



# ABEST21 e-News

**No.115, July-September 2021**

**ABEST21 International**

**THE ALLIANCE ON BUSINESS EDUCATION AND SCHOLARSHIP FOR TOMORROW,  
a 21<sup>st</sup> century organization**

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"Due to the spread of the COVID-19 pandemic, we have conducted all meetings online for avoiding the so-called "**Three Cs**" -- **C**losed places with poor ventilation, **C**rowded places and conversations in **C**lose proximity."

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# I. ABEST21 Office Report

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## July

- 15<sup>th</sup>: Holding the 1<sup>st</sup> online Mentor meeting for ABEST21 Japan Studies Seminar
- 15<sup>th</sup>: Conducting the 9<sup>th</sup> Online Workshop for Assuring the Quality of the online Education
- 20<sup>th</sup>: Holding the preliminary meeting of partially amendment of ABEST21 Accreditation Standards with MEXT
- 29<sup>th</sup>: Conducting the 1<sup>st</sup> online PRT Training Seminar

## August

- 03<sup>rd</sup>: Conducting the 2<sup>nd</sup> online PRT Training Seminar
- 17<sup>th</sup>: Conducting the 1<sup>st</sup> online PRT Leader Training Seminar
- 19<sup>th</sup>: Conducting the 10<sup>th</sup> Online Workshop for Assuring the Quality of the online Education
- 24<sup>th</sup>: Conducting online Peer Review Visit for Universitas Surabaya, Indonesia
- 26<sup>th</sup>: Conducting online Peer Review Visit for Universiti Sains Malaysia, Malaysia

## September

- 01<sup>st</sup> : Conducting online Peer Review Visit for Universiti Malaysia Pahang, Malaysia
- 02<sup>nd</sup> : Conducting online Peer Review Visit for Universiti Malaysia Pahang, Malaysia
- 07<sup>th</sup> : Conducting online Peer Review Visit for University of Tsukuba, Japan
- 09<sup>th</sup> : Holding the 2<sup>nd</sup> online Mentor meeting for ABEST21 Japan Studies Seminar
- 09<sup>th</sup> : Conducting online Peer Review Visit for SBI Graduate School, Japan
- 10<sup>th</sup> : Holding the 5<sup>th</sup> meeting of the Network for Professional Graduate School Accreditation Agencies
- 14<sup>th</sup> : Conducting online Peer Review Visit for Northeastern University, China
- 15<sup>th</sup> : Holding the 39<sup>th</sup> meeting of the Council for Human Resource Development
- 16<sup>th</sup> : Holding the 1<sup>st</sup> meeting of the online Editing Committee for Online Workshop
- 22<sup>nd</sup> : Conducting online Peer Review Visit for Universitas Indonesia, Indonesia
- 28<sup>th</sup> : Conducting online Peer Review Visit for Universiti Kebangsaan Malaysia, Malaysia
- 29<sup>th</sup> : Conducting online Peer Review Visit for Universiti Kebangsaan Malaysia, Malaysia

## October

- 05<sup>th</sup> : Conducting online Peer Review Visit for Universiti Kuala Lumpur Business School
- 06<sup>th</sup> : Holding the 3<sup>rd</sup> online Mentor meeting for ABEST21 Japan Studies Seminar
- 07<sup>th</sup> : Conducting online Peer Review Visit for Universitas Hasanuddin, Indonesia
- 12<sup>th</sup> : Conducting online Peer Review Visit for SP Jain School of Global Management, Singapore
- 13<sup>th</sup> : Conducting online Peer Review Visit for Universitas Sriwijaya, Indonesia
- 18<sup>th</sup> : Conducting online Peer Review Visit for Hitotsubashi University, Japan
- 19<sup>th</sup> : Conducting online Peer Review Visit for Aoyama Gakuin University, Japan
- 20<sup>th</sup> : Conducting online Japan Studies Seminar Orientation
- 21<sup>st</sup> : Conducting online Peer Review Visit for Burapha University, Thailand

## II. General Information

### 1. Holding of the ABEST21 Accreditation Seminar 2021

The Seminar will be held on Wednesday, November 10, 2021 from 15:00-16:30 (Tokyo time).

### 2. Holding of the 2<sup>nd</sup> Editorial Committee meeting for Online Workshop

The 2<sup>nd</sup> Online Editorial Committee will be held on Thursday, November 18, 2021 from 15:00-16:30 (Tokyo time).

### 3. Holding of the Opening Ceremony for online Japan Studies Seminar

The Opening Ceremony for the online Japan Studies Seminar will be held on November 10, 2021, 15:00-16:00 (Tokyo time). In the Opening Ceremony, Japan International Cooperation Agency (JICA), one of the supporting organizations of the Japan Studies Seminar, will give a presentation on the study abroad system in Japan.

### 4. Beginning of the online Japan Studies Seminar

The first Session of the online Japan Studies Seminar will be held on Wednesday, November 17, 2021, 12:00-13:00 (Tokyo time) by Associate Professor ITO Haruyoshi, Aoyama Gakuin University.

## III. Member's Voice for Tomorrow

### President and CEO Professor Dr. Zulkornain Yusop

Putra Business School, Malaysia



Globalization, defined as the flow of technology, economy, people, values, and idea across borders, is making a profound impact on most aspects of society and is a significant factor impacting the nature and function of higher education (Knight & Cavusgil, 2004).

The reasons for globalization of higher education institutions are: to secure their position in the higher education market to improve international competitiveness, to gain wider international recognition, to facilitate the development and growth of the institution, to be allied with the national agencies for higher education quality assessment, to increase and promote internationally accredited study programs, to improve quality of research to raise the quality of study programs and to diversify research resources (Popescu, 2015).

Putra Business School embarked on globalizing its education through recruitment of international students, collaborations with international Business Schools, academic and research exchange, participation in various international business school competitions, and most importantly obtaining prominent International Accreditation such as AACSB and ABEST21 as well as world class certification such as CMI or Chartered Management Institute of London. Besides, PBS joins prominent international business school rankings such as EDUNIVERSAL, which could help boost

our international visibility and networking.

It is also important to understand international students' concerns and expectations so that we can serve their needs in the best manner. As a home to Human Governance, serving our stakeholders, which include local and international students are our priority.

At Putra Business School, we strive to nurture human leaders who are not only concerned about company profit, but also demonstrate concern for society and environment.

As a business school which promotes Human Governance, our emphasis is to nurture the ability to use our conscience in making important business decisions.

Leaders with human values should be able to consider inclusive decisions which are best not only for their entities or companies, but also society and environment. Preferred leaders are not those who are moral and ethical, but, more importantly, are fundamentally HUMAN with widely and globally desired qualities such as integrity, accountability, respect, trust, excellence and humility.

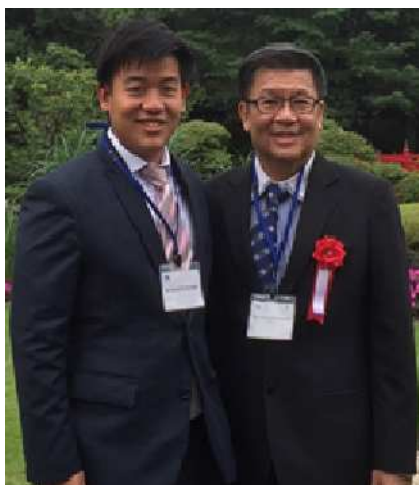
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Knight, G. A., & Cavusgil, S. T. (2004). Innovation, organizational capabilities, and the born-global firm. *Journal of international business studies*, 35(2), 124-141.

Popescu, F. (2015). South African globalization strategies and higher education. *Procedia-Social and Behavioral Sciences*, 209, 411-418.

## **PORNRUNGROJ. Channarong & Chanon**

**Lecturer of Faculty of Fine & Applied Art, Chulalongkorn University, and  
President of Art for All Foundation.**



He served as a Dean of Faculty of Fine & Applied Art, Chulalongkorn University; Director of Office for National Education Standards & Quality Assessment (ONESQA), and President of ASEAN Quality Assurance Network (AQAN). Now, he is a Lecturer of Faculty of Fine & Applied Art, Chulalongkorn University, and President of Art for All Foundation.

### **Collaboration: The Key to Driving Higher Education in the New Normal**

An ongoing global pandemic of coronavirus disease 2019 (COVID-19) has undoubtedly affected many lives around the globe. This pandemic has changed how humanity lives and functions as a community in ways we could not have imagined.

Education is an area that has been disrupted the most. The COVID-19 outbreak has compelled many institutions to immediately switch to the online delivery of lessons since the very onset of the pandemic. Online lessons have become a crucial part of our society's "new normal". Personal computer, tablet and internet access are now more important than ever. Educators must be able to adapt curriculum and learning materials to facilitate this new way of learning. Crucially, the government has to ensure an equal or a free internet access to all students to support this change. This pandemic is, in other words, the biggest disruption to the global education landscape in the 21st century. Nations have to work together not only to rebuild but also to take this opportunity to create a better education for the generations to come.

The high demand for Higher Education in both the developed and developing world has resulted

in a wide expansion of institutions for Higher Education over the past three decades. In many countries Higher Education was operated/viewed as a commercial good, not public good. This will be changed as more and more free online materials become readily available, students and parents will have more freedom in choosing education that is right for them. More significantly, face-to-face education will be of less importance. Amid these obstacles, there comes the opportunity for the high potential Higher Education Group to adjust and improve their quality to the satisfaction of the learners and the society. At the same time, many Higher Education institutions would have to close down as if they are being swiped out by a COVID tsunami. "Collective Effort" becomes necessary in order to improve post-covid Higher Education in terms of both content and resources. In fact, there is already a trend for the institutions that have similar goals and characteristics to merge rather than fight for resources and students. Moreover, we have started to see the paradigm shift in the job market where the degree becomes less and less important than the workers' "competency" for that specific job., Therefore, the institutions will have to adapt and provide enough flexibility and opportunity for students to develop those skills.

Quality Assurance (QA) will play a key part in the Higher Education landscape in the post-COVID era. Parents and students will rely more on the external quality assurance report as information source when choosing the institution. At the same time, many parents now also rely on the online information such as social media reviews and comments as a result of COVID disruption. The QA agencies at large will have to put a collective effort to adapt their assessment procedures and reporting style to be up to date at all times.

## **IV. Membership**

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### **1. Introduction of new Dean of the ABEST21 members**

**Dean Professor Dr. Zafir Khan Mohamed Makhbul**

**UKM-Graduate School of Business, Universiti Kebangsaan Malaysia, Malaysia**



Professor Zafir has been appointed as Dean of UKM-GSB starting in 2021. He has more than 24 years of teaching and research experience with UKM and industrial experience in Motorola, Hong Leong Finance, and Agrobank. Throughout his career as an academician, he was seconded as Deputy Director at the Ministry of Higher Education, Malaysia. As an academician, he is involved in teaching, research, publication, and community service activities in human resource management and organizational management, and acts as the main supervisor and external examiner for Ph.D. and Master Degree students.

Today, the global transformation of higher education goes beyond academic programs. Moving forward into the new era, UKM-GSB is committed to being a global brand by establishing strategic partnerships with internationally renowned business schools and increasing the enrolment of international students. We are indeed reconceptualising and raising the bar of excellence in management education. To enhance the quality of management education at the business schools, we are embarking on ABEST21 international accreditation.

## **2. Introduction of the new School member**

**Dean Dr. Hedwigis Esti, M.E.**

**Faculty of Economics and Business, Perbanas Institute, Indonesia**



The Faculty of Economics and Business development is a part of Perbanas Institute which was established in 1969. Perbanas Institute is under the auspices of the National Bank Association (PERBANAS). Faculty of Economics and Business has 4 (four) study programs, namely: Bachelor of Accounting, Bachelor of Management, Associate Degree (Diploma 3) of Finance and Banking, and Associate Degree (Diploma 3) of Accounting. In 2017, Bachelor of Sharia Economics began operating in the Odd Semester of the 2016/2017 Academic Year. Currently, two of our study programs are accredited "A" from BAN PT (National Accreditation Board for Higher Education in Indonesia), namely Bachelor of Accounting and Bachelor of Management. The remaining three study programs (Associate Degree (Diploma 3) of Accounting, Associate Degree (Diploma 3) of Finance and Banking and Bachelor of Sharia Economics) are accredited "B". The total number of students is 4,933 with a total of 232 faculty members. The Faculty of Economics and Business is led by a Dean and assisted by a Deputy Dean in charge of Academic Affairs, Cooperation Development, and Administration, and a Section Head in charge of Quality Assurance.

Our vision is to become a leading faculty in the fields of Economics, Finance & Banking, and to have Excellent Accreditation and gain international recognition for each study program. To achieve this vision, one of our missions is to provide superior education in the fields of economics, finance, and banking based on information technology. To produce quality graduates that are in line with the needs of the business world, we have established various collaborations with banks, other financial institutions, companies, and professional organizations. In addition, we also cooperate with other universities, both local and foreign, for student exchange and research collaborations. To improve student skills, especially for vocational programs' (Diploma 3) students, we also have a complete practicum room related to banking, finance, and accounting.

We believe that the superior quality of learning will produce superior quality graduates who are able to compete with graduates from other universities not only at the local and but also at international level. To achieve the superior quality of graduates, of course, the study program as an education provider must have an international standard education curriculum and quality assurance. Therefore, we are committed to improving the quality of study programs with global standards so that they deserve international recognition. For the initial stage, we have prepared two study programs to obtain accreditation at international accreditation rating agencies such as ABES21, namely Bachelor of Accounting and Bachelor of Management.

## V. Quality Assurance-“Assessing Today for Tomorrow”

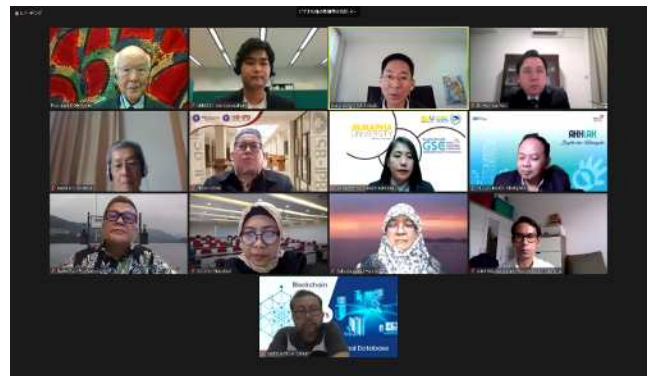
“There will be no problem if the School exists in a vacuum. However, in the society where the real environment is changing, improving the educational and research activities is essential in order for the School to survive as a “Going Concern.”

### 1. ABEST21 Online PRT Training Seminar

To share and clarify the important information about ABEST21 PRT’s peer review with ABEST21 Peer Review Team members, we hold ABEST21 Online PRT Training Seminar 2021 and PRT Leaders’ Training Seminars 2021.

#### 1) ABEST21 Online PRT Training Seminar 2021 (QIS and SCR)

On Thursday, July 29, ABEST21 Online PRT Training Seminar 2021 on the PRT’s Peer Review on Quality Improvement Strategies (QIS) and Self-Check/Self-Evaluation Report was held. At first Dr. Danaipong Chetchotsak, Khon Kaen University, Thailand, explained the specifics of the PRT’s peer review of the QIS and SCR based on his experience. Then, ABEST21 President ITOH Fumio, Ph.D. introduced the ABEST21 PRT’s Peer Review System. After that ABEST21 office shared information on how to submit the PRT comments and other details.



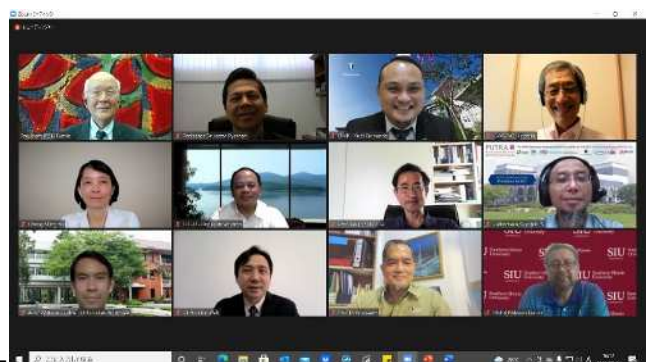
#### 2) ABEST21 Online PRT Training Seminar 2021 (KZR)

On Tuesday, August 3, ABEST21 Online PRT Training Seminar 2021 on the PRT’s Peer Review on KAIZEN Report (KZR) was held. First, Dr. Siti Zaleha Sahak, Arshad Ayub Graduate Business School, Universiti Teknologi MARA, Malaysia, discussed the specifics of the PRT’s peer review of KZR based on her experiences. Then ABEST21 President ITOH Fumio, Ph.D. explained the ABEST21 PRT’s Peer Review System. Then ABEST21 office explained how to submit the PRT comments and other details.



#### 3) ABEST21 Online PRT Leaders’ Training Seminar 2021

On Tuesday, August 17, ABEST21 Online PRT Leaders’ Training Seminar was held, chaired by Visiting Professor KAWANO Hirotaka, ABEST21 Managing Director (Kyoto University). First, ABEST21 President ITOH Fumio introduced on the online Peer Review Process and the PRT Leaders’ Responsibilities. After that Dr. Yudi Fernando shared some issues to be considered



based on his experience as a PRT Leader. Also, ABEST21 office explained the requirements of the PRT Comprehensive Review Report format.

## **2. “The Network for Professional Graduate School of Accreditation Agencies” Meeting**

The 5th meeting of “The Network for Professional Graduate School Accreditation Agencies” in 2021 was held on Friday, September 10, at ABEST21 Office. The meeting participants were Attorney Dr. KOTERA Eiko, Attorney Dr. NAKANISHI Shotaro, and Attorney Dr. YAMAGISHI Yuki from Department of Law School Evaluation, Japan Law Foundation; Professor HASHIMOTO Takashi of Japan Institute of International Accounting Education; and ABEST21 President Professor Emeritus ITOH Fumio, Ph.D. Opinions and information were exchanged concerning accreditation review process for professional graduate schools in law, accounting, and business. One of major topics is how to conduct on-site interview under pandemic situation caused by COVID-19.

## **VI. Quality Improvement-“Enhancing Quality for Tomorrow”**

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“In the age of increasing globalization, it is a great challenge for the schools to create and maintain first-class educational programs in management. But no single institution can maintain all the required and ever-changing resources at hand nor continually keep those resources updated. It is important for us to work together to leverage our complementary resources on a global scale.”  
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### **1. Online Workshop “Assuring the Quality of the Online Lectures”**

#### **1) The 9<sup>th</sup> Online Workshop**

On Thursday, July 15, 2021 the 9th ABEST21 online workshop “Assuring the Quality of Online Lectures” was held with Professor Dr. ISAGAWA Nobuyuki, Graduate School of Management, Kyoto University, Japan, and Dr. Suthasinee Susiva, Graduate School of Commerce, Burapha University, Thailand, as the speakers.

#### **Moderator:**

Associate Professor Dr. Salmi Mohd Isa, Graduate School of Business, Universiti Sains Malaysia

#### **Speakers:**

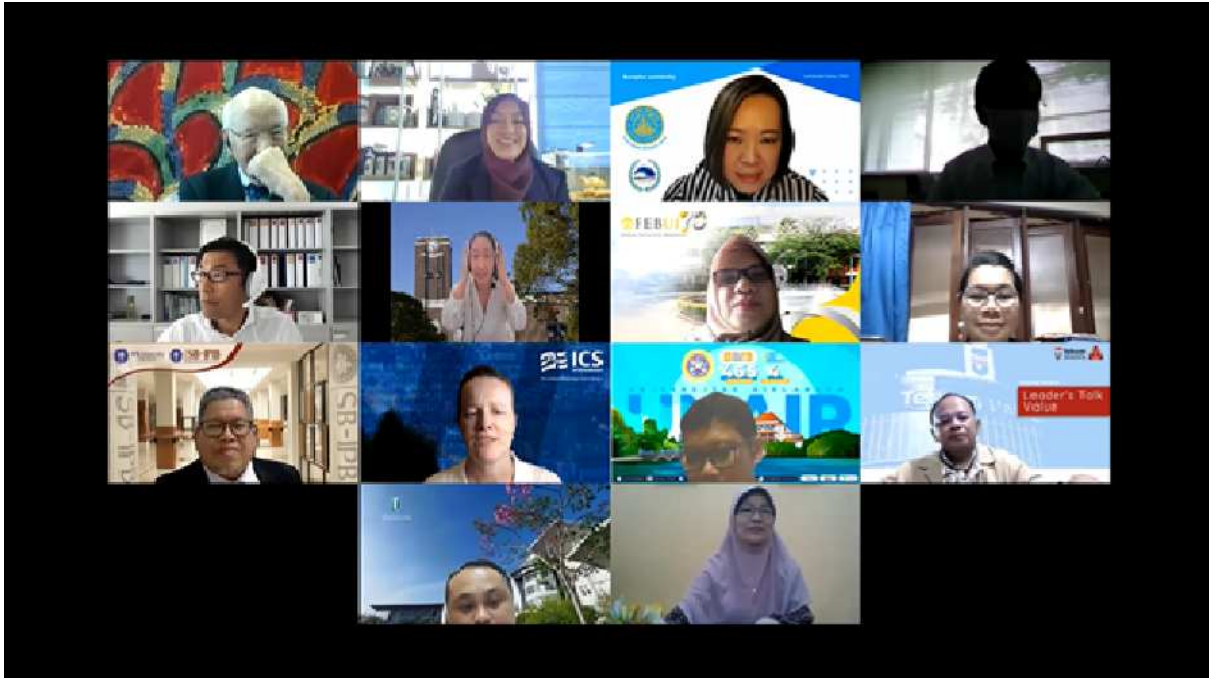
- Professor Dr. ISAGAWA Nobuyuki, Graduate School of Management, Kyoto University, Japan
- Dr. Suthasinee Susiva, Graduate School of Commerce, Burapha University, Thailand

#### **Participants:**

- Senior Lecturer Dr. Idqan Fahmi, IPB University, Indonesia
- Associate Prof. Dodie Tricahyono, Ph.D., Universitas Telkom, Indonesia
- Vice Director Yeshika Alversia, Universitas Indonesia, Indonesia
- Adjunct Associate Prof. Catherine Sibala, Hitotsubashi University, Japan
- Prof. Dr. ISAGAWA Nobuyuki, Kyoto University, Japan
- Associate Prof. Dr. MURAKAMI Keiji, Kyoto University, Japan
- Associate Prof. Dr. Yudi Fernando Universiti Malaysia Pahang, Malaysia



- Prof. Dr. Huam Hon Tat, Putra Business School, Malaysia
- Associate Prof. Dr. Salmi Mohd Isa, Universiti Sains Malaysia, Malaysia
- Associate Prof. Dr. Siti Zaleha Sahak, Universiti Teknologi MARA, Malaysia
- Lecturer Dr. Suthasinee Susiva, Burapha University, Thailand
- Director Nalinee Mohprasit, Ph.D., Naresuan University, Thailand



Professor Dr. ISAGAWA Nobuyuki shared with us the experience of conducting online classes in the Graduate School of Kyoto University, after a short introduction of the school. They make use of the online class management system called "PandA", and provide help for students and lecturers. In addition, they increased the number of small classes or one-to-one sessions so that students don't hesitate

to communicate with lecturers and other students. As the way to retain the quality of classes, the school required lecturers to submit the report in each class. In the report, lecturer described teaching objectives for the class of the day, the situation of the online class and the information of the class materials of the day. After his presentation, the workshop members discussed how they could measure the outcomes of online classes.



After introduction of Graduate School of Commerce, Burapha University, Thailand, Dr. Suthasinee Susiva gave a presentation about the situation with equipment during COVID-19 pandemic, and the issues to be improved for assuring the quality of online education. They use the online education system such as Zoom and Google Meet. In addition, they extend the educational opportunity with GSC Academy and Banpu Group. As the way

to measure the quality of online classes, the school conducted the survey of their students, and they found that students are concerned about the class discussion via video conference system and the teaching method and so on. After her presentation, they discussed the necessity of the

two-way communication in the online classes.

## 2) The 10<sup>th</sup> Online Workshop

On Thursday, August 19, 2021 the final workshop, the 10th ABEST21 online workshop "Assuring the Quality of Online Lectures" was held with Dr. Siti Zaleha Sahak, Universiti Teknologi MARA, Malaysia, as the speaker.

### Moderator:

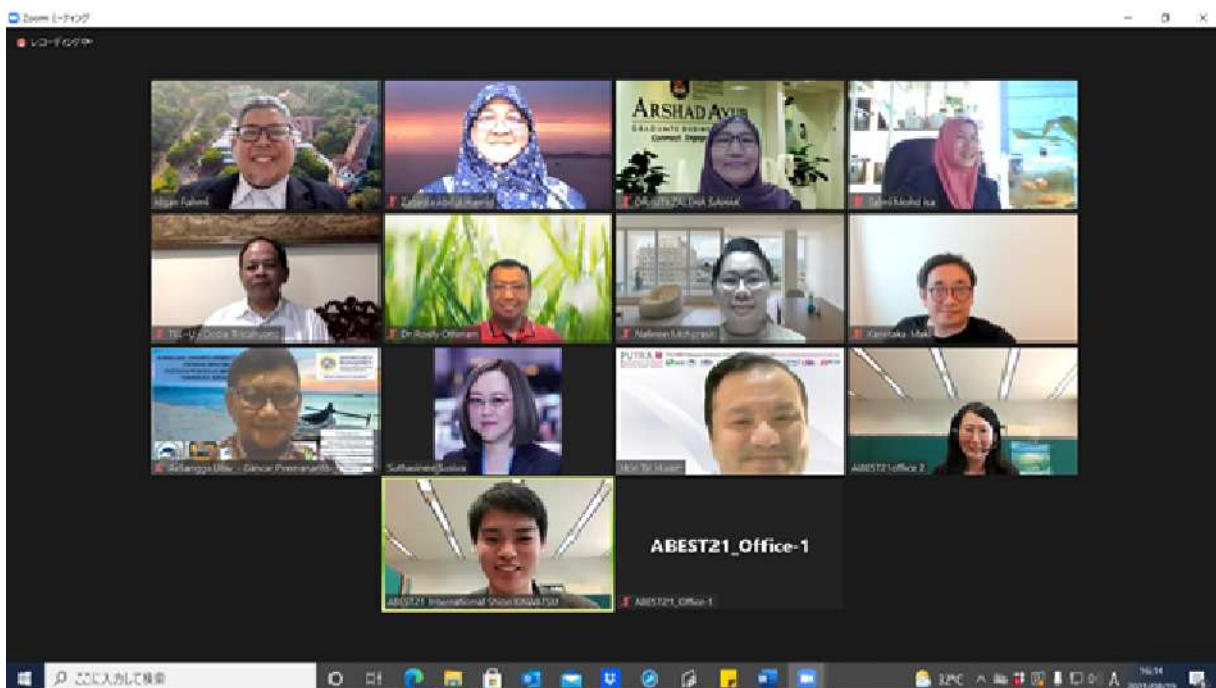
Senior Lecturer Dr. Idqan Fahmi, IPB University, Indonesia

### Speakers

Associate Prof. Dr. Siti Zaleha Sahak, Universiti Teknologi MARA, Malaysia

### Participants:

- Senior Lecturer Dr. Gancar C. Premananto, Universitas Airlangga, Indonesia
- Senior Lecturer Dr. Idqan Fahmi, IPB University, Indonesia
- Ass. Prof. Dodie Trichayono, Ph.D., Universitas Telkom, Indonesia
- Associate Prof. MAKI Kanetaka, Ph.D. Waseda University, Japan
- Assistant Prof. Dr. Zabeda Bt. Abdul Hamid, International Islamic University Malaysia, Malaysia
- Prof. Dr. Huam Hon Tat, Putra Business School, Malaysia
- Associate Prof. Dr. Salmi Mohd Isa, Universiti Sains Malaysia, Malaysia
- Dr. Rosly Othman, Universiti Sains Malaysia, Malaysia
- Associate Prof. Dr. Siti Zaleha Sahak, Universiti Teknologi MARA, Malaysia
- Lecturer Dr. Suthasinee Susiva, Burapha University, Thailand



Dr. Siti Zaleha Sahak introduced her experience of an online and distance learning (ODL) mode that has been adopted by Arshad Ayub Graduate Business School, UiTM. She said that it is no doubt that the Covid-19 pandemic has accelerated the adoption of online learning. UiTM has embarked into this learning mode beginning in March 2021 Semester. The students' feedback offers significant inputs to the school in improving the

quality of online lectures. Towards achieving the program learning goals, continuous improvement is vital on the five components of ODL: the online course content, platform, delivery, assessment, and students' feedback. Hybrid learning could be the way forward in higher education. Following the presentation, the participants exchanged their opinions on how to improve mutual communication with students and so on.

After that, they discussed findings from the ABEST21 Online Workshop and exchanged their opinions on publishing a report on the workshop.

### **3) The 1st Editorial Committee**

On Thursday, September 16, 2021 the first editing committee on the ABEST21 online workshop "Assuring the Quality of Online Lectures" was held with Associate Prof. Dr. Yudi Fernando Universiti Malaysia Pahang, Malaysia, as a Chair.

#### **The Editorial Committee members**

Chair: Senior Lecturer Dr. Gancar C. Premananto, Universitas Airlangga, Indonesia

Vice Chair: Senior Lecturer Dr. Jayne Bye, Western Sydney University, Australia

Vice Chair: Associate Prof. Dr. Yudi Fernando, Universiti Malaysia Pahang, Malaysia

Associate Prof. Danaipong Chetchotsak, Ph.D., Khon Kaen University, Thailand

Associate Prof. Dr. Veena Jadhav, SP Jain School of Global Management, Singapore

#### **Participants:**

Vice Chair: Senior Lecturer Dr. Jayne Bye, Western Sydney University, Australia

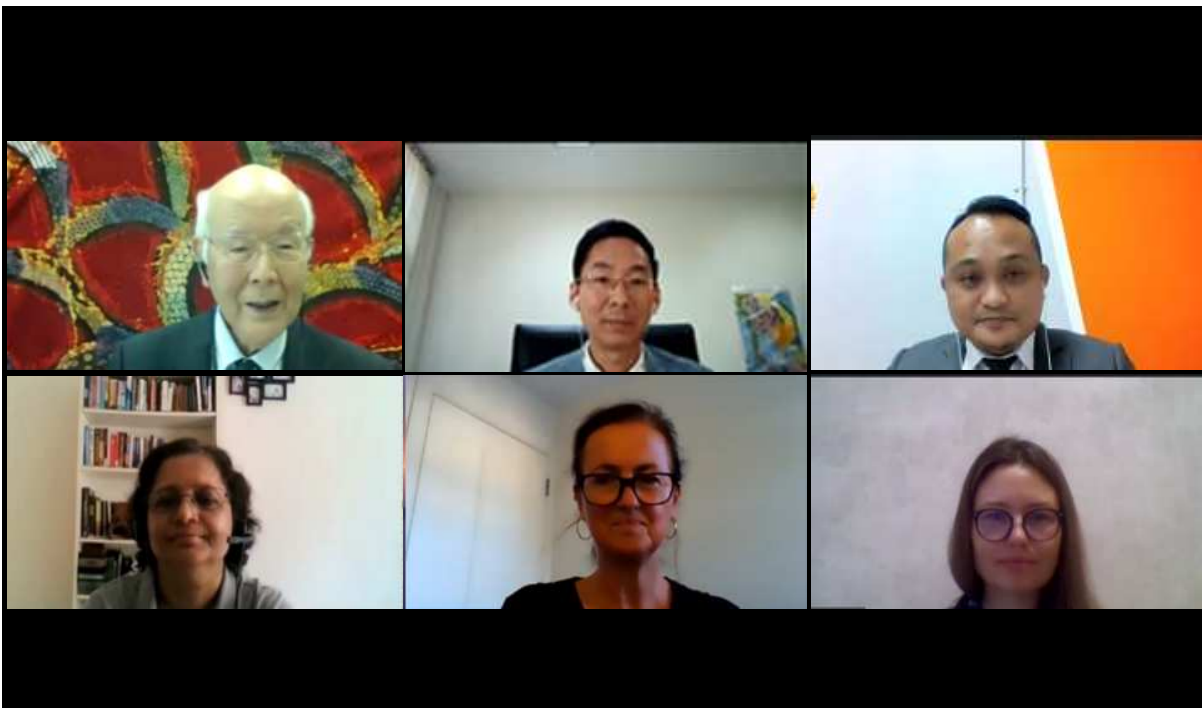
Vice Chair: Associate Prof. Dr. Yudi Fernando, Universiti Malaysia Pahang, Malaysia

Associate Prof. Danaipong Chetchotsak, Ph.D., Khon Kaen University, Thailand

Associate Prof. Dr. Veena Jadhav, SP Jain School of Global Management, Singapore

Associate Prof. Irina Petrovskaya, Ph.D., Lomonosov Moscow State University

The 2nd Editing Committee will be held on November 18, 2021.



## 2. Participants' Comments to the Online Workshop

Under the change of environment caused by COVID-19, academic units has been required to rebuild a system to ensure the "assurance of educational quality", i.e. reconsider how they will realize the "Mission Statement", assure the "Learning Outcomes" to the society and facilitate students' achievement of the "Learning goals" set in the syllabi. These are participants' comments regarding the Online Workshop "Assuring the Quality of the Online Lectures."

### 1) Online Workshop Schedule

The online meeting was held at 15:00-16:30 (Tokyo time) on the third Thursday of each month.

1. Thursday, November 26<sup>th</sup>, 2020, 15:00-16:30 (Tokyo time)

Speakers:

- Associate Prof. Dr. Yudi Fernando (Universiti Malaysia Pahang, Malaysia)
- Senior Lecturer Dr. Gancar C. Premananto (Universitas Airlangga, Indonesia)

2. Thursday, December 17<sup>th</sup>, 2020, 15:00-16:30 (Tokyo time)

Speakers:

- Senior Lecturer Dr. Werner R. Murhadi (Universitas Surabaya, Indonesia)
- Assistant Prof. Dr. Hen Kai Wah (Universiti Tunku Abdul Rahman, Malaysia)

3. Thursday, January 21<sup>st</sup>, 2021

Speakers:

- Manager Ersu Tri Wahyuni, Ph.D. (Universitas Padjadjaran, Indonesia)
- Associate Prof. Dr. Veena Jadhav (SP Jain School of Global Management, Singapore)
- Assistant Prof. Dodie Trichayono, Ph.D. (Universitas Telkom, Indonesia)

4. Thursday, February 18<sup>th</sup>, 2021, 15:00-16:30 (Tokyo time)

Speakers:

- Vice Director Yeshika Alvesia (Universitas Indonesia, Indonesia)
- Associate Prof. Dr. Danaipong Chetchotsak (Khon Kaen University, Thailand)

5. Thursday, March 18<sup>th</sup>, 2021, 15:00-16:30 (Tokyo time)

Speakers:

- Vice Dean Dr. Abdul Ghofar (Universitas Brawijaya, Indonesia)
- Director Nalinee Mohprasit, Ph.D. (Naresuan University, Thailand)

6. Thursday, April 22<sup>nd</sup>, 2021, 15:00-16:30 (Tokyo time)

Speakers:

- Adjunct Associate Prof. Catharine Sibala (Hitotsubashi University, Japan)
- Senior Lecturer Dr. Jayne Bye (Western Sydney University, Australia)

7. Thursday, May 20<sup>th</sup>, 2021, 15:00-16:30 (Tokyo time)

Speakers:

- Assistant Prof. Dr. Zabeda Abdul Hamid (International Islamic University Malaysia, Malaysia)
- Prof. Dr. Huam Hon Tat (Putra Business School, Malaysia)

8. Thursday, June 17<sup>th</sup>, 2021, 15:00-16:30 (Tokyo time)

Speakers:

- Program Manager Dr. Rosly Othman (Universiti Sains Malaysia, Malaysia)
- Prof. Dr. IWAI Chiaki (Aoyama Gakuin University, Japan)

9. Thursday, July 15<sup>th</sup>, 2021, 15:00-16:30 (Tokyo time)

Speakers:

- Prof. Dr. ISAGAWA Nobuyuki (Kyoto University, Japan)
- Lecturer Suthasinee Susiva, Ph.D. (Burapha University, Thailand)

10. Thursday, August 19<sup>th</sup>, 2021, 15:00-16:30 (Tokyo time)

Speakers:

- Dr. S.M. Ferdous Azam (Management & Science University, Malaysia)
- Associate Prof. Dr. Siti Zaleha Shak (Universiti Teknologi MARA, Malaysia)

## **2) Participant Comments on the Online Workshops**

**Associate Professor Dr. Danaipong Chetchotsak**

**College of Engineering, Khon Kaen University, Thailand**



ABEST21's Online Workshop for "Assuring the Quality of the Online Lectures" has been held since November of 2020. As of now, there were ten workshops. The last workshop was held in August of 2021. The objective of the workshop is to let all the ABEST21 members share the experiences on the Online Lectures with regard to assuring the quality. All the parties can learn from one another and assuring the quality of the online lectures will be encouraged.

Followings are my comments based on my participation in four workshops. Most speakers presented a system for assuring the quality of the online lectures in terms of the school level. In general, most of the schools provide lectures through a video conference platform, e.g.

Zoom, Microsoft Team, and Google Meet. Many of them also provide non-interactive materials such as video of the lectures and other class materials through the school systems, known as e-learning. Then feedback of the online lectures from students was collected for assuring the quality and for quality improvement. This approach was very common among the schools.

One of the unique examples was from SP Jain School of Global Management, Singapore. The school has used AI system to detect student's dishonesty (cheating) during the online exam, where students were alone. The system is good for evaluation of students' performance online. The system was quite impressive, but required enormous investment.

From my observations, most of the presentation cases are generally similar. However, not many cases mentioned quality assurance system at the course level or instructor level. It might be a good opportunity that we can learn how to assure the quality of the online courses, starting from designing the courses, learning outcomes, different various approaches of learning for students, methods for evaluation. In this case, different business school courses may have different approaches. For example, the course "Business strategies" may be online project-oriented, while accounting might focus on online workshop of computation. In this case, we can learn "best practice" from one another at the course level.

As for other matters, such as schedules, workshop program, collaboration between ABEST21 and the member schools, and the video conference platform, they are excellent. It is a great opportunity for everyone to meet, share the ideas and experiences, and learn from each other. In the past, we did not have many opportunities to meet at the international workshop quite often as today. Now the technology is available, and we can attend such an international workshop at no cost. Thanks for President Fumio Itoh and ABEST21 team for providing us this great experience and opportunity.

**Senior Lecturer Dr. Gancar C Premananto**  
**Head of Management Department, Faculty of Economics & Business, Universitas**  
**Airlangga, Indonesia**

**Era for Visionary Higher Education Management**



We all face the same challenges in these years. The pandemic of COVID-19 is already in its second year. And suddenly all our activities are going back home. Working, learning, shopping, meeting – all have to be done from home. We have to deal with digitalization to help us with many activities, including doing business.

In practice, future business will be the one that survived the pandemic. Before the pandemic era we used to talk about industrial revolution 4.0. The pandemic made the future come faster than we predicted. Organizations that will survive need to be futuristic and visionary.

The workshop that was conducted by ABEST21 showed us that even higher education has to face the pandemic crisis, just like ordinary business. And higher education institution that has already made investments to deal with industrial revolution 4.0 will be the one who is ready to adapt to the pandemic. Each speaker described the adaptation strategy of the school's management to make the learning process, examinations, consulting, discussions and meetings accessible for students and lecturers during the pandemic. Each university built their system to deal with learning from home.

The Quality Assurance to maintain business process is also a concern. Development of online system had to be done in a very short time and under the pandemic conditions. So there should be full monitoring of its development, and the issue is how to control many behaviors online. The problem is that most of quality assurance processes are established for offline systems.

An the end of the workshops, we realized that ABEST21 could be a benchmark place for us to learn from other members. We learn and inspire each other, in each workshop, to be more prepared for dealing with future. ABEST21 is about dealing with tomorrow's business education. So we are glad to put our experiences and knowledge into a book of reports of serial workshops that were conducted by ABEST21, to ABEST21 members.

**Assistant Professor Dr. Hen Kai Wah**  
**Faculty of Accountancy and Management, Universiti Tunku Abdul Rahman, Malaysia**



"I am very happy to be able to attend the ABEST21 online workshops for Assuring the Quality of the Online Lectures. The online workshop series enable participants to share, exchange and learn from each other on the best practices carried out by each institution in the online learning processes. I was able to learn so much from all the sessions that I have attended. Each session is very enlightening and refreshing. During the current pandemic situation, the conduct of these online workshops is very timely as online teaching and learning has become an important tool. Online learning and teaching also provides many challenges and opportunities to the universities. While institutions are constantly seeking more innovative teaching and learning pedagogies, it

is crucial that the quality of the education continues to be upheld. Hence, I would like to thank ABEST21 for organizing such workshops and all the speakers for their wonderful sharing."

**Professor Dr. Huam Hon Tat**  
**Putra Business School, Malaysia**



Online learning was underutilized in the past, especially in developing countries like Malaysia and Indonesia. However, the current crisis of the COVID-19 pandemic forced these countries to rely on it for education. Since early 2020, this pandemic has caused educational institutions to remain temporarily closed. The shutdown stimulated the growth of online educational activities so that there would be no interruptions of the learning process. Given today's uncertainties, it is important to gain a nuanced understanding of students' online lecture experience. In this context, I would like to extend a warm thank you to Professor Emeritus Dr. Itoh Fumio, the President and CEO of ABEST21, for organizing an online workshop for "Assuring the Quality of the Online Lectures" from

November 2020 to August 2021. Not only was the workshop organized in an extremely professional manner, but all the information that the speakers shared gave participants a new perspective to the whole online education situation. The material that the speakers provided and the discussions that were conducted were highly inspiring.

I once again thank you on behalf of everyone who was a part of the workshop for making this workshop a great learning experience for the participants.

**Associate Professor Dr. Idqan Fahmi**  
**School of Business, IPB University, Bogor, Indonesia**



Pandemic has shocked many, if not all, universities and forced them to adopt a new way of teaching and learning. With a few exceptions, most of the ABEST21 members used to be comfortable with conventional face-to-face learning. Some had already started to use online learning before the pandemic, but planned to proceed gradually before it could be an alternative to the offline one. The pandemic accelerated everything to be adjusted in a very short time.

ABEST21 initiative to conduct a series of online workshops on Assuring the Quality of the Online Lectures was very timely and gave many benefits to the participants and member universities. The first immediate benefit is making us realize that we are not alone. Almost every university is experiencing the same problem. Secondly, the workshop provided rich hands-on experiences from different universities. Even though every university has its way to cope with the problem according to its local specific factors, the sharing experience showed us more options and strategies to choose from.

By now, universities, faculty, and students may have already got used to online learning, and online learning may become a new normal in the future, even after the pandemic era. The workshop has provided a pool of knowledge and experience for ABEST21 members to promote better online lectures. Therefore, we hope that the results of the workshops will be well documented and made available soon for every member to improve their online lectures.

**Program Manager Dr. Rosly Othman**  
**Graduate School of Business, Universiti Sains Malaysia, Malaysia**



As a representative of the Graduate School of Business, USM, I had the opportunity to attend online workshops conducted by ABEST21 related to the challenges of online learning during the pandemic. I have attended several workshops and had the opportunity to participate in the discussion sessions after the workshops. The discussions were very useful, and the presenters shared with others their experiences in dealing with the challenges while conducting online learning. Some of the challenges are similar to those faced by the GSB, and ideas from the presenters as well as other members are very valuable, so we have managed to improve our responses to the issues accordingly. GSB also has shared its experience in dealing with the online learning with other members. Feedback from the members after the presentation has also helped GSB to revisit and improve some of the implementations. The workshops also showed that we are not alone in facing those challenges, and we can always reach out to others to help us overcome the issues. Workshops like this allow the participating schools to learn from each other and benefit from it greatly.

**Associate Professor Deputy Dean Siti Zaleha Sahak, Ph.D**  
**Arshad Ayub Graduate Business School, Universiti Teknologi MARA, Malaysia**



On behalf of the Arshad Ayub Graduate Business School (AAGBS), Universiti Teknologi MARA (UiTM), I would like to express our thanks to ABEST21 for organizing the 'ABEST21 Online Workshop 2020-2021 with the theme of "Assuring the Quality of the Online Lectures"'. We learned about how other Business Schools manage their online learning activities and their challenges. Some schools have already implemented online learning before the COVID-19 pandemic, and some have not (including our School). Both offered us great knowledge and inputs for improving our online learning practices. For instance, we learned about the importance of e-course content development and the resources needed. Working in a team to create the e-course content may facilitate the School to improve the quality of lectures. As we are looking forward to exploring hybrid (blended) learning, the presentation from Professor Dr. Isagawa of Graduate School of Management, Kyoto University, specifically, helped us gain insight into what hybrid learning is and how to do it. Indeed, the discussion throughout the workshop sessions on the essential things about online education development, the strengths and limitations of face-to-face, online, and hybrid learning were meaningful! Thank you so much!



**Lecturer Suthasinee Susiva, PhD.**  
**Graduate School of Commerce, Burapha University, Thailand**



The first time I have been assigned to join the series of this online workshop, I was a bit curious as I have no experience attending such a long academic workshop spanning almost a year. From the first workshop to the tenth, I have learnt a lot from the other academics, especially the online teaching techniques and learning tools that help improve online experiences for my students. I borrowed some of their ideas by using games and online learning applications to foster interactions and discussions during classes. I also found that we have quite similar problems and issues to overcome during the pandemic, and by sharing the experiences and ideas, it is easier to overcome the challenges. I believe that monthly two-hour sessions are worthwhile for

academics to share and learn from each other, not just the academic aspects, but also the best practices on how to improve the quality and experience of online lectures. It would be great if the session continues, and perhaps it could become a community where members work together to improve education quality assurance.

**Vice Director Yeshika Alversia**  
**Master of Management, Faculty of Economics and Business, Universitas Indonesia, Indonesia**



It was a very valuable opportunity for me to represent Faculty of Economics and Business, Universitas Indonesia to participate in the Online Workshop Activities organized by ABEST21.

As we know, 2020 and 2021 are the years that create challenges that are different from the previous years. The pandemic has forced educational institutions around the world to adjust to accelerating online learning in a very fast time. In general, Faculty of Economics and Business Universitas Indonesia can be said to be quite successful in making these adjustments. The implementation of online lectures has begun in Mid-March 2020 and is still going until now.

In the online workshops, several ABEST21 members of respected schools have shared their experiences about the things that have been done to overcome challenges in implementing online learning. For instance, under the change of environment caused by the pandemic, schools are required to rebuild a system to ensure the assurance of educational quality, to facilitate students' learning and to assure that the learning outcomes are achieved. It was a very insightful experience to learn many things from the other schools, and I was very honored to be able to participate in this valuable event.

**Assistant Professor Zabeda Abdul Hamid, Ph.D.**

**Graduate School of Management, International Islamic University Malaysia, Malaysia**



The online workshops organized by ABEST21 have been very beneficial in learning about how business schools in the region are managing their academic programs during this pandemic. The presentations by the various members of ABEST21 have provided insights into the ways Schools can maintain continuity of their programs despite the many challenges and struggles caused by the COVID.

When the country went into lockdown and the traditional way of teaching no longer became viable, the School had to revise many of its teaching methods and communication platforms for students. These workshops by ABEST21 have highlighted that we are not alone in trying to provide continuous quality education using the new ways of conducting classes. The support, suggestions, and comments provided by the participants have motivated and energized us to keep trying to find new ways to improve our services for the students. We are no longer feeling isolated, and ABEST21 has built that realization among us that we can reach out to other members for connection.

## **VII. Global Knowledge Network**

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### **1. Online Japan Studies Seminar (JSS)**

**-“Future in Asia and what coexistence in the age of economic, social and cultural globalization should be like”-**

#### **1) Purpose**

As is generally known, the ABEST21 Rectors and Deans Forum 2018 “Promoting Student Mobility and Nurturing Global Management Professionals” was held on November 2 and 3, 2018 at Institut Teknologi Bandung (ITB), Indonesia. Based on the 2-day discussions, we agreed and signed the “The Inter-University Exchange Program” Partnership with ABEST21 19 school members. Depend upon this Partnership, ABEST21 planned to conduct the Japan Studies Seminar- “Future in Asia and what coexistence in the age of economic, social and cultural globalization should be like” with online due to spread of the COVID-19 pandemic.



The Seminar is targeted at students who will play an active role in the globalized society. As a part of the international cooperation towards sustainable economic growth in the Asia-Pacific region, this Seminar aims to further deepen the “understanding of Japan” for the university students based in the ASEAN who are interested in the Japanese economy and culture. Lectures will be given by the speakers who act as the driving forces behind the Japan’s development in the 21<sup>st</sup> century, referring to their experience and future prospects.

## **2) Online Seminar Structure**

The Seminar consists of sessions by the mentors, one session by one mentor, delivered online. One session is allotted 60 minutes, of which 30 minutes is for "Mentor's Lecture" and 30 minutes is for "Students Discussion". "Students Discussion" will be held in teams. Based on the topic proposed by the mentor in advance, each team will discuss and summarize their opinions, and present the opinions during the discussion session. In the final session of the Seminar, each team will give topic presentations. The best presentation will be awarded.

## **3) Target audience**

The Seminar was open to the students of the following universities.

- School of International Politics, Economics and Communications, Aoyama Gakuin University, Japan  
(4 students)
- Faculty of Economics and Business, Universitas Indonesia, Indonesia (4 students)
- Faculty of Economics and Business, Universitas Brawijaya, Indonesia (4 students)
- School of Business, IPB University, Indonesia (3 students)
- Faculty of Business and Management, Universiti Putra Malaysia, Malaysia (3 students)
- Faculty of Business and Management, Universiti Teknologi MARA, Malaysia (2 students)
- Faculty of Engineering, Khon Kaen University, Thailand (5 students)

## **4) Speakers**

Speakers from various fields with international experience in the globalized Japanese society:

- Mr. ITO Haruyoshi, Ph.D., Associate Professor of Aoyama Gakuin University
- Ms. ITO Miwa, Senior Deputy Director of Human Development Department, Japan International Cooperation Agency
- Mr. IWABUCHI Kensuke, Ph.D., Chairman and CEO of Japan Rugby Football Union
- Mr. KINUTANI Kenji, Head of Start-up Business Promotion Office, SUMITOMO MITSUI BANKING CORPORATION
- Mr. NAKAYAMA Toshihiro, Ph.D., Professor of Faculty of Policy Management, Keio University
- Ms. NISHI Kyoko, Director of Administration Division, Livestock Industry Bureau, Ministry of Agriculture, Forestry and Fisheries of Japan
- Mr. OKAYASU Shigemi, Director & CEO of STC SHIPPING PTE. LTD, Singapore

## **5) Online Seminar Schedule**

Considering the possibility of participation by the senior students, the Seminar has been scheduled during the period from November 2021 to January 2022. There will be no Seminars on Friday. Exact schedule will be set taking into account the time difference between the participating countries.

## 6) Online Session Schedule

|  <b>III-4. Session Program Schedule</b> |    |    |      |             |                            |
|--|----|----|------|-------------|----------------------------|
|  | M  | D  | W    | Tokyo time  | Speakers                   |
| 1  | 10 | 20 | Wed. | 15:00-16:00 | JSS Orientation            |
| 2  | 11 | 10 | Wed. | 12:00-13:00 | JICA Presentation          |
| 3  |    | 17 | Wed. | 12:00-13:00 | ITO Haruyoshi              |
| 4  |    | 20 | Sat. | 12:00-13:00 | NAKAYAMA Toshihiro         |
| 5  |    | 24 | Wed. | 12:00-13:00 | ITO Miwa                   |
| 6  |    | 12 | 1    | Wed.        | 12:00-13:00                |
| 7  | 12 | 8  | Wed. | 12:00-13:00 | NISHI Kyoko                |
| 8  |    | 8  | Wed. | 15:00-16:00 | IWABUCHI Kensuke           |
| 9  |    | 15 | Wed. | 12:00-13:00 | KINUTANI Kenji             |
| 10   |    | 22 | Wed. | 12:00-13:00 | Japan Embassy in Indonesia |
| 11   |    | 22 | Wed. | 15:00-16:00 | Japan Embassy in Malaysia  |
| 12   | 1  | 6  | Wed. | 12:00-14:30 | Student Teams Presentation |

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## 7) online Student Orientation of Japan Studies Seminar

On Wednesday, October 20, Student Orientation of ABEST21 Global Knowledge Network – online Japan Studies Seminar (JSS) entitled “Future in Asia and what coexistence in the age of economic, social and cultural globalization should be like”, organized by ABEST21 and supported by Japan International Corporation Agency (JICA), Embassy of Japan in Indonesia (planned), and Embassy of Japan in Malaysia (planned), was held online. President and CEO Professor Dr. Zulkornain bin Yusop, Putra Business School, Malaysia; Dean Professor Dr. Syed Jamal Abdul Nasir Syed Mohamad, Arshad Ayub Graduate Business School, Universiti Teknologi MARA, Malaysia; and Dr. Danaipong Chetchotsak, Faculty of Engineering, Khon Kaen University, Thailand attended the orientation as observers. Twenty students from six ABEST21 Accredited Schools in four different countries attended the student orientation.

Firstly, ABEST21 President and CEO ITOH Fumio, Ph.D. delivered Introductory Remarks. Also, President Itoh explained to the students about objectives of the online JSS. Then, they received the explanation on how to attend the online JSS. After that, students were organized into four different groups and had an opportunity to get acquainted with the other group members. On Wednesday, November 10, JSS Opening Ceremony and a lecture by JICA are going to be held.



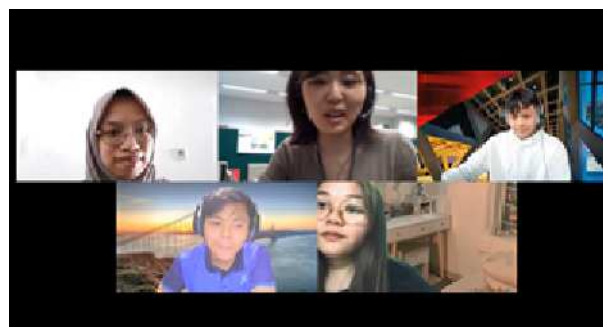
**Team A**



**Team B**



**Team C**



**Team D**



## 2. The Council for Nurturing Global Management Professionals

### The 39<sup>th</sup> meeting of Japan Council for Nurturing Global Management Professionals

The Council meeting was held online on Wednesday, September 15, 2021. The meeting started with ABEST21 President Itoh's explanation on the agenda and objectives of the meeting. Then, Dean Professor Dr. KOBAYASHI Hideyuki of SBI Graduate School, Japan, gave a presentation on the "Management Education provided by SBI Graduate School", followed by Q&A on required competencies for entrepreneurship and how to deepen exchange among the students. The next 40<sup>th</sup> Council meeting is scheduled in December 2021 or January 2022.

