



THESIS WRITING GUIDELINES

This guideline contains the rules and regulations of postgraduate studies at Universiti Sultan Zainal Abidin.

All postgraduate students should comply with these rules and regulations.

UniSZA reserves the right to amend the rules and regulations from time to time.

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Kuala Nerus, Malaysia**

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CONTENTS

| | |
|--|-------------|
| CONTENTS | iii |
| LIST OF EDITORS | vi |
| MESSAGE FROM THE DEAN | vii |
| LIST OF APPENDICES | viii |
| CHAPTER 1 GENERAL REQUIREMENTS OF THESIS | 1 |
| 1.1 Introduction | 1 |
| 1.2 Language | 1 |
| 1.3 Submission of Thesis | 2 |
| 1.3.1 Candidates intending to submit a thesis should do the following: | 2 |
| 1.3.2 Upon approval by the Graduate School Committee | 2 |
| 1.4 Thesis Format Specifications | 2 |
| 1.4.1 Font Type and Size | 2 |
| 1.4.2 Margins | 3 |
| 1.4.3 Spacing | 3 |
| 1.4.4 Pagination | 4 |
| 1.4.5 Paper | 5 |
| 1.4.6 Binding, Colour of Cover and Lettering | 5 |
| 1.4.7 Page Layout | 6 |
| 1.4.8 Length of Thesis or Dissertation | 6 |
| CHAPTER 2 THESIS FORMAT | 7 |
| 2.1 Thesis Section | 7 |
| 2.2 Title Page | 9 |
| 2.3 Abstract | 11 |
| 2.4 Acknowledgements | 12 |
| 2.5 Approval | 12 |
| 2.6 Declaration by Candidate | 12 |
| 2.7 Declaration by the Supervisor/Supervisors/Supervisory Committee | 13 |
| 2.8 Table of Contents | 13 |
| 2.9 List of Tables (if any) | 13 |

| | | |
|---------|---|-----------|
| 2.10 | List of Figures (if any) | 14 |
| 2.11 | List of Cases (if any) | 14 |
| 2.12 | List of Statutes (if any) | 15 |
| 2.13 | List of Abbreviations / Notations / Symbols / Glossary of Terms | 15 |
| 2.14 | Text of Thesis | 15 |
| 2.14.1 | Body of Thesis | 15 |
| 2.14.2 | Tables | 17 |
| 2.14.3 | Figures | 18 |
| 2.14.4 | Chapter Layout | 18 |
| 2.14.5 | Equations | 19 |
| 2.14.6 | Footnotes | 19 |
| 2.14.7 | Citations | 19 |
| 2.14.8 | Use of Copyright Materials | 20 |
| 2.14.9 | Header and Footer | 20 |
| 2.14.10 | Translation | 20 |
| 2.15 | References | 20 |
| 2.16 | Appendices | 20 |
| 2.17 | List of Publication (s) | 21 |
| 2.18 | Candidate Biodata | 21 |
| | CHAPTER 3 WRITING CONVENTIONS | 22 |
| 3.1 | Units of Measure | 22 |
| 3.2 | Numbers | 23 |
| 3.3 | Use the Elliptical Mark | 24 |
| 3.4 | Use of Square Brackets [] | 24 |
| 3.5 | Use of Symbol for Percentage | 25 |
| 3.6 | Policy on Direct Quotations | 25 |
| 3.7 | Format for Citation in Text | 26 |
| 3.7.1 | Direct Quotations | 26 |
| 3.7.2 | Indirect Quotations | 27 |
| | CHAPTER 4 PLAGIARISM | 28 |
| 4.1 | Form of Plagiarism | 28 |
| 4.2 | Avoiding Plagiarism | 29 |

| | | |
|-------------------|--|-----------|
| CHAPTER 5 | USE OF EDITORIAL / PROOFREADING | 30 |
| APPENDICES | | 38 |

LIST OF EDITORS

Chairman:

Professor Dr. Ahmad Puad Bin Mat Som

Committee members:

Dr. Ahmad Syibli Bin Othman

Dr. Hartinie Binti Abd. Aziz

Dr. Yusnita Binti Yusof

Dr. Mohammed Muneerdeen Olodo Al-Shafii

Dr. Noor Aina Amirah Binti Mohd Noor

Dr. Suhailan Bin Safei

Dr. Nik Mohd Norfadzilah Bin Nik Mohd Rashid

Dr. Mohd Zuli Bin Jaafar (UiTM Melaka)

Dr. Wan Zuki Azman Bin Wan Muhamad (UniMAP)

MESSAGE FROM THE DEAN



Assalamualaikum and greetings to all,

First of all, I would like to congratulate each of you for choosing Universiti Sultan Zainal Abidin (UniSZA) to further your postgraduate studies. The tremendous growth of UniSZA's Graduate School over the last decade has helped put this university on the right track to produce excellent and competent postgraduate students. With the steady escalation of local and international student enrolment, it means that UniSZA has reached a standard that is globally recognised.

Alongside the increasing the number of graduate students, it is therefore important that the thesis writing guidelines be prepared at the highest quality standard. This updated version has incorporated new elements to help make it easier for supervisors and students to use. It is important that all graduate students comply with the prescribed style of writing in order to avoid issues during the preparation, delivery of oral thesis, and the final preparation of the hard-bound copy.

Writing a thesis is a very important process for every graduate student. A student's intelligence and level of thinking are portrayed through a coherent writing style, whilst the quality of the thesis reveals the quality of graduate students produced by the university. On this note, it is important that every student takes this matter seriously. Lastly, I would like to thank all Faculty Deans, Deputy Deans, editorial members and others for helping to improve this guideline book.

Wishing you all the best as you embark upon your new journey.

Thank you.

Professor Dr. Ahmad Puad Bin Mat Som

Dean, Graduate School

LIST OF APPENDICES

| | | |
|-------------|---|----|
| Appendix 1 | Spine and Cover Page of Thesis (Doctor of Philosophy) | 32 |
| Appendix 2 | Spine and Cover Page of Thesis (Master)..... | 33 |
| Appendix 3 | Title Page (Doctor of Philosophy) | 34 |
| Appendix 4 | Title Page (Master) | 35 |
| Appendix 5 | Format of Malay Abstract..... | 36 |
| Appendix 6 | Format of English Abstract..... | 37 |
| Appendix 7 | Acknowledgement | 38 |
| Appendix 8 | Approval | 39 |
| Appendix 9 | Declaration by Candidate..... | 40 |
| Appendix 10 | Declaration by The Supervisor | 41 |
| Appendix 11 | Declaration by The Supervisors..... | 42 |
| Appendix 12 | Declaration by The Supervisory Committee..... | 43 |
| Appendix 13 | Table of Contents | 44 |
| Appendix 14 | List of Tables | 47 |
| Appendix 15 | List of Figures | 48 |
| Appendix 16 | List of Appendices | 49 |
| Appendix 17 | List of Cases..... | 53 |
| Appendix 18 | List of Statutes | 54 |
| Appendix 19 | List of Abbreviations | 55 |
| Appendix 20 | Example of Tables | 56 |
| Appendix 21 | Example of Figure in Landscape Layout | 58 |
| Appendix 22 | Example of Figure with Citation..... | 59 |
| Appendix 23 | Layout of Chapter | 60 |
| Appendix 24 | Sample of Reference Format..... | 63 |
| Appendix 25 | Sample of List of Publication(s) | 66 |
| Appendix 26 | Sample of Candidate Biodata..... | 67 |

CHAPTER 1

GENERAL REQUIREMENTS OF THESIS

1.1 Introduction

Universiti Sultan Zainal Abidin (UniSZA) Thesis Guidelines is prepared as a manual for graduate students of UniSZA, Malaysia. This manual establishes the technical parameters required for all graduate students to observe in writing their thesis. This includes the technical and formatting specifications, writing conventions and other component requirements for the final submission of the thesis. Because UniSZA is responsible for awarding the degrees, the university takes its academic reputation seriously. Hence, it is the role of the examiners to evaluate the technical quality and content of a thesis, and for the Graduate School to stipulate specific format requirements needed to ensure that proper academic appearance of a thesis is met.

1.2 Language

The thesis should be written either in standard American or British English, standard Bahasa Melayu or Arabic. The language use should be consistent throughout the thesis. The Roman alphabet should be used unless otherwise required by the relevant faculty, or unless when using Arabic. All units of measurement must be in the metric system.

1.3 Submission of Thesis

1.3.1 Candidates intending to submit a thesis should do the following:

- i) Submit the prescribed Notification to Submit Thesis / Dissertation (PPS-16) form to the Graduate School at least THREE (3) months before submission;
- ii) Submit THREE (3) soft bound copies of the thesis with the completed Submission of Thesis / Dissertation for Examination (PPS-17) form.
- iii) After a successful defence of the thesis, submit one loose copy of the corrected thesis to the Graduate School along with the list of corrections made using the Endorsement of Thesis Correction (PPS-19) form within the period endorsed by the *viva voce* examination committee.

1.3.2 Upon approval by the Graduate School Committee

A candidate must submit FOUR (4) hard bound copies, TWO (2) CDs of the approved thesis and the Submission of the Final Thesis (PPS-22) form. Candidates are required to compile one file in the PDF format. The candidate is advised to also submit one (1) bound copy to each member of the Thesis Supervisory Committee.

1.4 Thesis Format Specifications

1.4.1 Font Type and Size

The entire text of the thesis, headings and page numbers must be prepared using Times New Roman in font size 12-point for Roman script and font size 16-point for Traditional

Arabic. The font should not be scripted or italicised except for scientific names and terms differently used in the writing language of the thesis. The bold print should be used for headings. Footnotes and texts in the tables and figures are 10-point for Roman script and font size 12-point for Traditional Arabic.

1.4.2 Margins

Margin specifications are meant to facilitate binding and trimming. All materials included in the document including the text, tables and figures must fit within these margins.

For English and Malay

| | |
|--------|----------------------|
| Top | : 2.54 cm / 1 inch |
| Bottom | : 2.54 cm / 1 inch |
| Left | : 3.81 cm / 1.5 inch |
| Right | : 2.54 cm / 1 inch |

For Arabic

| | |
|--------|----------------------|
| Top | : 2.54 cm / 1 inch |
| Bottom | : 2.54 cm / 1 inch |
| Left | : 2.54 cm / 1 inch |
| Right | : 3.81 cm / 1.5 inch |

1.4.3 Spacing

The thesis should be typed with double-spacing and two (2) lines spacing between paragraphs and sections. The following, however, should be single-spaced for English and Bahasa Melayu version, and 1.5 spacing for Arabic version.:

- i) explanatory footnotes (if absolutely necessary);
- ii) quotations;
- iii) references or bibliography (except between entries);
- iv) multi-line captions (tables, figures);
- v) appendices, such as questionnaires, letters; and
- vi) headings or subheadings.

1.4.4 Pagination

All pages should be numbered aligned to the center of the bottom margin, with font size and type as per the main text. It should be set in the margin area at the bottom centre, 1.5 cm from the bottom edge throughout the thesis consistently. The page numbers should not be in brackets, hyphenated or decorated in any way.

The thesis should be written on one side of each page only. Only original word-processed copies or high-quality photocopies of a thesis are accepted.

The pages should be numbered consecutively throughout the thesis, including the appendices. The pages of the appendices should also be numbered accordingly. Preliminary pages preceding should be numbered in Roman numerals (i, ii, iii). The Title Page should not be numbered. For preliminary pages, page 'Abstrak' is counted as page i. Page 1 is therefore the first page of Chapter 1 (or the Introduction) whilst the subsequent pages should be numbered beginning with page 2.

1.4.5 Paper

Printing should be on A4 sized paper (210 mm x 297 mm, 80g), white in colour and of good quality. Photographic illustrations should be laser printed in colour on good quality high-resolution paper.

1.4.6 Binding, Colour of Cover and Lettering

A thesis must be temporarily bound for examination purposes and may only be hard bound after obtaining the approval of the Graduate School Committee. All copies should be checked in accordance with the Graduate School Checklist to ensure that all the university requirements are met.

The thesis should be professionally bound with a MAROON (Master) or BLUE BLACK (PhD) hard cover.

The thesis spine must be entirely lettered in GOLD using a 18-point (or size 26-point for Arabic) and must contain the following:

- i) candidate's name;
- ii) degree for which the thesis is submitted; and
- iii) year of submission

The thesis cover must be entirely lettered in GOLD using 18-point and must contain the following:

- i) title of the thesis;
- ii) candidate's name;
- iii) name of the degree;
- iv) name of the university; and
- v) year of submission

(see Appendix 1 and Appendix 2)

1.4.7 Page Layout

The layout of the text should be in portrait. However, the landscape layout may be used for figures and tables if necessary. The location of page number for landscape layout can be different with portrait layout when printing. (See Appendix 21)

1.4.8 Length of Thesis or Dissertation

The number of words stated below is words in-text only and does not include tables, figures, footnotes and appendices. The candidate must obtain written permission from the Graduate School before submitting a thesis longer than the prescribed length.

By Research

PhD Thesis : Maximum of 80,000 words

Master's Thesis : Maximum of 50,000 words

CHAPTER 2

THESIS FORMAT

2.1 Thesis Section

A thesis typically consists of three main sections: the preliminary section, the main body (chapters) and the final section. The preliminary section includes the title page, the declaration form, the acknowledgements, the approval sheets, the abstract (in both English / Arabic and Bahasa Melayu), the table of contents, and the lists of tables, figures and abbreviations. The final section consists of references / bibliography, appendices, biodata of the candidate and the list of publication(s). The thesis should be organised in the following order:

Table 2.1 A Typical Layout of a Thesis

| No. | Items | Remarks |
|-------------|------------------|----------------------------------|
| Preliminary | | |
| | Cover Page | No page number |
| 1 | Blank Page | No page number |
| 2 | Title Page | No page number (See Section 2.2) |
| 3 | Abstrak | Start with page number i |
| 4 | Abstract | See Section 2.3 |
| 5 | Acknowledgements | See Section 2.4 |

| | | |
|----------------------|--|------------------|
| 6 | Approval | See Section 2.5 |
| 7 | Declaration by Candidate | See Section 2.6 |
| 8 | Declaration by Supervisor/ Supervisors/Supervisory Committee | See Section 2.7 |
| 9 | Table of Contents | See Section 2.8 |
| 10 | List of Tables (if any) | See Section 2.9 |
| 11 | List of Figures (if any) | See Section 2.10 |
| 12 | List of Appendices (if any) | See Section 2.11 |
| 13 | List of Cases (if any) | See Section 2.12 |
| 14 | List of Statutes (if any) | See Section 2.13 |
| 15 | List of Abbreviations, Symbols, Notations and Glossary of Terms (if any) | See Section 2.14 |
| Main Body (Chapters) | | |
| 17 | Text of thesis | See Section 2.15 |
| 18 | References / Bibliography | See Section 2.16 |
| 19 | Appendices | See Section 2.17 |
| 20 | List of Publication(s) | See Section 2.18 |
| 21 | Candidate Biodata | See Section 2.19 |
| 22 | Blank Page | |
| | | |

2.2 Title Page

The title page should be printed in font size 14-point (or size 24-point for Arabic) and must include the following items (see Appendix 3 and Appendix 4):

- i) UniSZA Logo;
- ii) full title of the thesis (in uppercase letters); *Maximum of 15 words, not including connecting words.
- iii) full name of the candidate (in uppercase letters);
- iv) degree for which the thesis is submitted;
- v) name of the institution where the thesis is submitted;
- vi) faculty / institute / centre in which the candidate is registered; and
- vii) year of submission.

The title should capture the content of the thesis accurately and concisely. The title should be in single-spacing.

1. Bachelor's degree Project Report
Report submitted in partial fulfilment of the requirements for the degree of Bachelor of

2. Master's Project Report (By course work)
Project report submitted in partial fulfilment of the requirements for the degree of Master of (specialisation)

3. Master's Dissertation (By course work and research)
Dissertation submitted in partial fulfilment of the requirements for the award of the degree of Master of (specialisation)

4. Master's Thesis (By research)
Thesis submitted in fulfilment of the requirements for the award of the degree of Master of (specialisation)

5. Doctor of Philosophy (By research)
Thesis submitted in fulfilment of the requirements for the award of the degree of Doctor of Philosophy (specialisation)

2.3 Abstract

An abstract is the executive summary of the thesis that contains a succinct description of the entire research. References to literature should not be included in the abstract. Abbreviations or acronyms must be preceded by the full name / term in its first mention.

Table 2.2 Content of an Abstract

| NO. | TITLE | CONTENT |
|-----|--------------|---|
| 1 | Introduction | Brief introduction |
| | | Problem statement |
| | | Purpose/ objectives of study |
| 2 | Methodology | Approach/ Research design |
| | | Sampling (if related) |
| | | Data collection (if related) |
| | | Data analysis/ Evidence of theory, terminology, technology, interpretation, product of assessment |
| 3 | Result | Findings. |
| 4 | Conclusion | Contribution of study |
| | | Implication (if related) |

The abstract should not be less than 300 words and not exceed 500 words (single-spacing).

The content of the abstract includes a brief statement of the problem; the significance of the research; objectives; a concise description of the research methodology; significant findings; and the conclusion.

The abstract should be bilingual (Bahasa Melayu - English or Bahasa Melayu - Arabic). The version that appears first will be the Bahasa Melayu version. The format for the abstract's heading is shown in Appendix 5 and Appendix 6

Although a thesis may be in English or Arabic, the corresponding abstract in Bahasa Melayu must also be of an acceptable scholarly standard. In addition, scientific terms must be used consistently.

2.4 Acknowledgements

The acknowledgement page (see Appendix 7) is a written expression of appreciation towards the supervisor(s), source of scholarship, and assistance provided by individuals and institutions. It should be typed in single spacing.

2.5 Approval

The approval sheet (see Appendix 8) shall contain the signature of the Dean of the Graduate School certifying the approval of the thesis by the Thesis Examination Committee once the Senate has awarded the Degree. It should be typed in single spacing.

2.6 Declaration by Candidate

The declaration should be written as per Appendix 9. It should be in single spacing.

2.7 Declaration by the Supervisor/Supervisors/Supervisory Committee

The declaration should be written as per Appendix 10 or Appendix 11. In the case of three and more supervisors, it should be used Declaration by the Supervisory Committee as per Appendix 12.

2.8 Table of Contents

The Table of Contents contains a list of all the relevant subdivisions of the thesis in sequence (see Appendix 13).

2.9 List of Tables (if any)

The List of Tables contains the titles or captions for all tables in the text and appendices, together with the page number where the tables appear (see

Appendix 14).

2.10 List of Figures (if any)

The List of Figures includes graphs, maps, charts, drawings, photographs, sketches and images. The title or caption and its corresponding page number are included in the list. Figures should be numbered consecutively throughout the thesis. (see Appendix 15).

2.11 List of Appendices (if any)

The List of Appendices includes original data, summary, side-line or preliminary tests, tabulations, tables that contain data of lesser importance, lengthy quotations, supporting decisions, forms and documents, computer printouts, ethical approval, photographs, questionnaire, detailed engineering drawings and other pertinent documents. Each appendix should be identified separately using an uppercase letter beginning with A. The appendix materials should be grouped according to their type, e.g., Appendix A Questionnaire; Appendix B Original Data; Appendix C Result Tables. Details of the appendices are listed according to their type in the List of Appendices (see Appendix 16).

2.12 List of Cases (if any)

The list shows all cases which are referred to in the thesis. The cases should be arranged in alphabetical order (see Appendix 17).

2.13 List of Statutes (if any)

The list shows all statutes which are referred to in the thesis. The statutes should be arranged in alphabetical order (see Appendix 18).

2.14 List of Abbreviations / Notations / Symbols / Glossary of Terms (if any)

All abbreviations and acronyms (e.g., IFI, OIC, OECD, ASEAN) used in the thesis should be listed and spelled out in full under the Abbreviations / Notations / Glossary of Terms along with their meanings. This list serves as a ready reference for readers who may not be familiar with the abbreviations. The list of symbols should be listed unless they are universally recognised scientific symbols (such as oz, cm, mm, kg, ha) (see Appendix 19)

2.15 Text of Thesis

2.15.1 Body of Thesis

The body of a thesis normally consists of the sections listed below; however, the exact configuration may depend on the area of research concerned. These can either be organised as separate chapters or be included as subheadings in a chapter or in various chapters. Each chapter should have its own conclusion (except for Chapter 1).

Introduction: This chapter introduces the problem of the study, its importance and relevance. It sets forth the context, the hypothesis to be tested and the research objectives.

Literature Review: This chapter involves a critical review of literature related to the topic of the thesis. It should be regarded as a base for the experimental or analytical section of

the thesis. The reviewed literature should be current and analysed and synthesised logically. It is important to note that a review is not merely a descriptive summary of works written by different authors.

Materials and Methods / Methodology: This chapter describes the methods, techniques and any validation of methods used in the study. This may include section(s) that describe the methodology in detail, the theoretical development, the hypothesis description, the fundamental philosophical foundation, the experimental design and the standard procedure description. For studies in the social sciences, a theoretical or conceptual framework should also be included. Published protocols or methods must be cited with references.

Results: This chapter presents a complete account of the results and analyses of the study in the form of figures, tables or texts, highlighting key information. Results and Discussion may be written in more than one chapter depending on the number of experimental works and / or parametric studies conducted. In such cases, each chapter on results should contain a discussion.

Discussion: This chapter discusses the results of the study in relation to the hypothesis / conceptual theory / research questions of the study. It highlights the main findings, their significance and implications. The discussion should fit into the existing or current body of knowledge.

Conclusion: This chapter highlights the summary of the study's findings upon which a conclusion is drawn, reiterating and discussing the objectives set at the beginning of the

study. It also consists of the implications, limitations and recommendations for future research.

Note 1: Should the faculty decide to use a different format, written approval from the Graduate School must be obtained.

Note 2: There is an alternative format to arrange the body of thesis. It should be considered only when each research chapter, although related, represents a study that may stand on its own, and where the materials and methods sections are significantly different from the other research chapters.

Note 3: In certain cases, the abstract may exceed 500 words subject to written approval from the Graduate School. (suggest to put under abstract).

2.15.2 Tables

Tables should be numbered according to the chapter, e.g., Table 1.1, Table 1.2, Table 1.3, Table 2.1, Table 2.2, and so on. Tables are numbered in Arabic numerals consecutively throughout the thesis (including text and appendices). Generally, all tables are to be listed under the LIST OF TABLES in the preliminary pages. The tables should be placed after their first mention in the text. The caption and title are typed in single-spacing and placed above the table. (see Appendix 20). Tables should be numbered according to the chapter number throughout the thesis, e.g., Table 1.1, Table 1.2, Table 2.1, Table 2.2 and so on. Table sources and notes should be placed directly below the table with font size 10 point

and single spacing. There should be consistency in the style used. Tables are inserted in the text following their immediate mention.

2.15.3 Figures

Figures include graphs, maps, charts, diagrams, engineering drawings, photographs, sketches and printed images. Figures are numbered in Arabic numerals consecutively throughout the thesis (including text and appendices). Figures should be numbered according to the chapter number throughout the thesis, e.g., Figure 1.1, Figure 1.2, Figure 2.1, Figure 2.2 and so on (see Appendix 21). Generally, all figures are to be listed under the LIST OF FIGURES in the preliminary pages. Tables and figures are inserted in the text following their immediate mention.

The figure number, title and caption should be typed in single-spacing and placed below the figure in the Arabic numeral and in lowercase, except for proper nouns and the first letters of principle words. Source should be placed after the title of the figure (see Appendix 22). Figures should be inserted after their first mention in the text.

2.15.4 Chapter Layout

A chapter may be divided into the Main Headings and the Subheadings. The Main Headings (second level heading) and the Subheadings (third level heading to fourth level heading) of a chapter may be identified by numbers. The Main Headings are numbered according to the second level numbering (e.g., 1.1, 1.2, 1.3, 2.1, 2.2,) whilst the Subheadings are numbered according to the third level numbering (e.g., 1.1.1, 1.1.2, 1.1.3).

These should be consistent throughout the thesis and should be limited to only fourth levels (e.g., 1.1.1.1, 1.1.1.2, 1.1.1.3), see Appendix 23.

2.15.5 Equations

All equations, mathematical and / or chemical, are considered as texts and should be numbered according to the chapter. Detailed derivation if relevant should be placed in an appendix.

2.15.6 Footnotes

Depending on the field of study, footnotes should generally be used sparingly in a thesis because extensive footnoting tends to distract the reader from the main argument of the text. They should be used only to clarify a certain term, to state conversion factors or exchange rates and should not be used in citing authorities for specific statements or research findings. Citations of authorities should be done in the text (see the following section). If footnotes are necessary, the indicators (the reference numbers in the text) are usually superscripted (e.g., ^{1,2}, and ³). The numbering of footnotes should begin with ¹ and must be continuous within a chapter or appendix only and not throughout the whole text.

2.15.7 Citations

The candidate is responsible for choosing a style of citation that is appropriate to the field. This selected style should be used correctly and consistently. Candidate may consult his / her supervisor(s) for guidelines.

2.15.8 Use of Copyright Materials

Any copyright materials used in the thesis should give full credit to the publisher. If the material is borrowed from any copyrighted publication, permission must be secured beforehand. The complete source must be stated below the caption.

2.15.9 Header and Footer

The use of header and footer is not allowed.

2.15.10 Translation

If translations to Bahasa Melayu are required, it is recommended to refer to the latest edition of Gaya Dewan and Pedoman Terjemahan published by Dewan Bahasa dan Pustaka.

2.16 References

References is a term commonly used to mean a list of works cited. The Graduate School does not specify which reference style to use. It is, however, to the student's advantage to follow a style used by an authoritative journal in his / her field of study. Samples of reference format, commonly used reference styles are given in Appendix 24 (students should check for the latest versions of the different styles).

2.17 Appendices

An appendix or appendices, if any, are placed after the reference list. Each appendix should be identified separately using an uppercase letter beginning with A. The appendix materials

should be grouped according to their type, e.g., Appendix A Questionnaire; Appendix B Original Data; Appendix C Result Tables. Details of the appendices are listed according to their type in the List of Appendices. Appendices include original data, summary, side-line or preliminary tests, tabulations, tables that contain data of lesser importance, lengthy quotations, supporting decisions, forms and documents, computer printouts, detailed engineering drawings and other pertinent documents.

2.18 List of Publication (s)

This section includes all accepted publications (including conference articles) from the thesis. Any manuscript that has been accepted but not published must be printed as “in press”. The list of publications should be prepared using the same style as the references, refer Appendix 25.

2.19 Candidate Biodata

This section is compulsory. It is biographical information of the candidate that should include the name and colour passport sized photo of the candidate, his / her educational background, degree, professional work experience (if any) and other information that may interest the readers. It is preferable that the biodata be written in an essay form with single spacing rather than a mere resume. The biodata of the candidate should not exceed 300 words, refer Appendix 26.

CHAPTER 3

WRITING CONVENTIONS

3.1 Units of Measure

To indicate units of measure, the internationally recognised units of measure must be used, preferably the Standard International units (SI). Units should be written numerically and not in words, for example, 2 L instead of two litres, unless they are the first word of a sentence. Use abbreviated form of units, for example, 7 kg instead of 7 kilograms. The unit of measurement should be clearly separated from the corresponding numerical value by a standard single space, for example, 2 L instead of 2L, 7 kg instead of 7kg. The abbreviation for litre is L not l and centimetre is cm not c.

Table 3.1 Units of Measures Using the Standard International Units (IS)

| SI Measurements | Abbreviated Form |
|----------------------|------------------|
| 2 litres | 2 L |
| 30 millilitres | 30 mL |
| 7 kilograms | 7 kg |
| 50 kilometre | 50 km |
| 3.5 hectare | 3.5 ha |
| 7.3 metric tonnes | 7.3 t |
| 35 parts per million | 35 ppm |
| 19 gram | 19 g |

Units that are named after a person should be written as follows:

- a) 5 Newton should be 5 N
- b) 5 Joule should be 5 J

Do not place a full stop after a unit except when it is at the end of a sentence. There are no plural forms for abbreviations of units, for example, 5 cm and not 5 cms.

3.2 Numbers

All numbers less than ten should be written in words (e.g., four, nine) unless they are attached to units of measure (e.g., 3 kg, 9 mL). If a sentence begins with a number, write the numbers in words, e.g., "Two hundred and fifty students were sampled from the study area."

Use numerals for a series of figures, for example:

- i) In a lecture hall, there are 200 chairs, 200 tables, 3 whiteboards, 2 loudspeakers, and 1 microphone.
- ii) The number of student intake for UniSZA during the past six years was 1100, 1500, 1650, 2050, 2200, and 2500.

The zero should be included in numbers written as decimals, for example, 0.4 m instead of .4 m. Decimal numbers should be clearly distinguished. Dates should be written without a comma, for example, 31 August 2014. A range is most frequently signalled with the

assistance of a dash, for example, the period of time should be written as 1993-2020, 2003-2007.

Numbers with more than four digits should be written without a comma or space between them. Numbers larger than four digits should be written with a space before each set of three digits, for example, 213 000, 21 000 000, 252 000 000. Numbers written as decimals contain spacing like these: 0.001, 0.00005, 35 321.06242.

3.3 Use the Elliptical Mark

Writers often use the elliptical mark to indicate omission from a quoted material. The ellipsis consists of three-spaced full stops (...). When an ellipsis follows a sentence, it appears as four full stops (....). One full stop marks the end of the sentence and the other three signals the omission. For example:

The plaintiff must show that its past record in the transaction is clean because “he who has committed Inequity... shall not have Equity.”

“Indeed, Muslims in this country are governed by Islamic personal and family laws, which have been in existence since the coming of Islam to this country.... Such laws have been administered not only by the syariah courts but also by the civil courts”.

3.4 Use of Square Brackets []

Within a direct quotation, brackets are used to enclose any explanatory note inserted. An example is shown below:

“This year [2014] alone, we had two hundred applicants wanting to join our data analysis course” (Mustafa, 2014).

Candidates should use "sic" within a square bracket [*sic*] to indicate a certain doubt as to its meaning or the factual error that was made. It is inserted within the quotation to show that the original version is being faithfully reproduced even though it appears to have errors. However, errors that appear to be obviously typographical should be corrected as a matter of professional courtesy.

3.5 Use of Symbol for Percentage

The symbol % may be used in place of the word “per cent”, e.g., 33.7% and typed without any spacing. If the student prefers to write 33.7 per cent in full, consistency should be maintained throughout. In tables, the symbol % should be used at the head of a table column to mean per cent.

3.6 Policy on Direct Quotations

Direct quotations must be minimised except in some fields of study such as in Arabic literature where precision is required involving quotations from al-Quran, scholars of al-Hadith (such as Imam Bukhari) and various scholars whose works were published in a number of volumes (for example, Ibn Khaldun and Ibn Taymiyyah). In-text citations may be required to differentiate scholars who had published a number of works in Arabic, of which some have been translated into English (or Malay). Examples of in-text citations following a quotation are as follows:

(Al-Quran, 2:100) - Al-Quran, *surah*: verses

(Bukhari, 6:10) – scholar, volume: *hadith* number

(Ibn Khaldun, 1958, 2:100) – scholar, year of translation,
volume: page number (Ibn Taymiyyah, *Majmu‘*, 23:130) –
scholar, name of work in Arabic, volume, page number

3.7 Format for Citation in Text

All citations/quotes used in the thesis must be properly acknowledged in the text and in the reference list / bibliography. Take note that plagiarism is a serious academic offence which carries severe consequences (see Chapter 4).

When quoting or paraphrasing from a source, the author’s surnames must be mentioned first in the text (e.g. Gates, Obama, Jobs and not Bill, Barack or Steve). However, there are exceptions to Chinese and Malay names. In Chinese names, the family name is already mentioned first. For example, Zang Wei would be Zang in the text, and remains Zang or Zang, W. in the reference list or bibliography. For Malay names like Adibah Zahazan, it would either be Adibah Zahazan, Adibah Z., or Zahazan, A. in both the text and the reference list.

3.7.1 Direct Quotations

Direct quotations are original wordings that are used in the text. Direct quotation must be written in a separate paragraph. Indented quotation should be single spaced with no quotation marks with 0.5 inch left and right indentation respectively. Below is an example of a direct quotation of a word that is seamlessly integrated into the text:

Students need to develop an understanding of the academic literacy requirements of their chosen field, including discourse organisation, language expectation, and the appropriate acknowledgement of references. Such expectations may not be obvious to many students unless explicitly pointed out to them (Laidley, 2010, p.76).

The source of the quotes must be cited in the text and reference list (according to the citation style chosen).

3.7.2 Indirect Quotations

When rephrasing or summarizing other writer's words, ideas and information, etc., cite the original source (name, year of publication in parentheses) in the text (in-text citation) and write the full citation in the reference or bibliography list. For example:

Dahl and Kiyosaki (2010) explain the link between mindset and wealth.

Or

Positive thinking is important in creating financial wealth (Dahl and Kiyosaki, 2010).

When there are multiple sources to cite, write the source in the chronological order, separating each source with a semicolon. Or put the most recent source first. Example:

Intercultural understanding is an important component in any international transaction (McLaren, 2014; Varner and Beamer, 2013; Hofstede, 2012)

CHAPTER 4

PLAGIARISM

4.1 Form of Plagiarism

Plagiarism is an act of theft where the writer takes other people's work presenting the work as if it is his own. This is a serious academic offence which may lead to an automatic fail of the thesis or the candidature's termination. As such, it is important to understand the many types of plagiarism that inadvertently occur in the process of writing and learn ways of avoiding it.

Acts of plagiarism, whether intentional or not, can come in three forms:

- i) Copying or lifting sentences, paragraphs or ideas from another source without acknowledging the source.
- ii) Failing to acknowledge the original source even though the work has been paraphrased or summarised.
- iii) Using original quotes without the inverted commas ("...") or indentation (for long quotes) even though the source is cited.

Common sources of plagiarism can be (but are not restricted to):

- i) Writings from the internet, books, journal papers, magazine articles, theses, newspapers, etc.;
- ii) Visuals like figures, tables, diagrams, illustrations, charts, maps, pictures;
- iii) Other sources of information like interviews, reports, letters, and unpublished works, etc.

A supervisor or an examiner can easily detect plagiarism when the style of writing in the thesis is inconsistent throughout. There is also a myriad of plagiarism software, such as Turnitin, that universities also use to detect plagiarism. This type of software program runs a plagiarism check on the thesis by checking the content against all published works.

4.2 Avoiding Plagiarism

Plagiarism can be avoided by acknowledging and crediting the original source(s) in the text, each time it appears. Credits must also appear in the reference list / bibliography. Care must be taken to avoid plagiarism, whether it is intentional or otherwise. This means that even paraphrases or summaries of other people's ideas, words or phrases must be credited to the original author. When quoting the source (indicated with the inverted commas and the page number of the source), identical wordings must be faithfully reproduced and credited.

CHAPTER 5

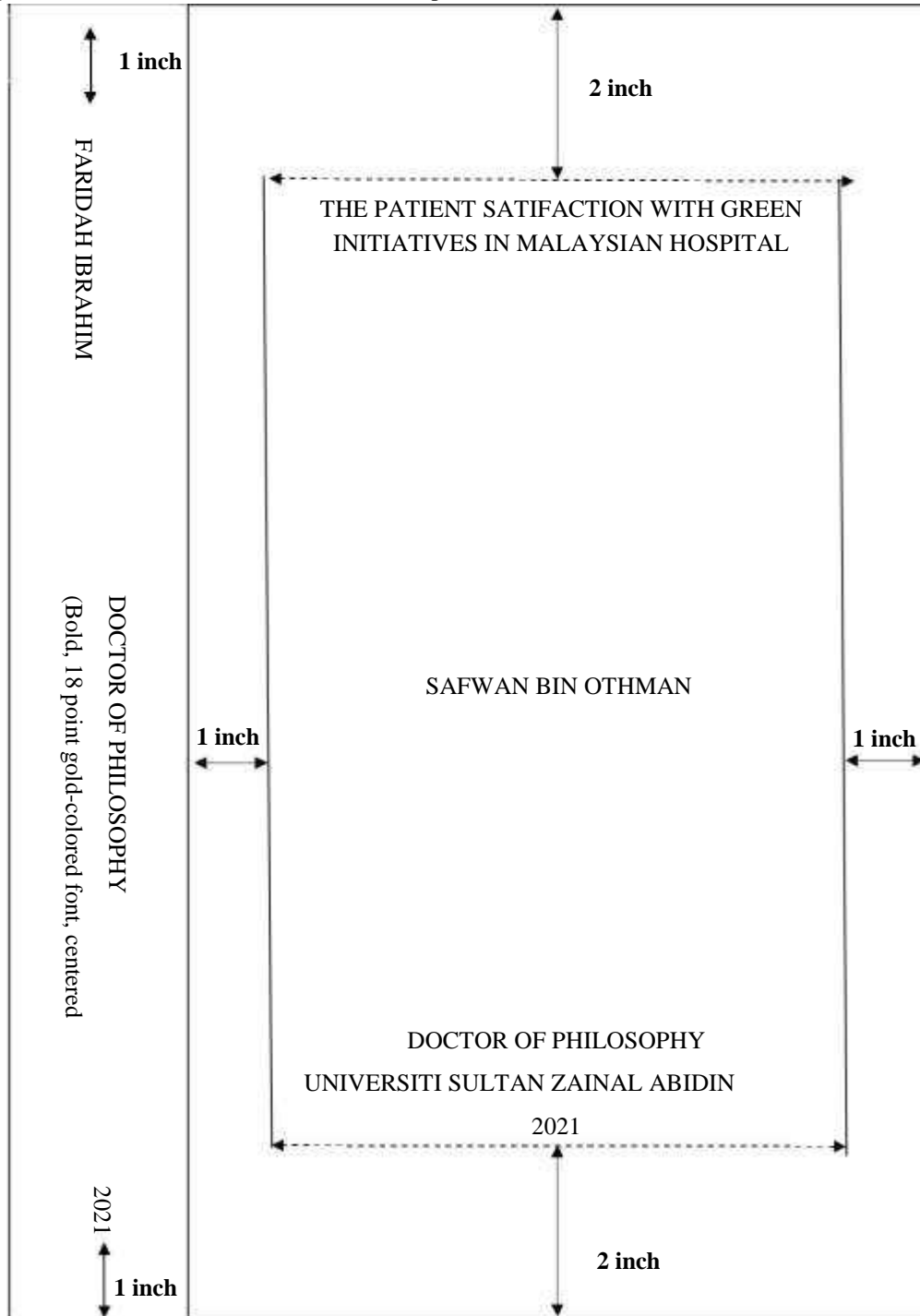
USE OF EDITORIAL / PROOFREADING

The use of professional editors to polish a thesis before submitting for examination is strongly advised. The Graduate School does not require the candidates to send their work for professional services. However, students should be aware that the Graduate School accepts only theses that are reasonably free of errors. The supervisors cannot be held responsible for errors in the candidates' thesis and are not expected to be their editors. Upon submission of the final draft prior to binding, the Graduate School will browse through the thesis to ensure that the thesis conforms to this manual and complies with the rule against plagiarism. The Graduate School stresses consistency and accuracy.

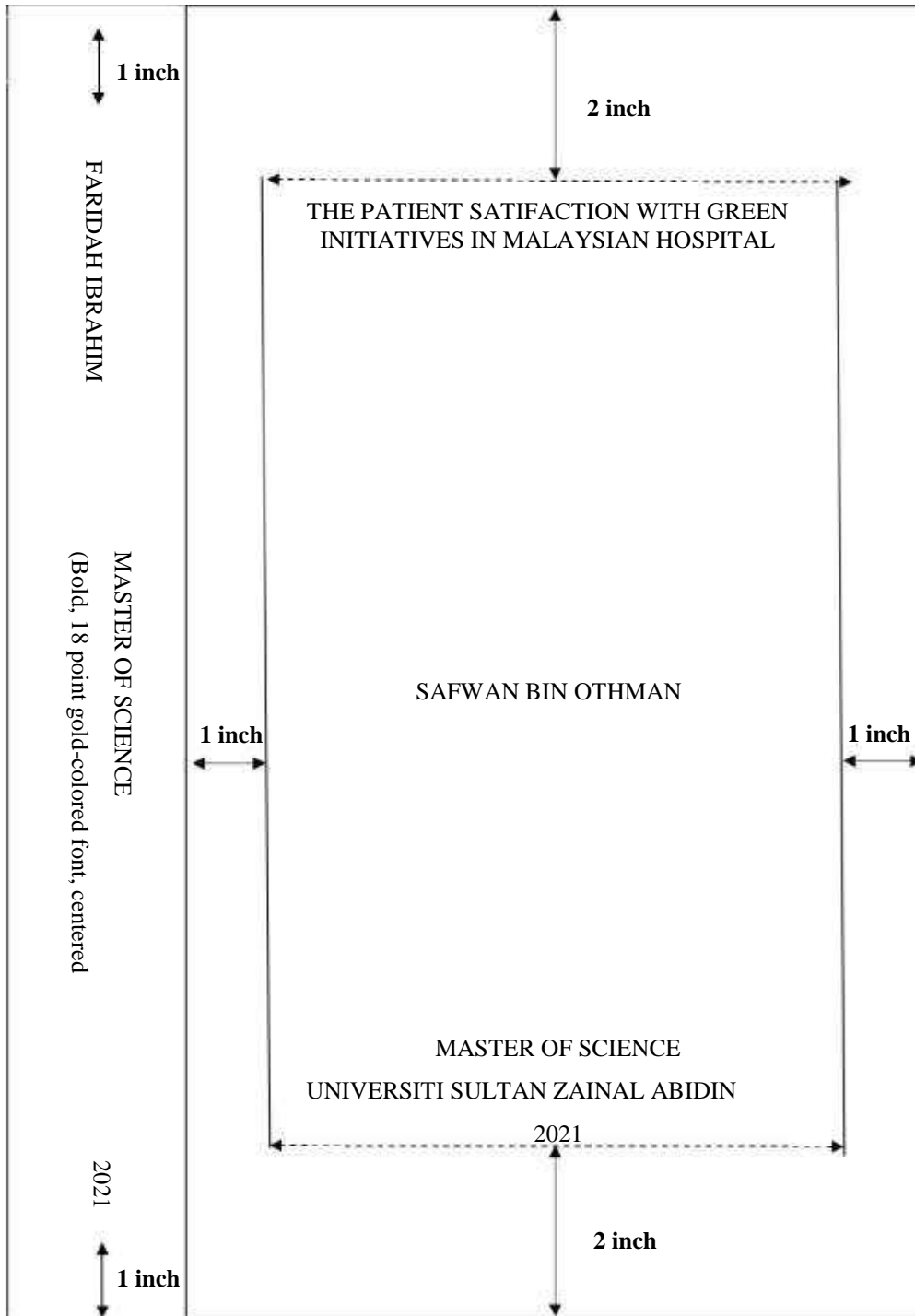
APPENDICES

Appendix 1 Spine and Cover Page of Thesis (Doctor of Philosophy)

Spine and Cover of the Thesis (font size 18-point, Times New Roman)



Appendix 2 Spine and Cover Page of Thesis (Master)



Title Page (font size 14-point, see Section 2.2)



**THE PATIENT SATISFACTION WITH GREEN INITIATIVES IN
MALAYSIAN HOSPITAL**

SAFWAN BIN OTHMAN

**Thesis submitted in fulfilment of the requirement for the
Degree of Doctor of Philosophy in the
Faculty of Applied Social Sciences
Universiti Sultan Zainal Abidin**

2021

Note: For Malay / English, the left margin should be at least 1.5 inch and the right, top and bottom margins at least 1 inch. For Arabic, the right margin should be at least 1.5 inch, and the left, top and bottom margins at least 1 inch.

Title Page (font size 14-point, see Section 2.2)



**THE PATIENT SATISFACTION WITH GREEN INITIATIVES IN
MALAYSIAN HOSPITAL**

SAFWAN BIN OTHMAN

**Thesis Submitted in Fulfilment of the Requirement for the
Degree of Master of Science in the
Faculty of Health Sciences
Universiti Sultan Zainal Abidin**

2021

Note: For Malay / English, the left margin should be at least 1.5 inch and the right, top and bottom margins at least 1 inch. For Arabic, the right margin should be at least 1.5 inch, and the left, top and bottom margins at least 1 inch.

ABSTRAK

KEPUASAN PESAKIT KE ARAH INISIATIF HIJAU DALAM HOSPITAL DI MALAYSIA

Isu alam sekitar merupakan salah satu masalah yang kritikal melanda dunia. Memandangkan industri perhotelan berkait rapat dengan alam sekitar secara langsung, pihak hotel perlu mengambil inisiatif bagi mengurangkan impak negatif kepada alam sekitar. Kajian ini dijalankan bagi mengkaji persepsi pelanggan terhadap inisiatif hijau, iaitu amalan hijau dan imej hijau sesebuah hotel dan kesannya kepada kepuasan dan kesetiaan mereka terhadap hotel tersebut. Dalam kajian ini, amalan hijau dan imej hijau berperanan sebagai pemboleh ubah tidak bersandar, manakala kesetiaan pelanggan berperanan sebagai pemboleh ubah bersandar. Kepuasan pelanggan dikenal pasti sebagai faktor penengah ke atas hubungan antara amalan hijau dan imej hijau terhadap kesetiaan pelanggan. Kajian ini menggunakan kaedah kuantitatif dan disokong dengan kaedah kualitatif. Melalui kaedah kuantitatif, soal selidik diedarkan secara bersemuka kepada responden. Daripada keseluruhan soal selidik yang dikumpul, sebanyak 300 responden telah dipilih menggunakan kaedah persampelan rawak mudah dan dianalisis menggunakan perisian SPSS dan AMOS. Bagi memantapkan dan mendalami hasil dapatan analisis kuantitatif ini, penyelidik mengumpul data melalui kaedah kualitatif iaitu perbincangan kumpulan fokus dan temubual. Hasil daripada analisis inferensi seperti ujian T dan ANOVA menunjukkan faktor demografi terpilih iaitu jantina, umur, bangsa, tahap pendidikan, kekerapan menginap di hotel tersebut, penarafan bintang hotel dan kewarganegaraan tidak memberi perbezaan kepada tahap kesetiaan pelanggan terhadap hotel yang didiami. Berdasarkan pemodelan persamaan berstruktur, kajian mendapati imej hijau mempunyai hubungan yang signifikan dengan kepuasan pelanggan dan kesetiaan pelanggan. Selain itu, kepuasan pelanggan juga bertindak sebagai *mediator* dalam hubungan antara imej hijau dan kesetiaan pelanggan. Walaupun amalan hijau mempunyai hubungan yang signifikan dengan kepuasan pelanggan dan kesetiaan pelanggan, namun hubungan negatif wujud antara amalan hijau dan kepuasan pelanggan. Kepuasan pelanggan juga bertindak sebagai *mediator* dalam hubungan antara amalan hijau dan kesetiaan pelanggan. Hasil perbincangan kumpulan fokus dan temubual menunjukkan sembilan faktor yang menyebabkan pelanggan tidak berpuas hati dengan hotel yang mengadaptasi amalan hijau, iaitu pelanggan kurang kesedaran tentang isu alam sekitar, kesedaran yang rendah tentang masalah alam sekitar dalam kalangan pengusaha hotel, harga bilik, sikap pelanggan, pengurusan hotel lebih fokus terhadap operasi dan belum bersedia untuk mempraktikkan amalan hijau, kemudahan yang disediakan tidak setanding dengan harga yang dibayar dan keperluan pelanggan. Hasil kajian terhadap keperluan pelanggan apabila menginap di hotel menunjukkan antara perkara yang dititik beratkan oleh mereka adalah kebersihan, keselesaan, kemudahan yang disediakan dan kualiti.

ABSTRACT

PATIENT SATISFACTION WITH GREEN INITIATIVES IN MALAYSIAN HOSPITAL

Environmental issues are among the critical problems plaguing the world. Since the hotel industry is closely and directly related to the environment, hotels should take initiatives to reduce any negative impact on the environment. This study was conducted to examine customer perceptions of green initiatives; namely, concerning the green practices and the green image of a hotel, and how these impact their satisfaction and loyalty to the hotel. In this study, green practices and green image act as the independent variables, while customer loyalty acts as the dependent variable. Customer satisfaction has been identified as the mediating factor on the relationship of green practices and green image with customer loyalty. This study used quantitative method and supported with qualitative method. For the quantitative method, questionnaires were distributed to respondents face-to-face. From the questionnaires collected, 300 respondents were selected using a random sampling method and analyzed using SPSS and AMOS. To strengthen and explore in depth the results obtained through this quantitative analysis, the researchers collected data through qualitative methods by means of focus group discussions and interviews. The results of the inference analysis, such as T-test and ANOVA, showed that selected demographic factors, such as gender, age, race, education level, frequency of staying in the hotel, hotel star rating and citizenship, did not make a difference to the levels of customer loyalty to the hotel occupied. Based on structural equation modeling, the study found that green image has a significant relationship with customer satisfaction and customer loyalty. In addition, customer satisfaction also acts as a mediator in the relationship between green image and customer loyalty. Although green practices have a significant relationship with customer satisfaction and customer loyalty, there is a negative relationship between green practices and customer satisfaction. Customer satisfaction also acts as a mediator in the relationship between green practices and customer loyalty. The results from the focus group discussion and interviews show that nine factors lead to customer dissatisfaction with hotels adopting green practices: customers' lack of awareness of environmental issues, low awareness of environmental problems among hoteliers, room price, customer attitude, hotel management being more focused on operations and not ready to adopt green practices, facilities not comparable to the price paid and customer needs. Studies on customer needs when staying in hotels show that the issues of concern are cleanliness, comfort, facilities provided and quality commensurate with the room rates, security, user friendly website, attractive hotel environment, parking facilities, friendly employees, detailed information about green practices, accepting feedback from customers, food choice, brand reputation, reasonable price, Internet, easy payment, accessibility, and hospitality. The results of this study are useful to hotel management for identifying customer needs.

ACKNOWLEDGEMENT

First and above all, I praise to Allah, the Almighty for providing me this opportunity and granting me the capability to proceed successfully. This thesis appears in its current form due to the assistance and guidance of several people. I would therefore like to offer my sincere thanks to all of them.

Firstly, I would like to express my sincere gratitude to my main supervisor for accepting me as a PhD student, continuous support for my study and related research, for his patience, motivation, thoughtful guidance, critical comment and immense knowledge. His guidance helped me throughout the research and writing of this thesis. I could not have imagined having a better advisor and mentor for my PhD study.

I want to express my deep thanks to for his insightful comments and constructive suggestions not only concerning the structure and wording but also the content of the thesis with his professional experience and extensive knowledge of research methodology, especially in

Last but not least, my appreciation also extends to my colleagues and friends for being my friends and giving me moral support throughout this journey.

APPROVAL

I certify that an Examination Committee has met on 'Viva date' to conduct the final examination of (candidate's name), on his / her thesis entitled 'Title of Thesis' in accordance with the regulations approved by the Senate of Universiti Sultan Zainal Abidin. The Committee recommends that the candidate be awarded the relevant degree, and it has been accepted by the Senate of Universiti Sultan Zainal Abidin as fulfilment of the requirements for the (insert the name of relevant degree). The members of the Examination Committee are as follows:

Name of Chairperson, PhD

Title (e.g., Professor / Associate Professor / Ir.; omit if irrelevant)

Name of Faculty

Universiti Sultan Zainal Abidin (Chairperson)

Name of Internal Examiner, PhD

Title (e.g., Professor / Associate Professor / Ir.; omit if irrelevant)

Name of Faculty

Universiti Sultan Zainal Abidin

(Internal Examiner)

Name of External Examiner, PhD

Title (e.g., Professor / Associate Professor / Ir.; omit if irrelevant)

Name of Faculty

Name of University

(External Examiner)

NAME OF PPS DEAN, PhD

Professor/Dean of Graduate School

Universiti Sultan Zainal Abidin

Date:

Appendix 9 Declaration by Candidate

DECLARATION BY CANDIDATE

I hereby declare that the thesis is based on my original work except for quotations and citations, which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Sultan Zainal Abidin or other institutions.

Name of Candidate

Date :

Appendix 10 Declaration by The Supervisor

DECLARATION BY THE SUPERVISOR

This is to confirm that:

The research conducted and the writing of this thesis was under my supervision.

Signature : _____

Name of Main Supervisor : Prof. Dr. Fakhrol Aysar Mamat

Faculty : Faculty of Applied Sciences

Appendix 11 Declaration by The Supervisors

DECLARATION BY THE SUPERVISORS

This is to confirm that:

The research conducted and the writing of this thesis was under our supervision.

Signature : _____

Name of Main Supervisor : Prof. Dr. Fakhrol Aysar Mamat

Faculty : Faculty of Applied Sciences

Signature : _____

Name of Co-Supervisor : Dr. Mohamed Anuar Zamani

Faculty : Faculty of Business and Administration

Appendix 12 Declaration by The Supervisory Committee

DECLARATION BY THE SUPERVISORY COMMITTEE

This is to confirm that:

The research conducted and the writing of this thesis was under our supervision.

Signature : _____

Name of Main Supervisor : Prof. Dr. Fakhrul Aysar Mamat

Faculty : Faculty of Applied Sciences

Signature : _____

Name of Co-Supervisor : Dr. Mohamed Anuar Zamani

Faculty : Faculty of Business and Administration

Signature : _____

Name of Co-Supervisor : Dr. Zahra Afiyah

Faculty : Faculty of Health Sciences

Signature : _____

Name of Co-Supervisor :

Faculty :

Appendix 13 Table of Contents

| TABLE OF CONTENTS | | Page |
|----------------------------------|--------------------------------------|--------------|
| ABSTRAK | | i |
| ABSTRACT | | ii |
| ACKNOWLEDGEMENT | | iii |
| APPROVAL | | iv |
| DECLARATION BY CANDIDATE | | v |
| DECLARATION BY SUPERVISOR | | vi |
| TABLE OF CONTENTS | | vii |
| LIST OF TABLES | | xii |
| LIST OF FIGURES | | xiii |
| LIST OF APPENDICES | | xiv |
| LIST OF ABBREVIATIONS | | xv |
| LIST OF SYMBOLS | | xvi |
| LIST OF CASES | | xvii |
| LIST OF STATUTES | | xviii |
| LIST OF NOTATIONS | | xix |
| GLOSSARY OF TERMS | | xx |
| | | |
| CHAPTER 1 INTRODUCTION | | 1 |
| 1.1 | Research Background | 1 |
| 1.2 | MZJ Formatting Method | 2 |
| 1.3 | Problem Statement | 1 |
| 1.4 | Research Objectives | 2 |
| 1.5 | Research Limitation and Sample Size. | 3 |
| 1.6 | Research Questions | 3 |

| | |
|---|-----------|
| CHAPTER 2 LITERATURE REVIEW | 8 |
| 2.1 Introduction | 8 |
| 2.2 Sample Of Equation Is Here | 10 |
| 2.2.1 Literature 2 | 11 |
| 2.3 Literature 3 | 11 |
| 2.3.1 Video Provides A Powerful Way To Help You Prove Your Point. | 12 |
| CHAPTER 3 METHODOLOGY | 24 |
| 3.1 Introduction | 24 |
| 3.2 Video Provides A Powerful Way To Help You Prove Your Point. | 24 |
| 3.2.1 When you click Online Video, you can paste in the embed code for the video you want to add. | 24 |
| 3.2.2 You can also type a keyword to search online for the video that best fits your document. | 24 |
| CHAPTER 4 RESULTS | 28 |
| 4.1 Introduction | 28 |
| 4.2 You Can Collapse Parts Of The Document And Focus On The Text You Want. | 28 |
| 4.2.2 To make your document look professionally produced. | 29 |
| 4.2.3 Word remembers where you left off - even on another device. | 30 |

| | |
|--|-----------|
| CHAPTER 5 DISCUSSION | 31 |
| 5.1 Introduction | 31 |
| 5.1.1 Discussion based on objective number 1 | 31 |
| 5.1.2 Discussion based on objective number 2 | 32 |
| 5.1.3 Discussion based on objective number 3 | 33 |
| 5.2 Reading is easier, too, in the new Reading view. You can collapse parts of the document and focus on the text you want | 34 |
| CHAPTER 6 CONCLUSION | 38 |
| 6.1 Introduction | 38 |
| 6.2 Highlight term 1 | 38 |
| 6.3 Conclusion | 38 |
| REFERENCES | 40 |
| APPENDICES | 41 |
| LIST OF PUBLICATION(S) | 45 |
| CANDIDATE BIODATA | 46 |

Appendix 14 List of Tables

LIST OF TABLES

| Table No. | Title | Page |
|------------------|--|-------------|
| Table 2.1 | A Typical Layout of a Thesis | 7 |
| Table 2.2 | Content of a Abstract | 11 |
| Table 3.1 | Units of Measures Using the Standard International Units (IS) | 22 |
| Table 5.1 | World's Top Tourism Destinations: International Tourist Arrivals 2014-2015 | 56 |
| Table 5.2 | ASEAN International Visitor Arrivals 2011-2015 | 56 |

Appendix 15 List of Figures

LIST OF FIGURES

| Figure No. | Title | Page |
|-------------------|---|-------------|
| Figure 5.1 | Map of Malaysia | 58 |
| Figure 5.2 | Intra and Extra-ASEAN Visitor Arrivals, 2004 – 2014 (ASEAN Secretariat, 2015) | 59 |

Appendix 16 List of Appendices

LIST OF APPENDICES

| | Page |
|--|-------------|
| Appendix A Sample of Appendices (Survey Questionnaire) | 70 |
| Appendix B Exploratory Factor Analysis for Green Practices | 71 |
| Appendix C Questionnaires Content Validation | 72 |

Appendix A Sample of Appendices (Survey Questionnaire)



| | | | |
|------------|--|------------|--|
| Serial No. | | Hotel name | |
|------------|--|------------|--|

TO BE ANSWERED BY HOTEL GUEST

This survey is conducted to assess customer perception concerning the green practices in Malaysian Hotels.

Dear hotel guests:

Congratulations! You have been selected as a respondent for this academic research. Kindly tick your answers based on how strongly you agree or disagree with each given statement. There is no right or wrong answer. Your information is confidential and will be used for this academic research only.

Thank you for taking the time to answer this survey.

Sincerely,

.....
Safwan bin Othman
Phd Candidate (SLXXXX)
Faculty of Applied Social Sciences,
Sultan Zainal Abidin University,
21300 Kuala Terengganu,
Terengganu

THANK YOU

Appendix B Exploratory Factor Analysis for Green Practices

Communalities for Green Practices

| Statement | Initial |
|--|---------|
| This hotel promotes environmental activities for the guests. | 1.000 |
| This hotel uses energy efficient lighting fixtures. | 1.000 |
| This hotel has occupancy sensors used to control lighting in intermittent-use areas. | 1.000 |
| This hotel uses programmable thermostats to control temperature in guest rooms. | 1.000 |
| This hotel has a refillable amenity dispenser for bathrooms. | 1.000 |
| This hotel has an active recycling programme for guests and employees. | 1.000 |
| This hotel has an air filtration system in place for guestrooms. | 1.000 |
| This hotel has designated smoking and non-smoking areas. | 1.000 |
| This hotel carries out maintenance for all equipment regularly. | 1.000 |
| This hotel offers an option to reuse towels for guests staying more than one night. | 1.000 |
| This hotel uses water saving technology. | 1.000 |
| This hotel has an active system to detect and repair leaking toilets, faucets and showerheads. | 1.000 |
| This hotel uses paper products that have been made from other recycled products. | 1.000 |
| This hotel purchases organically grown food. | 1.000 |
| This hotel has a noise control programme. | 1.000 |
| This hotel has a soundproofing system in guest rooms. | 1.000 |
| This hotel has soundproof rooms. | 1.000 |
| This hotel provides clear warning signs for toxic substances. | 1.000 |
| This hotel organizes awareness programmes for environmental protection. | 1.000 |

Extraction Method: Principal Components Analysis.

Appendix C Questionnaires Content Validation

Rice Survey Questionnaire

Part 1 : Personal Information

1. What is your gender?
 Male Female
2. Which of following age groups do you belong to?
 Less than 20 years 20-30 years 31-40 years
 41-50 years 51-60 years Over 61 years
3. What is your occupation?
 Full-time Students Unemployed Employed
 House wife/husband Retired Others (Please specify.....)
4. Which of the following categories best describes your monthly income?
 Less than 600 USD 600-1,500 USD 1,501-2,500 USD Over 2,501 USD
5. What is your Ethnicity?
 European (British) European (all except British)
 African Asian Australia and Pacific
 America Middle East Others (Please specify.....)

Part 2 : Your attitude towards rice

6. Do you eat rice as part of your diet?
 Yes No
7. How often do you eat rice?
 Everyday Once a week 2-3 times per week
 4-5 times per week Once a month 2-5 time per month
 1-3 times per year
8. Which channel do you normally buy rice?
 at restaurants at convenience store/supermarket/department store
 Other (please specify)
9. When you buy rice, do you pay attention to the origin or producing country? Why?
 No because.....
 Yes (Please specify the country that you prefer).....
10. Please prioritize the key factors that you consider when buying rice? (1 = the most important, 5 = the least important)
 Taste Aroma Price Quality of rice

Appendix 17 List of Cases

LIST OF CASES

- Affin Bank Bhd v Zulkifli bin Abdullah* [2006] 3 MLJ 67
Ainan Mahamud v Syed Abu Bakar & Ors [1938] 1 LNS 0
Albilt Resources Sdn Bhd v Casaria Construction Sdn Bhd [2010] 3 MLJ 656
Bank Islam Malaysia Bhd v Adnan bin Omar [1994] CLJ 735
Bank Kerjasama Rakyat v Emcee Corporation Sdn Bhd [2003] 2 MLJ 408
CMS Energy Sdn Bhd v Poscon Corp [2008] 6 MLJ 561
Danchevsky v Danshevsky [1975] 3 All ER 934
Goh Eng Hwa Construction v Macinta Sdn Bhd [1991] 1 CLJ 535
Jainah binti Semah v Mansor bin Iman Mat and Another [1951] 1 MLJ 62
Latifah Mat Zin v Rosmawati Sharibun & Anor [2007] 5 MLJ 101
Malayan Banking Bhd v Marilyn Ho Siok Lin [2006] 3 CLJ 796
Nafsiah v Abdul Majid [1969] 2 MLJ 174
Ramah v Laton [1927] 6 FMSLR 128
Re Timah binti Abdullah (decd) [1941] MLJ 51
Tyrrell v Painton [1895] 1 QB 202
Wee Chow Yong v Public Finance Bhd [1989] 3 MLJ 508
Yeoh Tat Beng v Keong Chiew [1957] MLJ 161
Zublin Muhibbah Joint Venture v Government of Malaysia [1990] 3 MLJ 125

Appendix 18 List of Statutes

LIST OF STATUTES

Administration of Islamic Enactment 2003 of Selangor
Administration of Islamic Religious Affairs Enactment 1993 of Penang
Administration of Muslim Law Enactment 1959 of Malacca
Arbitration Act 2005
Banking and Financial Institutions Act 1989
Bankruptcy Act 1967
Bills of Exchange Act 1949
Central Bank Act 2009
Civil Law Act 1956
Companies Act 1965
Contracts Act 1950
Courts of Judicature Act 1964

Appendix 19 List of Abbreviations

LIST OF ABBREVIATIONS

| | |
|-------|--|
| ACSI | American Customer Satisfaction |
| ATSP | ASEAN Tourism Strategic Plan |
| C-SEM | Covariance Structure Analysis |
| ECSI | European Customer Satisfaction Index |
| EPU | Economic Planning Unit |
| GHA | Green Hotels Association |
| IPCC | Intergovernmental Panel on Climate Change |
| MAB | Malaysia Airport Berhad |
| MLE | Maximum Likelihood Estimator |
| MOTAC | Ministry of Tourism and Culture of Malaysia |
| MTPB | Malaysia Tourism Promotion Board |
| NASA | National Aeronautics and Space Administration |
| NEP | New Ecological Paradigm Scale |
| OIC | Organization of Islamic Cooperation |
| SARS | Severe Acute Respiratory Syndrome |
| SD | Standard Deviation |
| TDC | Malaysia Tourism Corporation |
| TLI | Tucker-Lewis coefficient |
| TPB | Theory of Planned Behaviour |
| TRA | Theory of Reasoned Action |
| UNCED | United Nations Conference on Environment and Development |

Appendix 20 Example of Tables

Table 5.1 World's Top Tourism Destinations: International Tourist Arrivals 2014-2015

| Rank | Country | Million | | Change (%) | |
|------|--------------------|---------|-------|------------|--------|
| | | 2014 | 2015* | 14/13 | 15*/14 |
| 1 | France | 83.7 | 84.5 | 0.1 | 0.9 |
| 2 | United States | 75.0 | 77.5 | 7.2 | 3.3 |
| 3 | Spain | 64.9 | 68.2 | 7.0 | 5.0 |
| 4 | China | 55.6 | 56.9 | -0.1 | 2.3 |
| 5 | Italy | 48.6 | 50.7 | 1.8 | 4.4 |
| 6 | Turkey | 39.8 | 39.5 | 5.3 | -0.8 |
| 7 | Germany | 33.0 | 35.0 | 4.6 | 6.0 |
| 8 | United Kingdom | 32.6 | 34.4 | 5.0 | 5.6 |
| 9 | Mexico | 29.3 | 32.1 | 21.5 | 9.4 |
| 10 | Russian Federation | 29.8 | 31.3 | 5.3 | 5.0 |

Source: United Nations World Tourism Organization (2016)

Table 5.2 ASEAN International Visitor Arrivals 2011-2015

| No | Member States | 2011 | 2012 | 2013 | 2014 | 2015 |
|----|-------------------|--------|--------|--------|--------|--------|
| 1 | Brunei Darussalam | 242 | 209 | 3,279 | 3,886 | 218 |
| 2 | Cambodia | 2,882 | 3,584 | 4,210 | 4,503 | 4,775 |
| 3 | Indonesia | 7,650 | 8,044 | 8,802 | 9,435 | 10,407 |
| 4 | Lao PDR | 2,724 | 3,330 | 3,779 | 4,159 | 4,684 |
| 5 | Malaysia | 24,714 | 25,033 | 25,716 | 27,437 | 25,721 |
| 6 | Myanmar | 816 | 1,059 | 2,044 | 3,081 | 4,681 |
| 7 | Philippines | 3,917 | 4,273 | 4,681 | 4,833 | 5,361 |
| 8 | Singapore | 13,171 | 14,491 | 15,568 | 15,095 | 15,231 |

| No | Member States | 2011 | 2012 | 2013 | 2014 | 2015 |
|-------|---------------|--------|--------|---------|---------|---------|
| 9 | Thailand | 19,098 | 22,354 | 26,547 | 24,780 | 29,881 |
| 10 | Vietnam | 6,014 | 6,848 | 7,572 | 7,874 | 7,944 |
| Total | | 81,229 | 89,225 | 102,199 | 105,084 | 108,904 |

Appendix 21 Example of Figure in Landscape Layout



Figure 5.1 Map of Malaysia

Appendix 22 Example of Figure with Citation

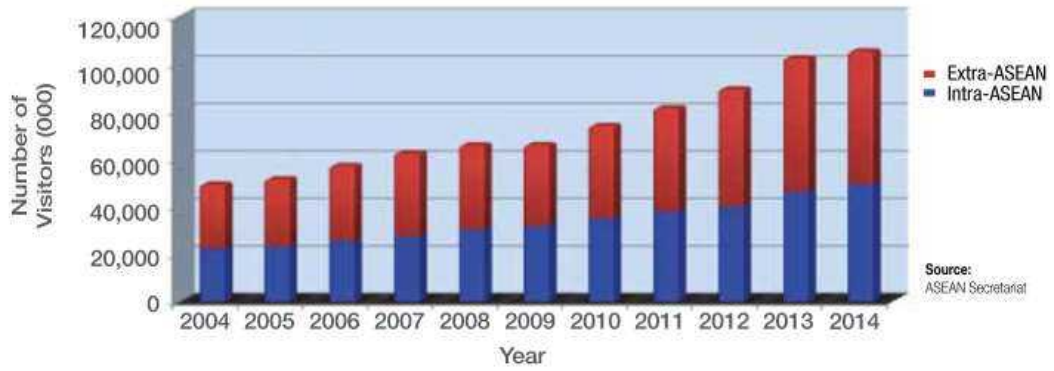


Figure 5.2 Intra and Extra-ASEAN Visitor Arrivals, 2004 – 2014 (ASEAN Secretariat, 2015)

CHAPTER 6

CONCLUSION (FIRST LEVEL HEADING)

There may be a preamble at the beginning of a chapter. The purpose may be to introduce the themes of the main headings. If the candidate chooses to start the chapter with the preamble, all the chapters in the thesis should start with the preamble. If the candidate chooses to not use the preamble, the chapter in the thesis will be start with the main heading.

6.1 Second Level Heading

A chapter may be divided into the Main Headings and the Subheadings. The Main Headings (second level heading) and the Subheadings (third level heading to fourth level heading) of a chapter may be identified by numbers. The Main Headings are numbered according to the second level numbering (e.g., 1.1, 1.2, 1.3, 2.1, 2.2,) whilst the Subheadings are numbered according to the third level numbering (e.g., 1.1.1, 1.1.2, 1.1.3). These should be consistent throughout the thesis and should be limited to only fourth levels (e.g., 1.1.1.1, 1.1.1.2, 1.1.1.3).

The thesis should be written on one side of each page only. Only original word-processed copies or high-quality photocopies of a thesis are accepted. The layout of the text should be in portrait. However, the landscape layout may be used for figures and tables.

The second level of heading is bolded and the first letter of each important word in the heading is capitalized. Text should begin at the left margin without indented for all paragraphs. The body of the text should be fully justified. The line spacing of the text should be set at 2.0 (double spacing). This includes line-to-line, text-to numbered list, sentences within numbered lists and subheading to first line of text. However, the line spacing between the paragraph should be set at 2 spaces with 2.0 (double spacing). For the last paragraphs of a section to the next level of subsequent subheading, the line spacing should also be set at 2 spaces with 2.0 (double spacing). In the case of headings with multiline captions, it should be typed in 1.0 (single spacing).

6.1.1 Third Level Subheading

The third level of heading is bolded and the first letter of each important word in the heading is capitalized. Text should begin at the left margin without indented for all paragraphs. The body of the text should be fully justified and set same as the basic text.

There should be a minimum of two lines of a paragraph at the bottom of the page under the heading. A heading that appears as a last line on a page will not be accepted. In the cases where a heading falls in the next page, the bottom margin will be wider than the required specification. There should be a minimum of two-subheadings to justify having subheadings.

6.1.1.1 Fourth Level Subheading

The fourth level of heading is bolded and the first letter of each important word in the heading is capitalized. Text should begin at the left margin without indented for all paragraphs. The body of the text should be fully justified and set same as the basic text.

Appendix 24 Sample of Reference Format

UniSZA only imposes American Psychological Association (6th ed., 2010) citation style for candidate's thesis. Students are advised to refer to the publication manual for any further explanation of the APA Style. The format used to list all references which have been cited in the text should follow this style. References should only be listed at the end of the final chapter. The details of the APA style are described further in the next page.

Book

Moore, W. K. (2004). *Malaysia: A Pictorial History 1400-2004*. Kuala Lumpur: Archipelago Press.

Book chapter

Pratt, D. (1998). The Role of Religion. In M.C. McLaren (Ed.), *Interpreting Cultural Differences* (pp. 86-96). Norfolk: Peter Francis Publishers.

Journal article

Baniya, S., & Weech, S. (2019). Data and experience design: Negotiating community-oriented digital research with service-learning. *Purdue Journal of Service-Learning and International Engagement*, 6(1), 11–16.

Journal article with DOI Assigned

Denny, H., Nordlof, J., & Salem, L. (2018). Understanding the needs and expectations of working-class students in writing centers. *Writing Center Journal*, 37(1), 67–98. <https://doi.org/10.5703/1288284316979>

Conference paper presented but not published in proceedings

Wilkins F. G. *Structure of Compounds*. Paper presented at the meeting of the Canadian Chemical Association, Ontario. June 2005.

Conference paper published in proceedings

Schnase, J. L., & Cunniss, E. L. (Eds.). (1995) . Proceedings from CSCL '95: *The First International Conference on Computer Support for Collaborative Learning*. Mahwah, NJ: Erlbaum.

Report with no named author

Air Quality Aspects of the Development of Offshore Oil and Gas Resources (1994). California Air Resources Board: Sacramento, CA.

Webpage

HealthTimes. (2015). The future of aged care nursing in Australia. Retrieved from <https://healthtimes.com.au/hub/aged-care/2/news/nc1/the-future-of-aged-care-nursing-in-australia/495/>

Unpublished Thesis / dissertation

Wong, T. L. (2005). *Changes in Chinese Negotiation Skills*. (Unpublished doctoral dissertation). University of Nottingham, Malaysia.

Newspaper and non-scientific magazines article

Vick, Karl (2012, December 24). Big Brothers. *Time*, 180, 20-24.

Blog (Weblog)

S Postaer. (2013, July 1). Clothes to die for: violence against women in fashion advertising. [Web log comment]. Retrieved from <http://godsof-advertising.wordpress.com/>

Video Blog Post

Sociology Video Blog #5 [Video file]. Retrieved from <http://www.youtube.com/watch?v=lqM90eQi5-N>

Appendix 25 Sample of List of Publication(s)

LIST OF PUBLICATION(S)

- Yusof, Y., Ibrahim, Y, M., & Coyne, R.P. (2019). The implementation of green practices in the Malaysian hotel industry. *The Asian Symposium on Sustainable Tourism for Development*, 6(1), 11-16. <https://doi.org/10.5703/129944316979>
- Yusof, Y., Ibrahim, Y, M., & Coyne, R.P. (2018). The influence of a green image and customer satisfaction towards customer loyalty in the hotel industry. *International Journal of Green Economics*, 11(1), 1–14. <https://www.ijge.org/stable/262163>
- Yusof, Y., Ibrahim, Y, M., & Coyne, R.P. (2017). *A guide to citation*. London, England: My Publisher.

CANDIDATE BIODATA



Safwan bin Othman was born 28 December 1985 in Kuala Terengganu, Terengganu. He received his early education at Sekolah Kebangsaan Gong Badak and Sekolah Tok Jiring, Setiu. Then he continued his education at Kolej Sains Pendidikan Islam Negeri Terengganu (KOSPINT), Kuala Terengganu until form five. He continued his studies at the Kedah Matriculation College, Changlun before pursuing a Bachelor of Hospital Development at Universiti Malaysia Kelantan in 2004. After completing the study in 2007, he served in Khalifah Education and Training Institute, Paka as Students Affairs Officer until the end of 2008. In 2009, he served in Pusat Tahfiz Gemilang, Kuala Terengganu as Human Resources Officer until 2010 before continuing his studies at the Master level in the field of Hospital Management at Universiti Malaysia Terengganu, Kuala Terengganu. Starting October 2014, he started his PhD studies at Universiti Sultan Zainal Abidin in the field of Hospital Management under the supervision of Prof. Dr. Shafie bin Bakhtiar and Prof. Dr. Imran bin Ajmain. His research interest is on environmental management; green initiatives; sustainability; hospital management; and consumer behavior in hospital industry.

