

Research Article

Using Technology and Innovation to Improve Health Protection with Economic Recovery in Malaysia

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Abstract

The objective of this study is to describe significant roles and tendency of using technologies with innovations as a substitute for workers to strengthen health protection with economic recovery in Malaysia. The 12th Malaysia Plan (2021-2025) as a developmental platform is to recover from facing the COVID-19 crisis and initiates the strategic direction for development in line with moving forward. Malaysia intends to invest for enhancing employability with considering better changes. Malaysia highlights authorities through people with organizations particularly using technologies to reach benefits in achievement. Furthermore, Malaysia has collaboration with Singapore on protocols alignment for health screening at their borders. This is different from general perspectives of health protection amidst the COVID-19 pandemic as the government of Malaysia viewed to opportunities of sustainable development with shifting individual sectors based on expected changes and inspiration. Challenges with opportunities for the post-COVID-19 era were analyzed to look ahead and raise issues for managing governance, health, labor, and technology.

Keywords: Malaysia, technology, innovation, health protection, economic recovery

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1. Introduction

As the Coronavirus Disease 2019 (COVID-19) pandemic caused chaos around the world, the crisis disrupted worldwide organizations due to ordering whether complete or partial lockdown, including social distancing measures. These are essential measures to reduce epidemic expansion and impact.

Malaysia is an upper-middle-income country with strong capacity based on self-sufficiency in pandemic preparedness, but economic scarring can have a more lasting consequence. The COVID-19 crisis significantly causes behavioral changes in which individuals interact and behave in societies as the virus is inflicting by rising human costs worldwide. However, there is effort to transition towards sustainable development amidst environmental risks. Accelerating the innovative adoption is more relevant for being in new normal way and remarkably grows to the sustainable future while the economic agencies suddenly change their business models to substantial achievement of policies through installing crucial infrastructures with supporting digital economy (Bank Negara Malaysia [BNM], 2020).

There is also need for developing the rollout of new enablers with reliable digital connectivity based on security with certain data sharing infrastructures and substantial encouraging tech distribution in the economy to launch new sources of growth with development. Constructive actions with functional measures are the main initiative of the government in the early stage of its issue. Organizations are in different responses, and several organizations decide and perform through strategic retreat, for instance, a distressed asset sale, taking new debts, laying off workers, which in the long run can undermine the competitiveness of the company.

2. Research Methodology

This analytical and systematic study adopted documentary research techniques to answer the study question. What are the important roles of innovation and technology which were used to recover the country's economy and improve healthcare control amidst facing digital economy transition in post COVID-19 era? This study reviewed 22 literatures which are linked to economic recovery and health improvement based on using current technologies. These

documentaries included public and policy documents, article journals, reports, and newspaper for the study purpose. A six-year literature period has been selected for reviewing (from 2017 to 2023). However, selecting relevant documents depended on essential principles which comprised authenticity, representativeness, currency, reliability, explication, including significance.

Table 1. Summarizing literature linked to economic recovery and health improvement based on using current technologies.

Author	Title	Main findings	Source
1. Wahab and Hamidi (2022)	COVID-19 pandemic and the changing views of mobility: The case of Nepal–Malaysia migration corridor	First, the digitalization process is not a new phenomenon, but it evolved more prominently during the pandemic. Second, the impacts of COVID-19 on migrant workers in destination countries such as Malaysia, and how the pandemic drives the new narratives that shape views of mobility among the aspiring workers in source countries such as Nepal.	https://doi.org/10.1186/s40878-022-00320-1
2. Jiee et al. (2021)	COVID-19 pandemic: Determinants of workplace preventive practice among primary healthcare workers in Sabah, Malaysia	Focused intervention can be delivered according to the significant findings by aiming at specific target groups. This will be more cost-effective and at the same time able to provide an efficient service.	https://doi.org/10.15167/2421-4248/jpmh2021.62.3.2031
3. Abdullah and Marzukhi (2022)	The COVID-19 pandemic in Malaysia: Its impacts on the poor and migrant workers communities in urban areas	This study has examined how COVID-19 has impacted the marginalized and poor people in urban areas, including the migrant workers community who tend to be very poor and marginalized. Marginalization in Malaysia refers to people and groups that have limited access to basic needs, social resources and opportunities.	https://doi.org/10.1007/978-3-031-11139-6_7

Author	Title	Main findings	Source
4. Teh et al. (2021)	Modeling effectiveness of partial lockdown in breaking Covid-19 transmission chain in Malaysia	In Malaysia, a major pandemic control policy measure is the Movement Control Order (MCO) over a period of 24 weeks from March 18 to August 31, 2020. This MCO decision is facilitated using epidemiology models such as SIR (Susceptible-Infected-Recovered) model.	https://doi.org/10.1007/978-981-16-2450-6_26
5. Tan et al. (2021)	Demographic and socioeconomic inequalities in oral healthcare utilization in Malaysia: Evidence from a national survey	A total of 11,308 respondents, estimated to represent 21.7 million adults aged 18 years and over in Malaysia were included in the analysis. The prevalence of oral healthcare utilization in the last 12 months was 13.2%. Demographic factors of sex, age, marital status, and socioeconomic factors of education level and occupation as well as health belief, such as medical check-up, were significantly related to oral healthcare utilization. Enabling factors of household income quintile had significant association with oral healthcare utilization	https://doi.org/10.1186/s12903-020-01388-w
6. Baharin et al. (2022)	Equity in out-of-pocket payments for healthcare services: Evidence from Malaysia	The mean proportion of Malaysian out-of-pocket (OOP) payments for healthcare of household consumption was 1.65%. The proportion increased across households' consumption quintiles, from 1.03% made by the poorest 20% to 1.86% by the richest 20%. The OOP payments in Malaysia were progressive with a positive KPI of 0.0910. The OOP payments made for	https://doi.org/10.3390/ijerph19084500

Author	Title	Main findings	Source
		hospital-based services were the most progressive (KPI 0.1756), followed by medical products, appliances and equipment (KPI 0.1192), pharmaceuticals (0.0925) and outpatient-based services (KPI 0.0394) as the least progressive. Overall, the OOP payments for healthcare services in Malaysia were progressive and equitable as they were more concentrated among the richer households.	
7. Ng (2022)	Health inequalities amongst refugees and migrant workers in the midst of the COVID-19 pandemic: A report of two cases	The collective experiences of refugees and migrants in the pursuit of healthcare, as highlighted by the two cases described, showcases the importance of equity in healthcare access and the detrimental implications of non-inclusive healthcare and socio-economic policies	https://doi.org/10.1007/s41649-021-00198-8
8. Loganathan et al. (2020)	Healthcare for migrant workers in destination countries: A comparative qualitative study of China and Malaysia	Migrant health policies at destination countries were predominantly protectionist, concerned with preventing transmission of communicable disease and the excessive burden on health systems.	https://doi.org/10.1136/bmjopen-2020-039800
9. Ismail et al. (2017)	Human trafficking in Malaysia: Bureaucratic challenges in policy implementation	This study seeks to gain some insight into Malaysia's policy implementation experience. It finds inadequate coordination, limited resources, poor information flow, enforcement approach, hierarchical control structure, and need for change as the	https://journals.sagepub.com/doi/abs/10.1177/0095399714532271

Author	Title	Main findings	Source
		major factors constraining effective policy implementation.	
10. Abdullah et al. (2020)	Issues and challenges in implementing care coordinator in primary healthcare in Malaysia: A qualitative study	A total of 61 healthcare providers participated. All 5 domains with 19 CFIR constructs emerged from the analysis. Inner setting played a significant role in facilitating CC intervention, in which culture, networking, and collaboration and leadership engagement played an essential role in supporting CC activities. Although CC tasks are complex, concerns of losing clinical skill and resource constraints were identified as potential barriers in CC implementations.	https://journals.sagepub.com/doi/full/10.1177/2150132720956478
11. Htay et al. (2020)	Mental well-being and its associated factors among Myanmar migrant workers in Penang, Malaysia	Among 192 migrant workers who were understudied, 79.2% had poor mental well-being according to the WHO-5 scale. The duration of stay in Malaysia and without receiving financial aid from their employers despite having a physical illness were significantly associated with poor mental well-being.	https://doi.org/10.1177/1010539520940199
12. Ullah et al. (2020)	Migration and security: Implications for minority migrant groups	The findings show that the formation of an illusory correlation between migration and security has resulted in an extreme act of bias towards migrant minority groups.	https://doi.org/10.1177/09749284199011

Author	Title	Main findings	Source
13. Ford et al. (2021)	Psychiatric symptoms among migrants to Malaysia from the southernmost provinces of Thailand	The study found that migrants, on average, have normal levels of psychiatric symptoms. However, although about 24% of migrants reported more eight or more symptoms that may indicate a need for evaluation. There are many stressors in their lives including distance from families, reduced social support, legal matters surrounding immigration, and discrimination/exploitation of migrant groups.	https://doi.org/10.1177/0020764021989736
14. Razak and Nordin (2018)	The right to health: Discriminatory treatment against migrant workers in Malaysia	Currently, the rights of migrant workers in Malaysia are not sufficiently protected, especially when it comes to dealing with access to healthcare services and compensation for work-related injuries or disability. Migrant workers in Malaysia are also faced with discrimination in the aspect of health.	http://journalarticle.ukm.my/13014/1/30274-92944-1-PB.pdf
15. Shafiel et al. (2020)	Rare disease in Malaysia: Challenges and solutions	Malaysia has no official definition of rare disease yet but currently in the process of reviewing them for Malaysia. There are 13 rare disease specialists and a dozen medical doctors in genetic clinics around Malaysia, mainly in public health facilities. From the survey, 1,249 patients were diagnosed with rare diseases in public hospitals. Only 60% received their medications or supplements, and the rest continued with symptomatic treatment.	https://doi.org/10.1371/journal.pone.0230850

Author	Title	Main findings	Source
16. Ahmad and Scott (2020)	Benefits and challenges for Malaysian hotels when employing foreign workers and interns	The results indicate that the employment of foreign workers benefits customers, enlarges the hotel's network of industry contacts and enhances the knowledge, professionalism and service culture of the hotel workforce. This study identified challenges for foreign workers such as culture shocks and problems with learning the Malay language.	https://doi.org/10.1108/IJCT-HR-05-2020-0103
17. Hasan (2019)	Bangladeshi 'boat People': Context, drivers and policy implications	The interviews identify significant motivating factors that suggest an urgent need to develop policy recommendations, also in South Asia, to alleviate risks and suffering for irregular migrants and their families.	https://doi.org/10.1177/0262728018814632
18. Mohamad et al. (2022)	Compliance to Infection prevention and control practices among healthcare workers during COVID-19 pandemic in Malaysia	A total of 600 healthcare workers (HCWs) who were involved in COVID19-related works were included in the survey. They were predominantly women (73.8%), married (90.3%), diploma or certificate holder (60.8%), without pre-existing medical condition (59.0%), and not on regular medication (75.0%). Mean age was 39.9 ± 7.4 years old, and mean household number was 5 ± 1.8 . Nearly half of the respondents worked in hospitals (49.0%) and were nurses (52.0%). More than two-thirds of them had work experience of more than 10 years (69.5%) with mean work duration of 15.3 ± 7.3 years.	https://doi.org/10.3389/fpubh.2022.878396

Author	Title	Main findings	Source
19. Ali et al. (2021)	COVID-19 and dynamics of environmental awareness, sustainable consumption and social responsibility in Malaysia	The findings indicate that COVID-19 has a significantly positive impact on environmental awareness, sustainable consumption and social responsibility, and the generations and religiosity moderate the relationship between COVID-19 and its impact on sustainable behaviors.	https://doi.org/10.1007/s11356-021-14612-z
20. Yong and Sia (2023)	COVID-19 and social wellbeing in Malaysia: A case study	This paper presumably and hopefully represents a frontier review with more empirical research to be conducted to investigate the extent of the social impact of COVID-19, the outcomes of which are a call for re-envisioning of social policies in Malaysia. To the best knowledge of the authors, little empirical research has been conducted to explore social well-being implications of COVID-19 in Malaysia. By reflecting on the various scenarios—both detrimental and beneficial in the context of the COVID-19 pandemic, the paper identifies potential avenues for relevant research in the social wellbeing realm.	https://doi.org/10.1007/s12144-021-02290-6

Author	Title	Main findings	Source
21. Hashim et al. (2021)	COVID-19 Epidemic in Malaysia: Epidemic Progression, Challenges, and Response	Malaysians returning from overseas. Healthcare workers carry high risks of infection due to the daily exposure and management of COVID-19 in the hospitals. However, 70% of them were infected through community transmission and not while handling patients. In vulnerable groups, the incidence of COVID-19 cases was highest among the age group 55 to 64 years. In terms of fatalities, 63% were reported to be aged above 60 years, and 81% had chronic comorbidities such as diabetes, hypertension, and heart diseases. The predominant COVID-19 strain in Malaysia is strain B, which is found exclusively in East Asia.	https://doi.org/10.3389/fpubh.2021.560592
22. Saifullah (2022)	Well-being index of Indigenous people of Peninsular Malaysia: an application of the multidimensional poverty index (MPI)	The well-being index showed that females are more deprived than males and Indigenous people living in rural areas are better off compared to those living in urban and sub-urban areas. The study suggests that there is a need to combat low education levels and the government should introduce a community-based education system and mobile health clinics for indigenous people	https://doi.org/10.1177/11771801221117183

3. Results

The findings using content analysis can be categorized into 4 aspects: (1) consideration of balance between health and economic consideration; (2) proper lifting prevention and control of health protection; (3) expectation of policies for workers through future trend; and (4) analysis how to collaborate and share information based on roles of technology and innovations.

Balance between Health and Economic Considerations

The 12th Malaysia Plan (2021-2025) as a developmental platform is to address difficulties from the COVID-19 crisis and initiates the strategic direction for development in line with moving forward as a nation. It seems to be a balance between addressing the immediate impacts of the COVID-19 pandemic and commitment to perform the strong reform for new growth (Malaysian Investment Development Authority [MIDA], 2021). The banks endure digital transformation to maintain the attitudes while financial policies continue to exist support amidst notably economic slack and transition, inflationary pressures and expectations, including high uncertainties on the strength of growth recoveries (BNM, 2020). However, risks to global growth remain continually moving to downside, pandemic-related downside risks contribute to the prospects of a global recovery.

When Malaysia has more tools with prompt to manage the risks of the COVID-19 pandemic, the development strategies of organizations significantly comprise creating structural and environmental conditions for health along with providing accessible wellness. The digital economy is generally expected to contribute at least 25.5 percent to the gross domestic product (GDP) of the country by 2025, and the contribution of e-commerce activities to the GDP is targeted at least 10.5 percent under the digital economy agenda and policy implementation (MIDA, 2022).

Malaysia intends to invest in enhancing capacity for works in addition to considering changes former path to the crisis and boosts the labor market, training with retraining schemes to support workers' better skills for new regulations of works through labor market information system as powerful tool and efficient employment services to be new sectors.

Organizations, especially private sectors, greatly improve information systems which encompass societies, economies, and people's future health amidst radical changes to increase

effective and efficient data construction. Technologies in Malaysia economy gained new momentum for recovery of individual regions. In addition, the COVID-19 crisis accelerated the conditions for impactful innovation and contributed to opportunities in addition to making economic flexibility whether through accomplished technologies or creative innovations as new announcements that requires substantial investment in existing talent through the government offers some technology applications, such as Bluetooth, for complemented the post-COVID-19 world. Technology utilization is to allow the individual identifications and exchange infectious information to be benefit for relevant agencies both national and international levels by database management system (Ammaren, 2020).

Lifting Prevention and Control of Health Protection

Leaders highlight development of new approaches through visibility of actual performance in workplaces. Both migrant and local workers' high trusts need to be completed through their safety and health responsibilities under rules. Digital technologies are hence associated with lifting in ranging contacts with different situations. Digitalization delivers the possibility of situations and become more effective ways for work. Technology emerges according to powerful conservation to be crucial for users through kinds of businesses and connect with individual families. Furthermore, artificial intelligence (AI) is more utilized to improve organizations and create predictive measures while cloud adoption strategy continues to be developed for access management with plans of economic development based on workplace safety and health.

The governments between Malaysia and Singapore agreed to create health protocols alignment for entry screening and at their land borders. The Social Security Organization (SOCO) operation significantly launched after fifty different organizations, for instance, the Malaysian Trade Union Congress, Workers Hub for Change, the PKNS Union, and the National Union of Flight Attendants, called for identifying the COVID-19 as workplace disease to allow social assistance of infectious disease occurrences. Applying for benefits due to the COVID-19 infection is performed as a workplace accident through completed form. However, health treatment for workers will be improved to protect without discrimination based on the same rights and equality (Jayaraj et al.,

2021). Additionally, the government investigated and considered the health system with response strategies of South Korea to the COVID-19 pandemic. These strategies are added on monitoring with following activities and referred to visibly escalate enforcement to individuals who violate regulations. Organizations still determine how workers' ways need to be change within short and long terms; workers would be experienced legal and financial penalties if they refused to cooperate to test migrant workers.

As workers' safety remains the most important priority of engagement activities for successful organization, physical screening plays an important role in suspension with the COVID-19 pandemic in workplaces. Organizations can select to leverage off data analysis to control information to find potential infections with effective trace. SOCSO built opportunities to support skilling of workers both graduates and unemployed individuals through offering courses both English and Malaysian language; these opportunities were built to engage people to present employment with practical training. In addition, SOCSO initiatives in combating COVID-19 and supplies medical devices, such as COVID-19 Antigen Rapid Test Kits (ATK), to facilitate recovery from serious situations through individual employers with screening migrant workers under the same citizens' conditions regardless of industry sectors (Social Security Organization [SOCSO], 2021). Simultaneously, testing is shown by an application which was developed under collaboration of individual sectors to integrate the database, such as MySejahtera and SELangkah, to assist in managing and monitoring situation through case information within one kilometer radius and assess health risks against COVID-19 situation (Ibrahim, 2020).

Trend of Policies for Workers

As more improvements to facilitate regulations will be key to building benefits from digital opportunities in the post-COVID-19 pandemic, the government substantially supports local emerging technology businesses under initiatives such as the National Technology and Innovation Sandbox (NTIS).

Policy measures, which can be considered, relate to supporting technology adoption with emerging technologies and utilization of effective procurement policies in compliance with strong

innovation management into stimulating innovative and creative activities, shape transformation of production systems, and foster industrial renewal while public procurement is more associated with industries' patenting activities (Crespi & Guarascio, 2018).

The government views that the COVID-19 pandemic is the best time to improve the issues in the past and uses the COVID-19 pandemic as a window to introduce grating policies of migrant workers employment while employers are additionally offered to be incentive with Industry 4.0 in the future and build the need to return to their home countries (BNM, 2020). Indeed, reducing dependence on migrant workers is an important policy and contributes to transformation. This is crucially the justification of industrial and educational policies to create quality societies with jobs and includes strengthening public and private interactions to better inform industrial policies to create an enabled conditions for developing active labor market policies to retrain the workers, and reforming; several businesses change their models to competitive markets.

As migrant workers currently live in unsanitary dormitories with hardworking, enthusiasm, and persistence, social safety extends into migrant workers regardless of social positions and nationalities. At present, the government highlights enforcement of employers' operations to ensure migrant workers in better living and fair treatment in the workplace, for example, Workers' Minimum Standards of Housing and Amenities Act 1990 which was amended in 2019 to more cover accommodation for migrant workers of individual industries (Low, 2021).

Malaysia endeavors to create sustainability culture that gathers significant momentum and is embedded through the different entities as several organizations have their sustainability plans, such as the student aid programs. The government also designs to more equitable education systems and takes an active responsibility in ensuring the educational rights for individuals through supporting informal learning; more than 80 percent of households in which the head holds a minimum of a bachelor's degree are in the middle and upper classes (Ministry of Education [MOE], 2018). The percentage of household access showed increasing information and communication technology (ICT) accesses which relate to computer (88.3%), internet (95.5%), and mobile phone (99.6%); in 2021, individuals could access internet, particularly participating social network, increased to 96.8 percent while using computer with mobile phone increased to 83.5 percent and 98.7 percent, respectively (Department of Statistics Malaysia Official Portal [DOSM], 2022).

Malaysia constantly planned to address structural and institutional issues, data monitoring systems, social dialogues cooperation, economic inequality, and discrimination while bureaucratic processes with complicated functioning are expeditiously developed to more simplify. Institutions collaborate with multinational technology corporations on development of education system through supporting education of science, technology, engineering, and mathematics (STEM) in digital transformation era (Organization for Economic Co-operation and Development [OECD], 2020).

Several employers perform to a zero fatality for workers and contractors, namely that safety and health in the workplaces continue to be the first priority, and management systems connect to regulatory requirements and development. The policies change from employment withholding to employment support and highlight their roles in workplaces. The country's recovery will feature range and limits of existing productive development strategies that relate to the potential of electronic commerce and care economy regarding clearer emphasis; potentials are improved in more extensive term (Ministry of Foreign Affairs [MFA], 2019).

Collaboration and Sharing Information

The government focuses on developing mass media, especially electronic media which includes television, radio, and internet, with standard operating procedure for communities and conducts media monitoring with research on public insights under strategic communication planning (Malaysian Administrative Modernization and Management Planning Unit [MAMPU], 2022). Nevertheless, religious leaders remain a crucial source of well-being, including suggestions for the communities and can play life-saving roles in offering guidance during a crisis.

The diplomatic missions of migrant workers' home countries are also told to share updated information of workers' needs and realities, for instance, corporation between Malaysia and Bangladesh to protect Bangladeshi workers' safety and labor rights after facing crisis along with social development and recruit Bangladeshi workers for economic sector when Malaysia reopens labor market (Bangladesh Sangbad Sagstha [BSS], 2021). Digital media, such as holograms and social media, is more utilized to communicate with the public under clarification of the

government through corporations, especially Facebook, to solve confusion due to fake news; simultaneously, official dashboards which are used to present daily situations through geographical information systems are developed to illustrate more accurate case location information in which the individuals can suddenly access (Ministry of Health [MOH], 2017a, 2017b).

Malaysia is in an evaluation of the World Health Organization (WHO) to reinforce strong existing health security system for health emergencies with surveillance capacity (Novakovic, 2020). Experts of both Malaysia and Singapore exchange information on clinical management of patients and operate a bilateral of Epidemiology training network to share surveillance data; collaboration between Malaysia and Singapore will be as mechanism to enhance connection between enterprises and people (Tay et al., 2020). Nevertheless, this recovery period particularly provides a way of continuing for businesses to remain engagement with existing normality while organizations often imply hidden potential under commitment of the standard procedures with delivering programs.

SOCISO and the University of Malaya legally signed partnership contracts to arrange and contribute based on main strategies which comprise building capacity, supporting strengthen knowledge of social security, and relevant awareness under research with crucial innovations; these collaborations contributed to creating an action plan to improve social security through functional frameworks (University of Malaya [UM], 2021).

The Malaysia Administrative Modernization and Management Planning Unit believed that the present situation is an opportunity of collaborations with private sectors through various open data planning initiatives and encourage innovation while the Malaysian Global Innovation and Creativity Centre (MaGIC) collaborated with Alliance Islamic Bank, Citrine Capital, and NGO hub to raise MYR 200,000 for 11 enterprises to continue missions in reinforcing communities (MAMPU, 2021). Multisector coordination to rebuild the livelihoods of communities that are impacted due to this pandemic crisis constantly emerges. Self-sufficiency with more innovation as a new type of business is flourishing to reach social missions. In addition, social enterprises launch to drive public support, particularly marketing through developing innovative plans and models.

Social innovation as a new solution serves to improve welfare access with income opportunities and uses the power of partnerships that contributes to the public-private partnerships (PPPs) and the communities to design the innovative solutions while the PPPs play the important roles despite complex problems, but these effective perspectives contribute to socio-economic improvement (BNM, 2020; Subari, 2017). Digital strategies are significant structure and influence organizational transformation. As the government plays integral roles in the relevant policies and infrastructure development to lift social innovation, business roles are important for industry experiences to build social sustainability, and the center of industries in rural areas established clubs, which relate to supervisors, local entrepreneurs, and community members, to perform commercial and social activities (Othman and Rahman, 2021).

4. Discussion and Recommendations

The COVID-19 pandemic stimulates aspects in societies to adopt sustainability practices. Organizations find methods to move and maintain performance while product and service qualities continue with enlightening people; solutions are social impact and wellness. This is a great challenge for individual organizations to create reliance with stakeholders through commitment to environmental and socioeconomic governance. Organizations committed to budget with other support for utilities, operations, logistics, including human capital even though they should be in controlling their transformation and drive to ensure new change-management strategies. Malaysia needs to more take advantage of the opportunities and encourage developing innovative technologies in line with new digital industries to economic strengthening and health promotion.

The digitalization of crucial information and disaster mitigation contributes to transformation of hazardous industries through improving income, production, and market demand; however, information should be organized based on more precaution, as the actions may affect patients, organizations, including communities; priority should be given to develop home-grown tech champions and position Malaysia as a regional hub for new technology industries. The public confidence in handling by the government needs to be strengthened to avoid misinformation. The COVID-19 pandemic created opportunities for mobility-as-a-service and

multiple modes of transportation as the industries built frontier with technological solutions to rise healthcare needs to manage change impacts and risks. The organizations need to highlight communal achievement with shared workplaces amidst innovative technologies with potential impacts according to standard setting economy while systematic initiatives and the government interventions are required to revitalize the economic transformation.

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