

EIA2004 CRITICAL THINKING IN ECONOMICS SEMESTER 1, SESSION 2021/2022

SULAM PROJECT REPORT

PROJECT TITLE: AWARENESS ABOUT WASTE DISPOSAL IN MALAYSIA

INSTRUCTOR: DR. GOH LIM THYE.

GROUP MEMBERS	MATRIC NO.
NOR AFIZA NATASHA BINTI TAHAR	17206999
PARIMILA SRI A/P SANTHIRA SEGARAN	17203605
NUR EZZATUL FATEHA BINTI MOHD SABERI	17205661
NOR KAMELLIA BINTI ATAN	17203830
DIVYA SHANKERI A/P RAVY SHANKER	17203760
SHIVASHARINI A/P GOVINDASAMY	17205552
NIRROSHANY A/P RAM KUMAR	17207558
LAALITHA A/P AYAPAN	17206374
SHASHVIN NAIR A/L KRISHNAN NAIR	17207159
NUR AHMAD ADLI BIN MOHAMAD	17204705

1.0 Introduction to SULAM Project

Community participation is an integral element of student and academic life at Malaysian Higher Learning Institutions. Integrating community participation into university curriculam fosters a learning environment where students may develop not just intellectually, but also personally and professionally. SULAM (Service Learning Malaysia - University for Society) is a Ministry of Education-led programme aimed at achieving and addressing Shift 1 of the Malaysian Education Blueprint 2015–2025. (Higher Education). SULAM is a broad concept that incorporates both academic and extracurricular service and education opportunities. The phrases "service" and "learning" used by SULAM strongly suggest a balance between learning and service outputs, which can only be achieved by integrating the two. This course is more focused on the educational experience in which a student participates in an organized task or project that addresses community needs and then illustrates on the given service task and experiences to achieve educational objectives, in order to gain a good understanding of the course content, broad-based gratitude for the field of study, a stronger sense of self-values, and social responsibility.

2.0 Course learning outcome:

Students are able to achieve the 4th course learning outcome of EIA2004 Critical Thinking in Economics through this Service Learning (SULAM) Project as below: Organize appropriate activities according to society needs and contemporaneous economic issues.

3.0 Course Content

The critical thinking in economics course explains the basic concepts and principles in critical thinking such as argument, claim, premises, conclusion, opinion, evidence, and error of relevance. These concepts and principles are applied to theoretical and economic empirical issues, and have also been debated logically and critically on various issues in economics. Hence, students are enabled to apply these concepts and principles to the real world, especially to the certain community by implementing this SULAM project.

4.0 Description of SULAM Project

The SULAM project that our group made is mainly on spreading awareness and information related to the waste disposal in Malaysia. Therefore, the title of the project is straight to the main objective which is awareness about waste disposal in Malaysia. The project is believed to bring benefits such as sharing the real news and information of waste disposal to the public and raising public's awareness towards the waste disposal methods. The objective of this project is to assess the awareness of the community about waste disposal and to suggest recommendations on ways to manage the waste efficiently. We shared information from various aspects including the problems raised from the poor waste management, the effect of the improper waste disposal, recent issues that arise from the improper waste disposal and some recommendations for the public on the waste management. It is truly important that society always needs to know information and always be aware of what is happening around them. Therefore, what we can do as a student is to share the truth about it, raise awareness of the society to fight through the poor waste disposal behavior and the recommendations may help the society to practise the proper waste disposal.

4.1 Project Details

In the SULAM project we chose to make a video infographics on online learning about waste disposal. Our main purpose in this project is to spread awareness about waste disposal in Malaysia. Therefore, in this SULAM project, we chose the title "awareness about waste disposal in Malaysia". The objective of this project is to assess the awareness of the community about Waste Disposal and to suggest recommendations on ways to manage the waste efficiently. Youtube is our platform to spread awareness about waste disposal. We chose Youtube because it is a great application that is easily accessible by all ages regardless of adults or children. Not only that, youtube makes it easier for us to get a lot of views and responses about this video. Therefore, the video we made will be uploaded on Youtube in the 12th week. This video is 15:19 minutes long.

4.2 The Content of the Project

In our video infographics on online learning about awareness regarding waste disposal in Malaysia, this project content focuses on our objective which is to assess the awareness of the community about Waste Disposal and recommendations on ways to manage waste efficiently. To achieve this objective, we have conducted surveys and interviews with the public. In our video, we will find out about the public awareness of waste disposal in Malaysia and recommend a few ways to properly manage their waste by asking questions in surveys and interviews. Content in this video is divided into several parts, namely introduction, interview, result of survey, recommendation and conclusion. In the introduction part we explain about what is waste disposal, waste management in Malaysia and issues that arise due to waste disposal. Meanwhile in the interview part, there are 6 interviewees who have been interviewed face to face. There were 10 questions asked to the interviewees. Among the contents of the question are:

- 1. General knowledge about waste disposal (divided into 2 questions)
- 2. Knowledge of waste disposal in malaysia (divided into 2 questions)
- 3.Impact of poor waste management (divided into 2 questions)
- 4. How to manage waste disposal (divided into 2 questions
- 5.Initiative / ways / strategies / recommendations of malaysia of waste management (1 question)
- 6. Factors contributing to poor waste management (1 question)
- 7. Opinion about how to encourage public in proper waste disposal (1 question)

In the interview part, we analysed those who have answer the questions correctly and wrongly. In the next part which is in the results section, the video displays the graph of the results of the survey that we conducted with 25 respondents. In the survey we got more than 25 respondents. The questions asked are the same as the questions in the interview section and the results are presented in this video. In the last part of our video, we also present the recommendations or ways about addressing issues related to waste disposal. In the last part of this video we summarize mainly about this awareness.

4.3 Implementation of the Project

Our service-learning project was conducted online by sharing important awareness about waste disposal in Malaysia on YouTube. We started to identify the information about the waste disposal. Every group member conducted individual research and we had a sharing session with the team. After that, we made a discussion about the content that should be in our infographic video. We decided to carry out surveys and interviews as a part to assess the awareness about waste disposal in Malaysia. Later we decided to include recommendation to educate public about the proper way to manage the waste.

To conduct the survey, we distribute google forms to the public to analyze about the awareness about waste disposal in Malaysia. For the interview part, we decided to interview 6 interviewees. Our group members volunteer to reach people from their communities to interview them. Some people were chosen to be interviewees as representatives of the community, respectively. They answered the questions provided by the interviewers and they also shared some of their additional thoughts and opinions. For the recommendation part, 2 volunteers from our group shared their findings for better waste management to the public by recording themselves a video.

After getting information from surveys and interviews we continue to start video editing works for this project. Video editing takes over 2 weeks. After we are done with the video editing, we upload the video on youtube. We get reviews and feedback from our viewers from the video we have posted about the waste disposal. We gathered their reviews and used those feedbacks to analyse our weaknesses and strengths.

4.4 The Product or Services of the Project

The end product or service of our SULAM project is a video infographic presenting the awareness about waste disposal among the public in Malaysia. The video is aim to assess the current awareness about waste disposal among public and provide and educate the public about the efficient ways and manners to manage the waste properly without harming the environment. The length of the video is 15:19 minutes. To reach the public, we have published the video in Youtube as there is no restrictions in viewing or playing the video. We posting on Youtube since it will help us reach the goal which is to provide adequate knowledge about waste disposal among the public. The link to our video is given below

e-SULAM project : awareness about waste disposal in Malaysia

4.5 Deliverables of the Project

Youtube is the platform that we choose to deliver our project. We choose Youtube because it is easy to reach to the public about the awareness of the waste disposal in Malaysia. The content in the video is also suitable for viewing for all ages without any restrictions. It will help them to provide awareness on the impact of waste disposal on society and the country and ways to overcome this problem from continuing.

In this Sulam project, we successfully created the video infographic about the awareness about waste disposal in Malaysia. To create this video infographic, we use two software which is Inshot and Filmora as our software. We use Inshot to edit the video that we had recorded with the interviews and surveys and use Filmora to combine the video to make a complete video about the awareness of the waste disposal. After we had finished editing the video and

were satisfied with the results of the video, we uploaded it to Youtube as the final step of our project.

Before we made this video, we made sure to get permission from the interviewers to use their video footage to be included in this video infographics as one of our projects and all their information is kept confidential. Next, the video will be uploaded to Youtube for people to easily watch the awareness about the waste disposal in Malaysia. With this video, they can gain knowledge about the waste disposal in our country and the best solutions to these issues. The link to watch the video is https://www.youtube.com/watch?v=jrQCszRR3nI. We hope with this video, It can help them understand and be more aware about the waste disposal in Malaysia.

4.6 Roles and responsibilities

In this project, everyone has their respective responsibilities that are given by the leader. Our team is led by the leader and assistant leader. Both of them have the biggest role to manage the sulam project. They are responsible to meet with the lecturer to present a proposal for this embroidery project to get approval to run this project. They were also tasked to divide the tasks to other group members and lead them throughout the project. They do planning and lead as well as checking the process in order to run a project smoothly. The next hierarchy is secretary. This position requires them to engage with respondents particularly. Since we are online based, their task is basically more to observe the behavior in the community especially when it comes to awareness on the waste disposal. Not to mention the secretary also plays a role to check either the question that will be asked to fulfill the requirements of the project's goal.

Project administration in our team is like a center of the project management. Here our members will arrange the task as well as time to distribute the question and interview. They are also in charge of finding a respondent and ensuring them to be prepared for the interview and survey. Survey and control participate fully in preparing questions. These questions are

made purposely for both surveys and interviews. They need to ensure the question avoids biases or lengthiness that can disturb the outcome of the project. Lastly, for the technical and production, our members need to analyze the outcome from both the interview and the survey. They must create a good graph that can reach other's eyes. They are also in charge of creating documentaries in the final project so it can be more attractive to spread information towards the community.

5.0 SULAM Project Approach

There are four approaches to SULAM, namely, direct SULAM, indirect SULAM, advocacy SULAM and research-based SULAM. The SULAM project we carried out is the advocacy SULAM. It is about educating the people about the particular topic of public interest. In our project, we want to educate the public and create awareness about waste disposal in Malaysia. Therefore, we engaged with the public through surveys and face-to-face interviews with the people around us like our family, friends and neighbors.

Through the interview and survey, we collected information about the public's awareness about waste disposal. We asked several 10 questions about the general knowledge of waste disposal as a whole and in Malaysia, impact of poor waste management, ways of proper waste disposal, causes of poor waste management, recommendations and opinions to encourage the public regarding proper waste disposal. We evaluate how aware are the public towards the waste management in Malaysia based on their answers to our questions.

Then, we presented our findings of the survey and interview in a graphical visual to get more public's attention. We make a video like a game show that shows how the interviewee answers the questions correctly and incorrectly. This can help to create awareness among the viewers about basic waste disposal management in Malaysia. We also provided statistics from our survey and presented in the video to further educate the public regarding the state of waste disposal in our country. We posted our video presentation on YouTube to reach out to the public as it is the easiest and affordable platform for us.

As a take away for the viewers from our video presentation, we also suggested a few recommendations for the public in ways to engage themselves in proper waste management in their daily life. We made sure this video reached many people by sharing it with our friends and family through Whatsapp and Instagram.

6.0 Community Description

The targeted community for this Sulam activity is Malaysians. There are no age restrictions or any other special requirements needed for us to choose the community. We want to share the content about waste management to Malaysians, so the targeted population is large. We managed to cover some from the overall population by filling up the surveys and interviews.

Moreover, the community location is from both rural and urban areas in Malaysia. This is because all the people are responsible for waste management and the knowledge must be shared to everyone without any borders. The improper waste management is a very serious issue in our country. One of the main reasons for this problem still occurring is due to lack of information about it. The information is not delivered properly to the people and they do not know the consequences that could be caused in the country. So, we use this opportunity to share a video about it to all the people around Malaysia in order to let them know more about the current waste disposal management in Malaysia.

Our Sulam activity consists of interviews and surveys that we have taken from the people. Later, we compile them into a video and upload it on Youtube. This will help us to cover a big group of people all over Malaysia where they can watch the video. During the surveys and interview, it helps the respondents to test their knowledge on this topic and help them to improve their waste management skills in future. From this, we hope that the people learn more about this topic and are concerned about it. They also will share about this to others and it influenced many people in the

community. This will create a responsible community in the future that takes about proper waste management in Malaysia.

7.0 Work schedule (Gantt chart)

Week	4	5	6	7	Break	8	9	10	11	12	13
Activity											
Brainstromin g and slection of topics											
Collect information regarding the waste disposal											
Prepare questions for survey and interview											
Collect the detail of the interviewees											
Prepare google form for survey											
Distribute the google form to											

public (approx. 25 respondents)						
Conduct the interview						
Video editing						
Finish the reports (Individual & Group)						
Submission of reports						

8.0 Measurements of the successful project

There are plenty of indicators that a Sulam activity will be successful. This can be proven when there is engagement between this Sulam project and community. Through these elements, it can be used to assess a project 's success at various periods throughout the process. Our group is able to achieve targeted respondents to help us in conducting research and the results which we upload in youtube gain attention and the views keep increasing. We also notice some feedback from the community, where most of them give a positive comment on the video we present. A good documentary with good narration, pictures and waste footage as well as a clear graph of results that has been done by our editing team, managed to raise community awareness to see certainly the impact of waste disposal management. This shows that the Sulam project, which we launched, provides benefits to the community on the awareness of waste disposal in our own country.

From this Sulam activity, we acknowledge how a quality questionnaire helps the respondent engage with us. A proper questionnaire is essential when conducting surveys and interviews to see whether our group is capable of meeting the requirements outlined in the plans. To obtain reliable statistics on how knowledgeable the community are about waste disposal in Malaysia, a question must be posed

precisely and at the appropriate time. Our group members went through the checklist process numerous times to confirm that the question was devoid of biases. A survey or interview question might be skewed if it is framed or presented in such a way that the respondents are swayed toward a particular response. Question bias can also develop when questions are difficult to comprehend, making it difficult for participants to respond.

Last but not least, it is crucial to consider how Sulam activity is shaping up, in addition to acquiring a satisfactory result from a questionnaire. Apart from this project, our group members are able to identify the benefits and see the pros and cons. The advantages acquired, such as a high level of public awareness regarding waste disposal, indicate that communities still care about environmental issues. While those people who are still unaware of the matter should be given proper information. This may provide us with further opportunities to develop a campaign or seminar to educate a generation about waste disposal issues in Malaysia. Through this project, we also believe it can help those people who still lack environmental knowledge be able to gain at least basic information from the questionnaire. After all, to ensure this project is considered successful, it is important for us to formulate a further strategy to ensure that future generations are sensitive to such environmental issues.

9.0 Application of EIA2004 Critical Thinking in Economics course to SULAM Project

One of the objectives of our SULAM project was to raise awareness about the problem of waste disposal in Malaysia. To do so, we had applied a couple things learnt from the critical thinking course in our video to influence the way of thinking among the community.

Firstly, in the introduction of our video, we had used several *emotive language* words to appeal to the emotion of the community regarding the topic of waste disposal in Malaysia. For example, in the sentence "In addition, the greenhouse gasses released contribute to global warming, *ruining* the earth's environment for us and the future generation", we had used the word *ruin* to to provoke the feeling of *urgency* in the community as they realize what the current most used waste disposal method does to us and the environment. In addition, in the sentence "Almost 90% of this waste was disposed of in sanitary landfills while *only* 10% was recycled", the word *only* can provoke the feeling

of *disappointment* in the community, making them realize how little the current society cares about this issue. Finally, in the sentence, "Until the 20th of March, a total of 5039 *students* and residents were treated due to the exposure of hazardous chemical waste dumped into Kim Kim River in Pasir Gudang by *irresponsible* authorities", the usage of the word *irresponsible* has the power to provoke the feeling of *anger* in the community towards the people practicing improper waste disposal methods and the word *students* can bring out feelings of *sympathy* and *protectiveness* as the community tends to feel more strongly towards harm done to innocent children. All these emotions provoked will influence the community's way of thinking as they will start to think twice about their waste disposal methods.

Secondly, the critical thinking course was applied in our project in the way we presented our research findings to convince the community to believe our argument about the current waste disposal awareness in Malaysia. We had applied *inductive arguments* to present the results of our survey and interview, namely we had presented *statistical arguments*. Through our research, we had found that our respondents have a high awareness regarding basic waste disposal where 83.3% of respondents managed to answer at least 2 out of 3 questions correctly. Meanwhile, we found that our respondents' awareness about waste disposal in Malaysia is moderate as only 44.4% of our respondents managed to answer at least 3 out of 4 questions correctly. In addition, we had also given statistics about the current waste disposal state in Malaysia such as the fact that only 10% of waste in sanitary landfills are recycled and the fact that 5039 people were affected due to bad waste disposal methods. All these information presented act as premises to our conclusion that there is the need for higher awareness regarding this issue. These arguments presented by us will influence the community to realize how bad the current state of waste disposal in Malaysia is and hopefully they will start to take more of an interest in this matter.

In conclusion, the application of the Critical Thinking in Economics course in our SULAM project will help us influence the community to increase their awareness about the topic of waste disposal in Malaysia and start thinking about how their waste disposal method will impact other people in the long run.

10.0 Impact on Skills Practice

We conducted an advocacy SULAM project where we mainly focused on creating awareness regarding waste disposal among the public in Malaysia. This project has become a great path for our group members to enhance various skills.

First and foremost, we were given the opportunity to improve our teamwork skills. Our group members were able to come up with a variety of ideas and plans for presenting this project in the start. In order to present a successful SULAM project, each of our group members has proposed numerous options, and in order to make a final conclusion, we have all agreed on one proposal. Furthermore, because we have previously decided to hold a video presentation to raise public awareness about waste management, all of our group members have presented a great outline to film an attractive video. Aside from that, we construct different groups for project administration, survey and control, and technical and production to build and design our SULAM video. To finish this project on time and deliver a successful video content to the public, all of our group members work together in their various groups. Our group members have also collaborated and contributed to the group report, allowing us to complete the report on time.

Secondly, throughout the project our group members are also able to be equipped with communication skills. Since our video includes results from waste management surveys and interviews, our group members are able to communicate with the public in various platforms to collect their knowledge and responses regarding the waste management. For instance, our group members spread the survey form to the public and asked for their response in WhatsApp and in turn we received more than what we had expected. Furthermore, our group members also interview 6 respondents in the community as interviewees and from the interview we conduct we are able to receive great responses from the public. Besides that, we also share our video to the public on YouTube, which results in good feedback from the public. This indicates that, our communication skills have improved throughout this video and as a result from a good communication skill we were able to receive good amount of response to our project and it is also help us to assess the awareness of public regarding the waste management without any obstacle.

Thirdly, during this project we are able to upgrade our ICT skill. Since the video is the main focus in our project, we make sure that we produce the video with useful and attractive, quality content. To

ensure this, our group members create this video using various software such filmora, etc. This effort to use various software has helped us to discover and learn new things in video editing. It also helped us to improve our ICT skills which we believe it will help us in the future when we entered into the labor market. For example, we have learned how to compile videos from various sources, use effects, insert audio, and use background music while maintaining the consistency.

Fourth, our group members are also able to develop planning and organizing skills. Initially we were quite unclear with our title and organization. As we communicated with each of our group members, we were able to bring effective ideas in order to implement this project. We divide our group members in various teams such as project administration, survey and control, and technical and production. This team division has helped us to be more focused with one task which helped to be well organized in conducting this project. Moreover, we also created a Gantt Chart where we listed our to do things throughout the project period. This has helped us to move systematically and finish our task on time. We also planned and organized a video outline which helped us to present a successful project. This skill has helped us to be more organized and complete each of our tasks successfully within the time frame.

Furthermore, this SULAM project also helped us to advance our citizenship skills. As this project is focusing on creating awareness about waste management among the public, this enables us to be involved with the community actively and able to participate in educating the public regarding the problem of waste management which will help the public to manage their waste efficiently.

Finally, our team is also well equipped with critical thinking skills. From the responses of survey and interview we are able to critically analyze and assess the awareness of the public regarding waste management and make decisions about the video that should be presented to the public to increase the public's awareness of the public.

11.0 Group Reflection in SULAM Project

Working in groups or teams is more effective than working alone. People can usually improve performance when working in groups or teams. People who work in groups or teams can share their experiences and feelings with their work. Sometimes people learn and improve from the advice of others. We also have the opportunity to work in a team. In an e-SULAM project, we need to form a group. We formed a group of 10 people and started working as a group. Working in groups and teams is a learning experience for us. This e-SULAM project is a project to spread awareness to all Malaysian citizens about waste disposal in Malaysia. It took about 11 weeks for us to complete this project where we have to discuss all things online. This is a challenge because online communication requires patience. We have discussed and agreed to prepare 10 questions to interview some Malaysians about waste disposal in our country. This was a great experience where we had to interview those involved face to face and at the same time, we had to maintain social distance during this COVID-19 pandemic.

Moreover, most importantly we have learnt a few things that we have never known before that could change our routine on a daily basis. Firstly, we have learnt how important proper waste disposal management is to the environment, to the society and to our country. With proper waste management, it helps protect the environment. Not simplest is that it preserves our streets clean of any rubbish, however it additionally lowers any poor effect waste disposal may also have in our country. Secondly, we now know how to manage our household waste that we should have practiced before. The simplest and the most effective way of domestic waste management is that we have to avoid plastics. For instance, you can carry your own shopping bag when you go grocery shopping so that you would not have to ask the cashier for the plastic bags to carry your stuff. Next, the most important part is that we can spread the awareness about the waste disposal management to everyone around us such as our families, friends and other Malaysians so that they will practice it in order to have a better future.

During the process of creating the e-SULAM project, we encountered diverse problems. For example, all through the preliminary project, our content material clearly had fewer enthusiasts and readers. Luckily, a number of our enthusiastic buddies discover our content material very helpful, in order that they supply us likes, feedback or even proportion with their social circles, so we have extra followers. Similarly, withinside the system of amassing applicable information, we additionally come across a

huge variety of information, which calls for us to apply vital wondering to filter, validate content material and discover beneficial information.

Honestly, we are happy to finally have made this project a success because this project has to some extent helped to give awareness to the community in Malaysia that how important waste management is so that we can maintain environment cleanliness in our country, improve community health standards and also support a more sustainable lifestyle.

12.0 Expenditure

Our group did a survey about waste disposal to assess the knowledge of the public regarding the waste management through google form platforms and distribute that to the public through Whatsapp platform. Therefore, there is no cost involved in this process. In addition, we asked our friends, classmates, and families to participate in the interview session. We were able to save money on transportation because we didn't have to travel somewhere else to interview people. As a result, there is no cost involved for the interview session.

Moreover, because we published our video on YouTube, rather than interviewing someone or conducting a real survey, we got feedback directly via comments. This helped us save time and money.

To summarize, because there is no cost associated with the project, the expenses for this SULAM project are zero.

13.0 Summary and Conclusion

Summarizing our report, our group did an advocacy SULAM project with focus on the topic of awareness about waste disposal in Malaysia. In order to achieve the target of our project which is to create awareness among Malaysians on this issue, we did an infographic video and uploaded the video onto YouTube, a video platform. This is so that our video will have a wider reach and create a widespread awareness among Malaysians. In order to get some opinion from the general public regarding waste disposal, we conducted a simple survey with 36 respondents and interviewed 6

people. The results from the survey and interviews were also presented in our video to let the viewers have basic understanding on the level of awareness of Malaysians on this issue. Besides spreading awareness to the public on the topic of waste disposal, this project also proved to be beneficial to the group members. This is because throughout this project, all the group members were able to either improve or acquire new skills which will be useful for them in their daily lives such as communication skills, ICT skills and leadership skills. Moreover, the group members were also able to incorporate materials learnt from EIA2004 Critical Thinking course such as the usage of emotive language and inductive argument in our video. Overall, the project went well and even more than expected. However, the project can also be improved in certain ways.

The first suggestion and recommendation to improve our project is inclusiveness of professional bodies or individuals in the field of interest, and in our case, on waste disposal in Malaysia. In order to have a more professional point of view on waste disposal in Malaysia, we could have interviewed individuals from the government organizations or non-government organizations focused to tackle waste disposal issues in Malaysia such as Waste Management Association of Malaysia. or individuals from non-governmental organizations focused to tackle waste disposal issues. This is because they are more well-versed in this topic than we are, and we could gain better inputs from them on how to engage the public even more and create more impact from our awareness video. Furthermore, they might have done a more extensive research on the waste disposal state in Malaysia. Hence, interviewing the professional bodies or individuals could have improved the quality of our project.

Next, we could have also done street interviews within our respective area to improve the results for our project. Street interviews are a form of interview where the interviewees are approached real-time at places where people are walking around freely. This is because the interviewees are spontaneous in their responses and as a result we have more raw and unfiltered responses. The interviews done for our project are also spontaneous, however, the interviewees had a rough idea on what topic they are going to be asked on because we received their consents before using their answers in our video. Street interviewees on the other hand, do not have any idea and therefore, the results from this interview could be revealed without revealing the person behind the answers. Not only that, since a street interview takes place at places with many people, we could get more respondents within a short amount of time

14.0 Reference

Demiraslan, Y. & Yusop, F.D. (2008). A Real-Life Project Experience: Consulting a Health Center in Online Training. In C. Bonk, M. Lee & T. Reynolds (Eds.), *Proceedings of E-Learn 2008--WorldConference on E-Learning in Corporate, Government, Healthcare, and Higher Education* (pp. 1541-1543). Las Vegas, Nevada, USA: Association for the Advancement of Computing Education (AACE). Retrieved January 21, 2022 from https://www.learntechlib.org/primary/p/29857/

Department of higher education. Service learning Malaysia-University for society. (SULAM).

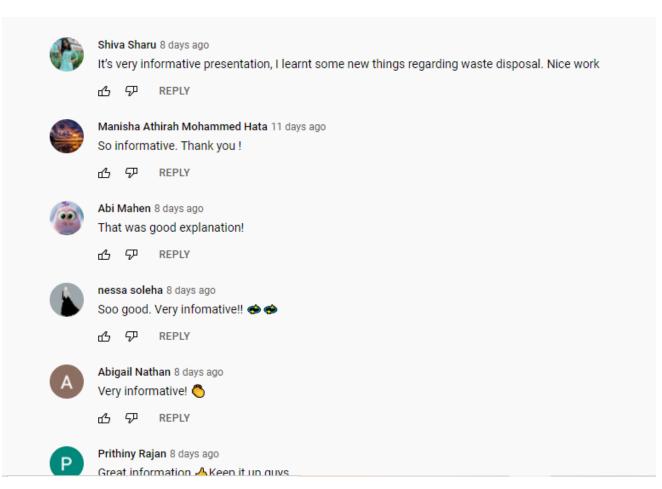
Retrieved January 20, 2022 from

https://www.iium.edu.mv/media/60247/SULAMPlaybook-eBook.pdf

15.0 Appendix

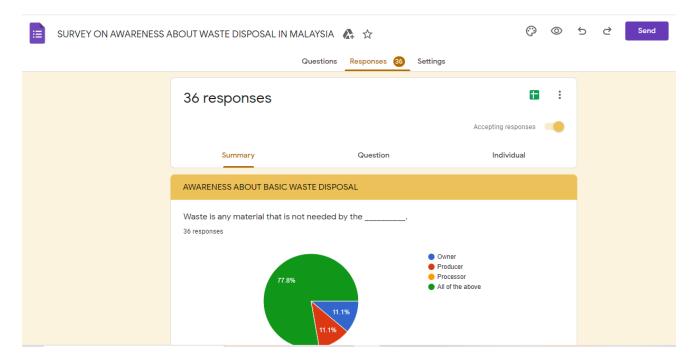


Appendix 1

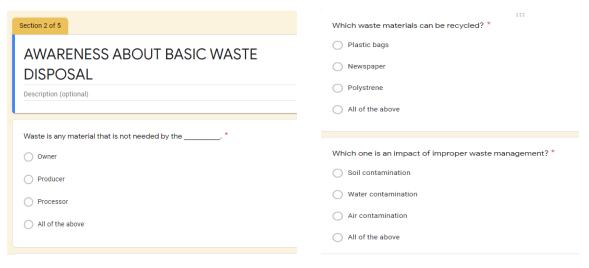


Appendix 2

Link video: https://www.youtube.com/watch?v=jrQCszRR3nI



Appendix 3



Appendix 4 Appendix 5

Malaysia produces up to 15,000 tons of food waste daily. How many people do you think can be fed from the food waste produced? 1.1 million 2.2 million 3.3 million 4.4 million	The 2019 Kim Kim River toxic pollution was considered as one of the impacts of poor industry waste management happening in Pasir Gudang, Johor. From your knowledge, what was the main substance causing pollution in the Kim Kim River at that time? Domestic waste Medical waste Chemical waste Recyclable waste
Malaysia. Among this, the industry that contributed to 12.2% (second highest) waste is Metal refinery	### What are the agencies in Malaysia that manage waste disposal? What are the agencies in Malaysia that manage waste disposal? ■ Multiple choice ▼
Electric and electronic	waster_districted WMAM X
O Power plant activity	○ MATRADE ×
Chemical industry	○ MIDF ×
PERSONAL OPINIONS ABOUT WASTE DISPOSAL Description (optional)	
How do you manage your waste disposal? *	In your opinion, what are the factors contributing to poor waste management?
	In your opinion, what are the factors contributing to poor waste management? Poor public attitude towards waste management
Burial	
Dumping	Poor public attitude towards waste management
	Poor public attitude towards waste management Poor education and ignorance among citizens
Dumping Open burning	Poor public attitude towards waste management Poor education and ignorance among citizens Do not have proper waste management bin
Dumping Open burning Sanitary landfill	Poor public attitude towards waste management Poor education and ignorance among citizens Do not have proper waste management bin Low waste management technology

Appendix 8

appendix 9

In your opinion, what is the best way to encourage the public to participate in proper waste disposal?	3	*
☐ Imposing heavy penalties		
Rewarding the best proper waste manager at regular intervals		
Providing subsidies to engage in proper waste disposal		
Create sufficient facilities to engage in proper waste disposal (eg: add recycling bins in each neigh	ıborho	od)
After section 4 Continue to next section		
Section 5 of 5		
THE END	×	:
Thank you for participating in this survey.		

Appendix 10

Link survey:

 $\underline{https://docs.google.com/forms/d/e/1FAIpQLSc8T3B-FM7P3cc6QlXWOk-x4c---wYSMkGVW2FRR}\\ \underline{7GPVOmkuQ/viewform?usp=sf_link}$