, tahap kepuasan pengguna Masjid Muhammad al-Fateh berada pada tahap yang sederhana secara keseluruhannya yang dibuktikan melalui nilai R^2 .

Kata kunci: Tahap kepuasan, ketara, kebolehpercayaan, kualiti perkhidmatan, SERVQUAL, masjid Muhammad al-Fateh

1. PENGENALAN

Perkataan masjid berasal daripada kata dasar *sajada* bermaksud tempat sujud atau rumah tempat didirikan solat. Institusi ini bukan hanya berperanan sebagai tempat beribadat khusus bagi umat Islam, masalah merupakan pusat bagi melaksanakan pelbagai kegiatan demi kepentingan umat seperti tempat musyawarah, pengaduan masyarakat dalam menuntut keadilan serta tempat pertemuan usahawan dan bermulanya operasi perniagaan. Kepelbagaian fungsi ini menuntut agar peranan ini dapat memberikan perkhidmatan yang berkualiti. Kebelakangan ini, kebanyakan masjid di negara ini telah berusaha untuk meningkatkan kualiti perkhidmatan masing-masing bagi meningkatkan keselesaan dan menarik komuniti agar memaksimumkan penggunaan masjid. Kebanyakan masjid di negara-negara bukan Islam menjadikan masjid sebagai pusat komuniti Islam berkumpul menjalankan aktiviti-aktiviti kehidupan mereka di masjid dan persekitarannya. Keadaan ini kurang diberi perhatian oleh pengurusan masjid di negara ini. Oleh itu, kajian ini akan mengukur kepuasan pengguna terhadap Masjid Muhammad al-Fateh, Universiti Pertahanan Nasional Malaysia (UPNM) yang berkait rapat dengan kualiti perkhidmatan yang disediakan oleh masjid itu sendiri.

Walaupun kajian yang dijalankan mengenai masjid telah banyak dijalankan, namun kajian-kajian berkenaan kesetiaan pelanggan terhadap masjid Muhammad al-Fateh, UPNM tidak ditemui. Kajian-kajian terdahulu hanyalah menjurus kepada peranan masjid, corak pengurusan, kewangan dan penyelenggaraan, manakala kajian berkenaan maklumbalas mengenai kualiti perkhidmatan yang diberikan oleh masjid agak kurang diberi perhatian. Selain itu, kebanyakan kajian-kajian sedia ada hanya menggunakan kaedah kualitatif sahaja. Ini menyebabkan penemuan kajian adalah bias dan boleh dipersoalkan. Oleh itu, kajian ini akan menggunakan kaedah bergabung (*mixed method*) yang menggabungkan kaedah kualitatif dan kuantitatif. Dengan menggunakan kaedah tersebut akan mengurangkan bias dan menghasilkan dapatan kajian yang lebih dipercayai. Hal ini memotivasikan pengkaji untuk meneroka dengan lebih mendalam berkenaan pandangan pelanggan terhadap kualiti perkhidmatan masjid Muhammad al-Fateh.

2. OBJEKTIF KAJIAN

UPNM telah membina masjid Muhammad al-Fateh sejak penubuhannya dan telah meletakkan tanggungjawab mengurus dan mengimarahkan masjid tersebut kepada Ahli Jawatankuasa Masjid (AJK) dan telah membantu menyediakan kemudahan yang selayaknya sebagai sebuah masjid UPNM. Masjid Muhammad al-Fateh (MMF) boleh memuatkan seramai 2,300 orang jamaah dalam satu-satu masa serta terdapat ruang solat untuk wanita. Kedudukannya yang strategik iaitu di tengah-tengah kampus UPNM telah memberikan keselesaan dan kemudahan kepada penggunaanya.

Berdasarkan keluasan masjid yang sedia ada, ia mencukupi bagi menampung jumlah jamaah yang ramai. Tambahan pula, peraturan yang mewajibkan bagi Pegawai Kadet solat lima waktu di masjid telah meningkatkan kepentingan mereka terhadap penggunaan masjid setiap masa. Oleh demikian, MMF merupakan tempat ibadah dan perhimpunan masyarakat kampus yang paling popular.

Kepuasan pengguna dan elemen perkhidmatan masjid yang penting perlu dikenal pasti dan ditambah baik. Objektif utama sesebuah masjid adalah menjadi tempat ibadah yang kondusif dengan kemudahan yang mencukupi bagi keselesaan para jamaah. Walau bagaimanapun, wujud beberapa isu yang sering dihadapi oleh pengguna perkhidmatan masjid yang secara tidak langsung akan mempengaruhi tahap kepuasan mereka terhadap perkhidmatan yang disediakan. Antaranya ialah jadual kuliah pengajian yang kerap berubah kerana ketidakhadiran penceramah dan sistem audio yang sering terganggu serta gangguan bekalan elektrik dan air yang ada ketikanya terputus tanpa amaran awal.

Oleh itu, objektif kajian ini dijalankan bertujuan untuk;

- i) Untuk mengukur hubungan di antara elemen ketara terhadap kepuasan pengguna
- ii) Untuk mengukur hubungan di antara elemen kepercayaan terhadap kepuasan pengguna
- iii) Mengenalpasti sejauhmana tahap kepuasan jamaah masjid Muhammad al-Fateh berdasarkan elemen-elemen kualiti perkhidmatan yang dibentuk.

3. PERSOALAN PENYELIDIKAN

Persoalan kajian akan menjadi panduan bagi keperluan kajian ini adalah seperti berikut:

- i. Apakah elemen-elemen penting dalam mengukur kualiti perkhidmatan masjid-masjid ATM?

- ii. Mengenalpasti sejauhmana tahap kepuasan jamaah masjid Muhammad al-Fateh berdasarkan elemen-elemen kualiti perkhidmatan yang dibentuk?

4. KAJIAN LITERATUR

Perkhidmatan menceritakan berkaitan penugasan atau kerja bagi memberi kemudahan kepada orang ramai (Kamus Dewan Edisi Ketiga, 2000). Perkhidmatan yang dimaksudkan dalam kajian ini adalah perkhidmatan menyediakan tempat ibadah umat Islam iaitu masjid Muhammaad al-Fateh yang disediakan oleh Universiti Pertahanan Nasional Malaysia (UPNM) untuk kegunaan warga akademik, tentera, staf awam mahupun para pelajar. Kualiti perkhidmatan adalah pengukuran para pengguna berkaitan tahap kepuasan selepas menggunakan perkhidmatan di sesebuah organisasi dengan membandingkan harapan dan pandangan sedia ada terhadap perkhidmatan yang disediakan Roselena (2001). Menurut Azlinda (2010) pula, kualiti perkhidmatan sebagai penghasilan yang diperolehi seseorang terhadap perkhidmatan yang disediakan oleh sesebuah organisasi atau pemberi perkhidmatan. Oleh itu, kualiti perkhidmatan yang difokuskan dalam kajian ini adalah nilai perkhidmatan yang disediakan oleh Ahli Jawatankuasa (AJK) masjid Muhammad al-Fateh, UPNM.

Model SERVQUAL telah digunapakai dalam kajian ini untuk menilai tahap kepuasan pengguna terhadap kualiti perkhidmatan yang disediakan oleh MMF di UPNM. Menurut Parasuraman *et al*, (1994), pengukuran SERVQUAL bertujuan untuk mengukur tahap prestasi kualiti perkhidmatan dalam bidang pemasaran dan seterusnya digunakan secara meluas dalam pelbagai bidang. Menurut Andrew (2003), SERVQUAL mampu menafsirkan jurang potensi antara harapan dan sangkaan dalam sesuatu perkhidmatan yang ditawarkan. Ia membantu pembekal perkhidmatan memahami jangkaan dan persepsi pelanggan terhadap perkhidmatan yang diberikan serta peningkatan kualiti secara berterusan yang dapat dilakukan.

Terdapat dua dimensi yang digunakan dalam teori ini iaitu ketara, dan kebolehpercayaan. Menurut Johari (2007), setiap dimensi memberikan penilaian yang tersendiri di mana keterangan bagi setiap dimensi adalah seperti berikut; bukti fizikal atau ketara bermaksud kemudahan fizikal, keadaan peralatan dan penampilan peribadi. Dimensi kebolehpercayaan pula bermaksud keupayaan untuk melaksanakan perkhidmatan dengan betul dan tepat serta boleh dipercayai.

4.1 Ketara

Elemen ketara merupakan fasiliti fizikal, kemudahan peralatan yang disediakan dan penampilan individu sumber manusia yang terlibat dalam perkhidmatan pengurusan masjid. Menurut Allia *at el*. (2013), bangunan dan persekitaran masjid merupakan perkara utama yang perlu diberi tumpuan. Fasiliti yang baik akan membolehkan aktiviti ibadat dan lain-lain bentuk pengimarahkan akan dapat dijalankan dengan tenang dan berkesan. Mustari & Nor (2010) pula menyatakan bawa keadaan masjid yang keadaan fasilitinya diselenggarakan dengan baik akan menarik orang ramai untuk mengunjunginya. Dalam Mukhtar Risalatul Masjid di Mekah pada tahun 1975, hal ini telah diperbincangkan dan disepakati, bahawa suatu masjid baru dapat dikatakan berperanan secara baik apabila memiliki ruangan, dan peralatan yang memadai untuk ruang solat yang memenuhi syarat kesihatan, ruang-ruang khusus wanita yang memungkinkan mereka keluar masuk tanpa bercampur dengan lelaki baik digunakan untuk solat, mahupun untuk Pendidikan Kesejahteraan Keluarga (PKK), ruang pertemuan dan perpustakaan, ruang poliklinik, dan ruang untuk memandikan dan

mengkafankan mayat, ruang bermain dan bersukan bagi remaja, serta kesederhanaan fizikal bangunan (Zaharuddin & Rasul, 2008).

Menurut Ali (2005), masjid bukan sahaja mempunyai dewan musollah (tempat solat) bahkan turut dilengkapi dengan ruang maslahat untuk kegunaan jemaah, bilik persidangan, dewan serbaguna atau auditorium, bilik darjah untuk madrasah, kelas dan bengkel, pejabat pentadbiran dan madrasah, serta bilik aktiviti untuk program pembangunan sosial. Menurut Abdurrahman (2004), telah menggariskan peranan institusi masjid semenjak zaman Rasulullah adalah seperti berikut: ia adalah tempat melakukan ibadat, tempat bermasyuarat, mahkamah menjatuhkan hukuman, institusi pengajian, balai pertemuan, tempat kegiatan kesusasteraan, tempat perbincangan mengenai perihal ekonomi dan perdagangan dan tempat memutuskan urusan negara.

Ketara adalah elemen yang boleh diperhatikan. Oleh demikian, elemen ini dianggap penting dan merupakan teras kepada kualiti perkhidmatan yang berkesan oleh sesebuah organisasi. Kelemahan dan kecemerlangan perkhidmatan mudah dikesan sama ada ia menepati kepuasan pengguna atau sebaliknya (Effaziela, 2008; Fadilah *et al.* 2014; Kalthom *et al.* 2005).

4.2 Kebolehpercayaan

Menurut Roselena (2001) dan Fadilah *et al.* (2014), kebolehpercayaan ialah kemampuan organisasi untuk menunaikan janji kecemerlangan perkhidmatan yang diutarakan. Elemen kebolehpercayaan dalam kajian ini lebih terarah kepada kemampuan AJK dan individu yang terlibat dalam pengurusan perimaran masjid dalam menepati janji melalui pelaksanaan perkhidmatan yang berkualiti kepada warga pengguna MMF di UPNM. Keupayaan melaksanakan elemen ini seperti menyediakan perkhidmatan seperti yang dijanjikan, merupakan pengukur utama dalam penyampaian perkhidmatan yang berkualiti.

Menurut Sulaiman *et al.* (2008), masjid merupakan pusat kecemerlangan minda komuniti Islam di samping cabaran semasa dalam menjana modal insan yang cemerlang dari sudut mentaliti umat. Oleh itu, adalah menjadi tanggungjawab pihak pengurusan masjid untuk menyediakan sumber-sumber yang mencukupi bagi mencapai objektif ini. Jamaliah *et al.* (2013) mengaitkan sumber-sumber ini mempunyai hubungan dengan pengurusan kewangan yang baik dari segi kawalan dalaman yang telus, amanah dan bertanggungjawab terutamanya dalam setiap transaksi oleh pegawai masjid membawa kepada prestasi kewangan yang baik. Keadaan ini seterusnya memberi kesan kepada program-program pengimaran masjid yang berkualiti.

Menurut Ezad *et al.* (2010), sesuai dengan matlamat kepelbagaian serba guna, masjid-masjid telah menawarkan khidmat dalam aspek pendidikan dan kebajikan meliputi kursus dan seminar isu ummah semasa, kursus bimbingan rumahtangga, kursus bakal haji, pameran, pungutan zakat fitrah, akad nikah, bantuan kewangan, kelas bimbingan dan kegiatan memungut derma. Menurut Ismail dan Kamarul (2008), ajaran Islam telah meletakkan ilmu sebagai suatu yang berharga dan sentiasa menggalakkan umatnya supaya memartabatkan ilmu, disamping menampakkan peranan masjid sebagai perantara pertengahan dalam proses pendidikan dan akhirnya membawa kepada kemunculan institusi pendidikan yang lain.

Menurut Zaharuddin dan Rasul (2008), dalam kajian mereka telah mencadangkan agar masjid ditadbir sebagaimana pentadbiran sebuah syarikat korporat. Ini bagi memastikan agar kualiti perkhidmatan yang diberikan mencapai tahap yang dibanggakan. Sebagai pusat gerakan dakwah, masjid perlu mempunyai sebuah organisasi yang utuh yang dikendalikan sebagaimana organisasi-organisasi lain. Organisasi yang dicadangkan diketuai oleh seorang Pengarah dan dibantu oleh seorang Penolong Pengarah. Serta mempunyai enam unit di bawahnya, iaitu, (1) Bahagian *Idarah* (Pentadbiran); (2) Bahagian *Imarah* (Pentakmiran); (3) Bahagian *Riayah* (Pemeliharaan); (4) Bahagian Penyelidikan Dan Perkembangan; (5) Bahagian Bimbingan dan Latihan; dan (6) Bahagian Perpustakaan dan Teknologi Maklumat. Dengan adanya organisasi sebegini, diharapkan agar pengurusan masjid menjadi lebih mantap dan memberikan sebuah perkhidmatan yang berkualiti.

Menurut Abdurrahman (2004), para pentadbir masjid hendaklah mengoptimumkan pelaksanaan kuasa-kuasa dan tugas-tugas mereka seperti yang dikehendaki oleh agama Islam dan apa yang tertuang dalam perundangan-undangan negara demi menyemarakkan peranan dan fungsi masjid. Fayol (1949), membina suatu rangka pengurusan organisasi moden yang meliputi lima fungsi, iaitu perancangan, penyusunan, pengarahan, penyelarasan dan kawalan. Dalam Islam, Nawawi *et al.* (2008), menyatakan bahawa organisasi tidak terlepas daripada kelima-lima elemen di atas. Hanya penekanan kepada elemen tersebut berbeza di sudut semangat (roh) keagamaannya, yang meletakkan Allah S.W.T. sebagai sumber dan kepada Allah S.W.T. mereka berserah. Islam menjadikan elemen organisasi secara sepadu dan menekankan keseimbangan antara keperluan rohani dan jasmani. Umpamanya dalam soal perancangan, Islam meletakkan konsep tawakal yakni berserah kepada Allah S.W.T. sebagai pergantungan harapan yang tinggi agar perancangan itu berjaya. Begitu juga dalam soal pengawalan, wujudnya Allah S.W.T. adalah elemen utama bagi mengawal gerak laku setiap perbuatan. Ini menunjukkan bahawa setiap perancangan dan pelaksanaan yang dilakukan memerlukan satu sistem kawalan bagi memastikan apa yang dirancang dan dilaksanakan menepati keperluan. Begitu juga dengan pengurusan masjid, nazir masjid diwujudkan bagi memastikan setiap yang dilaksanakan adalah menepati piawaian dan berkualiti.

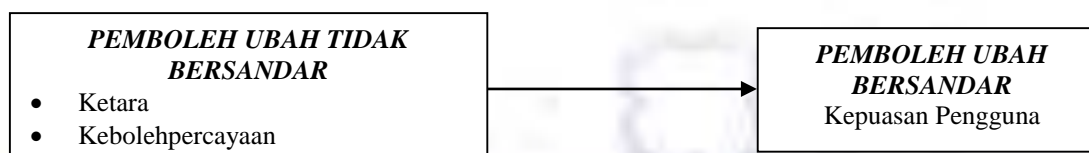
Menurut Aminuddin (2008), pembinaan masjid perlu didasari atas niat untuk memberi manfaat kepada masyarakat, dan menegakkan agama Islam. Bangunan masjid bukanlah untuk dimegah-megahkan. Bangunan masjid bukanlah untuk dijadikan simbol seni pembinaan atau untuk dikekalkan sentimen masyarakat Islam semata-mata. Tetapi bangunan masjid harus berfungsi sebagai sebuah infrastruktur bagi menawarkan khidmat kepada masyarakat, serta menegakkan syiar Islam yang suci seperti yang telah digariskan oleh Rasulullah S.A.W.

Ghani dan Mansor (2006), berpandangan bahawa kepuasan dan kecemerlangan sesebuah masjid berkait rapat dengan kualiti perkhidmatan dan ia juga dituntut dalam Islam. Menurut beliau lagi, kecemerlangan dalam Islam bukan sahaja dirujuk kepada kepuasan jamaah tetapi terfokus kepada keredhaan Allah. Teras kepada kualiti perkhidmatan dan kecemerlangan ini merupakan proses kepada pembinaan sahsiah yang unggul. Kualiti perkhidmatan bukan sahaja fasiliti dan bangunan yang tersergam indah tetapi juga melibatkan kualiti perkhidmatan yang mampu membantu kekusukan jamaah melaksanakan segala amal dan ibadah (Fadzil, 1992; Omar, 1996; Salleh, 1991; Tengku Kasim & Mansor, 2007).

Dengan melihat masjid dari perspektif kebendaan dan keagamaan, kita tidak mempunyai pilihan kecuali memastikan bahawa institusi masjid berfungsi sebagai sebuah institusi yang cemerlang yang akan menjadi pemangkin bagi kewujudan sebuah masyarakat Islam yang cemerlang. Asas bagi sebuah institusi masjid yang cemerlang ialah sumber manusia yang soleh dan program-program yang soleh. Manusia soleh menghasilkan program yang soleh. Program yang soleh pula menghasilkan manusia soleh. Adalah menjadi tanggungjawab pentadbir masjid bagi menentukan kualiti perkhidmatan yang diberikan oleh masjid mampu menjadikan masjid sebagai pusat ibadah, pendidikan, sosial, moral, ekonomi dan sebagainya. Ini dapat dicapai sekiranya tumpuan dapat diberikan kepada elemen-elemen ketara dan kebolehppercayaan seperti pentadbiran masjid, fasiliti, sumber-sumber yang mencukupi untuk pengimarahannya, sikap dan komitmen jawatankuasa takmir masjid.

5. KERANGKA KONSEPTUAL KAJIAN

Berdasarkan sorotan literatur di atas, sebuah kerangka konseptual telah dibentuk seperti berikut:



Rajah 1: Kerangka Konseptual Kualiti Perkhidmatan Masjid Muhammad al-Fateh, UPM

Berdasarkan kerangka konseptual tersebut, hipotesis-hipotesis yang akan diuji ialah:

H1: Terdapat hubungan yang positif di antara ketara dengan kepuasan pengguna.

H2: Terdapat hubungan yang positif di antara kebolehppercayaan dengan kepuasan pengguna.

6. METODOLOGI KAJIAN

6.1 Rekabentuk kajian

Kaedah keratan rentas telah digunakan dalam merekabentuk kajian ini. Kaedah ini membolehkan pengkaji menggabungkan kajian literatur, temuduga terperinci dan kajian soal selidik sebagai prosedur utama pengumpulan data kajian. Kelebihan kaedah ini ialah berupaya membantu pengumpulan data secara tepat, mengelakkan wujudnya unsur berat sebelah, relevan dengan keperluan sesuatu kajian dan boleh dipercayai untuk mengukur persepsi responden terhadap pemboleh ubah-pemboleh ubah kajian (Sekaran & Bougie, 2010; Creswell, 2012).

Kajian ini menjurus kepada kepuasan pelanggan masjid Muhammad al-Fateh di UPM. Ia juga berkait rapat dengan elemen ketara dan kebolehppercayaan bagi menjamin kualiti perkhidmatan masjid tersebut.

6.2 Temuduga terperinci

Langkah pertama dalam prosedur pengumpulan data bagi kajian ini ialah temuduga terperinci (*in-depth interview*) dengan melibatkan beberapa Ahli Jawatankuasa masjid dan pengguna (jamaah) perkhidmatan masjid tersebut. Mereka dipilih menggunakan persampelan purposif (Sekaran &

Bougie, 2010) kerana mereka mempunyai pengalaman pengurusan dan takmir masjid serta pengguna perkhidmatan masjid. Maklumat yang diperolehi daripada mereka menerangkan bahawa kepuasan pengguna bergantung kepada kualiti yang diperolehi dari perkhidmatan yang disediakan bersesuaian dengan peranan dan tugas seperti yang telah dinyatakan. Maklumat yang diperolehi daripada temuduga terperinci menunjukkan bahawa elemen ketara dan kebolehpercayaan telah diberi penekanan yang utama di dalam penyediaan perkhidmatan masjid. Kualiti perkhidmatan yang baik mampu mendorong para jamaah dan pengguna masjid memperoleh kepuasan yang maksimum.

6.3 Soal selidik

Pengumpulan data dibuat menggunakan borang soal selidik berdasarkan skala tujuh jawapan pilihan Likert. Borang soal selidik kajian ini merangkumi tiga bahagian utama. Pertama, ketara diukur dengan menggunakan duabelas item yang diubahsuai daripada literatur kajian berkenaan elemen ketara (Mohd Faiz dan Ming Foong, 2011). Kedua, kebolehpercayaan telah diukur dengan menggunakan sepuluh item yang diubahsuai daripada literatur kajian berkenaan kebolehpercayaan (Mohd Faiz & Ming Foong, 2011). Ketiga, kepuasan pengguna telah diukur menggunakan sebelas item yang diubahsuai daripada literatur kajian kepuasan pengguna (Mohd Faiz & Ming Foong, 2011). Teknik persampelan mudah telah digunakan untuk mengedarkan 150 borang soal selidik kepada warga UPM yang menggunakan perkhidmatan masjid MMF. Daripada jumlah di atas, sebanyak 120 borang soal selidik yang diisi dengan lengkap, mewakili kadar maklum balas sebanyak 82.4 peratus.

7. DAPATAN KAJIAN

7.1 Analisis Pengesahan Faktor (*Confirmatory Factor Analysis*)

Jadual 2 menunjukkan keputusan ujian kesahan konvergen, diskriminan dan kebolehpercayaan item. Kesemua item di dalam konstruk-onstruk mempunyai pemberat faktor (*factor loadings*) melebihi 0.7 menunjukkan bahawa item-item tersebut telah mencapai tahap yang ditetapkan dalam pemberat faktor (Chin, 1998; Fornell & Larcker, 1981; Gefen & Straub, 2005; Henseler et al., 2009). Selain itu, *average variance extracted* (AVE) melebihi 0.5 (> 0.5) menunjukkan bahawa konstruk-onstruk kajian telah memenuhi kriteria kesahan konvergen (Barclay et al., 1995; Fornell & Larcker, 1981; Henseler et al., 2009). Bagi ujian kesahan diskriminan pula, nilai punca ganda dua AVE ($\sqrt{\text{AVE}}$) yang ditunjukkan secara diagonal adalah lebih besar daripada korelasi di antara konstruk lain yang ditunjukkan secara tidak diagonal. Ini menunjukkan bahawa hasil analisis ini telah mencapai kriteria ujian kesahan diskriminan yang ditetapkan (Henseler et al., 2009). Seterusnya, ujian kebolehpercayaan item diuji dengan melihat nilai kebolehpercayaan komposit dan nilai alpha Cronbachs. Nilai yang ditunjukkan adalah melebihi 0.8, menunjukkan bahawa skala pengukuran mempunyai ketekalan dalaman yang tinggi. (Chua, 2006; Henseler et al., 2009; Sekaran & Bougie, 2010). Oleh itu, tahap kesahan dan kebolehpercayaan model pengukuran ini adalah memenuhi kriteria analisis penerokaan faktor yang ditetapkan.

Jadual 2. Keputusan Ujian Kesahan Konvergen, Diskriminan dan Kebolehpercayaan Item

	Jumlah Item	Pemberat Faktor	Kebolehpercayaan Komposit	Alpha Cronbachs	AVE	(1)	(2)	(3)

(1) Ketara	9	0.730 – 0.916	0.957	0.949	0.716	0.846		
(2) Kebolehpercayaan	7	0.758 – 0.900	0.941	0.929	0.696	0.763	0.834	
(3) Kepuasan	7	0.785 – 0.904	0.946	0.934	0.717	0.798	0.660	0.846

Nota: $\sqrt{\text{AVE}}$ yang ditunjukkan secara diagonal

7.2 Keputusan Pengujian Hipotesis

Pengujian hipotesis dilaksanakan dengan menggunakan kaedah *bootstrapping*. Bagi pengujian hipotesis kesan langsung, hasil pengujian menunjukkan dua penemuan penting, iaitu: pertama, ketara mempunyai hubungan yang signifikan dengan kepuasan pengguna ($\beta=0.707$; $t>6.291$), dan kedua, kebolehpercayaan tiada hubungan yang signifikan dengan kepuasan pengguna ($\beta=0.123$; $t>1.027$). Oleh itu, H1 diterima, manakala H2 ditolak. Dari aspek kekuatan model, kemasukan elemen ketara dan kebolehpercayaan ke dalam analisis telah menyumbang sebanyak 64.3 peratus terhadap kepuasan pengguna dan pencapaian ini dianggap sebagai sederhana (Chin, 1998; Henseler et al., 2009).

8. PERBINCANGAN DAN IMPLIKASI

Impak kajian ini dapat dibahagikan kepada tiga aspek yang utama: impak kepada teori, pemantapan kaedah penyelidikan dan organisasi. Dari segi impak terhadap teori, adalah dijangkakan bahawa elemen-elemen ketara dan kebolehpercayaan akan menyumbang kepada kualiti perkhidmatan Masjid Muhammad al-Fateh, UPM yang berkesan. Penemuan kajian ini akan menyokong dan memantapkan literatur kajian berkenaan kualiti perkhidmatan sedia ada.

Daripada segi impak terhadap pemantapan kaedah penyelidikan, data yang diperolehi melalui literatur kualiti perkhidmatan, temubual, kajian rintis dan pengumpulan data dengan menggunakan borang soal selidik akan menambahkan dimensi kajian terutamanya dalam kajian-kajian berdasarkan pengurusan masjid yang kebanyakannya menggunakan kaedah kualitatif sahaja.

Impak terhadap organisasi pula, dapatan kajian ini boleh digunakan sebagai panduan oleh pihak pengurusan untuk menambahbaik kualiti perkhidmatan dalam pengurusan Masjid Muhammad al-Fateh, UPM dan boleh dikembangkan kepada masjid Institut Pengajian Tinggi Awam (IPTA) yang lain.

9. KESIMPULAN

Kajian ini akan dilaksanakan menggunakan kerangka konseptual yang dibina berasaskan kepada literatur kualiti perkhidmatan organisasi yang diubahsuai selaras dengan elemen pengurusan Masjid Muhammad al-Fateh, UPM. Diharapkan dengan adanya kajian ini akan menambahbaik kualiti perkhidmatan dan pengurusan masjid Masjid Muhammad al-Fateh, UPM di masa hadapan.

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Kepimpinan Ulama dalam Peristiwa Pemberontakan Pahang (1891-1895): Analisa Peranan Tuan Haji Uthman Bin Senik

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Abstrak

Peristiwa pemberontakan Pahang yang berlaku pada penghujung abad ke-19 Masihi menyaksikan wujudnya kepimpinan ulama dalam menyemarakkan semangat jihad dalam jiwa para pejuang. Antara ulama yang hadir dalam peristiwa tersebut ialah Haji Uthman bin Senik. Justeru artikel ini akan membincangkan peranan Haji Uthman bin Senik dalam memimpin para pejuang dalam peristiwa pemberontakan Pahang. Metodologi penulisan ini ialah analisis kandungan dan kajian kepustakaan. Menerusi penulisan ini didapati bahawa terdapat pelbagai peranan hasil kepimpinan Haji Uthman bin Senik iaitu menerusi bidang pengajaran, penulisan dan secara langsung di medan perang. Peranan-peranan ini dikenalpasti berjaya menyatupadukan para pejuang dalam meluahkan semangat anti penjajahan terhadap penjajahan British di negeri Pahang.

Katakunci: Ulama Pahang, Pemberontakan Pahang, kepimpinan

1.0 PENDAHULUAN

Pahang merupakan sebuah negeri yang berada di kawasan pantai timur Semenanjung Tanah Melayu. Ia merupakan sebuah negeri yang kaya dengan hasil hutan dan galian bumi serta majoriti penduduk Pahang adalah masyarakat Melayu beragama Islam. Meskipun sepanjang abad ke-19 Masihi menyaksikan beberapa siri peperangan saudara yang berlaku di Pahang, namun kekuatan dan kehebatan Sultan Ahmad mengawal keadaan negeri berjaya membawa ke arah kestabilan politik negeri pada pertengahan kedua abad tersebut.

Kekayaan hasil galian dan bumi negeri Pahang membawa kepada perhatian dan minat pihak British untuk menjadikan negeri tersebut sebagai jajahannya. British yang mula menguasai satu persatu negeri Melayu sejak Perjanjian Pangkor 1874 mula memasang pelbagai strategi dan taktik untuk memujuk Sultan Ahmad yang ketika itu berkuasa di Pahang supaya menerima seorang residen British di negeri Pahang. Eunice Thio (1962) menulis tentang usaha dan kesungguhan Sultan Ahmad yang turut disokong oleh pembesar-pembesar baginda untuk mempertahankan dan mengelak daripada membuat sebarang perjanjian dengan pihak British. Ia giat diusahakan kerana Sultan Ahmad dan pembesarnya maklum kedatangan British yang sebenarnya bukan sekadar untuk menguasai Pahang daripada sudut pentadbiran tetapi turut mahu mengaut kekayaan hasil bumi Pahang. Malah mereka juga tahu bahawa sistem-sistem baru yang akan diperkenalkan nanti akan menyebabkan kedudukan mereka akan goyah sama sekali. Namun tekanan demi tekanan yang dibuat oleh pihak British terhadap Sultan Ahmad akhirnya membawa kejayaan apabila Sultan Ahmad membuat keputusan untuk menerima residen British yang pertama pada tahun 1888

iaitu J. P Rodger. Keputusan yang tidak popular dalam kalangan sebahagian pembesar di Pahang ini kemudiannya menyebabkan berlakunya dua siri perjuangan yang digelar Barat sebagai pemberontakan Pahang.

2.0 METODOLOGI PENULISAN

Kajian ini menampilkan kaedah kualitatif dengan memberi penekanan kepada analisis kandungan. Pemilihan kaedah ini berikutan kerana kajian ini tidak melibatkan pengukuran atau teknik statistik dan penemuan yang dihasilkan juga tidak melalui prosedur statistik atau cara kaedah kuantiti yang lain. Bagi menganalisis kepimpinan Tuan Haji Uthman bin Senik dalam peristiwa pemberontakan Pahang, kajian ini memilih analisis kandungan sebagai rekabentuk kajian. Ia berdasarkan kepada keperluan kajian untuk mendapatkan data dan maklumat berkaitan melalui bahan-bahan yang terdapat di perpustakaan. Pengkajian cara ini menuntut pengkaji mencari bahan-bahan rujukan di perpustakaan bagi mengumpul data dengan bantuan buku-buku, majalah, jurnal, artikel, naskhah, catatan, dokumen, kertas kerja dan bahan-bahan bertulis yang lain. Segala maklumat yang diperoleh digunakan terutamanya untuk menyokong, menambah dan memperdalam pengetahuan pengkaji supaya kefahaman terhadap tajuk kajian dapat dikuasai.

3.0 PERISTIWA PEMBERONTAKAN PAHANG 1891-1895

Pemberontakan Pahang cukup sinonim dengan nama beberapa pembesar Pahang seperti Dato' Bahaman, Tok Gajah dan Mat Kilau. Istilah pemberontakan digunakan barat bagi menjelaskan bahawa para pembesar tersebut tidak bersetuju apabila hak untuk memungut cukai yang ada pada mereka selama ini telah ditarik balik oleh pihak Sultan Ahmad yang berpusat di Pekan. Namun di sebelah pihak para pejuang Pahang banyak isu-isu berbangkit yang menimbulkan ketidakpuasan hati mereka. Justeru sebagai tindak balas kepada keadaan tersebut telah berlaku dua pemberontakan yang diketuai oleh Dato' Bahaman, Tok Gajah dan Mat Kilau di kawasan hulu negeri Pahang pada tahun 1891 dan 1895.

Jang Aisjah (1972) telah menulis berkenaan isu pemberontakan Pahang dengan mengatakan bahawa bukan hanya isu ekonomi yang menjadi punca utama pemberontakan tercetus, tetapi ia lebih kepada tindak balas masyarakat tempatan terhadap tindakan penjajah British yang mencampuri adat dan tradisi orang Pahang ketika itu. Di samping itu, pengenalan sistem-sistem baharu oleh pihak British yang menyebabkan sistem tradisi sedia ada ditinggalkan juga antara faktor utama kepada penentangan ini.

Dalam pada itu, keadaan politik Pahang agak lemah dan kacau bilau akibat tindakan tidak konsisten Sultan Ahmad semakin mengeruhkan keadaan. Baginda dilihat berbelah bahagi dengan tindakan awalnya yang menerima penasihat British bagi menyelamatkan kedudukannya dan kemudiannya mula merasa gusar dan menyesal dengan tindakan yang dibuat. Peristiwa pembunuhan Orang Kaya Maharaja Setia Raja Haji Wan Daud atau lebih dikenali sebagai Orang Kaya Haji pada tahun 1889 yang merupakan orang kanan Sultan Ahmad ketika perang saudara Pahang telah membuka mata Sultan Ahmad dan para pembesar. Mereka semakin jelas bahawa kematian Orang Kaya Haji adalah contoh kepada perjuangan yang tidak berdaya terhadap tuntutan baru hasil kedatangan pihak British di Pahang. Peristiwa ini kemudiannya menjadi titik permulaan dan inspirasi kepada siri pemberontakan yang berlaku selepas itu.

Perlantikan J. P Rodger pada tahun 1888 menandakan bermulanya campur tangan ke atas British ke atas seluruh pentadbiran Pahang. Ia juga sekali gus mengetepikan pentadbiran berbentuk tradisional yang wujud di Pahang selama ini. Sultan Ahmad yang pada awalnya terpaksa menjalinkan hubungan dengan pihak British bagi mengukuhkan kedudukannya kembali merasa menyesal dan sedih apabila satu persatu haknya digugurkan dan terus hilang. Bukan sahaja baginda malah pembesar dan rakyat jelata juga merasa tempias kehadiran penjajah di Pahang ini. Pengenalan sistem baru seperti Majlis Negeri, pasukan polis, mahkamah tinggi dan pengenalan undang-undang baru sungguh menjerat semua pihak yang sudah terbiasa dengan keistimewaan yang dimiliki setiap seorang khususnya pembesar dan sultan. Malah yang lebih membangkitkan rasa marah mereka apabila mereka mula hilang kuasa, tanah dan pemberian elaun yang sangat sedikit berbanding pendapatan tinggi yang didapati mereka selama ini. Faktor-faktor dalaman ini akhirnya mengheret mereka untuk meluahkan rasa anti penjajah mereka melalui sebuah pemberontakan.

Selain itu, terdapat faktor luaran yang turut sama menyumbang ke arah merealisasikan pemberontakan yang realitinya berlaku pada tahun 1891 sehingga 1895. Namun begitu faktor-faktor ini lebih jelas kelihatan pada siri kedua pemberontakan Pahang ini. Hubungan dan bantuan dari negeri-negeri jiran khususnya Kelantan dan Terengganu yang menghulurkan bantuan berbentuk perlindungan sangat membantu kumpulan penentang Pahang. Di samping itu peranan ulama tempatan yang tersohor iaitu Tok Ku Paloh dan juga kesan gagasan Pan Islamisme yang diusahakan oleh Sultan Abdul Hamid II dan Jamal al-Din al-Afghani turut sama menyumbang merealisasikan penentangan kepada penjajah British di Pahang.

Pemberontakan pertama berlaku pada 17 Disember 1891 yang mula tercetus di Semantan oleh Dato' Bahaman. Ia menyaksikan pemberontakan secara terang-terangan sebagai satu tindakan protes kepada kedatangan pihak British di Pahang. J. P Rodger ketika itu masih berpendapat bahawa pemberontakan yang berlaku adalah sekadar cetusan emosi Dato' Bahaman dan pengikutnya yang seramai 200 orang sahaja. Sedangkan semua pihak terutama di hulu Pahang telah bersiap sedia untuk membantu Dato' Bahaman menjayakan pemberontakan tersebut. J. P Rodger yang agak lewat mengesan isu ini juga dilihat gagal mengesahkan bahawa terdapatnya kerjasama pihak Sultan Ahmad yang berkampung di Pulau Tawar ketika itu (Thio 1957). Meskipun kemudiannya J. P Rodger berpendapat menggunakan kuasa sultan adalah tindakan terbaiknya bagi mengekang kemaraan kuasa Dato' Bahaman, namun beliau terpaksa memenuhi permintaan sultan untuk menghentikan semua aktiviti hingga berakhirnya bulan Ramadan. Pertempuran hebat berlaku di Ulu Pahang antara kedua belah pihak dan berakhir dengan pengunduran pasukan Dato' Bahaman ke Kelantan dan kemudiannya ke Terengganu .

Manakala pemberontakan kedua berlaku pada 1895 setelah berlaku waktu tenang pada September 1892 hingga Jun 1894. Pemberontakan tersebut dikatakan mempunyai pengaruh agama Islam dengan adanya misi jihad yang ditiup oleh Said Ungku Paloh (Tok Ku Paloh) di Terengganu. Ia turut disokong oleh Hugh Clifford (1961) yang terlibat sama dalam ekspedisi mencari para pejuang Pahang di Kelantan dan Terengganu. Pengaruh Said Ungku Paloh berjaya menarik kira-kira 200 orang yang bersedia menggabungkan diri dalam siri pemberontakan tersebut. Keterangan ini berjaya membuktikan bahawa wujudnya peranan ulama dalam misi perjuangan ini. Pemberontakan yang berlaku sememangnya mendapat perhatian serius oleh pihak British selain

menelan perbelanjaan yang sangat besar ketika itu. Pihak British kelihatan amat bersungguh-sungguh untuk mengekang kemaraan kuasa Dato' Bahaman dan para pengikutnya.

Siri kedua penentangan memperlihatkan faktor agama dan jihad dijadikan faktor utama untuk menentang penjajah. Di sini semangat keagamaan menjadi penguat dan pengikat antara satu sama lain dalam pasukan penjajah. Meskipun mereka akhirnya kalah dan terpaksa melarikan diri ke dalam hutan, ke Kelantan dan Terengganu serta kemudiannya dikatakan mati di Siam namun penentangan mereka berjaya menzahirkan rasa tidak senang dan antipenjajah mereka terhadap penjajah British. Keadaan tersebut sangat menakutkan pihak British sehingga terpaksa mengeluarkan belanja yang tinggi untuk menjayakan misi memerangi pasukan Dato' Bahaman.

4.0 LATAR BELAKANG HAJI UTHMAN BIN SENIK

Haji Uthman bin Senik juga dikenali sebagai Haji Uthman Montok. Nama lengkapnya ialah Tuan Guru Haji Uthman bin Haji Ibrahim bin Haji Salim. Diriwayatkan bahawa beliau adalah keturunan Bugis. Tetapi jika diperhatikan nama ayahnya Haji Senik. Menurut lazimnya Senik digunakan oleh masyarakat di Patani dan tidak pernah digunakan oleh orang Bugis. Namun dengan pasti dapat diketahui bahawa Haji Senik mahupun ayahnya Haji Ibrahim meninggal dunia di Kampung Gaung Pendik Kelantan. Sedangkan yang bernama Haji Salim pula meninggal dunia di Singapura. Tahun kelahiran Haji Uthman belum diketahui dengan pasti. Beliau meninggal dunia di kampung Ketapang Pahang pada 12 Ramadhan 1336 Hijrah atau 21 Jun 1918 Masihi (Wan Mohd Shaghir 2009).

Uthman dipercayai mendapat pendidikan awalnya di Kelantan terutama daripada ayahnya atau datuknya. Pendidikan tentang keislaman secara mendalam dilanjutkan ke Pondok Bendang Daya Patani daripada Sheikh Abdul Qadir (Tok Bendang Daya II) bin Sheikh Haji Wan Mustafa al-Fathani. Selain itu beliau mempelajari ilmu arabiah seperti Nahw, saraf dan lain-lain asas tauhid, fikah dan tasawuf. Beliau juga mempelajari ilmu hikmat yang dibangsakan kepada Imam al-Buni seperti tersebut dalam *Shams al-Ma'arif al-Kubra*, *Mujarrabat* dan lain-lain.

Selain itu, Tuan Haji Uthman juga telah belajar secara langsung dengan Sheikh Haji Wan Mustafa al-Fathani; pengasas pondok Bendang Daya yang turut merupakan seorang hulubalang Patani yang sangat handal. Syeikh Haji Wan Mustafa al-Fathani adalah sahabat Syeikh Daud bin Abdullah al-Fathani. Kedua-duanya bersama Syeikh Abdul Samad al-Falimbangi ikut dalam satu peperangan besar ketika Kedah dan Patani melawan Siam.

Ilmu Hikmat tersebut sangat berguna untuk menghadapi cabaran zamannya kerana pada zaman itu orang masih menghandalkan kekekuatan fizikal berupa pencak silat untuk menghadapi pergaduhan. Permusuhan sering kali terjadi bukan sahaja terhadap sesama manusia tetapi juga dengan haiwan seumpama harimau, ular besar, buaya dan sebagainya. Ilmu hikmat itulah yang telah digunakan oleh Tuan Haji Uthman Pahang ketika membuka hutan membina perkampungan. Kampung yang dibuka yang dikenali dengan nama Ketapang yang terletak di Pekan Pahang. Menurut ceritanya ketika membuka hutan tersebut binatang buas memang tunduk kepada beliau (Wan Mohd Shaghir Abdullah 2009).

Seiring dengan mempelajari ilmu hikmat, Uthman juga mendalami ilmu perubatan tradisional. Beliau pandai membuat berbagai-bagai-bagai jenis makjun. Semua ilmu tersebut diperoleh daripada Tok Bendang Daya II al-Fathani tersebut. Setelah itu beliau melanjutkan pelajarannya ke Makkah dan belajar kepada Syekh Abdul Qadir bin Abdur Rahman al-Fathani, guru telaah pula di bawah bimbingan Sheikh Muhammad bin Ismail al-Fathani dan Sheikh Wan Ali bin Abdur Rahman al-Kelantani. Sungguhpun Sheikh Ahmad al-Fathani jauh lebih muda daripadanya Uthman mendalami nahwu dengan menggunakan *Kitab Tashil Nail al-Amāni* kepada pengarangnya iaitu ulama Patani tersebut. *Kitab Tashil Nail al-Amāni* itulah yang beliau ajar hinggalah beliau menjadi mufti di Pahang.

Dari Makkah Uthman langsung menuju ke Pulau Tawar Pahang. Sewaktu di Pulau Tawar tidak memperlihatkan dirinya sebagai seorang ulama kerana beliau bergaul dengan orang-orang kebanyakan. Pada peringkat awal dakwahnya beliau hanya memperlihatkan kebolehan dalam bidang ilmu hikmat. Pada suatu ketika Uthman pernah mengeluarkan sebuah kapal yang telah karam. Pada kesempatan lain pula beliau pernah didatangi buaya ganas yang telah memakan manusia sehingga buaya itu dapat ditangkap dan dibunuhnya, pada kali yang lain pula beliau pernah menangkap harimau buas yang selalu mengancam ketenteraman manusia dan binatang ternakan.

Setelah masyarakat mengetahui bahawa Uthman merupakan ulama maka ramai yang berminat untuk menuntut ilmu dengan beliau. Sehingga Sultan Pahang ketika itu, Sultan Ahmad berkenan melantik beliau sebagai Mufti Kerajaan Pahang. Sekali gus beliau menjadi orang terkemuka di Kerajaan Pahang, mengajar kaum keluarga Diraja Pahang di istana selain mengajar orang awam. Beliau menjadi Mufti Pahang selama 20 tahun hingga meninggal dunia pada tahun 1918 Masihi.

Haji Uthman menjadi ulama untuk tiga pemerintahan Sultan Pahang iaitu Sultan Ahmad, Sultan Mahmud dan Sultan Abdullah. Selain sebagai mufti Uthman juga mengasaskan pengajian pondok. Lokasi pondok pengajian, surau dan rumah Uthman terletak di Kampung Ketapang Tengah. Setelah Uthman meninggal dunia pada tahun 1918 Masihi dalam usia hampir 100 tahun pondok tersebut diteruskan oleh dua orang anaknya. Perlu juga dicatat bahawa pondok yang diasaskan oleh Uthman di Kampung Ketapang tengah Pekan Pahang adalah pondok pengajian menurut sistem pondok cara Patani yang pertama sekali dalam negeri Pahang. Pada tahun 1922 Masihi pondok tersebut telah berubah corak atau sistem menjadi madrasah. Setelah berbentuk madrasah, bantuan pembiayaan diterima daripada seorang saudagar Arab bernama Habib Hasan al-Attas dan madrasah tersebut dinamakan Madrasatul Arabiyah Islamiyah al-Attas. Pada tahun 1966 Masihi pondok pengajian bekas peninggalan Mufti Haji Uthman itu dijadikan Sekolah Menengah Agama Kerajaan Negeri Pahang. Guru besarnya yang pertama ialah Ustaz Abdul Qadir kamaluddin cucu beliau.

Sewaktu Uthman menjadi mufti Pahang beliau bergerak cergas membawa ulama-ulama terkenal dari luar dengan tujuan menambah semangat anak tempatan mempelajari agama Islam. Antara ulama yang terkenal dan dijemput datang ke Pahang ialah Sheikh Muhammad bin Ismail al-Fathani. Menurut riwayatnya ulama tersebut datang ke Terengganu pada 1912 Masihi atas permintaan muridnya Sultan Zainal Abidin III; Sultan Terengganu. Kedatangan beliau ke Terengganu itu

dimanfaatkan oleh semua kerajaan di semenanjung termasuk Pahang atas kehendak mufti dan sultan Pahang sendiri.

Uthman sangat mengasihi gurunya dan bersikap tawaduk kepadanya sehingga beliau mengerahkan murid-muridnya menandu dan mengayuh sampan ketika menjemput dan menghantar pulang Syeikh muhammad bin Ismail al-Fathani itu. Ketika itu perjalanan masih banyak menggunakan perjalanan darat dengan berjalan kaki dan mengharung sungai. Syeikh Nik Mat Kecil al-Fathani berada di Pekan Pahang kira-kira sebulan sahaja, namun dalam waktu yang singkat itu telah dipergunakan oleh Uthman untuk mempelajari ilmu tafsir al-Quran bagi dirinya sendiri. Sedangkan ilmu-ilmu fardu ain lainnya beliau bukakan kepada masyarakat untuk bertanya secara langsung kepada ulama besar dunia Melayu yang datang dari Mekah itu.

Antara murid-murid beliau ialah Tuan Guru Haji Daud; ketika hidupnya banyak mengajar masyarakat. Beliau berasal dari Patani dan ayah kepada ibu Tuan Abdul Razak, Haji Mat Daud bin Zainal Abidin; beliau pernah menjadi Qadi Besar Pahang, Lebai Yusuf pernah menjadi Qadi Kuantan, Haji Abu Bakar (Datuk Seri Penggawa) bin Haji Abdul Halim (Imam Perang Indera Mahkota) dan Mat Kilau; Pahlawan Melayu yang terkenal sangat memusuhi penjajah Inggeris.

Berbekalkan maklumat tentang Haji Uthman bin Haji Senik yang merupakan Mufti Pahang ini menjadi guru kepada sebahagian besar para tokoh di Pahang termasuk Mat Kilau, ia dapat menambah pengetahuan kita betapa hebatnya peranan tokoh ulama silam dalam membina umat di negara ini. Ia juga menambah maklumat sejarah terutama mengenai Mat Kilau yang selama ini kebanyakan para penulis tidak menyebut peranan guru dan ayah angkatnya Haji Uthman bin Haji Senik Mufti Pahang yang sangat berpengaruh dalam lingkungan masyarakat Pahang.

Di samping itu, Tuan Guru Haji Uthman banyak menghasilkan karangan namun yang terkenal adalah dua buah iaitu *Majallah al-Musolli* yang banyak dicetak dengan huruf batu di Singapura. Kedua ialah kitab perubatan. Kitab perubatan secara tradisional susunan beliau ini tidak dijumpai lagi. Namun, sebagai kesan peninggalan beliau terkenal sejenis makjun yang dinamakan makjun telur. Beberapa orang anak cucu beliau masih mengusahakan pembuatan makjun tersebut.

5.0 ANALISA PERANAN HAJI UTHMAN BIN SENIK DALAM PERISTIWA PEMBERONTAKAN PAHANG

Tuan Haji Uthman bin Senik memainkan peranan penting dalam peristiwa pemberontakan Pahang. Pengkaji mengenalpasti terdapat tiga peranan yang dimainkan oleh beliau sehingga semangat dan rasa kebencian terhadap penjajah British itu berjaya diluahkan menerusi peristiwa pemberontakan Pahang. Tiga peranan yang dimaksudkan ialah pengajaran dan penulisan serta secara langsung di medan perang.

Tuan Haji Uthman bin Senik terlibat dalam bidang pengajaran khususnya dalam membangunkan jiwa para pejuang Pahang dengan ilmu Islam. Beliau mengajar masyarakat ilmu Islam tanpa berbelah bahagi semata-mata ingin terus menyampaikan ilmu dan dakwah Islam. Hasilnya sudah pasti rakyat Pahang memahami Islam dengan baik tidak kurang hebatnya sama seperti yang berlaku di negeri-negeri lain seperti Kelantan dan Terengganu.

Penglibatan Tuan Haji Uthman bin Senik dalam bidang pengajaran di negeri Pahang bermula semenjak kepulangannya dari menuntut ilmu di Makkah lagi. Beliau telah langsung menuju ke Pulau Tawar Pahang. Sewaktu di Pulau Tawar beliau tidak memperlihatkan dirinya sebagai seorang ulama kerana beliau bergaul dengan orang-orang kebanyakan. Pada peringkat awal dakwahnya beliau hanya memperlihatkan kebolehan dalam bidang ilmu hikmat. Pada suatu ketika Uthman pernah mengeluarkan sebuah kapal yang telah karam. Pada kesempatan lain pula beliau pernah didatangi buaya ganas yang telah memakan manusia sehingga buaya itu dapat ditangkap dan dibunuhnya, pada kali yang lain pula beliau pernah menangkap harimau buas yang selalu mengancam ketenteraman manusia dan binatang ternakan.

Melihat hal-hal yang pelik menyalahi adat itu, maka Mat Kilau sejak kecil diserahkan oleh kedua-dua orang tuanya kepada Tuan Guru Haji Uthman bin Senik untuk diajar berbagai-bagai-bagai ilmu fardu ain. Umur Mat Kilau sama dengan anak sulungnya Haji Juned. Setelah masyarakat mengetahui bahawa Uthman merupakan ulama maka ramai yang berminat untuk menuntut ilmu dengan beliau. Sehingga Sultan Pahang ketika itu, Sultan Ahmad berkenan melantik beliau sebagai Mufti Kerajaan Pahang. Beliau seterusnya menjadi orang terkemuka dalam kerajaan Pahang yang berperanan mengajar kaum keluarga Diraja Pahang di istana selain mengajar orang awam. Beliau menjadi mufti Pahang selama 20 tahun hingga meninggal dunia pada tahun 1918 Masih (Wan Mohd Shagir 2009).

Tuan Haji Uthman bin Haji Senik Mufti Pahang ini adalah guru kepada sebahagian besar para tokoh di Pahang termasuk Mat Kilau. Ia menunjukkan kita betapa hebatnya peranan tokoh ulama silam dalam membina umat di negara ini. Ia juga menambah maklumat sejarah terutama mengenai Mat Kilau yang selama ini kebanyakan para penulis tidak menyebut peranan guru dan ayah angkatnya Haji Uthman bin Haji Senik Mufti Pahang yang sangat berpengaruh dalam lingkungan masyarakat Pahang (Wan Mohd Shagir 2009).

Manakala dalam bidang penulisan pula Tuan Haji Uthman bin Senik turut memberi sumbangan kepada masyarakat Pahang. Tuan Guru Haji Uthman banyak menghasilkan karangan namun yang terkenal adalah dua buah iaitu *Majallah al-Muṣolli* yang banyak dicetak dengan huruf batu di Singapura. Kedua ialah kitab perubatan. Kitab perubatan secara tradisional susunan beliau ini tidak dijumpai lagi. Namun, sebagai kesan peninggalan beliau terkenal sejenis makjun yang dinamakan makjun telor. Beberapa orang anak cucu beliau masih mengusahakan pembuatan makjun tersebut. Walau bagaimanapun, kedua kitab yang disebut ini tidak mempunyai kaitan secara langsung dengan peristiwa pemberontakan Pahang. Namun kedua kitab ini digunapakai dalam mengajar dan mendidik masyarakat Pahang termasuk para pejuang dalam peristiwa penting tersebut.

Tuan Haji Uthman bin Senik juga terlibat secara langsung di medan peristiwa pemberontakan Pahang. Pengkaji percaya sosok tubuh yang hebat ini benar-benar terlibat dalam perjuangan di Pahang bagi menentang penjajahan British di Pahang. Tiada tulisan yang jelas membuktikan penglibatan beliau dalam perjuangan menentang penjajah British di Pahang. Namun, pengkaji melihat kedudukan lokasi penempatan beliau di Kampung Pulau Tawar, hubungan beliau dengan Sultan Ahmad dan Mat Kilau serta satu tulisan karangan Noriah sebagai faktor-faktor yang

membolehkan beliau dikelaskan sebagai ulama yang terlibat secara langsung dalam medan pertempuran.

Di samping itu, Tuan Haji Uthman turut belajar secara langsung dengan Sheikh Haji Wan Mustafa al-Fathani; pengasas pondok Bendang Daya yang turut merupakan seorang hulubalang Patani yang sangat handal. Syeikh Haji Wan Mustafa al-Fathani adalah sahabat Syeikh Daud bin Abdullah al-Fathani. Kedua-duanya bersama Syeikh Abdul Samad al-Falimbani ikut dalam satu peperangan besar ketika Kedah dan Patani melawan Siam. Keadaan ini pada pandangan pengkaji memberi sedikit sebanyak kesan dalam diri Tuan Haji Uthman bin Senik dalam merencanakan perjuangan di Pahang (Wan Mohd Shagir 2009).

Selain itu pula artikel Noriah Sulong (1996) yang menulis tentang strategi perang Bahaman menentang pasukan British turut memuatkan satu nama yang ditulis beliau sebagai Haji Osman. Haji Osman ini dikatakan salah seorang yang turut memberi bantuan kepada pasukan Bahaman ketika berhadapan dengan pasukan tentera British. Noriah menulis:

“Di samping itu sikap bermuka dua turut dijadikan sebagai salah satu strategi dan muslihat untuk mengelabui mata penjajah British. Sikap ini dapat dilihat dalam peristiwa pasukan Bahaman yang berjaya mendapat bantuan Tok Pulut dan Haji Osman; orang yang mula-mula membuka lombong di Selinsing dekat Kuala Medang Hulu Jelai. Mereka bermuka dua untuk menyelamatkan kampung dan keluarga mereka sambil berpura-pura membantu pihak Inggeris. Dalam keadaan yang lapar askar-askar Sikh telah meminta makanan daripada Tok pulut. Beliau kemudiannya membuat kenduri masak bubur ubi gandum dan mengajak askar-askar itu makan. Sedang makan tidak semena-mena ramai yang muntah-muntah. Rupa-rupanya Tok Pulut telah menghidangkan bubur mentah. Askar-askar Sikh yang lain telah naik berang dan terus mengganas, membakar rumah-rumah di kampung Chat, Kampung Empar, Hulu Kecuk dan membunuh orang-orang Melayu yang ditemui. Semua penduduk Mukim Budu lari ke Bukit Paya”.

Pengkaji berpendapat nama Haji Osman yang terdapat dalam petikan artikel Noriah Sulong (1996) tersebut merujuk kepada nama Tuan Haji Uthman bin Senik. Beliau sememangnya tidak asing lagi kepada penduduk negeri Pahang terutama di daerah Pulau Tawar dan Hulu Pahang. Di samping itu, faktor hubungan Tuan Haji Uthman, Dato' Bahaman dan Mat Kilau ini dilihat pengkaji sebagai satu hubungan langsung seorang ulama dengan pejuang Pahang. Pengkaji berpendapat Tuan Haji Uthman yang merupakan guru kepada Mat Kilau sedikit sebanyak akan memberi bantuan sebaik mungkin kepada anak didiknya. Begitu juga dengan Kampung Pulau Tawar yang menjadi lokasi kediaman beliau. Kita maklumi bahawa Pulau Tawar merupakan kediaman kedua setelah Sultan Ahmad diusir dari Pekan hasil perselisihan yang berlaku antara baginda dan pemangkunya.

Pengkaji seterusnya berpendapat secara analisisnya terdapat hubungan secara langsung antara Tuan Haji Uthman dan Sultan Pahang dalam merencanakan penentangan secara dalaman. Pendapat pengkaji bersandarkan kepada faktor kedudukan Pulau Tawar yang merupakan tempat atau kubu pertahanan para pejuang. Selain Tuan Haji Uthman, Tok Gajah yang merupakan orang terdekat dengan Sultan Ahmad juga menetap di kampung ini. Meskipun tiada catatan rasmi dibuat

berkaitan dengan penglibatan Tuan Haji Uthman bin Senik sebagai pejuang Pahang namun kedudukan lokasi dan penempatan yang sama dilihat sebagai faktor kuat wujudnya hubungan di antara beliau, para pejuang Pahang dan Sultan Ahmad sendiri. Di samping itu, pendapat pengkaji dikukuhkan lagi dengan situasi setelah peristiwa pemberontakan Pahang selesai. Tuan Haji Uthman bin Senik secara rasminya dilantik menjadi mufti Pahang di bawah pemerintahan Sultan Ahmad dan dua orang sultan berikutnya. Ia membenarkan bukti wujudnya hubungan akrab antara ulama dan pemerintah sejak sekian lama.

6.0 PENUTUP

Berdasarkan perbincangan yang dibuat, pengkaji membuat kesimpulan bahawa Tuan Haji Uthman bin Senik merupakan seorang ulama yang berkebolehan dan berperanan penting dalam peristiwa pemberontakan Pahang. Keberadaan beliau di Pulau Tawar Pahang membolehkan beliau menyampaikan ilmu kepada masyarakat pahang dan menyuntik semangat jihad dalam jiwa para pejuang Pahang. Ketiga-tiga peranan yang dimainkan oleh beliau iaitu pengajaran, penulisan dan secara langsung dalam medan perang merupakan elemen penting dan melengkapi kerjasama antara ulama yang wujud ketika itu bagi menamatkan penjajah British yang digelar sebagai kuffar. Penulisan ini juga membuktikan bahawa peristiwa pemberontakan Pahang tidak terhad kepada pengaruh dan peranan Tok Ku Paloh sahaja terutama pada siri kedua pemberontakan. Penulisan ini berupaya melengkapi maklumat sedia ada bahawa Tuan Haji Uthman bin Senik juga merupakan ulama yang turut berada dan menyemarakkan semangat jihad menentang kuffar di negeri Pahang pada penghujung abad ke-19 Masihi.

PENGHARGAAN

Penulisan kertas kerja ini sebagai melengkapi keperluan kajian bagi Geran FRGS/1/2016/SSI06/UKM/02/1

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Relationship between Violence Influence Factors and Cyberbullying of Youth in Jakarta, Indonesia

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Abstract

The purpose of this study was to examine the relationship between violence influence factors as the predictor variables of cyberbullying. In this quantitative study, the data collecting instrument was online questionnaire. The participants of this study were 210 youth in Jakarta, Indonesia, who were selected using convenient sampling in several shopping malls in Jakarta. Pearson Product-Moment correlation and multiple linear regression were used to analyze the association between cyberbullying outcome and three predictor variables: influence of media violence, influence of peers violence, and influence of family violence. This study suggested that there were significant relationship between cyberbullying and influence of media violence and influence of family violence. The influence of media violence was the strongest predictors for the cyberbullying behavior (Beta value= 0.32). Meanwhile the influence of family violence also contributed on explaining cyberbullying behavior (Beta value= 0.05).

Keywords: Cyberbullying, youth in Jakarta, violence influence factors, influence of media violence, influence of peers violence, influence of family violence.

1. Introduction

In this millennial era, internet took important part of our life. Many things we do daily require internet, such as chatting with friends, sending email to co-workers, watching cooking tutorial videos on Youtube, expanding social network on social media, or browsing on some information on Google. As the internet world keeps growing bigger, it comes not only with the benefit but also with the consequences. The nature of the open space of internet, make anyone from children to elderly can access the various content of the internet without knowing if its good or bad for them. Everytime people open their social media, news portal or various websites and see many contents which not all were appropriate for them. They also might engage with online activities that not necessarily good for them or for other people.

One of the consequences of the internet is cyberbullying. Bullying activities which originally happened verbal and physical, now has expanded into the cyberspace. Cyberbullying is an aggressive and intentional act done by an individual or group repeatedly and over time using electronic platform to individual or group that cannot defend themselves. It can happen in several platform, which are mobile text messaging, phone call, instant messaging, chat room, email, website and picture/video [1]. Cyberbullying could happen to anyone, from regular person to celebrities, or even politician. As long as they are available on the internet, they are not safe from cyberbullying.

Cyberbullying happened in any form: flaming, slandering, identity theft, reveal other's secret, and deleting or blocking others from group [2]. Many of those simple things that we see everyday on the internet, might be one of cyberbullying behaviour. Simple aggressive things, like commenting other people photo with bad words, distributing shameful picture of others, or spreading rumors about others. Sometimes people take it as a joke, but once a content has been uploaded online, it could be seen, downloaded or shared by other internet users, make it difficult to delete it permanently.

As well as other form of bullying, cyberbullying also created a damaging psychological impact on the victim. Many people doesn't know that things they did online can actually hurts another person in real life. The side effects of cyberbullying are very dangerous, especially for teenagers and adolescents. Experiencing cyber-victimization could raise anxiety and stress in adolescents [3], sadness, and disappointment [4], lower their self-esteem [5], and increase their loneliness level [6].

In Indonesia itself, cyberbullying has been quite a problem. A research in Yogyakarta city assessing high school students found that 80% of the respondents have been cyber-bullied. They reported that they were been cyberbullied through social media such as Facebook, Twitter, Youtube, as well as other platforms such as text messages and phone calls [18]. Another report came from Jakarta Police Office, said that there were approximately 25 reports of cyberbullying cases each day. The case was usually about flaming. Not every case went to the court, because mediation process was taken to solve the problem [19].

Many research about cyberbullying linked several factors to predict cyberbullying, one of those was violence influence factors. Exposures of violent behavior might increase the likelihood of someone to commit a violent behavior. Media like television, internet, and movie were a familiar part of teenagers and adolescents life. Even though people are trying to see only the appropriate content on the media, the inappropriate content such as violent contents are still everywhere. It was argued that media violence can decrease both the sensitivity of aggression in real life and sympathy of the victim [9]. Research also showed that television-viewing and electronic game-playing could lead to indirect violence [15]. Further, influence of media violence was found to be associated to cyberbullying likelihood [7,8,14].

Peers which also a familiar part for teenager and adolescent, but its not always in a good place. In school, violent behavior like physical or verbal bullying were inevitable. The bullies, the victim, and the bystander all were exposed to violence. Research also found that exposure of peers violence also influenced cyberbullying behavior [1,7,8]. Like peers, exposure of family violence also had a positive relationship with cyberbullying likelihood [10,7,11,12].

This research purpose was to examine the correlation and the relationship between influence of media violence, influence of peers violence, influence of family violence and cyberbullying of youth in Jakarta. Seeing the cyberbullying phenomenon as a new issue for the new generation, it is important to examine what are the factors that could predict the cyberbullying behavior. This study should be useful for the related organization or party that forming the policy to prevent or overcome the cyberbullying problem.

2. Methods

2.1 Participants

The participants of the study consisted of 210 person. The participants were on the age range 15-24 years old. All of the participants were the resident of DKI Jakarta province.

2.2 Data Collection

This study was a cross-sectional study. The data collecting instrument was online questionnaire (google form). Online questionnaire was used to make it simple and flexible. Writtern consent was written on the introductory part of the questionnaire to ensure the participant agreed to it and had the knowledge that their confidentiality was protected.

The data collecting process was done in several shopping malls all across Jakarta. The participant was chosen by convenient sampling by the researcher. The researcher asked to the prospective participant about their age and their willingness to participate in this research. For those who willing to participate, the researcher prepared the gadget with internet connectivity as the platform for filling out the online questionnaire and waited until the participant finished the questionnaire. It took approximately 10-15 minutes.

2.3 Measure

Cyberbullying is a 24 items self-report questionnaire which scored on a five-point scale, ranging from Never (1), Rarely (2), Sometimes (3), Often (4), and Always (5). The questionnaire divided by five parts: Flaming (5 items), Slandering (5 items), Identity Theft (5 items), Revealing Other's Secret (5 items), and Deleting or Blocking Others from Group (4 items). Example questions for this part are "*I distribute someone's embarrassing picture or video online*" and "*I use someone's name to chat online without permission*". The internal consistency is .91, which was an excellent internal consistency.

Influence of Media Violence is a self-report questionnaire which scored on a five-point scale, ranging from Never (1), Rarely (2), Sometimes (3), Often (4), and Always (5). This part consists of 6 items, including witnessing aggressive actions and threaten on television, internet, and movies. Example question for this part is "*I witness someone doing aggressive action on TV*". The internal consistency is .88, which was a good internal consistency.

Influence of Peers Violence is a self-report questionnaire which scored on a five-point scale, ranging from Never (1), Rarely (2), Sometimes (3), Often (4), and Always (5). This part consists of 6 items, including witnessing friend being slapped/threaten/beaten or experiencing being slapped/threaten/beaten by friend. This part consists of 6 items. Example question for this part is "*I witness my friend got slapped/punched/hit*". The internal consistency is .93, which was an excellent internal consistency.

Influence of Family Violence is a 6 items self-report questionnaire which scored on a five-point scale, ranging from Never (1), Rarely (2), Sometimes (3), Often (4), and Always (5). This part consists of 6 items, including witnessing family member being slapped/threaten/beaten at home or experiencing being slapped/threaten/beaten by family member at home. Example for this question

is “*Someone has beaten me at home*”. The internal consistency is .93, which was an excellent internal consistency.

2.4 Data Analysis

This study consists of four parts of data analysis. First, we explained about the profiles of the subjects. It consists of age range, religion, occupation, internet spending per month, father’s occupation and mother’s occupation. Second, we explained about descriptive analysis of outcome variable and predictors variables. Thirdly, we measured the correlation between cyberbullying and three violence influence factors (media, peers and family) using Pearson Product-moment correlation. Fourth, we used multiple linear regression to examine about the relationship of cyberbullying and three violence influence factors (media, peers and family). Using stepwise method, the variables were eliminated.

3. Results

3.1 Profiles of the Subjects

From all 210 respondents, 61.43% person were female, and 38.57% person were male. They were divided by three age groups, 15-17 years old (21.9%), 18-20 years old (38.1%), and 21-24 years old (40%). Most of the respondent’s religion were Islam (92.38%), and the rest were Christian (6.19%), Catholic (0.95%), and Buddha (0.48%). Education level of the respondents were mostly senior high school (64.29%), college (33.81%), and junior high school (1.90%). Most of the respondent’s occupation were student (60.48%), working (28.57%), college student (6.67%), not working (4.29%). On the internet spending per month, most of the respondents spent IDR50.001-100.000 (56.67%), IDR100.001-150.000 (19.52%), under IDR50.000 (12.86%), above IDR150.000 (6.67%), and none because they were using their home wi-fi (4.29%). Respondent’s father educational level mostly were basic education (elementary-high school) (59.52%), diploma/bachelor (30.95%), and master/PhD (9.52%). Lastly, respondent’s mother educational level were school (59.05%), diploma/bachelor (36.67%), and master/phD (4.29%).

3.2 Descriptive Analysis of Outcome Variables (Cyberbullying) and Predictor Variables

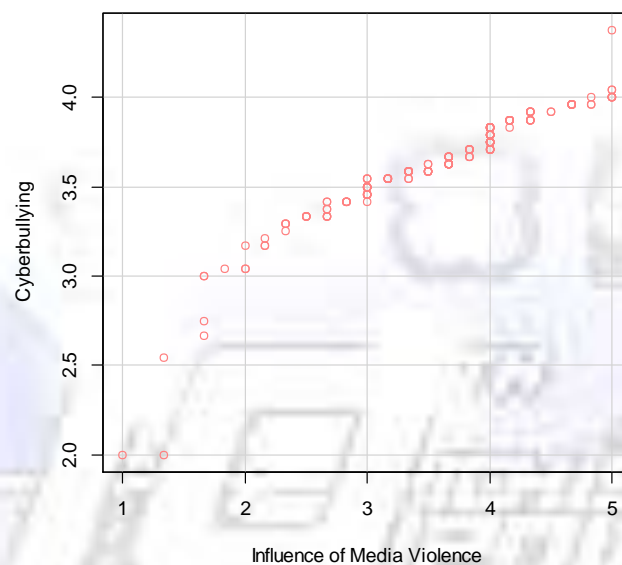
Cyberbullying is the outcome variable (Y) of this study, and it was interpreted that youth in Jakarta have high level of cyberbullying (mean = 3.63). The analysis of the predictor variable related to violence influence factor of the respondents showed high level of influence of media violence among youth in Jakarta (mean = 3.58). Second predictor that also on the high level was influence of family violence (mean = 3.54). The influence of peers violence was the only predictor in moderate level (mean = 2.88) (TABLE I)

TABLE I: Descriptive statistics of outcome variable (cyberbullying) and predictor variables

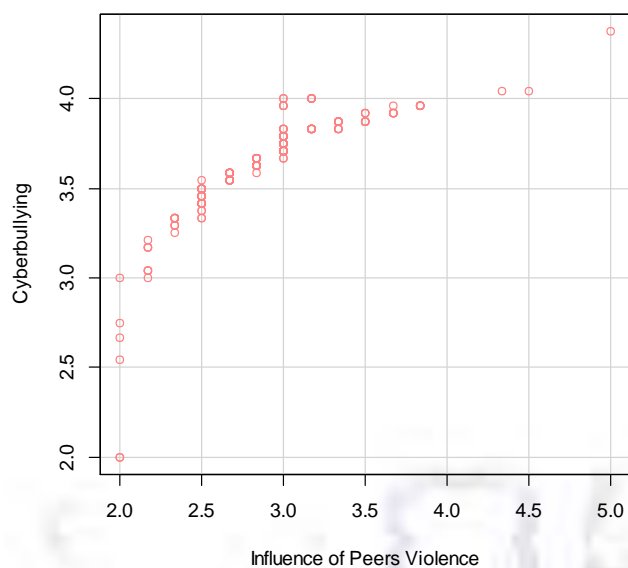
Variable	Mean Score	S.D.	Interpretation
Cyberbullying (Y)	3.63	0.30	High
Influence of Media Violence (X ₁)	3.58	0.79	High
Influence of Peers Violence (X ₂)	2.88	0.45	Moderate
Influence of Family Violence (X ₃)	3.54	0.62	High

3.3 Relationships between Outcome Variable: Cyberbullying and Three Predictors

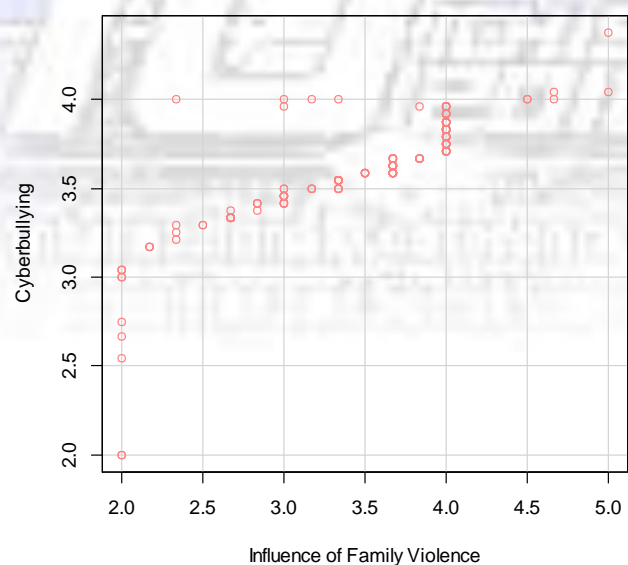
Using Pearson's product moment correlation coefficients, we analyzed the relationships between the three predictors and cyberbullying of youth in Jakarta, Indonesia. It was found that all three predictors had highly significant, positive relationships with cyberbullying. The influence of media violence had the highest relationship with cyberbullying ($r = .95$, $p < .001$) (Figure 1). The influence of family violence had the second-high relationship with cyberbullying ($r = .85$, $p < .001$) (Figure 3). Lastly, the influence of peers violence also had high relationship with cyberbullying with a slight score difference ($r = .84$, $p < .001$) (Figure 2).



$r = 0.95$ $p = .000$ 95% confident interval = 0.93, 0.96
Fig. 1: Relationships between Influence of Media Violence and cyberbullying



$r = 0.84$ $p = .000$ 95% confident interval = 0.79, 0.87
Fig. 2: Relationships between Influence of Peers Violence and cyberbullying



$r = 0.85$ $p = .000$ 95% confident interval = 0.81, 0.88
Fig. 3: Relationships between Influence of Family Violence and cyberbullying

3.4 Factors Predicting Cyberbullying

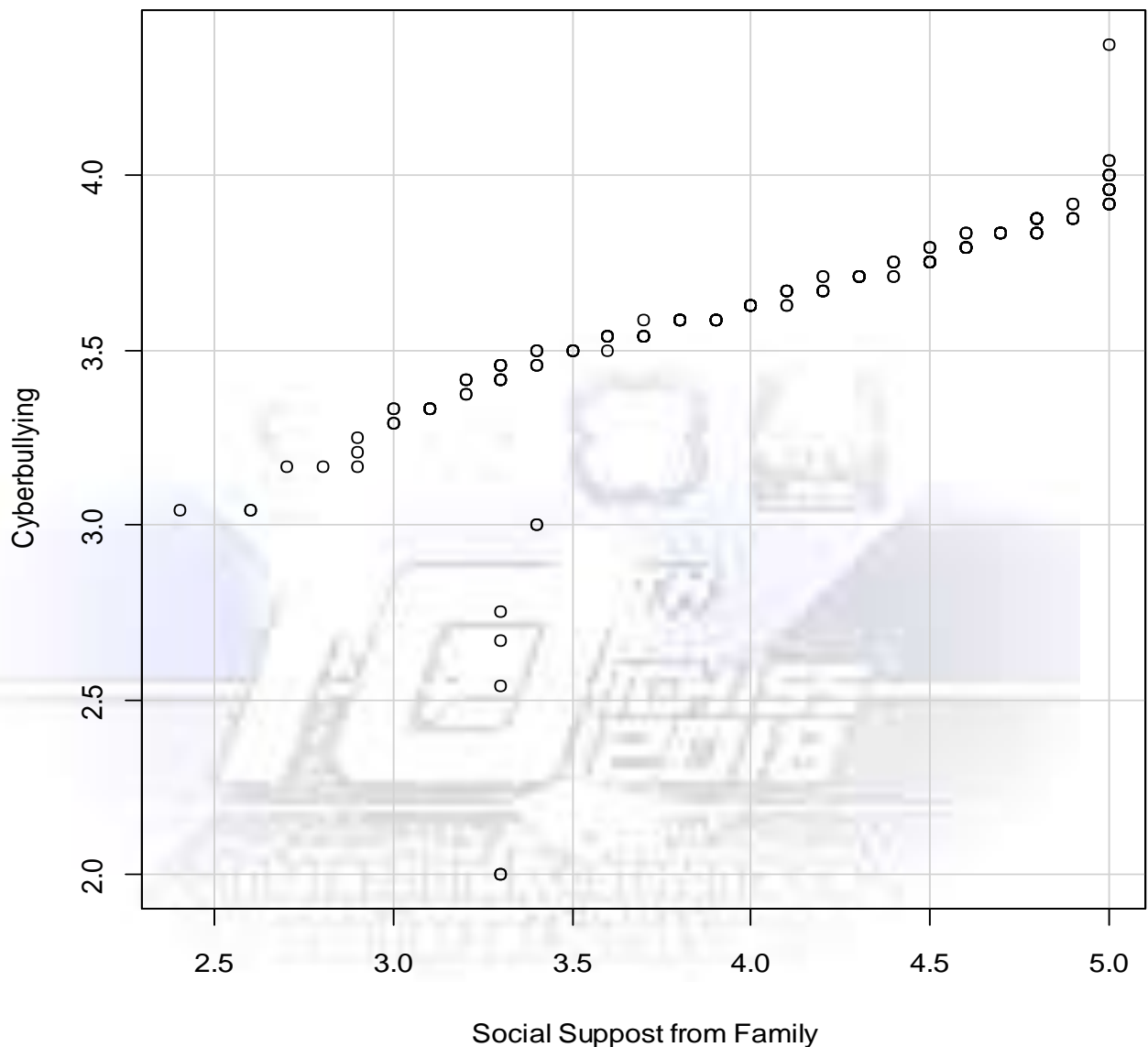
An analysis using multiple linear regression was done to examine the relationship between cyberbullying as the outcome and the predictor variables. From the result we learned that there were a statistically significant relationship between cyberbullying and influence of media violence and influence of family violence. The residual deviance of 0.099 on 207 degrees of freedom ($p = .000$) and the two predictor variables explain about 89.0% of the variance in bullying behavior.

In table II, it was stated that the largest beta coefficient obtained was 0.32 (95% C I = 0.28, 0.36) for the influence of media violence. This means that the influence of media violence was the strongest contributor for cyberbullying behavior. The beta value for influence of family violence was 0.05 (95% C I = 0.01, 0.09), suggesting that this predictor variable also had contribution for cyberbullying behavior.

TABLE II: Reduced linear regression model of relationship between predictor variables and the outcome variable: cyberbullying, final model

Predictor Behavior	B	S.E.	β_0	p value	95% CI
Constant	2.30	0.04		.000	1.50, 3.10
Influence of Media Violence (X_1)	0.32	0.02	.85	.000	0.28, 0.36
Influence of Family Violence (X_3)	0.05	0.02	.10	.032	0.01, 0.09

Note: Multiple R-Squared: 0.892, Adjusted R-squared.: 0.890
Residual standard error: 0.099 on 207 degrees of freedom



4. Discussion and Conclusion

This study examined the relationship between cyberbullying and the influence of media violence, influence of peers violence and influence of family violence. The result indicate that there were a relationship between cyberbullying and two predictors variable: influence of media violence and influence of family violence. The two predictor variable explain about 89.2% variance of cyberbullying behavior. Influence of media violence was found to be the most stronger predictor in explaining youth cyberbullying behavior. This means the more youth were exposed to media violence, the more likely they will commit cyberbullying behavior rather than those who were with low exposure of media violence.

Earlier study about exposure of violent content on television explained that children who were exposed from violent content more likely to commit aggressive behavior or crime later when they grew up [17]. Exposure of violence from playing aggressive online games also taking account for aggressive behavior and increased the likelihood of being cyberbullying perpetrator [14]. Alongside with bad effect of media violence exposure to the youth's behavior, exposure of anti social and risk behavior (wider than violent behavior) on media also have positive relationship with cyberbullying likelihood [16]. These facts suggest when inappropriate behavior displayed on the media, the youth tend to be influenced by those behavior and might reflect it on their future behavior toward other people.

This result was align with Bandura's Social Learning Theory, which explained that people will behave according to their result of observational learning of their surrounding environment [13]. This suggest that when people were exposed to the violent behavior on media, they more likely to do observational learning and imitate the aggressive behavior, especially for young people that sometimes still can't decide whether it's an appropriate behavior or not. Since cyberbullying was done online and not in person, the perpetrator also might not see the victim's reaction and might not realize that they were actually hurting the victim in real life. The more they were exposed to violent behavior, the more they might justify the behavior and felt less compassion for the victim. This result is similar with previous study about the positive relationship between exposure of media violence and cyberbullying likelihood [7,8,9].

From this study, it is known that a positive relationship was also found between exposure of family violence and cyberbullying behavior, meaning that youth who have been exposed into violent environment at home more likely to commit cyberbullying behavior. Living in a violent home environment could bring such negative effect to the youth because they have to be in it everyday and might internalize the violent behavior and perform it elsewhere, like being involved in direct bullying [20] and cyberbullying [7,10,11,12].

This study found that cyberbullying is a serious issue among youth in Jakarta, Indonesia. Influence of media violence is the highest risk factor of the cyberbullying behavior. The findings should be helpful for the related institution, both governmental or non-governmental to create a good decision about prevent and overcome cyberbullying issue. Parents, older people, teacher and the surrounding environment of the youth should control all the media exposure of the youth, make sure the youth exposed to the violent content of media on the minimum quantity and quality. Although we cannot control the content maker of television, internet, and movies, but the government could appealed the content maker to create a content that free or at least with minimum violent behavior for the producer of television and movies in Indonesia. The government institution and related NGO organization should also create the anti-cyberbullying campaign, to educate the youth about the disadvantage and effect of cyberbullying, that cyberbullying could actually hurt someone else. With this campaign we hope that they will be more careful and thoughtful when using the internet.

5. Acknowledgments

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Predictive Factors for Cyberbullying among Secondary School Students in the Three Southern Border Provinces of Thailand

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Abstract

The objective of this study was to investigate predictive factors for cyberbullying among secondary school students in the three Southern border provinces of Thailand. Data were collected from 200 subjects and analyzed using the R program to determine Pearson's correlation coefficient and linear multiple coefficient. The study found five influential factors related to cyber bullying: parental violence)X₁(, peer violence)X₂(, media violence)X₃(, frustration)X₄(, and controlling upbringing)X₅(. All these factors had statistically significant positive relationship at the level of .001 with cyberbullying behavior among the secondary school students in the three border provinces of Thailand. The coefficients were .932, .867, .865, .863 and .817, respectively. Three factors: influence of parental violence)X₁(, influence of peer violence)X₂(, and influence of media violence)X₃(were found to be predictive with statistically significance at .001. All variables had statistically significant positive relationship at .001 with cyber bullying behavior among the secondary school students in the three border provinces of Thailand. The prediction equation in raw score form was $Y_y = 0.38X_1 + 0.34X_2 + 0.33X_3 + 0.56$.

Keywords: Predictive factors, cyberbullying, students, three southern border provinces of Thailand

1. Introduction

Cyberbullying is a new form of bullying derived from communication technologies. This form of bullying is limitless under the Internet system including cell phones and computers. Cyberbullying comprises 1) gossiping or reviling, 2) libeling, 3) pretending to be someone else negatively, 4) revealing someone else's personal information or confidential information, and 5) deleting or blocking someone from the group. These actions affect individuals who are victims mentally and socially. Mental and social statuses are important indicators of violence among students still overlooked by society [1, 2, 3].

Cyberbullying behavior is caused by various factors including imitation behavior by copying behavior of others or the media, and controlling upbringing that makes them frustrated and feel that their needs are not fulfilled which forces them to have bullying behavior only to let out their feeling just for fun without taking into account the effects on the victim [3, 4, 5, 6,]. This corresponds with Baumrind [26] who specified that the effects of controlling upbringing on the child include stress, worry and frustration which cause the child to seek a way of releasing these negative emotions that result in deviant behavior. Similarly, Laeheem and Sangkharat [19]

found two variables that have statistically significant positive relationships with bullying behaviors at the level .001 among students to be frustration ($r = .916$) and influence of parental violence ($r = .904$). This indicates that a high level of frustration and influence of parental violence results in a high level of bullying among the students.

Laeheem [25] describes influences of violence resulting in violence behaviors among students to be composed of the following. 1) Influence of peer violence: Behaviors showing emotions and feelings with violence among peers which can be both positive and negative interactions can cause and change behaviors among students. 2) Influence of violence media: This refers to programs on different media channels including games, cartoons, plays and movies in which actors act according to the violent roles they play that show violence behaviors such as verbal violence when using violent, impolite, and vulgar words, and physical violence when quarrelling and fighting. 3) Influence of parental violence: This refers to perceiving, sighting, and being in the environment where parents use violence towards each other. For example, parents use impolite words to scold each other, quarrel, and physically injure each other. Children can imitate or copy such violent behaviors and have negative behavioral changes [16]. Wachs et al [22] found that daily behaviors such as quarrelling, being aggressive, drinking alcohol and alcoholic beverages and truancy or skipping class are highly related to cyberbullying. Kopecky [23] also found that cyberbullying among students is a particular form of risk behavior in today's world where students are influenced by violence from the Internet environment. However, this type of behavior can happen in children, teenagers as well as adults. Cyberbullying involves threatening and unavoidable defamation. It has been found by studies conducted in Thailand and other countries that cyberbullying affects victims mentally such as feeling uneasy, annoyed, resentful followed by frustration. Victims of cyberbullying may have mental problems as a result of their moodiness, anxiety, worry, and panic. Many studies found that frustrated individuals tend to show aggressive and bullying behaviors to release their frustration or feelings which can also lead to depression. The most serious effect found by some studies was that cyberbullying is an important variable related to student suicides [3, 4, 6, 7, 8, 19, and 27].

Because the three Southern border provinces of Thailand have been in the crisis of violence with continuous unrest during the past decade and the problem is complex and can be linked with many other problems, the way of life among people living in the area has been affected [9, 10, 11]. Students are a group of population that plays an important role in directing the nation's future. Related literature review found that secondary school students usually use a high level of violence in various forms with their peers and people around them and this tends to increase continuously [12]. It was also found that students are a group of population who spend the longest hours on Internet use at 53.2 hours per week. It was found further that 57.2 percent more urban students than rural students use the Internet [13].

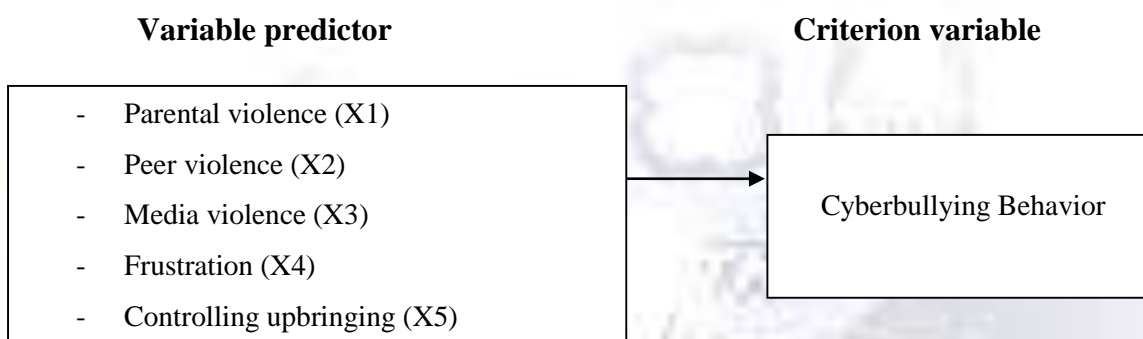
In addition to the aforementioned problems, there were some predictive factors for cyberbullying that prompted the researcher to conduct this research on predictive factors for cyberbullying among secondary school students in the three Southern border provinces of Thailand to find relationships between five predictive factors and cyberbullying. These five predictive factors are parental violence, peer violence, media violence, frustration, and controlling upbringing. An equation was used to make predictions. The results of this study are expected to be beneficial to individuals

involved in overseeing and preventing problems related to cyberbullying. It would also be useful to development of or as a guideline for solving the problem in accordance with the condition and with the appropriate approach.

2. Research Objectives

- 2.1 To determine the relationships between five influence factors of parental violence, peer violence, media violence, frustration violence and controlling upbringing and cyberbullying among secondary school students in the three Southern border provinces.
- 2.2 To create a multiple linear regression equation that can predict cyberbullying behavior among secondary school students in the three Southern border provinces.

3. The conceptual framework of research



4. Research methodology

4.1 Population

The population was 13,021 secondary school students from 9 schools in the academic year 2017 in the three Southern border provinces [14].

4.2 The subjects

The subjects of the study were 200 secondary school students (20 times the observed variables in the model) from government schools in urban areas of the three Southern border provinces in the academic year 2017. The subjects were selected using stratified random sampling. All the three Southern border provinces consisting of Pattani, Yala and Narathiwat were included in proportional stratified random sampling to distribute representation of the population. One government secondary school in Mueang district from each province was selected through sampling without replacement. Then the last step of selecting the subjects was performed using purposive sampling from students in the age range of 13-18 years who used online social network including using the Internet services at least three consecutive hours per day because there is a tendency that this type of Internet users would be involved in cyberbullying [6].

4.3 Research instrument

The research instrument was a questionnaire developed with the following process.

1. Study related concepts and theories to define terms needed for measurement.

2. Write a questionnaire to cover all the definition of terms.

The questionnaire consists of 7 parts as follows. Part 1: Personal information such as gender, province of residence, Internet source, and experience of cyberbullying. Part 2: Cyberbullying behavior assessment consisting of five aspects and 24 question items devised based on the concepts of Tudkuea and Laeheem [2]. For example, *"I say bad things about someone who is not present in cyberspace"*. Part 3: Influence of controlling upbringing consisting of 5 question items based on Baumrind's concept [26]. For example, *"My parents setup rules for my use of online social media"*. Part 4: Influence of parental violence consisting of 7 question items based on Bandura's concept [28]. For example, *"I have seen or heard my parents use impolite words with each other through Facebook/Line/telephone"*. Part 5: Influence of peer violence consisting of 5 question items based on Bandura's concept [28]. For example, *"I have a close friend who usually use curse words at others in the cyberspace"*. Part 6: Influence of media violence consisting of 5 question items based on Bandura's concept [28]. For example, *"I gossip and scold other people using bad words I get from online social media"*. Part 7: Influence of frustration consisting of 6 question items based on Dollard and Miller's concepts [27]. For example, *"I am worried when expressing my opinions or posting something on cyberspace"*. The questionnaire was a 5-point rating scale: *Never, Once in a while (less than 6 times), Occasionally (6-10 times), Often (11-15 times)* and *Regularly (16 times or more)*. The score assigned for each was 1, 2, 3, 4, and 5, respectively.

3. The questionnaire was tested by three experts to determine content validity and content validity index (CVI). Only question items with item content validity index (I-CVI) from .67 were included in the questionnaire and the values obtained were between .67 and 1.00.

4. The questionnaire was used in pilot testing given to 45 secondary school students in the three Southern border provinces who were not in the subject group to determine item discrimination using Pearson's product moment correlation coefficient between item score and correlated item total correlation (CITC). Only question items with correlation coefficient from .20 or more [15] were included; the values obtained were between .23 and .91.

5. Cronbach's alpha coefficient was employed to test the questionnaire reliability. It was found that the parts of the questionnaire on cyberbullying behavior, influence of controlling upbringing, influence of parental violence, influence of peer violence, influence of media violence, and influence of frustration had the reliability of .942, .793, .845, .768, .789 and .761, respectively.

5. Data collection

The researcher himself collected all the data and the research project was approved by the Center for Social and Behavioral Sciences Institutional Review Board (SBSIRB-PSU), and the certificate number was PSU IRB 2018 - PSU – St – 001.

6. Data analysis

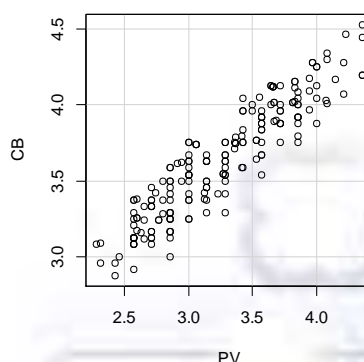
The data were analyzed using the R program. The descriptive data were analyzed to determine frequencies and percentages while Pearson's product moment correlation coefficient and linear

multiple coefficients were employed to determine the relationship between the predictor variable and criterion variable.

7. Results

1. Most of the students in the subject group were female (68 percent) living in Pattani Province (34 percent), using the Internet on the cellphone (52.5 percent), and had experience of cyberbullying once in a while (42.5 percent).

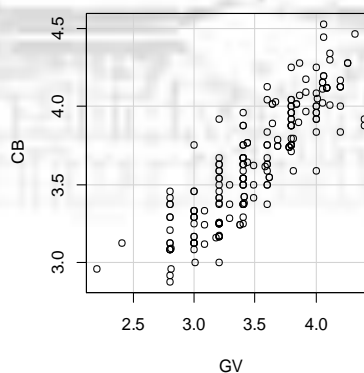
2. Influence of parental violence (X1) had a positive relationship with cyberbullying behavior among secondary school students in the three Southern border provinces. The relationship was statistically significant at the level .001 and the coefficient was .932 (Fig. 1).



$$r = .932 \quad t = 33.82 \quad \text{prob} = .000$$

Fig. 1: Relationship between the influence of parental violence)X1(and cyberbullying behavior

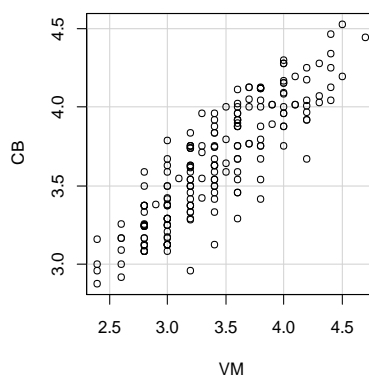
The influence of peer violence)X2(had a positive relationship with cyberbullying behavior among secondary school students in the three Southern border provinces. The relationship was statistically significant at the level .001 and the coefficient was .867 (Fig. 2).



$$r = .867 \quad t = 24.51 \quad \text{prob} = .000$$

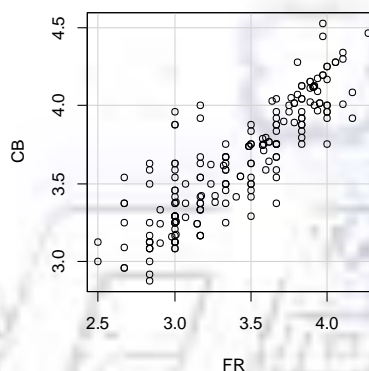
Fig. 2: Relationship between the influence of peer violence)X2(and cyberbullying behavior

The influence of media violence)X3(had a positive relationship with cyberbullying behavior among secondary school students in the three Southern border provinces. The relationship was statistically significant at the level .001 and the coefficient was .865 (Fig. 3).



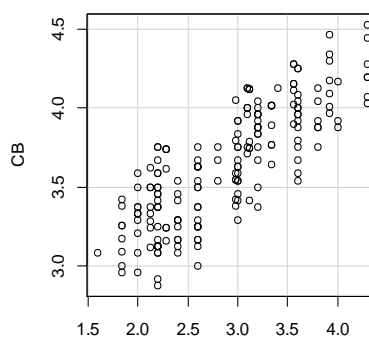
$$r = .865 \quad t = 24.25 \quad \text{prob} = .000$$

Fig. 3: Relationship between the influence of media violence)X₃(and cyberbullying behavior)X₄(had a positive relationship with cyberbullying behavior among secondary school students in the three Southern border provinces. The relationship was statistically significant at the level .001 and the coefficient was .863 (Fig. 4).



$$r = .863 \quad t = 24.08 \quad \text{prob} = .000$$

Fig. 4: Relationship between the influence of frustration)X₄(and cyberbullying behavior)X₅(had a positive relationship with cyberbullying behavior among secondary school students in the three Southern border provinces. The relationship was statistically significant at the level .001 and the coefficient was .817 (Fig.5).



$$r = .817 \quad t = 19.95 \quad \text{prob} = .000$$

Fig. 5: Relationship between the influence of controlling upbringing)X₅(and cyberbullying behavior

3. From regression modelling using the stepwise method, three predictor variables were found able to predict cyberbullying among secondary school students in the three Southern border provinces at the statistically significant level of .001 and the predicting efficiency was 94.7 percent. The three predictor variables: influence of parental violence)X₁(, influence of peer violence)X₂(, and influence of media violence)X₃(had positive relationships with cyberbullying at a statistically significant level of .001. The predictor variable with the highest level of relationship with cyberbullying was influence of peer violence)X₂(while the predictor variable with the lowest level of relationship with cyberbullying was influence of media violence)X₃((Table 1). The prediction equation in raw score form could be written as follows: $Y_y = 0.38X_1 + 0.34X_2 + 0.33X_3 + 0.56$.

Table 1: The last form of factors predicting student cyberbullying

Variable predictor	Coeff.	S.E.	β_0	t-value	t-prob
constant	0.56	0.06		9.154	.000
Parental violence (X ₁)	0.38	0.03	.452	11.274	.000
Peer violence (X ₂)	0.34	0.09	.469	3.812	.000
Media violence (X ₃)	0.33	0.03	.455	9.649	.000
F-value = 857.273***		F-prob = .000		R ² = .947	
R ² adjust = .946		Std.err of estimate = .085		df = 195	

8. Discussion

The study found three predictors that could explain cyberbullying among secondary school students in the three Southern border provinces: influence of peer violence)X₂(, influence of media violence)X₃(, and influence of parental violence)X₁(with $\beta = .469, .455, \text{ and } .452$, respectively. This indicates that imitation is the cause of behaviors among students because peers are people that students spend most of their time with and they also feel closest to. In the students' opinion, peers are people who understand them more than others do which may be because they are the same age. However, each individual student can have different opinions depending on their analytical skills. Thus, peer behaviors can have effects on student learning process and student imitation behavior. When students perceive cyberbullying their peers do for a long time, they may see that it is normal. This is in agreement with Bandura's observational learning [16] in which a model can influence individual's behavior, and the environments can virtually be models for individuals. However, this does not mean that the individual will copy everything from the model but rather select to copy something only. In observational learning, a model has three functions: create a new behavior, reinforce the existing behavior, and restrain behaviors [16]. All the predictor factors are involved in observational learning. Likewise, Laeheem and Sangkharat [19] found that influence of parental violence is related to and can directly result in students' imitation behavior which is normal for individuals to learn from observing models, especially people closest to them such as their parents, relatives, teachers and schoolmates. A study by Baldry [24] found that factors resulting in violent behavior were violence that students have seen which reinforces them to have violent behavior without knowing it. Furthermore, Masrungson [21] found that

domestic violence can cause emotional problems, particularly, repression and confusion, low self-esteem, lack of confidence, depression, and a tendency for self-injury.

In addition, Iamsuphasit [17] reported that the models that students imitate begin from the persons closest to them. Students learn behaviors from people around them and imitate their behaviors through observation, particularly, from people they have high respect for and people they feel close to. Students usually think that behaviors they see are normal and can be used in their everyday life. Many academics have found that influence of peer violence, media violence and parental violence are related to and can directly result in imitation behavior among students. Usually, individuals learn to behave through observing their models, especially people closest to them such as their parents, relatives, teachers, peers, and online social media. They learn to have similar behaviors and think that violence is normal. Therefore, there is a high tendency for different forms of violence to happen [18, 19, 20, and 21].

9. Recommendations

9.1 Recommendations for use

The study found that influence of peer violence had the highest level of relationship with cyberbullying, followed by influence of media violence, and influence of parental violence, respectively. All of them have influential relationships with cyberbullying. Therefore, parents, teachers and related organizations should take into consideration effects that might follow their negligence of the use of the Internet by students, and start to pay attention and attach importance to them, especially the activities they do in the cyberspace. Students should receive advice about the use of cyberspace and what to do when problems arise because their behaviors may be influenced by the environments which can be persons or media from different channels. Therefore, it is high time that all organizations involved pay attention to this matter and utilize the results of this study as a guideline for forming policy or seek ways to solve the problem timely, and to develop Thai youths who are important for national development so that the country will be developed efficiently.

9.2 Recommendations for further studies

1. The same studies should be conducted with students of schools attached to other organizations and at other levels of education to compare the results and to confirm the study results so that they can be used as guidelines for development or forming related policy more concretely.
2. There should be studies to seek ways to solve the problem or to prevent the problem related to risk behaviors for cyberbullying through integration under a research for development process that can lead to solving the problem properly and efficiently.

10. Acknowledgements

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The Adaption of “undertaker” under Modernity in Urban Community of Southern Thailand

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Abstract

The aim of this article is to study the adaption of "undertaker" under modernization in urban community of Nakhon Si Thammarat, Southern Thailand. The studied area was the crematorium of Chamao temple in Thawang SUB-district, Muang District, Nakhon Si Thammarat. This research was conducted using the qualitative research methods and the data was collected from documents, non-participation observation and in-depth interview. The collected data were categorized according to the purpose of the study, interpreted, concluded, and displayed by using descriptive content analysis. The participants can be separated into 3 sub-groups; elders in the community, monks and undertakers. The results illustrate that, under the process of modernization within urban community of Nakhon Si Thammarat, the adaptation of undertakers can be grouped into 6 aspects; 1(they were elevated to be the crematory officer of the temple 2(only one undertaker)officer(can take responsibility of the duty 3) Crematorium was developed from traditional crematorium to two rooms' non-polluting crematoriums which the dead body and coffin was burnt separately, resulting in a better health of undertakers 4) they also hold a part time jobs such as contractor, factory worker, or shop keeper, etc. 5(they making use of modern technology by contacting with the customer/ other funeral services through social network such as Facebook, Line application 6(they are considered to be a “Funeral Entrepreneur” and have to keep in touch with their business partners.

Keywords: Undertakers, adaptation, urban community in Southern Thailand

Introduction

Ghosts and spirits are often associated with Thai people and society. Generally, Thai people believe that the family members or relatives become ghosts after their death and ghosts possess their own needs and hungers. Thus, worship and oblation for ghosts' needs, conventional practices in order to prevent the ghosts from scaring people, and transferring of merit to the ghosts are needed.)Phraphiphatpong, 2011(¹ Cremation and/or funeral ceremony, ranging from bathing the corpse, collecting and transferring the corpse into the coffin, chanting , crematory, to bone collecting, were then set as religious or cultural conventions to handle with life after death of one's family members, relative or friends.

The funeral ceremony and rites must be properly performed by the ritual expertise, if not; there can be negative effects on the ghosts themselves and other people in the family. The funeral ceremony is considered one of life's most important events. It ensures that the soul of the dead person will be able to get its new body in the next world and also allows the family members,

relatives or friends to express their heartfelt condolences to the loss of their loved one for the last time (Wongtad 1996)² The main point in funeral ceremony is the procedures that the “corpse” is handled. Step by step, from transferring the corpse into the coffin to bone collecting, “undertaker” is the one who involve in every aspects of the ceremony. According to The Royal Institute Dictionary)2011(³ “undertaker” refers to the person who involved in the funeral ceremony from binding a body with holy thread until the cremation. The undertaker will take care of the corpses until they were burned and become ashes and s/he considered closer to the dead than the relatives themselves. For that reason, the undertaker is a necessary person and plays a big part in the funeral procedures. S/he is responsible for transporting the corpses to the temple, managing, washing and transferring the corpse into the coffin, reciting incantations over the corpse, take the corpse into the crematorium and collecting the bone.

Under the development and changes of society in modern society or “Modernization” as Giddens (1992)⁴ has referred to as products of the industrial revolution, including the use of production technology to produce a large number of output and rapid economic development of capitalism. Modernization leads to difference and exclusion and it not only affect the economic development but also changed the patterns of political systems, social norms, class structures, and personality of people in such society. The study of adaptation of the undertaker is related to the modernization, because the modernization likewise, had an effect on funeral ritual and villagers’ way of life in urban community of Nakhon Si Thammarat that had been changed since 1977.

Formerly, the dead body was burnt in a funeral pyre with the villagers who collaboratively work to arrange the burial, cremation or other funeral services by using temple funds. Until 1978, the social and cultural conditions in the community have changed according to the access of transportation, roads, electricity, water supply and other facilities. For example, the villagers began to initiate their own business, many of official buildings, religious buildings/parsonages and temple walls were built, and crematorium was used instead of funeral pyre. Funeral ceremony was transformed into separate ceremonies. The equipment used in the funeral service became goods in rental services, from which it once was sharing. Almost everything in the funeral seems to turn into deals. The funeral ceremony also reflects social status, its sizes and forms have to be suitable match with host status. Particularly, traditional funeral arrangement have changed; religion has become much more of a business of selling coffins, wreaths, beverages, cremation, audio equipment, and souvenir)Phrapalatkasem Khemachitto, November 7, 2017). Regarding to the funeral ceremony, there are many procedures which are in line with the trends of consumerism and capitalism as Tangtruimjai, (2003)⁵ stated that social changes result in traditional way of life of people as well as the funeral ceremony, which concurrently affects social relations. The temple Wat Chamao has long been the center of cremation in urban community of Nakhon Si Thammarat, as it was used for burial or cremation of the prisoners under the sentence of death from Nakhon Si Thammarat Prison. It was the first temple in the community that had crematorium and using cremation ceremony (Phaisan Phaksupho, December 9, 2017). Therefore, we can clearly see the changing dynamics in the cremation and the adjustment of the undertaker from this aspect.

As mentioned previously, the undertaker is very important person who play a big part in the funeral procedures. Under the society changing circumstances, societal relationships and people’s behavior was also changes. The researchers, aimed to study the adaptation of undertakers to the

changing conditions of the modern society. The results of such understanding will contribute to the improvement of life quality of the undertakers and the paper also acts as a space for them to gain the existence and human dignity in the society.

Objective/ Hypothesis

To study the adaption of "undertaker" under modernization in urban community of Nakhon Si Thammarat, Southern Thailand.

Methodology

This research was conducted using the qualitative research methods and the data was collected from documents, non-participation observation and in-depth interview with 3-months data collection sessions (October - November 2017) during cremation and no cremation days. The collected data were categorized according to the purpose of the study, interpreted, concluded, and displayed by using descriptive content analysis. The participants can be separated into 3 sub-groups; elders in the community, monks and undertakers.

Results

Corpse management according to Thai believe in Nakhon Si Thammarat has long been performed since the protohistorical period (5-10th century BC) with the strong tie to Buddhism and a belief in life after death, the rituals or ceremonies were performed strictly (Pricha, 1997). There were evidences of the cremation creation (Sam Sang) in Nakhon Si Thammarat in 1995 and the roof of the building was modernized in 1957. After being influenced by the modernization along with capitalism and consumerism, culture, economic and social structure (Giddens, 1992) in Nakhon Si Thammarat community had undergone great changes. With regard to the undertakers, the simple funeral ceremonies were transformed into a consumerism trends that allow coffin businesses, funeral ritual businesses, and others relate business to taking places. Especially, in 1977 when the crematorium furnaces were used, instead of funeral pyre, and in 2013 when the electric crematoriums were introduced, the undertakers had to considerably adjust themselves to changing circumstances. That is to say, earlier, there's no specific role or duty for the undertakers, they're being a supporter in a burial processes just like others villagers in the community who collaboratively help to arrange the ceremony. However, recently, people in the community are live separate lives; one's roles were clearly separate from others. The undertaker's role, changed from the past that they all helping each other, became the job of a specific group of people. Mainly, the adaptation of the undertakers can be summarized into 6 aspects as followed:

1(Changing society, changing undertakers

Interview findings showed that undertakers have gradually changed their way of life to the impulses of modern-industrial society. In other words, they used to live in a mutual benefit society where people helping each other's, but now they have to work to serve their own interests as the interviewees said:

“...Before the year 1977, the undertakers in Nakhon Si Thammarat didn't have clearly defined roles and responsibilities within the funeral because the relatives or family of the dead will mainly arrange the burial. Yet, since 1977, after the crematorium was thoroughly used, the duties of the undertakers were getting

clearer and we were visibly deputed to position at each crematoriums or crematories in the community...”)Adisorn Siangloi, November 26, 2017(

“...In the past, most of the undertakers weren’t accepted by the society; because they were seen as scary necromancers. But currently, they have adapted their look to be like normal people and dressed up normally...”) Phaisan Phaksupho, December 9, 2017(.

Nowadays, the undertakers only have few responsibilities in corpse management as each role or duty in the funeral arrangement was visibly divided. We only have to bind the corpse with holy thread, perform a ceremony before taking a corpse into a coffin; inactivate elements in the dead body. Other duties were in the responsibility of the relatives and the monks...”) Thawin Watthanaphokha, December 3, 2017(.

“... At present, undertakers perform procedures by focused more on convenience than the thoroughly strict rituals as in the past. For this reason, they being less respected and hamstrung to be a wire-puller in the ceremony...”)Lung BunChai)alias(, December 17, 2017(.

Briefly, undertakers have gradually changed their way of life to the impulses of modern-industrial society. In other words, they used to live in a mutual benefit society where people helping each other’s, but now they have to work to serve their own interests. Formerly, the undertakers didn’t have clearly defined roles and responsibilities within the funeral because the relatives or family of the dead will mainly arrange the burial, in turn, after the crematorium was thoroughly used, the duties of the undertakers were getting clearer and they were visibly deputed to position at each crematoriums or crematories in the community. In addition, most of the undertakers weren’t accepted by the society; because they were seen as scary necromancers. However, lately, they have adapted their look to be like normal people and dressed up normally. Undertakers only have few responsibilities in corpse management because each role or duty in the funeral arrangement was visibly divided. They only have to bind the corpse with holy thread, perform a ceremony before taking a corpse into a coffin; inactivate elements in the dead body. Now, undertakers perform procedures by focused more on convenience than the thoroughly strict rituals as in the past. For this reason, they being less respected and hamstrung to be a wire-puller in the ceremony.

2(Go it alone: Modern undertakers

From interviewee's point of view, death is a natural part of life and human beings have had rituals to deal with it. Undertakers play a critical role in corpse management taking care of life after death and corpse and performing religious rituals. As the old undertaker was dead, the monks of the temples will persuade somebody to come into a new undertaker. If there is no undertaker at the temple, no one can handle the cremation or manage the corpse. Thus, undertaker roles in the funeral are very important and this duty must only be managed or controlled by a person. Also, the creation of a crematorium requires a lot of money, it has to be used by a professional, if not; the furnace could be damaged because of the ignorance or the lack of knowledge to use it. As one of the interviewee stated that:

“...I think everything depends on money...”)Adisorn Siangloi, November 26, 2017(.

“... There's no assistant, only one person will be responsible to be an undertaker...”)Lung BunChai)alias(, December 17, 2017(.

In summary, death is a natural part of life and human beings have had rituals to deal with it. The undertakers play a critical role in corpse management taking care of life after death and corpse and performing religious rituals. One will become an undertaker, instead of the old undertaker that was dead, by the persuasion from the monks of the temples. If there is no undertaker at the temple, no one can handle the cremation or manage the corpse. Thus, undertaker roles in the funeral are very important and this duty must only be managed or controlled by a person. The crematorium has to be used by a professional)undertaker(, if not; the furnace could be damaged because of the ignorance or the lack of knowledge to use it.

3(Electric Crematorium: Environmental / health adaptation

Interview findings showed that there was the air pollution from the cremation which is the smoke and the odor of the early stages of the burial, causing much inconvenience to those living in their vicinity. Traditionally, the coffin is burnt along with cremation. During the first 30 minutes of the cremation, the flame will burn the coffin until it breaks and when the coffin breaks, the body will then be burned by the flame. In this stage, the evaporation from the corpse the decomposition of fat and other elements, and others stuff in the furnace, such as clothing and personal belongings of the deceased will decrease the temperature of the furnace and if there is no suitable fuel, this will lead to incomplete combustion, smoke and other air pollutants. This cremation stage will last about 20 - 30 minutes. After this stage of burning, the temperature will increase and the body will shabby and the bones will be disintegrated, there is no smoke or smell after this stage, according to interview data from the interviewer that:

“... as the villagers complain about the smoke and odor that affect the health and environment of the community for a long time, the abbot solved these environment-related health concern by the creation of pollution-free cremation. So, people lived around the temple can have a better health and environment. Now, the pollution-free cremation has been created for 6 years...”)Phaisan Phaksupho, December 9, 2017(

“... In the past, we use charcoal as a fuel for cremation, producing significant amounts of smoke pollution. The authorities came to investigate the impact of it and after that, only pollution-free cremation was used...”) Dam (alias), November 15, 2017(

The cremation was changed due to health adaptation, as the villagers complain about the smoke and odor that affect the health and environment of the community, the abbot solved these environment-related health concerns by the creation of pollution-free cremation. So, people lived around the temple can have a better health and environment. The pollution-free cremation has been created for 6 years until now. By the way, two rooms' non-polluting crematoriums were used in most temples, but occasionally the relatives want to use expensive and elegant coffins, so we have to separate the casket from the corpse to reduce the toxic smoke. The former generation of undertakers did not separate the coffin with the corpse, and much of them had lung disease. Traditionally, the coffin is burnt along with cremation. During the first 30 minutes of the

cremation, the flame will burn the coffin until it breaks and when the coffin breaks, the body will then be burned by the flame. In this stage, the evaporation from the corpse--the decomposition of fat and other elements, and others stuff in the furnace, such as clothing and personal belongings of the deceased will decrease the temperature of the furnace and if there is no suitable fuel, this will lead to incomplete combustion and smoke and other pollutants. This burial stage will last about 20 - 30 minutes. After this stage of burning, the temperature will increase and the body will shabby and the bones will be disintegrated, there is no smoke or smell after this stage. In the past, we use charcoal as a fuel for cremation which producing significant amounts of smoke and air pollution. Later, the authorities came to investigate the impact of it and after that, only pollution-free cremation was used

The crematorium has been evolved slowly from a funeral pyre into a non-polluting electric cremation. It is consistent with the current context in actual society, which people was encouraged to reduce the air pollution in order to eliminate germs and dust from the combustion chamber due to incomplete combustion. Non-polluting electric cremations meet these needs of society, especially, in the context of urban society, and it will continue to be developed. As told by the participants that:

“...two rooms’ non-polluting crematoriums were used in most temples, but occasionally the relatives want to use expensive and elegant coffins, so we have to separate the casket with the corpse to reduce the toxic smoke. The former generation of undertakers did not separate the coffin with the corpse, and much of them had lung disease....”)Thawin Watthanaphokha, December 3,2017(.

“...Today's, people care a lot about their health. As an undertaker, we must work properly and try strictly not to affect the community environment...”)Phaisan Phaksupho, December 9,2017(.

To sum up, the crematorium has been developed from a funeral pyre into a non-polluting electric cremation. It is consistent with the current context in actual society, which people was encouraged to reduce the air pollution in order to eliminate germs and dust from the combustion chamber due to incomplete combustion. Non-polluting electric cremations meet these needs of society, especially, in the context of urban society, and it will continue to be developed. In addition, two rooms’ non-polluting crematoriums were used in most temples to reduce the toxic smoke or any impact on the community. Today's, people care a lot about their health. The undertaker must work properly and try strictly not to affect the community environment. Unfortunately, sometimes, the relatives of the dead want to use expensive and elegant coffins, so the undertakers have to separate the casket with the corpse to reduce the toxic smoke.

4(Economic adaptation: A variety of livelihood

From interviewee's point of view, the structure of an economy is always changing under different influences in the society. Now, the undertaker's career is considered one of the career options. They earn a salary from the temple but it is unsteady as it's depended on the frequency of cremation. According to the participants:

“...In the past, the role of undertaker in the funeral rites was not clear and more like helping each other than a job. However, when the crematoriums were used,

the undertaker receives 300 - 500 Baht per one cremation. Nowadays, there is the electric crematoriums cremation that cost 4,000- 5,000 baht each corpse; the undertaker will receive 1,000 - 1,500 baht per one cremation...”)Phaisan Phaksupho, December 9,2017(.

“...Only salary received from an undertaker career is not enough for living in today's economy. We have to find another part-time job--that is to sell grilled chicken, me and my wife sell grilled chicken in front of the temple and collect the money for family supporting, and for bills paying. Each month, we will get an additional income of 4-5 thousand...”)Adisorn Siangloi, November 26,2017(.

Briefly, the structure of an economy is always changing under different influences in society. In the past, the role of undertaker in the funeral rites was not clear and more like helping each other than a job. At present, the undertaker's career is considered one of the career options. They earn a salary from the temple but it is unsteady as it is depended on the frequency of cremation. If there were a lot of corpse buried at such temple, the undertaker will have a lot of money. In 1977 - 1987, the undertaker received 300 - 500 baht per a cremation. Later, there is the electric crematoriums cremation that cost 4,000-5,000 baht each corpse; the undertaker will receive 1,000-1,500 baht per one cremation which account for 5000-7000 baht per month. Unfortunately, the salary received from being an undertaker is not enough for living in today's economy. Some of them find another part-time job to get an extra income for example, technician, contractor or peddler.

5(Modern undertaker: The use of technology

Communication systems have a significant positive impact on undertaker career. The undertakers can easily use *Facebook* or *Line* application to contact the host, the clergy, or a funeral service groups. In addition, the undertakers need to always find the new knowledge because, these days, the cremation is easy that anyone can do it. Thus, the undertakers must try to focus on the knowledge of the ritual according to people beliefs, values to ensure the relatives of the dead that his/her soul will be able to get its new body in the next world. The modern undertakers need to have a good appearance, skillful in the cremation procedures, participate in related training, be righteousness and a teetotaler, and have a cellphone to contact either via *Facebook* or *Line* application. As stated by one undertaker that:

“...It is very important that the undertaker must dress well, don't drink alcohol and participate in related training. I attended the training of Department of Pollution Control and received the certificate and shirt to wear in the funeral. We have to be skillful in the cremation procedures. So that we can offer effective and reliable advises for the host of the ceremony and ensure them that the soul of the dead will be able to get its new body in the next world. Sometimes, these effective works result in the higher compensation rate (Tip). Importantly, I also have a personal Facebook and Line account for making instant contact with the relatives of the dead or contact with people related to the funeral or the monk. These applications made my work more convenient, fast, and help me save travel expense...”)Dam (alias), November 15, 2017.(

6(Funeral Business: Undertaker in urban community

According to the interviewees, it was found that Nakhon Si Thammarat province had its first electric crematoriums in 2013. The municipality of Nakhon Si Thammarat had investigated and

agreed that the temple Wat Chamao is the main place that was used for funeral ceremonies. People are living densely in the government agencies, schools. There are at least 30 cremations each month with the use of old crematoriums and charcoal as a fuel to burn. This is the cause air pollution, smoke and odor that affect the health and environment of people in the community. Also, many villagers concerned that the cremation of serious illness body, the smoke and odor may affect their health and happiness. Hence, the government has approved a budget of 3 million baht for the construction of the electric crematoriums and it is currently in use.

At that time, the social and economic conditions in the urban area of Nakhon Si Thammarat have changed dramatically, possibly as a consequence of the economic crisis. The villagers need to adjust themselves-- relocating for a new job, starting a new business such as making a sale, being a contractor, factory worker, or shop keeper, as a result, the traditional funeral management has been changed. In most case, when someone dies, family member or relatives of the dead would contact the caretakers of the dead, which, mostly, were the undertakers to transport the corpses to the temple, bind a body with holy thread, reciting incantations over the corpse, and take the corpse into the crematorium.

There are many others elements in which the funeral ceremonies are organized, ranging from purchasing coffins, flowers, candles and incense, inviting the monk for chanting, renting the audio system, preparing food and souvenirs, etc. One of the participant indicated that most of the undertakers will be responsible for all of the procedures:

“....In these days, undertakers should have contact information of almost entirely funeral or memorial arrangements services. Sometimes, family member or relatives of the dead couldn't take a personal leave or need to run some urgent errands. S/he will contact us to transport the corpses to the temple and let us proceed with all necessary steps such as contacting casket rental, flower, souvenirs or wreath service, audio system rental service, prepare monks' offering, food and beverage, etc. Then, the host will pay for the expense of goods and services later with shop owners. We will get paid for being the coordinator, or it could be included in cremation service. In some cases, the host may give some money to us in advance to pay for goods or services. Maybe s/he gave us 100,000 Baht, so we have to allocate money, keep contact with related stores, and have good price knowledge...”)Bunchai)alias(, December 17, 2017.(

Discussions

The socio-cultural changes in the urban community of Nakhon Si Thammarat have gradually been turned into the modern society, which is a product of the industrial revolution. The rapid expansion of capitalism has changed people's way of life, cause many adaptations. The crematorium has been evolved slowly from a funeral pyre into an electric crematorium. The cremation was changed due to health adaptation, that is, the use of two rooms' non-polluting crematoriums to minimize air pollution. Regarding to social aspects, there are concerns about ritual knowledge, respectful and reliable dressing. Lastly, the undertakers have adapted themselves to the economic needs of a funeral business. Modern communication technology tools have played a role in facilitating business operations. Such adaptation is the result of a process called, the modernization crisis, in which everything was view as being "worth" instead of "value". In other words, we can call it a "death commodity" processes that exist even in a funeral tradition. Our finding is in line with

Lertsukprasert (2005)⁶ which states that symbolic consumption makes significant positive economic impact on corpse management and Phramahacharan (2010)⁷ that the funeral now became a business of death--casket rental service, souvenirs or wreath service, the funeral arrangement and management services. As a result, the undertakers became "Funeral Entrepreneur" which is consistent with the study of Manittayaku (2007)⁸ which concluded that most of the undertakers in Bangkok had an average income of 10,000-20,000 Baht per month and they also hold a part time jobs as funeral director or funeral management.

Suggestion

Our findings show that the adaptation of "undertakers" according to the modernization of urban community of Nakhon Si Thammarat can be divided into 6 aspects; 1(they were elevate to be the crematory officer of the temple 2(only one undertaker)officer(can take responsibility of the duty 3) crematorium was developed--from traditional crematorium to two rooms' non-polluting crematoriums which the dead body and coffin was burnt separately, resulting in a better health of 4) they also hold a part time jobs such as contractor, factory worker, or shop keeper, etc. 5) they making use of modern technology by contacting with the customer/other funeral services through social network such as Facebook, Line application 6) they are considered to be a "Funeral Entrepreneur" and have to keep in touch with their business partners. The following 3 recommendations for research are based on the study findings: 1(Future studies can examine the identities of undertakers existed in the past until now, and find ways to preserve such identity for the self-worth, professional, and funeral ritual in Thai society 2(The general public should endeavor to understand the undertaker's identity to grasp their dignity, social values, and peacefully coexistence and 3(the local authority should has a thorough understanding of undertaker's identity, appearance, and values which lead to the development of funeral activities/ceremonies. Such understandings also have impact on the way of life of the undertaker and help improving their quality of life.

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Participant

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Thawin Watthanaphokha, interviewee, Damrongphan Chaihaowiraphong interviewer, 77 Tha Wang Sub-district, Muang District, Nakhon Si Thammarat, December 3, 2017.

Lung BunChai (alias), interviewee, Damrongphan Chaihaowiraphong interviewer, the temple Wat Chamao, Muang District, Nakhon Si Thammarat, December 17, 2017.

PhraPalat Kasem Khemachitto, interviewee, Damrongphan Chaihaowiraphong interviewer, the temple Wat Chamao, Muang District, Nakhon Si Thammarat, November 7, 2017.

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Affecting Factors to Promote Thai Cultural Identities of Siamese Buddhist Monks in Kelantan State of Malaysia

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Abstract

The purpose of this research was to study obstacle factors to promote of Thai cultural identity of Siamese Buddhist monks in Kelantan State of Malaysia. Qualitative research collected data by observation, In-depth interviews with monks, people in community and officers total 15 persons. Bring data to check the triangles data analyzed and descriptive analysis. The results of study found that obstacles to promotion of Thai cultural identities of Siamese Buddhist monks are 4 folds that 1) influencing external culture 2(The condition of secularism that composted of the Siamese people is minority in Kelantan. The lifespan of the Siamese people is not much income. The Siamese people is less ordination, Siamese people lack of Thai language skills. 3(Siamese Buddhist monks less learn Thai language and culture. The Buddhist monks not enough to participate in Thai culture activities. The arrival of monks from other country, 4) Kelantan government lack of budget to support Siamese ethnic.

Keywords: Thai culture identity, Siamese Buddhist monk, Kelantan state, Malaysia

Introduction

Kelantan is state of Malaysia. In addition Muslim is large population. Siamese people are minorities. These people live in Kelantan state for long time. Kelantan has historically been associated with administration of seven former Thai royal districts. Kelantan state had been a capital of Thailand until this land was given to Britain in exchange for the extraterritoriality.) Aryuwatthana, 2004(Later Britain gives independence to Malaysia. Kelantan is a part of Malaysia. The Siamese of Kelantan must become an exile. The influence of Thai culture deep into the way of life of Siamese people. The time has passed until Malaysia to become Islamic country. It was found that the current these people are still Thai Buddhist. They use Thai language communication to maintain Thai traditions. The Siamese monk is minorities maintain a strong culture. As result study of)Johnson, 2011: 173- 179(“Strange Buddhas and the king of the monks: locating history and community in a Muslim state. He concluded Thai Buddhists in Kelantan live in Malaysia among majority of Muslims. There is no legend to tell the origin but these people have a mechanical system. They try to create cultural self-expression unique in the modern state of Malaysia. It understand that the edge of society. In the study of)Khunpet, 2015: 143- 159(have pointed out Kelantan Buddhist monks are very important in strengthening Buddhism and Thai culture. There is more existence in the midst of Muslim ethnicity. They stimulate cultural promotion when Thai culture was weakening. Monkhood is the meaning of the existence of Thai cultural identity. However, Kelantan is different from other states, Kelantan strictly Islamic tradition. The law is stricter than any other states. The Buddhism spread in the bounds of other non-Muslim peoples. The violation to Muslims led to a negative reaction from the Muslim state's power structure.)Ismail, 2010: 8 -18(therefore, the local state policy focuses on guiding the way

of life of population to follow the strict Islamic way. It give priority to Malaysian Muslims. The population is more than 90% of the total population in Kelantan. This has a profound effect on the way of life and business of Malaysian people in Kelantan. (Ismail, 2006: 12- 15) research on Buddhism in the Muslim state, Theravada Buddhist practice and Siamese lifestyle in Kelantan. The persistence of Buddhist temples in Kelantan. It seems to depend on how the Siamese adapt to the local context. The extent use Malay language a symbol of holiness. The acceptance of the Sultan of Kelantan as a Siamese Buddhist guardian has ensured legitimacy for himself among Buddhism and Muslims. Siamese Buddhist monks not use the method of confrontation. Siamese Buddhist monks not propagate Buddhism among Muslims people. Therefore Thai culture limited promotion.

The promotion of Thai cultural identity problem has many factors. As the study of)Tepsing, 2015:43-50) Thai temples in Kelantan want to show their traditions but less successful. Both fund raising supporter from Thailand, Malaysia and Singapore. Nevertheless, Thai architecture and sculpture are very rare. One of the Chinese capitalists who have power to donate. The Chinese arts in Thai temple effecting to reduce some Thai identity. The research shows that the Siamese Buddhist monks trying to promote Thai cultural identities in various ways. The problem is that many obstacles and not goal. However, cultural activities can be accomplished. The researchers interested these problems obstacle factors promotion of the Thai cultural identity of Siamese monks.

Literature Review

The writings of)Adsakun, 2014:17 - 45(show that factors affect cultural change are many as physical environment, population change, population increases or decreases affected to adaptation, being alone or live together, The structure of each society and culture, different attitudes and values, awareness of basic cultural needs.)Wankaeo, 2002:53- 70(comments that affect the geographic factors, political and military, religious and ideological factors, social environment, grassroots movement.

Research Purpose

To study obstacle factors promotion of Thai cultural identity of Siamese Buddhist monks in Kelantan, Malaysia.

Methodology Research

1. This research uses qualitative approach data collected from two sources, collected data from documentaries, research articles, theses academic, reports documents, including related theories as a guideline to data analysis.

2. Field research through in-depth interviews and observations.

2.1 In - depth Interview, researcher used a broad set of questions to motivate to interviewee target with in a conversational manner. The trust can be talked questions research. The data key informant gave information to the most informative persons, including abbots, monks, village leader, village headman, and community leader.

2.2 Phenomena observation occurring with attention defined in formal way to analyze the relationship. The observations are: 1) participatory observation and 2) no participatory observation monks, people live near temples and reactions responded by promoting Thai cultural identity.

The field study researchers need to be more specific and define their roles for convenience of collecting information in community. Prepare tools and questionnaire, collect data, village map, camera, contact, coordinate and permission letter to the authority or responsible in the community.

Data validation, uses data triangulation, proof data that researcher has correct acquired or not, regarding from 3 sources as, time, place and person are interpretative analysis construct, analyze summary and depiction.

Results

A Study obstacle factors affecting promotion of Thai cultural identities of Siamese Buddhist monks in Kelantan, Malaysia. It is as follows.

1.) Factor of influencing external culture

The obstacle to promoting Thai cultural identity of monks. The first is Siamese people in Kelantan have accepted other cultures, Chinese culture, and western culture as result. Siamese monks used their perseverance especially the new generation turned their own Thai culture. The problem is that the offspring get outside cultures without careful consideration. Because children study in the city and received the modern use in daily life and learn more academic to admit affects to old culture less confidence in Thai culture. Because outside culture overwhelmed. The new generation of modern culture will bring about the forgetting of own culture. Because their culture is not modern, especially the language of their communication. It dare use in community or city because shame to other ethnic insults. Use English, Muslim language then lost of Thai language identity. Sometimes mixed together with other language. It effect to loss of multicultural learning of Siamese people lack of authenticity of the original culture. It must adapt to change and coexistence with other ethnic groups. Siamese people survive in the midst of multiculturalism by mixed other languages in Kelantan Malaysia. The way of Siamese people is not very demanding of government. In living simple Thai culture may not be full because of the association with other cultures. This causes a decrease of Thai cultural delicacy, it mixed with other cultures by accepting modern culture from the west into the greater area. The life of the new generation has huge impact. Siamese monks need to be motivated efforts to organize cultural events in temples such as Loykrathong festival, Songkran festival, Tenth lunar monthly merit making ceremony, etc.)Piyawanno, S. interviewer on January 6, 2018(in order to show the new generation, the older people have to cultivate their religion and culture in the midst of cultural change. So children have to be conscious of their own cultural roots and continue from generation to generation by expressing gratitude to their ancestors.

2.(The factor of secularism state in Kelantan

Secularism refers to ordinary people that is not monk. These people are vital to the survival of Thai cultural identity. Contributes to cultural conservation activities under the leadership of Siamese Buddhist monks. According to studies, it has been found that obstacles to secular issues, effect of promoting Thai identity as follows.

The minority of Siamese people in Kelantan

The power of Siamese people in Kelantan is not enough expansion of Thai culture. The Siamese people rate of birth less than Muslims, disadvantage in the proportion of the population. The less government budget help the Siamese ethnic in Kelantan, fewer people and different religions become the fringe of Malaysian society. There are promotion problems of Thai culture. The changeable in the structure of the culture that has long been preserved, consistent with the concept of)Addsakun, 2014(one of the factors that influenced cultural change is population change, the number of population increases or decreases affects adaptation. The smaller number of people come from the relocation of Siamese people around the temple, because of the occupation in the various fields they studied. The most of it will flow into the capital because of very modern and has many living facilities. This result is why these people have left home and will not return home. This is why the Siamese people began to reduce the number. Siamese people have inherited land from their ancestors. The area is not much. When there are more families and children. They need to divide the land to their children. The land is not enough to make housing, cannot buy from Muslims because the constitution law Siamese people cannot buy land from Muslims. It can be bought from other ethnic groups like people of Chinese descent or Hinduism. The Siamese people have relocate buy other land that is far from home. Diffusion in the resettlement and there is a chance takeover by Muslims. Cross- ethnic marriage must change status to Muslim altogether. As a result Siamese monk obstacle factor that was the driving force of Thai cultural identity from the people.

The Siamese people is less income

In promoting Thai culture identity of Siamese Buddhist monks rely on the secular Siamese people. They participate in the traditional activities in the temple. However from the need to work for a living not have time to participate activities in the temple. The occupation of people then reduce time to help the measurement. It due to the economic problem. The Siamese people began to distance themselves from the temple. They also require their children to study university of Malaysia for have a good job and not much time to promoting Thai culture. As the interview “The parents will send their children to study more for a good jobs. The monks who are the manpower less in promoting Thai culture. Monks are less ordained because they want to earn a living and increase their income. “(Phipat Atthakit, P. interviewer on January 9, 2018(Siamese people have less civil servants then lack of representatives of the Siamese in the public sector. The people not care Siamese people in Kelantan then need to help each other. The government budget not enough to Siamese people. Siamese people do not expect received much budget from government. The occupation of Siamese people is mostly agricultural. The occupation not much income depend on yourself and others, especially the Chinese Malays help maintain the identity of Thai culture. But these Chinese people often want to have Chinese culture mixed in Thai temple.

Siamese people less ordination

The monks are less motivated to promote Thai identity. Because of the current situation, parents will encourage their children to more education. The goal is to work and focus on the economy and create families. Thus the number of novices in Kelantan was reduced. In the past monks and novices have been ordained in temples and make cultural activities. So they closely and love Thai culture. Nowadays technological advancement and ease of use in daily life, effect on the soul. Siamese people less interested in Buddhism then lack of a leader to promote Thai culture. As interview “Number of monks has less become obstacle because when ordained in the short time.

The new monk does not understand the role of good monks, lack of consciousness in conserving Thai culture.)Papankharo, P. Interviewer, on January 7, 2018) abbots need more patience to work. The fact that little monks problem in religious public service such as funeral, wedding, housework, it is necessary to mobilize the monks from various temples to participate in various rituals as set by religion. As interview “The less number of monks is one of the obstacles.”

Siamese people lack of Thai language skills

Thai language basics of Siamese is few and not strong. It is not deep study of Buddhism and Thai culture, because lack of teachers who have the ability to teach Thai language in Kelantan. It is a chain effect.)Boonkhet, E. Interviewer, on January 9, 2018(. The communication is an important mechanism of Thai cultural learning. Most Siamese lack of reading skill and writing skills making less effective to learning and reading Thai culture various media. Affect the understanding and preserve Thai cultural identity. Monks cannot read a books effect to Thai culture.

3.(Condition factor of Siamese Buddhist monks in Kelantan

Siamese Buddhist monks are the main force of promoting Thai cultural identity. The majority of Siamese monks as leaders or advocates. In addition to religion, it also includes activities related to Thai culture. However, as a Buddhist monks, there are some obstacles to promotion Thai cultural identities follow as

The monks less knowledge of Thai language and culture

Monks in Kelantan are less educated in Thai study, it make reading or pronunciation prayer unclear, because they use English book prayer in Buddhism. It make not understood in Buddhist education and lack of interest in memorization and traditional. Some monk learn scholar's education more than learn dharma. The behavior of the monks rarely respect the disciplines as they should, make fail of religion propagation and Thai culture. If Buddhism is not strong, it will result in Thai culture is not strong. Most of the Thai language and culture taught by Buddhist monks in temple. Later, the number of monks decreased then use volunteers taught Thai language. However the problem of Thai language teaching are not enough school books. The teacher not enough. It have sent students from Rajabhat Yala University to teach Thai students in Kelantan. Teachers are mostly Muslims, at first there will be some resistance, because students want to learn Thai culture. When period to teaching, then so close to being intimate and understanding. It practice of living together among multicultural families, children will adjust well. The lack of Thai language teachers in the measure leads to an urgent solution. It have project teach the younger generation called "volunteer teachers". The older students who graduated teach the younger student but not continue, because after graduated secondary school, they must to study in Government University. The time to teach the younger generation to drop down and depart school, lack of effective teaching Thai language schools in Kelantan.

Siamese Buddhist monks not participating fully time in cultural activities

Role of monks to propagate Buddhism. If outside Thailand, monks also act as Thai leaders, in the field to propagate and conservation of Thai culture. However, even in cultural field, responsibility by monks. The Buddhist monks will go to work full-time as a layman cannot do it. Because contrary to the discipline, can do in the temple and do not perform very important roles or dedicated to lost Buddhist discipline. It is necessary to set up a representative to serve the monks

in each function. The monks will be the only main force supporting religion and Thai culture. It may not be so strong.

Not accept arrival monks from other place

The arrival of monks from other place effect of diminishing Thai cultural identity in Kelantan. There were problems in Kelantan, many years ago there are Buddhist monks from Thailand stayed in the Kelantan state. They brought the northeast culture of Thailand, for example” Baisri cultural activities “then make cultural conflict. Siamese people in Kelantan will not accept the culture that comes from elsewhere. That not like the culture of Kelantan, maintaining the cultural identity of Kelantan, It must be same eminent and will not change such as pray or ritual must be Kelantan only. The Siamese people in Kelantan have strong cultural strengths until now. The monks from Thailand stay in Kelantan not long time. The Siamese people in Kelantan love their cultural identities and rarely accept culture from other place. In addition, some Buddhist monks from Thailand want to build their own economies, not sincerity in the measure development. It was rejected by the Buddhist monks in Kelantan. From this issue, there was no resolution rank of the monks who came from other place in Kelantan. The monks from Thailand or abroad only resident. (Damrong, D. Interviewer, January 8, 2018). One of the reasons why monks in Kelantan are reduced. The lack of attraction from Thai monks or abroad monks. Because it will be not progress, it takes time to live, rarely come to Kelantan.

4.(Kelantan government lack of support Siamese Buddhist monk

The governorate of Kelantan is an Islamic state. There are other religions exists must not affect Islam. Malaysia has a constitution that Islam is a national religion. Other religions cannot conflict with Islam. Theravada Buddhism in Kelantan, Kedah, Perak, Terengganu, so it is difficult to claim. The Sultan will help Siamese monks to be symbolic. It cannot be shameless because Islam is the national religion of Malaysia. Budget support is not more. Organizing activities to promote Thai cultural identity must mobilize the budget itself, minimal funds for the event, lack of support from various agencies. It is necessary for the monks to raise money and set up their own funds. The annual festival such as Loy Krathong festival, Songkran festival, New Year festival. Monks set up cultural booths to make funds from various agencies. There is a religious and cultural center located at Wat Matchimarama by Kelantan leader monk is president and Phrakru Piphat Atthakij as secretary of religious and cultural center.

Discussions

The summary above, we can discuss the factors from 4 characteristics. The first characteristic is external influences is a consequence of modernity and globalization. The receiving influencing international or foreign cultures; even the culture of other ethnic groups affects to Siamese people in the way of life. Reducing the cultural identity existing in Thai temples. To response needs market in the consumer society more popular. The results study of (Tipsrinimit, 2011:1-28) the monastery has changed, it's and mix identity, multiculturalism comes into blend. Such as Utthamarama temple, pagoda is a Thai style but mixed Chinese art. The Chaeng Buddhavas temple have statues of the gods according to belief of Chinese. Thai temples accepted other cultures for sake income. There is less adherence to Buddhist commercial then Thai art have only partially. Some temples have Chinese or other ethnicities. The overwhelming lack of a layout of the Thai style. It is the worst Thai identity in Buddhism.

The second factor is that of ordinary Siamese people. The less of Siamese people and poor. The Siamese people need to less ordination and lack of Thai language skills of Siamese people. These factors have look at the way of life. This group condition promoting the Thai cultural identity of the Siamese monks. That is the less power of the Siamese people, able to fight or negotiate with Muslim group. The preservation of cultural identities under the guidance of monks. If there are fewer Siamese people, it more obstacles. People are less likely to be involved in the activity. If there are other ethnic groups, it is usually negotiation. As study of)Tepsing, 2015:43-50(studying Thai temple which is more preferable to Chinese art than Thai art. The cause of coming of the Chinese capitalists' patron, they built Chinese style to respond to these people. Malay Chinese people play a role in supporting the existence of Thai culture. This is the same religion. The small number of Siamese have less effect on the number of ordained monks. The need for the ordination of the Siamese people has been reduced and lack of strength in promoting identity of Thai culture. Even some Chinese Malaysians will play a role in supporting the existence of Thai culture. But they did not think of the same Siamese people. They do not want to ordain Thai monks less compensation for Thai monks. The Siamese are trying to maintain Thai culture and protect Thai tradition. Consistent with the study of (Ismail, 1987: 6 -13) Wat Pathumwihaan of Baan MalaJ, A Study of Siamese and Chinese Buddhists in a Malay State. It is found that people of Chinese accept Theravada Buddhism. It is preserved by the Siamese elite, consisting of a monk who has been a ritual expert since the past. These people became the caretakers of the sacred knowledge of the religion and the healer of the Siamese Buddhist tradition. However, even Chinese people seem to support the temple and the monk. However, even Chinese people seem to support the temple and monks, but they have not fully committed to religion, just like the Siamese people.

The third characteristic is the factor of the Buddhist monk have less learn Thai language and culture. Buddhist monks not fully participating in the activities and arrival of foreign monks, reflects on the promotion of Thai cultural identities in two ways. Reliance on monks as teachers of Thai culture and monks as community leaders. It is not just religion it also include worldly things. Siamese monks are currently less educated in Thai language and culture, turn to other subjects for modern stream. At the same time did not become a teacher because crossover mission. The monks are less responsible, consistent with the results of the study. (Khunpet, 2017:143- 159) The Theravada Buddhist missionary in Kelantan also has obstacles. At present, most monks are ordained for a short period time. Some temples do not have Buddhist monks, some years lack of caregiver and dependence of community. The monk's unwillingness to participate fully in cultural activities is liable to affect the discipline of Buddhism. This condition has become a barrier because ordinary Siamese people have high hopes for promoting Thai culture of monks. There are six aspects of monks' roles: religious governance, religious education, educational welfare, dharma propagation, religious facility, and religious public welfare. (Monk's manual, 2012) from this role, it will be seen that the promotion of Thai cultural identities will not be in fully dedicated of the monks. It may lack the power of the promotion of Siamese monks. This condition is based on social change, despite the high expectations of many monks. The monks still remain in the monastic discipline, consistent with the concept of (Wankaeo, 2006:53-70) religious and ideological factors are one of the causes of social and cultural change. The monks of Siamese in Malaysia still have some relief in the discourses to preserve Thai cultural heritage among multicultural society.

The fourth factor pattern of Kelantan rule lack of government budget support. The Kelantan state is an Islamic state, which is quite religious in principle, any action of Siamese people must be limited, the extent to which the government approves. This is why Siamese people share cultural activities that will not affect other cultures reconciliation. In line with the study (Ismail, 2006:12-15) on Buddhism in the Muslim state Theravada Buddhism and the Siamese lifestyle in Kelantan. The persistence of Buddhist temples in Kelantan It seems to depend on how the Siamese adapt to the local context. Although the society is large mainly Muslim at the same time the Siamese monks used no means of confrontation by adopting a policy that does not have Buddhism published among Muslims. It helps reduce tension between religions as with the study's findings (Rashid, 2011:73 - 80) The Social Interaction between Muslims and Buddhists in Kampong Tendong Village, Pasirmas, in Kelantan, Malaysia. It is found that the universal value of two religions is Islam and Buddhism binds people together. It is not problem that weakens the interaction between people in the village. Religious differences are not the main cause. The results reflect Kelantan's rule, despite religious and cultural differences is not quite a barrier. The result is that the pattern of government is a major obstacle because the Siamese people go beyond the limits set by the state law. The other factors lack of budget support from the state due to religious disagreement with other religions. This may be a moral offense and comply with the comments of (Ngamchana, C. 2018, interview) government does not justify the policy for political campaign but in reality it does not appear.

Suggestion

1. The other researchers want to deepen this research. It should penetrate obstacle to promoting Thai culture more. It will be useful for academic work and helping people of Siamese to live in a multicultural society.
2. It should study the eminent characteristics of monks and leaders who are capable of promoting Thai culture in Kelantan. To bring these traits to teach the next generation for maintain identity Thai culture as long as possible.
3. To study the local wisdom of Siamese people in Kelantan in the field of religious and cultural treatment among the ethnic diversity and cultural prominence that can maintain the original culture.
4. To interview Muslims people in Kelantan state for need to comment of them in the culture of Siamese people. Their feeling with Siamese people, then information is comparable to the Siamese people. Brought new knowledge that can be applied in the multicultural areas in Kelantan.

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Theme: Media and Communications

The Knowledge Synthesis from the Studies about the Masculinity in 36 Years (1980 – 2016)

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Abstract

This article aims to synthesize the knowledge from studies about masculinity in 36 years (1980 – 2016) which is divided into 5 periods and gather the information from 110 studies. The result found that the first period, the ideal men period (1980 – 1993), most studies focus on behaviors and roles of characters. They emphasize on the ethical theories and the idea of roles. In the second period reflects societies through the men's eyes (1994 – 1998). Most studies focus on the cultural reflection from statuses and roles of men which use the personality theories and films reflect the society theories. The third period is the pursuit of leadership (1999 – 2004). Most studies focus on images and being the leaders of men which use leadership theories, image theories, and discourse theories. The fourth period involves metro-sexual and gender diversity (2005 – 2010). Most studies emphasize on masculinity in the field of metro-sexual and the bargain of homosexual-men by using discourse theories, gender theories, and masculinity theories. The fifth period involves the pursuit of heroism and a reflection of modern masculinity (2011 – 2016). Most studies are interesting in the heroes' stories, sexual cultures of men, and the masculinity crisis, which use heroism theories, invented tradition theories, and modern theories.

Keywords: Knowledge, masculinity

Introduction

Masculinity is the way to present the role of being man towards what is expected from the community. The definition of being man or characteristics of being man that are valued by the community or looked as the symbol of being man is social constructions which have to be expressed. Masculinity can be developed, changed, or adjusted and adopted in sometimes. In the case of Thai community, being man in one era may be being the leader who has the power in leading and controlling the life of himself and the other [1] When you consider masculinity or being man in Thai communities, from reading from the literatures about masculinity in 36 years (1980-2016) found that masculinity is the social construction in many ways or types which gather various of styles and value from social groups and different social levels. Thus, being man are different according to social contexts which can be found in the literatures, dramas, and films.

From studying about the literatures about masculinity in 36 years by history processes, we can gather the information 110 stories totally. They are divided into 5 periods: The image of ideal masculinity (1980-1993), The image of men's view in social and cultural contexts (1994-1998), The characteristics of the leader (1999-2004), The change of masculinity definition (2005-2010), and The heroes and the image of being men in modern social context (2011-2016).

The synthesis of research information about being man from those 5 periods makes us see the development, views, concept ideas, theories, research methodology, the scope of study, research

resources or areas, and also the organizations which involve with the information. It is beneficial for studying and for social and culture, especially in terms of giving definition of masculinity, image of being man, or the results of the development that condition the change of man expression. These knowledge or information will be the base which causes finding the new information which leads to living together of humans under the variety of genders.

The image of ideal of ideal masculinity (1980-1993)

The image of ideal masculinity (1980-1993), in this period, we found that there is the studies which point that how the ideal men look like. We also found that there are 5 researches that study about the image of ideal masculinity. For instance, the research about the main actor in Ka-wa-soh [2], the research about the roles of monks in the present literatures [3], and the research about the analysis of the behaviors of Vessantara, Pra Loh, Khun Pan, and I-nao according to Ethics [4].

From the study about the views of ideal men above found that the ideal men are variety in terms of behaviors, roles, and lifestyles under the concept ideas and theories which are different. For examples, the research about the analysis of the behaviors of Vessantara, Pra Loh, Khun Pan, and I-nao according to Ethics use the Rationism by Immanuel Kant, and Utilitarianism by Bentham and Mills. These make the ideal men have to be the men who show the good behaviors which are like in the mentioned theories. However, the research about roles of monks in the modern literatures considers the ideal men from the roles which are under an expectation towards the ideal social norm. It makes the ideal men who are the monks have to know well about the principles and, be the comforter, and can give people advices to solve the problems, and also be a model of ordinary living. The research about the main actor in Ka Wa Soh considers the ideal men through roles, behaviors, and lifestyles. It makes the idealem which exist in Ka Wa Soh have to win the problems, be powerful, and have variety of abilities, and also have many wives. The men's behaviors have to show the fight between goodbess and badness, and the goodness win the badness finally. Thus, the image of udeal masculinity which happened in each research are different according to the concept ideas or theories which have brought to be considered.

All the reseraches which have studied reflect the ideal masculinity (1980-1993) use the documentary research methodology which is the study from the literatures such as, the literatures which is used to analyze the behaviors of Vessantara, Pra Loah, Khun Oan, and I-nao, the study from the modern lituratures: novels and short stories; such as, the novels and short stories which have the main ideas about the monks. It also includes the study about each Ka Wa Sih literatures in order to analyze the roles of the main actors in Ka Wa Soh literatures. So, the study about image of ideal masculinity includes the scope of study about life's structure, roles, and behaviors of men in Ka Wa Soh loteratures. It also has the study about men's roles in statuses of being monks in the modern literatures and the analysis of men's behaviors according to Ethics. Concept ideas which are used to study the image of Ideal men includes psychoanalytic theory by Sigmund Freud, psychoanalytic theory by Erik H Erikson, and ethics. Moreover, we found that there is using of the concept about the analysis of novel, concept about literature criticize, concept about roles in terms of social study, concept about the values of work, concept about the particle of literary work, Functionalism, and concept about the social volues.

The mentioned research is the work of master student from Master of Art Program in Lan Na Studies, Chiang Mai University, the master student from Master of Art Program in Thai, Prince of Songkhla University, the master student from Master of Education Program in Thai, Srinakharinwirot University, and the master student from Master of Education Program in Thai, Naresuan University.

The image of men's view in social and cultural context (1994-1998)

For this period, the researches which are interested to study about the image of ideal men are less interesting. However, there are some researches which more focus on the social image which makes us see the men's view in social and cultural context more. The researches study about the reflection of men's view in social and cultural context totally 8 stories, which are all work from the master students. For examples, the research about the relationship roles and the reflection of Thai culture of the characters in play performed by all men in Ayutthaya era [5].

The research about the analysis of the main actors in Vor.Vinijchaikul's novels [6]. The research about the analysis of the Chinese actors in Thai novels in 1967-1994 [7]. The research about the analysis of the main actors in Prapassorn Se-vikul's novels [8]. The research about the fight films from Hollywood with the image of masculinity [9]. The research about statuses and roles of women and men in the past: the image from Khun Chang Khun Pan [10]. And, also the research about the modern masculinity which reflects through the American films in 1996-1998 [11].

The researches in this period show us to see the men's view in the different context. Men begin to show their behaviors and roles according to their positions, such as, each period in Thai community, men can have many wives. Men also praised to be the leader in each family. In term of education, men have to study and seek for knowledge. Men are more important than women in term of religion. The study about the reflection of men's views in social and cultural context found that there are not only Thai men, but also Chinese men who are in the context of Thai social and culture. So, in this period is not to research about men in each period, but it is to analyze the Chinese men as well. Moreover, there is study about the American films which have brought to be showed in Thai community which make Thai community got the social values from the western, especially from The United State of America. In this period reflects the equal of human right.

All the researches which study image of men views in social and cultural context (1994-1998) still use the documentary research methodology mainly by analysis the information which involves with gender roles from the films. There are some interviewing with the film directors or staffs to fulfill the information. Besides, there is group conversation to know the opinions of men and women in order to analyze the information from films and other references. There also are the study about the actors in each level. There is analysis about characteristics of actors and analysis of statuses and roles of actors. For the study about the image of men's views in social and cultural context includes the relationship and the social image from the relationship between the characters. We also found that it has the study about the image of men's views in social and cultural context in the topic of actors' personalities, statuses, roles, and also the attitudes towards the masculinity.

The concept and theory which are used in study the image of men's view the social and cultural context have 2 types: 1) the concept which is used to analyze the characteristics will use the

concept of literary work analysis, 2) the concept which emphasizes on the equal of human right makes the image of men's views in the modern films always focus on the equal of human right between men and women. However, the image of men's views of men in the literary often emphasizes on Men are leaders.

The mentioned researches are work of the master student from Master of Education Program in Thai, Mahasarakham University, the master student from Master of Education Program in Thai, Thaksin University, the master student from Master of Education Program in Teaching Thai, Chiang Mai University, the master student from Master of Education Program in Thai, Srinakharinwirot University, the master student from Master of Arts Program in Mass Communication Administration, Thammasat University, the master student from Master of Art Program in Humanity, Silpakorn University, the master student from Master of Communication Art Program in Advertising, Dhurakij Pundit University, and the master student from Master of Arts Program in Mass Communication Administration, Chulalongkorn University.

The image of a man as a leader (1999-2004)

In the period that the thinking process of Thai community and educational movement are turned back to the image of a man as a leader, the community plays the role in creating the educational information. In this period, there is the analysis of the image of being leader in men that what they have to be. It has bringing the leaders in each era to analyze the image in order to show that how the leaders should be like. It also has study the researches about the image of men who are the leaders 16 stories totally. For examples, Tossakan who is analyzed the role in leader status [12], the research about the role of being a man of Rama in Ramayana [13], and the research about the image of the Thai kings in the literary in Ayutthaya era[14].

The image of a man as a leader is various. We are able to categorize a group of leader for 2 types: an authoritative and a moral leader. Both of them are found in many researches. For example, the research about Tossakarn: Analysis of the role and the image as a leader. It was said that Tossakarn was a self-centered commander. He used his power to intimidate his followers autocratically and considered only about his wants. Therefore, the image of Tossakarn as a commander was a person who used power to govern his country.

For the research about the leader role of Rama in Ramayana, it was found that it was totally different. Rama used his power to dominate his followers to obey and act from commands willingly. He was merciful and considered about the condition of people more than him. The image of Rama as a commander appeared morally and beautifully, and he was able to govern and administrate his country and citizen safely and happily.

The researches about the study of the image of a man as a leader (1999-2004) are performed with the method of documentary research by studying Thai histories. To study each issue, it started from the biographies. It was also found the study of the history of Chakri dynasty from chronicles, books, and documents. The research also analyzed the contents from main articles and focused on the process of interpretation which was based on leadership theories to describe and diagnose the masculinity by cultivating the personalities and behaviors of a man in the role of a leader. The research focused on the issue of a man's status in leaderships and the images and personality of male characters, which it provided the understanding of thoughts, imagination, and behaviors of

people on that time. Moreover, it aimed to study the issue about the potential of a leader including the guidelines for Thai political leaders' leadership development. These were concepts and theories for studying the image of a man as a leader: the concepts of the image, leadership theories, political ideas, role concepts, and the concepts about discourse.

These following researches were made by below: Master's degree students of Master of Arts program, Thai major, Silpakorn University, Master's degree students from Master of Arts program, political science major, Ramkhamhaeng University, Master's degree students from Master of Education Program, Thai major, Mahasarakham University, Master's degree students from Master of Education Program, Thai major, Srinakharinwirot University, and Master's degree students from Master of Communication Arts, academic film major, Chulalongkorn University.

The Shift of the definition of Masculinity (2005-2010)

In this period, it was found that there were various information and concepts about the study of masculinity. It also studied about the level of masculinity condition. It made the man in the present having differences and varieties, which differently from the past. There was the research about the definition shift of masculinity for 37 issues; they were divided into 2 groups. First was metro-sexual, for example, the research about male magazines and the metro-sexual process of masculinity [15] and the research about the perception for images of masculinity in male treatment advertisements from the television [16]. Second was the definition of homosexual masculinity, for example, the research about the genders and sexualities from movies [17], the communication of different sexualities: homosexual discourse in Thai contemporary theatres [18], and the story of gay in online literature community [19].

The research about the definition shift of masculinity (2005-2010) began from studying men from field resources. It showed the process of qualitative information, including documentary and qualitative study, which studied from novels, country songs, magazines, movies, short stories, documentaries, interviews, unofficial and official conversations, and associated observation. For the issue, it could be formed into 3 groups: the study of wimpy man in any aspects, the study of fighting and bargaining of different gender existence, and the study of language in making masculinity. For instance, sexual concepts, feminism theories, semiotic theories, sexual theories, discourse theories, identical concepts, power concepts, and globalization theories.

These researches were made by the staffs below: Master's degree students from Master of Communication Arts program in Journalism major, Chulalongkorn University, Master's degree students from Master of Communication Arts program in Mass Communication major, Chulalongkorn University, Master's degree students from Master of Communication Arts program in communication and acting major, Chulalongkorn University, Master's degree students from Master of Arts Program in Thai major, Chulalongkorn University, Master's degree students from Master of Arts Program in Women Studies, Thammasart University, Master's degree students from Master of Sociology and Anthropology in Sociology, Thammasart University, Master's degree students from Master of Communication Arts program in Business Communication major, Dhurakij Bundit University, Master's degree students from Master of Master of Political Science in Academic Government, Thammasart University, Master's degree students from Master of Communication Arts program in Thai literature major, Kasetsart University, Master's degree

students from Master of Communication Arts program in Culture studies, Mae Fah Luang University and Master's degree students from Master of Arts Program in Thai major, Khon Kaen University.

A hero and masculinity reflection in the present context (2011-2016)

There were 44 issues about a hero and masculinity reflection in the present context. It was divided into 2 ways. The first was the study of historic heroes, which it would relate with Thai social context that needed the hero to save the country. It provided the field research to know the aspects from the society what kind of a hero they need. For example, the research about Prayaprichai Darbhuk: the historic hero and the study from the aspects of folklore [20], The research about Prince Suea Khanfah: the story of heroes in Tai Yai literature [21], and the research about the heroic creation: Prince Theep Nakorn's images in Indonesia cultures [22] The second way was the study of masculinity reflection in the present context. There were both qualitative and documentary studies. Here were some qualitative researches. The research of sexual cultures of Thai males in the society in Chonburi province during 1958-2009 [23] Here were some documentary researches: the research of the ideology of masculinity in GM magazines: the critical study of discourse [24] and the research about male language dominance in Thai woman magazines from male and female aspects [25] In the fifth phrase, it was found the study from books in specific groups that definitely showed sexual meanings more than women. From that point, it appeared the power relationship of men that was more influential than women in sex magazines.

The research about the hero and masculinity reflection in the present context was performed by both documentary and qualitative study. For the information analysis to find the male images that reflected in present literatures, there were methods to get information: the analysis from writing information, the comparing process based on the scopes and purposes, the analysis of heroes in honor literatures, and the official and unofficial interview of male and female personalities. In this phrase of research, it focused on the issues about the heroic personalities and characteristics, reflection, beliefs, stories, existences, changes of images, responsibilities, roles, and male images in the present. The theories found in the research were symbolic theories, feminism theories, image and identity concepts, discourse concepts, the concepts of sex condition, symbolic interaction theories, the concept of traditional invention, narrative theories, and reflection concepts.

Theses researches were made by the staffs below: Ph.D. students from Bachelor of Arts Program in folklore, Naresuan University, Master's degree students from Master of Arts program in Thai major, Chiang Mai University, Master's degree students from Master of Arts program in Thai major, Thammasart University

Ph.D. students of Bachelor from Arts Program in Thai major, Naresuan University, Master's degree students from Master of Arts Program in South East Asia studies, Walailak University, Master's degree students from Master of Arts program in Criminology and Justice Studies, Mahidol University, Master's degree students from Master of Education Program in Thai major, Maha Sarakham University, Master's degree students from Bachelor of Arts in Japanese language and literature, Chulalongkorn University and Master's degree students from Master of Arts Program in Women Studies, Thammasart University.

Conclusion

The research about the masculinity reflects the image of the society; it appears men as a leader or a hero who has power more than women. Meanwhile, it shows the flow of the definition of 'a man'. With the knowledge synthesis from the studies, they can be classified for 2 groups. The first group consists of the researches that reflect the masculinity from ideals focus on studying the images of men as a leader and a hero. The second group, on the other hand, consists of the researches about studying the definition of masculinity based on the flow of globalization. It presents that Thai society may need some men to solve problems or conflicts in the society, but the masculinity cannot be changed under the flow of globalization. From the knowledge synthetic in this research, it makes aware of the progress of concepts or theories to compare the status of men. For instance, the image of country men will be shown in country songs was found that men who became a labor in the city, especially in Bangkok, in order to gain more incomes for promoting the level of economic status of one's family because the local society will praise the rich and the well-known. The images of aristocratic men in literatures was found that they must be an excellent the origin of birth, moral, respecting in others' honor. Identically, both concepts and theories for analysis aid to interpret the definitions, images, and masculinity expressions.

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Theme: Language and Arts

Relationship between Advertising Claims, Believability, and Purchase Intention in Advertisements on Food, and Supplement Products Appearing in Women's Health Magazine

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Abstract

In the competitive world where marketing is tensed and advertisements are everywhere. The language of advertising claim becomes an important factor to influence consumers into buying the products. It leads to the objective of the study which were to analyze the language of advertising claims on food and supplement products' headlines and body copies in Women's Health Magazine issued during the years 2012 to 2015, to measure the level of believability and purchase intention, and to study the correlation between believability and purchase intention. The verbal element in the advertisements was focused in terms of the language role and how it is used to persuade as well as how effective it results. The participants for the survey were 50 international female students sampled from non-native English students, studying at Babeş-Bolyai University, Romania. The result found that the highest frequency of occurrence of advertising in headline was the vague claim (26.97%), followed by the weasel claim (22.37%). On the other hand, the highest frequency of occurrence of advertising in body copy was the scientific and statistic claim (31.17%), followed by the weasel claim (24.24%). The level of believability and purchase intention amount the advertisements were both consider moderate. Regarding the relationship between the believability and purchase intention, there were positively significant correlations ($p < 0.01$) between believability level and purchase intentions level.

Keywords: Language of advertising claims, believability, purchase intention, health magazine

1. Introduction

Every day, we are bombarded by every possible form of advertisements. They penetrate into our routine activities in form of magazines, newspapers, billboards, brochures, leaflets and the Internet. Many consumers believe that they are not affected by those advertisements and try to avoid paying attention to them (1). However, consumers are unconsciously manipulated by effective advertisements and enable to recall them when buying products. The headline of the advertisements is the first impression to convey the primary message to the readers (2) and the body copy of the advertisements could also show the readers about the benefit of the product. Advertisers need to make the message believable with emotionally connected to the consumers by enhancing a visual and text together (3). Therefore, the claim in advertising language is an important element as a persuasive device to consciously or unconsciously persuade consumers into buying products (4). The effectiveness of the claim lies upon the attitude of the audience toward the product categories. The advertisers have to understand the nature of the target consumers before applying the suitable advertising claim techniques to persuade the viewers (5). As the advertisers have noticed the weak point of a human mind, many advertising techniques are created to fulfill the consumers' sense of psychological needs (6). A good claim technique can maximize

the believability level of the advertisements. It can lure the readers into believing the claims concerning with the rhetorical language (7). In conclusion, The verbal element in the advertisements can be focus in terms of the role of language and how it is used in persuading the readers as well as how effective is its result (8).

The objectives of the study were as follows

1. To analyze the type of the language of advertising claims of food and supplement products' headlines and body copy in Women's Health Magazine issued in years 2012 to 2015.
2. To examine the level of believability and purchase intention of the advertising claims of food and supplement products' headlines and body copy in Women's Health Magazine issued in years 2012 to 2015 among non-native speakers.
3. To investigate the relationship between the believability level and the purchase intention level of the non-native English speakers toward the advertisements of food and supplement products' headlines and body copy in Women's Health Magazine issued in years 2012 to 2015.

2. Literature Review

The related research on the advertising language and its effectiveness are divided into two issues: the language of advertising claim and the relationship between the advertising claim and its perceived believability level.

2.1 The language of advertising claim

The studies focus on the claim techniques used in advertisements cover various researches including the analysis of superiority claim to attract consumers in printed advertisements. Ariffin, Razali, Nikman, Baharum and Wahab (9) investigated the most commonly use claim in the language of advertising claim of Schrank framework (4) and the result showed that the weasel claim was in the first rank of the most used claim in CAM (Complementary and Alternative Medicine) advertisements. As the result, the weasel claim was considered the most highly effective claim to use in CAM advertisements. However, Suvaree (10) analyzed the advertising claim in airline advertisements in airline magazine showed that the scientific or statistical claim was used the most while the water is wet claim and so what claim were used the least because the claims containing clear evident were more used more than those without. Ariffin, Razali, Nikman, Baharum and Wahab (9) continued the sequent study to examine one of the superiority claims, 'The Weasel Claim' to investigate about the type of weasel words used in CAM advertisements. The research divided weasel words into 4 types. The result showed that the weasel words type 1 (Words of action or doing) such as 'help', 'can', 'fight', 'prevent', 'control', and 'work' was commonly used among CAM advertisements for a health claim. Arroyo (11) presented that scientific language, one of the language of advertising claim techniques, was the prior choice for skin-care product advertisements which make the advertisements more persuasive. The strange language of specialist could take the consumer by surprise. Moreover, Lapsanska (12) analyzed the linguistic devise used in printed advertisements and found that superlative adjectives, which are a part of weasel claim, are highly used for slogans in food products while numerals, scientific and statistic claim, are majorly used in automobile products.

2.2 The relationship between the advertising claim and its perceived believability level

In another focus, the studies aim at the advertising claim and its perceived believability level in the view of the consumer or audience. Many advertising language research focused on analyzing the effectiveness of technique in advertising language which could lead to high level of believability and purchase intention of the target audience. Arroyo (11) showed the using of scientific language was found to be more believable in skin-care product advertisements because the consumers tended to consider that if the products resulting from mixing of the surprising scientific components with certain proportions, specific in the formula, would improve their skin condition. As the use of rhetorical play of word and sound to create persuasiveness were the classic techniques for credibility and persuasiveness of the advertisements in various ranges of products (13), Parker (14) focused on the relationship between brand equity message and consumer respond including the brand trust, perceived ad claim believability and attitude toward the ad. The result revealed that the perceived ad claim believability is correlated to attitude toward the advertisement's credibility. Griffin and Cass (15) studying on social issue and believability revealed that the more the consumer involve with the social issue such as smoking cigarette, drinking alcohol and taking drug, the more believable the advertisements are. Moreover, the believability found to lead to positive intend and finally the intention to perform according to the persuasive message in the advertisements. Mohammad and Alkubise (16) suggested that the significant key to effectiveness in online product advertisements in terms of purchase intention is the advertising language along with other factors including the advertising content, consumers' income, and internet skills. Similarly, Hemamalini and Shree (17) agreed on the finding that the purchase intention of the advertisements positively correlated with the advertising message as well as the consumers' perception toward the products.

3. Methodology

3.1 Participants

The population of the study was the international students in Babeş-Bolyai University, Cluj Napoca, Romania. They were from different countries around the world including Algeria, Azerbaijan, Brazil, Belarus, Chile, China, Ecuador, Israel, Japan, Kazakhstan, South Korea, Georgia, Labin, Malaysia, Morocco, Moldova, Peru, Russia, Ukraine, Romania, France, Spain, Italy, and Hungary. All of them were non-native English speakers. The purposive sampling technique was used. The target participants of the study were female students who received Erasmus scholarship and lived in A1 dormitory which leading to the population of 78 students. The questionnaire were sent to all female students in A1 dormitory, however, only 50 female students participated in this study. They are all from Erasmus program in Babeş-Bolyai University in Romania and used English as a second language with the age ranges from 18 to 26.

3.2 Instrument

In this study, there were 3 instruments: the instrument for the language of advertising claim, the questionnaire for believability and purchase intention, and the interview for ensuring the results.

1. This instrument for analyzing the language of advertising claim was the framework of Schrank (1976). The analyzing framework consisted of 10 categories of advertising language techniques to persuade readers: the weasel claim, the unfinished claim, the we're different and unique claim, the water is wet claim, the so what claim, the vague claim, the endorsement or testimonials claim, the scientific or statistical claim, the compliment the consumer claim, and the rhetorical question

claim. Each type of claim holds different keywords and criteria to categorize the claim into the category.

2. The instrument for believability level and purchase intention level was a questionnaire. The questionnaire was divided into 2 parts: general information of the participants, and the believability and purchase intention scales. The general information consisted of the participants' gender, continent of origin, native language, and education level. For the second part, the questionnaire showed 8 pieces of advertisements. Eight advertisements in the questionnaire were randomly selected from 172 pieces of food and supplement product advertisements. Each piece of advertisement in the questionnaire had believability scale with 10 series of bipolar adjectives of Beltramini and Juster's 11-point probability scale with percentage and verbal equivalent.

Beltramini's believability scale is a semantic scale with 10 series of bipolar adjectives with opposite meaning separated. Each series has 7 scales for the participants to select the level of words ranging from 1 to 7 respectively to match their opinion toward the advertisement. The bipolar scale consisted of unbelievable and believable, untrustworthy and trustworthy, not convincing and convincing, not credible and credible, unreasonable and reasonable, dishonest and honest, questionable and unquestionable, inconclusive and conclusive, not authentic and authentic, unlikely and likely.

Furthermore, to collect the data for the purchase intention level, the Juster 11-point probability scale consisted of 11 points scale showing the possibility to purchase the product ranging from 0 to 10 with verbal description for each level. According to the scale, there are 0 no chance, 1 Very alight possibility, 2 Slight possibility, 3 Some possibility, 4 Fair possibility, 5 Fairly good possibility, 6 Good possibility probable, 7 Very probably, 8 Almost sure, and 10 certain, practically certain for the audience to select the percentage that is best fit their intention or their will to buy the products.

3.4 Data Analysis

All advertisements were analyzed for the typed claim techniques used based on the framework of Schrank (1976). One advertisement can have more than one advertising claim technique. The advertising claim techniques of both categories were ranked in order of frequent used. Descriptive statistics were used to categorize for frequency, relative frequency, and percentage of the typed claim techniques by statistical program. Frequency distribution and tables for quantitative data were also illustrated. The following formulas were conducted for frequency and percentage of the typed claim techniques (Sweeney *et al.*, 2009).

$$\text{Percentage} = \frac{(\text{Frequency of the typed claim techniques})}{n} \times 100$$

Where, n = number of samples

The result from the questionnaire was also used to analyze the correlation between believability level and purchase intension level by using referential statistics according to Pearson product-moment correlation coefficient. The statistical formula were used as follows.

$$\text{Where, } s^2 (\text{Variance}) = \frac{\sum (xi - \bar{x})^2}{n-1}$$

$$\text{Correlation Coefficient } (r_{xy}) = \frac{S_{xy}}{S_x S_y}$$

Where, S_{xy} = covariance of x and y

S_x = standard deviation of x

S_y = standard deviation of y

In terms of qualitative method, the interview of the ten interviewees which were random from the participants was conducted through video call program.

4. Result

The data of the advertising claim and the questionnaire were analysed and the results were explained as follows.

TABLE 1. Frequencies of occurrence of the advertising claim types found in the headline

Type of claim	Frequency of Occurrence	Percentage of Occurrence
The Weasel Claim	34	22.37
The Unfinished Claim	5	3.29
The “We’re Different and Unique” Claim	4	2.63
The “Water is Wet” Claim	16	10.53
The “So What” Claim	10	6.58
The Vague Claim	41	26.97
The Endorsement or Testimonials	4	2.63
The Scientific or Statistical Claim	17	11.18
The “Compliment the Consumer” Claim	11	7.24
The Rhetorical Question Claim	10	6.58
Total	152	100

The results as showed in Table 1 revealed the frequencies and percentages of the language of advertising claim types in the headline of the advertisements. The study showed that the advertising claim type with the highest frequency in the headline was the vague claim, which was found 41 times, with the percentage of 26.97 and the second highest frequency was the weasel claim, which was found 34 times on the headline section, with the percentage of 22.37, followed by the scientific or statistical claim which was found 17 times in the headline section with the percentage of 11.18.

TABLE 2. Frequencies of occurrence of the advertising claim types found in the body copy

Type of claim	Frequency of Occurrence	Percentage of Occurrence
The Weasel Claim	56	24.24
The Unfinished Claim	5	2.16
The “We’re Different and Unique” Claim	9	3.90
The “Water is Wet” Claim	30	12.99
The “So What” Claim	18	7.79
The Vague Claim	15	6.49
The Endorsement or Testimonials	7	3.03
The Scientific or Statistical Claim	72	31.17
The “Compliment the Consumer” Claim	9	3.90
The Rhetorical Question Claim	10	4.33
Total	231	100

It was also found that the language of advertising claim type with the highest frequency in the body copy as shown Table 2 was the scientific or statistical claim, which was found 72 times on the body copy from 172 advertisements with the percentage of 31.17 and followed by the weasel claim, which was found 56 times on the body copy section, with the percentage of 24.24. The water is wet claim ranged the third highest frequency, which occurred 30 times on the body copy section, with percentage of 12.99.

The result revealed that the means of the believability level of all semantic categories from all eight advertisements was still moderate with the average mean of 4.42 out of 7-point scale and the average mean of the purchase intention level from all eight advertisements was also moderate with the level of 4.89 out of 11-point scale.

TABLE 3. The summary result of the believability correlation from eight advertisements

	Believable	Trustworthy	Convincing	Credible	Reasonable	Honest	Questionable	Conclusive	Authentic	Likely	Purchase Intention
Believability	1	.914**	.826**	.771**	.873**	.774**	.692**	.747**	.783**	.894**	.669**
Trustworthy		1	.866**	.772**	.872**	.782**	.707**	.715**	.780**	.945**	.702**
Convincing			1	.815**	.861**	.801**	.749**	.724**	.812**	.853**	.766**
Credible				1	.818**	.913**	.814**	.886**	.892**	.747**	.899**
Reasonable					1	.782**	.709**	.736**	.771**	.868**	.706**
Honest						1	.773**	.907**	.902**	.782**	.852**
Questionable							1	.765**	.839**	.631**	.808**
Conclusive								1	.928**	.743**	.803**
Authentic									1	.777**	.867**
Likely										1	.664**
Purchase Intention											1

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

As illustrated in Table 3, the Correlation data revealed significant correlations between believability level of all semantic categories and purchase intention level among the respondents, which was concluded that those who believed in the advertising claims were likely to hold higher intention of purchasing the product whereas those who did not believe in the advertising claims tend to have lower intention to buy the products.

5. Conclusion and Discussion

In conclusion, the claim result of the headline showed that the highest frequency of occurrence was the vague claim and the second highest was the weasel claim, whereas the claim result of the body copy showed that the highest frequency of occurrence was the Scientific or Statistical Claim and the second highest was the weasel claim. The data also indicated that the means of believability and purchase intention were both moderate. However, it was found that there were positively significant correlations between the believability level and the purchase intentions level, which means those who believed in the advertising claims were likely to hold higher intention of purchasing the product than those who did not believe.

The difference of the advertising claim in headline and body copy could be explained that the headline and body copy have different functions. The headline functions as attracting attention whereas the body copy functions as giving details about the products (18). Thus, the researcher believe according to all evident that the headline, as an eye tracking part, should use the style of writing to be words play to attract immediate attention from the readers and guide the consumers to the body copy while the body copy, as a product convincing detail part, should use the technique to more information about the products for as well as explain the key benefits to persuade the consumers.

In the study, the vague claim was the most common used technique for the advertising headline. Grow and Altstiel (19) explained that the headline techniques includes rhetorical language such as the judicious used of puns and words play for encouraging the memory of the consumers, which overlaps with the vague claim technique classification because the vague claim usually involves the use of fancy and unrealistic vocabularies for the play of words. This technique is considered one of the best ways to immediate attract attention from the readers, persuade the readers, and encourage the memory of the reader (13); Grow and Altstiel (19).

The the result also showed that the most frequency claim in the body copy was the scientific or statistical claim.. Suvaree (10) and Lapsanska (12) found that the scientific and statistic claim was used the most in the advertisements in airline advertising and the automobile products. Arroyo (11) also revealed that the scientific or statistical claim was found the most in skin-care products advertisements, which is consider a health product as well as the food and supplement. These previous studies from different type of products and different time showed the analysis of advertising claim, which led to a rational result of the high frequency of the scientific or statistical claim in food and supplement products in Women's Health magazine. The reasons for the scientific and statistical claim is popularly and widely used in various types of product because people tend to trust quantitative data like statistical number and percentage because of it exactness with no

ambiguity. Therefore, the advertising message that is filled with numbers, percentage, or statistical data, is a great intrigue for the consumer (20).

The advertising claim one of the factor that influence the perceived believability of the consumers. There are other factors that could impact the believability including the personal background, and experiences. The believability influences attention and attitude and attitude affects the intention of action (15). As the result, the believability and purchase intention were found to be significantly correlated which means those who were convinced by the advertising claims were more likely to buy the products and those who were not. Similarly to the research of Irandust and Bamdad (21), who studied on “The Role of Customer’s Believability and Attitude in Green Purchase Intention”, found that the customer’s believability about the advertisements was significantly related to the purchase intention. The research findings of Owah (22) also showed a significant relation between advertisement believability, persuasiveness and behavior of purchasing with consumers’ attitude towards the advertisement. Therefore, it can be concluded that the believability does have a great impact on the perceived intention among the consumers along with the important role of attitude toward the products.

In conclusion, the variables conducted in this research including the language of advertising claims, believability level and purchase intention level were all highly related. On the other hands, the research findings and the supported studies showed that the language of advertising claims and believability are the factors that lead to the purchase intention of the products in the advertisements of food and supplement in Women’s Health Magazine.

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