

# Developing Innovative Humanising Entrepreneurship Education Programme for Youth Employment in Malaysia

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**Abstract:** Education for youth is the most powerful tool to change the world. It plays a significant role to design the future as a successful citizen in society. The United Nation's Sustainable Development Goals in quality education focus on increasing the number of youth having relevant knowledge and skills, including technical and vocational skills for self-employment or employment. Youth problems are commonly encountered for those who are poor, needy and unemployed. Hence, this paper aims to provide a conceptual humanising education business model including an eLearning, mentoring system and eMarketplace to help these youths in Gombak District, Selangor. Through humanising education development business model, this programme will enhance knowledge, skills and values. It also creates job and entrepreneurship, a platform to generate income and wellbeing of youth community. The findings show that this programme has potential to improve the quality education, strengthen the economy and improving social status of youth with Islamic values. To achieve the objectives of this study, the business modelling tools like the Business Model Canvas and Value Proposition Canvas are used. Business model canvas is to visualize holistic view of all the building blocks of starting a business including customer segments, value propositions and revenue streams. Then, value proposition canvas is required to ensure that the programme is positioned around what the customer's values and needs, pains, gains and job-to-do. This paper adapted design thinking approach that draws an iterative process in which to understand the user's pain, challenge assumptions, redefine problems and formulate strategies and conceptual business model.

**Keywords:** Sustainable Development Goals, Humanising Entrepreneurship Education, Youth Community.

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## I. INTRODUCTION

Humanising Entrepreneurship Education provides an enormous opportunity to youth community to enhance their knowledge, skills and values. It also provides entrepreneurship platform to generate income, wellbeing and creates job opportunity while providing valuable learning experiences. This programme plays a major role in the task of maintaining growth in Malaysia's education and economy through humanising entrepreneurship education by providing eLearning and eMarketplace platform from which youth community can learn knowledge, skills, values and develop their business. Youth community is one the best investment by which nation to creating sustainable country and improve the economic competitiveness. Higher levels of education increase the chance an unemployed person will emerge with a comparable wage and reduce the time required to find new employment. Facing the problem of less educated community is challenges for everyone because every individual and community have their own way of letting them survive with limited resources. The researchers see this as an opportunity to contribute and benefit the community by providing this programme, specifically targeted to the Gombak youth community, volunteers, recognized external organizations and donors. Overall, there are five villages located in Gombak area namely Kampung Sungai Pusu, Kampung Sungai Chinchin, Kampung Gombak Utara, Kampung Changkat, Kampung Tengah and Kampung Kerdas.

The program aims to provide quality education to the community by developing an innovative educational technology platform in technical knowledge and skills for the needy and problematic youth community. These programme requirements meet the needs of today's communities that help teenagers in technical skills for their jobs, jobs and entrepreneurship. Therefore, researchers with the most trusted responsibility and awareness of consciousness believe youth community have the opportunity and will use the system provided. The youth community will use this system as an online classroom platform, complete all the tasks assigned and request negotiations. We hope that this system will benefit the youth community, volunteers and donors and strive to become a better Muslim using a professional system.

## II. PROBLEM STATEMENT

Youth unemployment and social problems are one of the main challenges faced by youth in Malaysia, although the headline of the unemployment rate in Malaysia remained unchanged at 3.30 percent in February from 3.30 percent in January of 2019, the youth unemployment rate is over three times higher at around 10.8%. [1]. Meanwhile in Selangor, the largest employer with 23.2% of total national employment, saw overall unemployment rate of 2.8% and youth unemployment rate of 9.4%. [7]. Amongst the reasons are the mismatch between changes in the educational attainment of the workforce and the types of jobs created have manifested in demand for youth community. This issue raises concerns to citizens, this challenge can be addressed by joint initiatives between public institutions, civil society, and business sectors. cross-sectoral cooperation in providing youth community into the labor market as well as developing innovative approaches in all sectors needed more than ever to ensure economic and democratic stability, welfare-oriented development. Quality education is a very important aspect of developing a community of youth community through ongoing development and the way in which we can help them to engage in this learning process. Achieving inclusive and quality education to all affirm the belief that education is one of the most powerful and proven vehicles for sustainable development.

To respond to these issues, our discussion proposes to provide quality education in various fields to youth. This programme aims to reduce social problems and create more employment opportunities for the youth community by providing quality education with effective guidance and teaching to them online, mentoring and coaching. This programme plan to involve partners in proposing and implementing as they also have the same vision and mission to provide education and job opportunities to youth community as well as applying value-added values to their lives. It will also consider the best way to mitigate some or all of the above mentioned issues in order to be implemented perfectly and perfectly.

## III. OBJECTIVES

Considering the drawbacks of the youth community in Gombak, this programme is incorporated to improve the solution for problematic youth community. This programme aims to provide a conceptual humanising education business model including an e-Learning, mentoring system and e-Marketplace to help these youths in Gombak District, Selangor. Next, this programme will enhance knowledge, skills and values. It also creates job and entrepreneurship, a platform to generate income and wellbeing of youth community. In addition, this programme will reduce social problems among youths and maintain the relationship between IIUM students, staffs with community in Gombak. Finally, the purpose of the program is to provide quality education that will empower youth community and provide the Islamic values in accordance with guidelines outlined in the Maqasid Syariah, which is to protect the intellectual (al-'aql) and protect the religion (ad-din). Allah mentioned in the Quran, "You are the best of peoples, evolved for mankind, enjoining what is right, forbidding what is wrong, and believing in Allah." (Ali Imran: 110)

## IV. LITERATURE REVIEW

Education play an important role in expanding and generating employment opportunities for Malaysia's population. Education for sustainable development is a multidisciplinary area of knowledge. [2]. Education will encourage changes in behavior to shape a more sustainable future in terms of environmental integrity, economic, fair society for present and future generations. Through education the changes on values and attitudes, skills and behavior will be achieved. With the deep understanding of the implementation education for sustainable development. It is estimated 50 per cent of the Malaysian scattered population is tertiary educated, and thus represent net loss for the country in terms of economic growth and national development. [3]. Malaysian government continues dedicate substantial amount of time, energy and resources into talent initiative with the aim of training and produce the professional. Youth employment rate in Malaysia

was estimated to have reached 10.8% in 2017, more than three times higher than the national employment rate of 3.1%. Malaysia is among the regional economies with the incidence of youth employment, despite a low overall employment rate. [1]

The main challenge faced by the Malaysian is the inadequacy of their saving and low average household income. It is important to prepare for a sustainability quality of life and to ensure that they financially and economically independent. [4]. Moreover, entrepreneurship education is important in encouraging students to become more independent and create jobs and thus pushes the government to prioritize small and medium entrepreneurial industries as major contribution to job creation. [5]. Revolutionizing the hands-on education and services for social impacts in poor communities in the larger world. The various social and economic innovations that have developed now stand as a platform for reducing human suffering and empowering marginalized people in villages around the world. [6] In the Megatrends 2030, it shows in aging world on the finding new opportunities of education and employment that 82 percent of growth in population between 2015-2020 will be driven by people aged 35 and over. Besides that, the gap between what employer's demand and what education provides are 70% people are currently in jobs where the future of their career, profession or industry is uncertain. [7] In summary, the focus of this article is to develop a new approach that resolves the issues previously confronted by the scholarly studies reviewed in this chapter. Hence, this programme is necessary due to possibility can considerably affect the future of the youth community.

## V. SUSTAINABLE DEVELOPMENT GOALS

Sustainable Development Goals (SDG) address the global challenges related to quality education, poverty, peace, justice, industry and wellbeing. The goals interconnect and very important that have to achieve target by 2030. In this programme, it will focus on the sustainable development goals 4.4 which is by 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship. And focus to 4.4.1 which is proportion of youth and adults with information and communications technology (ICT) skills, by type of skill. The sustainable development goals report 2018 mentioned an estimated 617 million children and adolescents of primary and lower secondary school age worldwide 58 per cent of that age group are not achieving minimum proficiency in reading and mathematics. Next is main target is decent work for the youth community in Gombak, based on the sustainable development goals 8.3 which is promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services and the focus is proportion of informal employment in non-agriculture employment, by sex. According to SDG Report 2018, the global unemployment rate in 2017 was 5.6 per cent, down from 6.4 per cent in 2000. The decline has slowed since 2009, when it hit 5.9 per cent. Youth are three times more likely to be unemployed than adults, with the global youth unemployment rate at 13 per cent in 2017.

The researchers is clearly see each target is important to each other. Therefore, the previous goals, which is quality education and Decent Work and Economic Growth related to the next goals which is Industry, Innovation and Infrastructure. This is because the relevant knowledge and skills delivered in the programme to the youth community opening opportunities to enter the real industry. The focus is 9.1 which is develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all, and more focus on the 9.1.1 proportion of the rural population who live within 2 km of an all-season road. Finally, the end of poverty in all forms be the focus after the youth get into the previous goals. The focus is on 1.3 which is Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable, and more focus to proportion of population covered by social protection floors/systems, by sex, distinguishing children, unemployed persons, older persons, persons with disabilities, pregnant women, newborns, work-injury victims and the poor and the vulnerable.

## VI. METHODOLOGY

The Design Thinking approach is adopted in this study is to understand the problems, ideate solution alternatives, and to establish the conceptual solution. The researchers used literature review, interview, business modelling tools such as the BMC (Business Model Canvas) and VPC (Value Propositions Canvas) to represent the conceptual solution and validation of the BMC and VPC. In design thinking approach, it will focus five phases which is empathize with the user gain an

empathetic understanding of the problem that are trying to solve, typically through user research. Next is Define the needs and problem, by accumulating the information created and gathered during the empathize stage. Ideate by challenging assumptions, view the problem and creating ideas for innovative solutions. After ideate to prototype to start and identify the best possible solution for each of the problems identified during the first three stages. The final phase is test by trying the solutions out, which is test the complete product using the best solutions identified in the prototype phase. Design thinking seeks to generate a holistic and empathetic understanding of the problems that people face. It contributes to empathize with human beings such as emotions, needs, motivations, and drivers of behaviors. This approach is typically more sensitive to and interested in the context in which user problems and obstacles they might face when interacting with a product. Finally, it generates problem solutions and insights into the practices, actions, and thoughts of real users.

Growth of information technology need the methodologies that iterative suits with the programme, which have the continuous integration and able to handle the latest digital technology and business requirements. For this programme, agile methodology suits for the programme because the combination of iterative approach and incremental process model focus on the process of adaptability and customer satisfaction of the development of the system. In this methodology, it provides the iteration which involves the cross-functional teams that advocates the planning, evolutionary development, continuous improvement, fast response, flexibility to any changes. It is also ensuring the customer collaboration because it directly involve the requirements in progressive and adapted based on the beneficial feedback. The reseachers provides the clear understanding of the requirements as an early information in the development. It helps in designing the development are clear and fit in the eyes and perspective of users. The data collection and requirements gathering techniques that the reseachers use is user interview.

## VII. BUSINESS MODEL

### a) Initial Business Modelling Tools

#### 1) Initial Business Model Canvas

Based on the literature review, the reseachers develops the initial business model canvas (BMC) that shows a holistic view of all the building blocks before the interview.

#### 2) Initial Value Proposition Canvas

Initial value proposition canvas is a simple way to understand customer's needs, and design products and services they required before the interview.

### b) Key Findings from Interview

For the interview, the reseachers had conducted an interview with the Secretary of Kampung Sungai Pusu community to discuss the problem and challenges faced by the youth community in Gombak. The findings from the interview show that in the initial business model canvas customer segments part, the reseachers recognizes that real problem faced by the youth community in Gombak. The result was changed from those who have the proper education and those who want to enhance the knowledge and skills to those who poor, needy and problematic youth. This is because the main problem for the youth community in Gombak are mostly unemployed and some are involved with drug addiction. In addition, they often waste time hanging out and socializing without making something worthwhile to upgrade their lives to the better. In the meantime, most of the youth are from poor families who are poor, their parents work as rubber tappers, gardeners and have only smallholders for their estate, working as farmers. During leisure, they usually spend time doing motorcycle racing, fishing in the river and doing activities that are unprofitable to them. Some of them are small entrepreneurs but do not have the right platform to increase their business more profitable and for better achievement. These problems are anxious to those who live around them, one of the factors is that they do not have the Islamic Environment to guide their practiced by religion to gain a better life. The reseachers also recognizes the social problem is in state of concern because they did not have the Islamic Environment to guide them practicing that are encouraged by religion to gain a better life.

Moreover, the reseachers makes some changes in youth community part as a whole to wealthy people for the subscription, as the platform for the revenue streams. Furthermore, the reseachers was emphasized to have a partnership with the University Centre for Community Engagement (BUDI) because they already have the operation center for community people. He encourages to have a joint venture with the clubs involve which is Quranic Youth Club (QYC) which will be focused on the Quranic knowledge and Fardhu 'Ain to the youth, JASA Club for Orang Asli community and Titian Asli

for rural and villagers people. For further improvement, the reseachers needs to make an engagement with the masjid around Gombak, including Masjid Gombak Utara and Masjid As-Syakirin, because they do have the platform and crowd for helping the youth community. It will give them approaching the masjid as the center for education, religion and community engagement.

In the initial value proposition canvas focused on the customer jobs which is need to changes to a more relevant jobs, not a side view of the programs. As example, the download application, complete task, observe progress is the just step for the program. The actual is the customer jobs will get a right knowledge and skills, get a relevant for them and create a job opportunity. The customer job for volunteer is provide an expertise in related field, showing the job opportunities and received consultation and the customer jobs for donors is provide financial assistance, provide job opportunities for youth and open marketing and advertisement services.

### c) Validated Business Model Canvas

The business model canvas shows a holistic view of all the building blocks of starting a business including customer segments, value propositions and revenue streams. It is useful in running a comparative analysis on the impact of an increase in investment may have on any of the contributing factors.

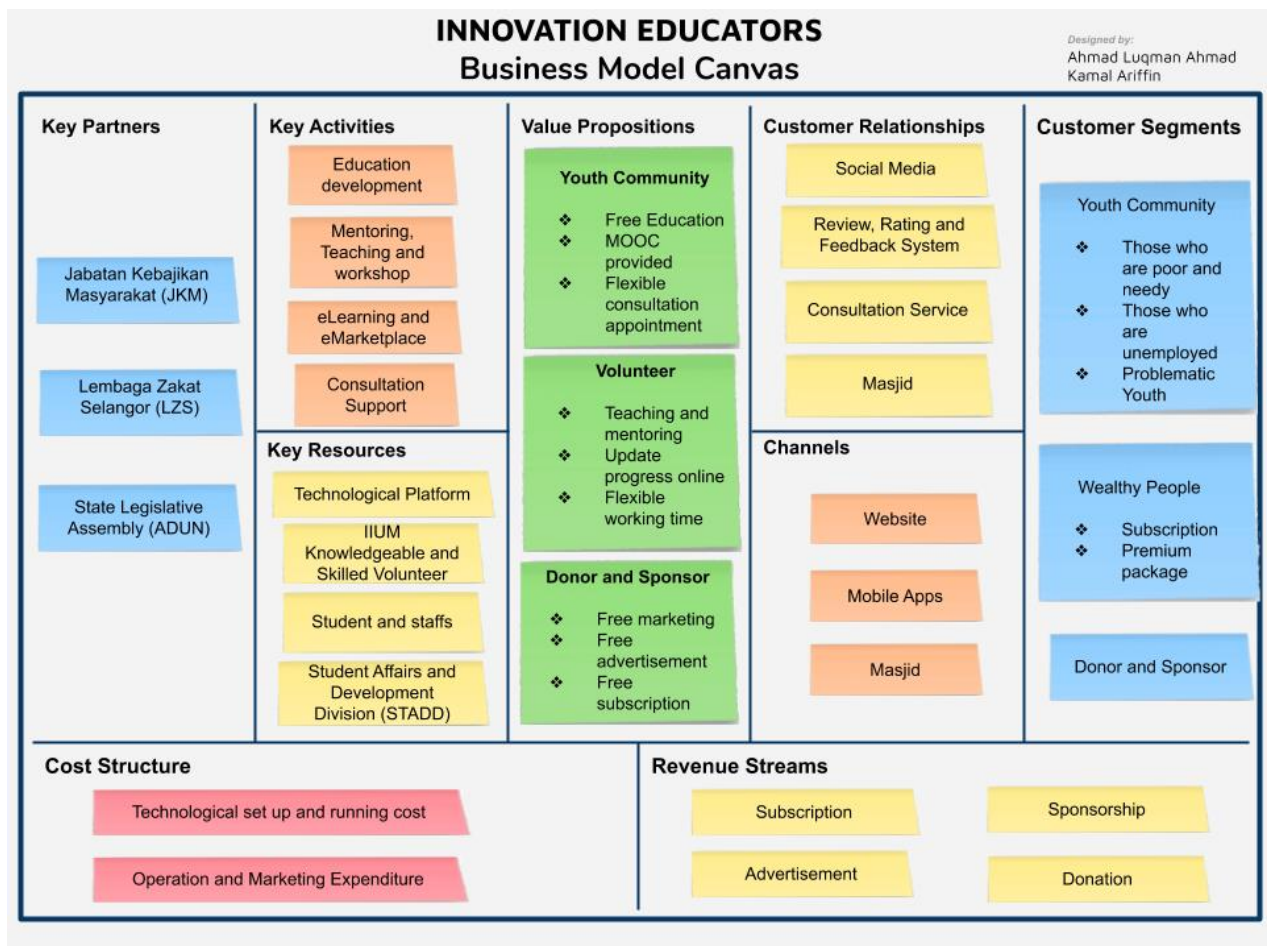


Figure 1: Validated Business Model Canvas

### a) Value Proposition

#### 1) Youth Community

This programme will provide free education for the youth community to help and assist them to get the proper education in terms of knowledge and skills. They also will earn a Massive Online Open Course (MOOC) as the social learning and platform to enhance their career and upskills. Furthermore, they can have flexible consultation appointment based on their preferences.

## 2) Volunteer

For volunteer, they will be experience in teaching and mentoring to youth community in the fields they are proficient. They can update the progress of the task given for the youth in online. It helps the volunteer to trace the updated part they achieved. For that they have the flexible working time, otherwise they even tied with the fixed time.

## 3) Donor and Sponsor

Donation and sponsorship as the material that support of a program. This is the way for them to raise the marketing and brand awareness, which helps to generate consumer preferences. Besides that, they will get a free advertisement in the e-learning and e-marketplace to attract for a range of product and services. Finally, they will get free subscription for the e-learning and e-marketplace for creating an account and content that will promotes good relations with their clients.

## b) Customer Segments

### 1) Youth Community

Youth community become the main focused on the customer. The youth community involved is for those who are from the poor and needy family. Furthermore, youth who are unemployed, they did not get the job for them to improve their wellbeing. Finally, the business focus on the problematic youth, who are wasting time and involve with the drug addicted.

### 2) Wealthy People

Wealthy people is main customer for subscription. It is open for premium online tutor. For those who are able to subscribe the package will get more knowledge and technical skills. They can request for consultation based on their preferences.

### 3) Donors

Donors can get the free marketing for their organization as a token of appreciation. Next, they will get free advertisement in the system. They also can request for the e-learning for the purpose.

## c) Key Partners

### 1) Jabatan Kebajikan Masyarakat (JKM)

Jabatan Kebajikan Masyarakat (JKM) as the social welfare department has role into preventive and rehabilitative services in social issues and community development. One of the objective is to enhance the competitiveness, achievement, productivity and innovation of the welfare sector workers. In this programme, JKM plays a vital role to contributing a substantial amount of donation.

### 2) Lembaga Zakat Selangor (LZS)

Lembaga Zakat Selangor (LZS) as an Zakat institution is continuously committed in managing and utilizing the potentials of the collection of Zakat. One of the asnaf development programmes which consist of Social Development, Education, Economic, Humanitarian and Islamic Institution Development programmes. LZS will provide expertise in certain courses and donation in education expenses.

### 3) State of Legislative Assembly (ADUN)

State of Legislative Assembly (ADUN) is one of the branch state government as elected representative for their constitution. For this programme, ADUN will provide the assistance from the financial point and the venue needed by engaging with district officer and village head to dealing in various angles with them.

## d) Key Activities

### 1) Education Development

Among the main things highlighted in key activities is education development. The reseachers will emphasize specific courses to be utilized and given to young communities. It will be the main demand in knowledge and technical skills for benefit of the community.

### 2) Mentoring and Teaching

This programme will provide various of mentoring and teaching in this system related to the course needed. This program will be held in physical and online phase. Physical mentoring and teaching in the first phase and the progress in the online.

### **3) eLearning and eMarketplace**

eLearning is a platform for teaching and mentoring between volunteer and participant. Volunteer will give specific task to participant completed during the time. eLearning are important for the continuity of learning in class and updated progress. eMarketplace is a virtual space that provides infrastructure services for buyers and sellers to meet and conduct business transactions online, it encourages buying and selling to induce collaboration among trading partners across a selection of industries.

### **4) Consultation Support**

Consultation as the process of discussing something regarding the related problem with the volunteer. Participant can have the consultation by the volunteer based on the expertise. It will be the act of exchanging information and opinions about something in order to reach a better understanding of it to improve the knowledge and skills.

### **e) Key Resources**

#### **1) Technological Platform**

We provide various technological platform such as website and mobile application to ensure the educational purpose in proper way. This help the program to market the system to youth community. This is also the main strengths to always promote and make people aware about the system.

#### **2) IIUM Knowledgeable and Skilled Volunteer**

IIUM Knowledgeable and skilled volunteer are become the main key resources because the knowledge and skills related to the participant especially the youth community. Volunteer is an activity where an individual or group provides services for no financial or social gain to benefit another person, group or organization. The volunteer is come from the IIUM student and staff which is the representative of the various kulliyah. Assigning the right people at the right position become the main principle of this system to always fit the purpose of what the reseachers wants to achieve.

#### **3) Student and Staff**

Student and staff are important to ensure this programme always worked well. Professional staff and student are required to improve the quality system for the mission and vision of this programme. Representative of the Kulliyah also play a role for contribution in expertise in a related field. Kulliyah involved in this programme is Kulliyah of Information and Communication Technology, Kulliyah of Engineering, Kulliyah of Education, Kulliyah of Islamic Revealed Knowledge, Kulliyah of Economic and Management Services.

#### **4) Student Affairs and Development Division (STADD)**

Student Affairs and Development Division (STADD) as one stop centre for student services and growth development. The club involve is University Centre for Community Engagement (BUDI) because they have the social engagement centre in Batu 10 as known as Pusat Akar Budi. They provide volunteer for teaching and mentoring the youth community in Gombak. The clubs involve is Quranic Youth Club (QYC) which will be focused on the Quranic knowledge and Fardhu 'Ain to the youth, JASA Club for Orang Asli community and Titian Asli for rural and villagers people.

### **f) Customer Relationship**

#### **1) Social Media**

Social media be our main customer relationship, we utilize Facebook, Instagram and Twitter. We use this platform to deliver information and directly contact with the participant and community. We believe this platform are the most communication technology that connect us with the participant and community.

#### **2) Review, Rating and Feedback System**

Participant and community can give their own review, feedback. The reseachers and volunteer will take seriously on the discussion review and feedback with the organization, agencies to make an improvement for a better approach.

### 3) Consultation Service

Consultation service is available for participant those who have the problem their courses. They can request for the consultation service to give the chance for participant to direct consult the expertise by the volunteer. It may strengthen the relationship between volunteers and participants.

### 4) Masjid

Masjid for mentoring activity focusing on achieving a higher quality of life and sustainable prosperity for poor families. [8]. This program conducted for youth community by sharing our experience and wisdom, and give them room to experiment and make mistakes. Sharing value and recognize their contribution to the organization and the community. Furthermore, investing in designing unique youth programs and services.

### g) Channels

#### 1) Website

Websites is the channel that they will use, by utilizing this platform will spread the information faster and wider. Community can connect directly from platform website. Participant can get information detail through the website. Every program and activities are updated in this website.

#### 2) Mobile Apps

Mobile Application be the most important channel between the participant and community. Participant can download the application in the Google Store and Apps Store. They will complete the task given based by the volunteer. Moreover, they can request for the consultation based on the preferences.

#### 3) Masjid

Masjid for youth engagement, make publicly consult youth to transform your Masjid or organization's culture, requires develop events and programmes that youth Muslim community. It requires significant consultation with youth, research on best practices in the mainstream and Muslim communities, and restructuring of your organization's human and financial resources.

### h) Cost Structure

#### 1) Technological set up and running cost

The cost structure that we have to focus is technological set up and running cost. Technological set up involve is the website and mobile application development. The development cost for the software including the design, analysis, programming and database. The running cost (maintenance) always need to be optimized by the reseachers to get the best result.

#### 2) Operation and marketing expenditure

Operation including the necessary equipment and tools needed for the mentoring and teaching. Marketing expenditure also one of the main required to tell others about the programme and the system.

#### i) Revenue Stream

##### 1) Subscription

Subscription for premium is available for the wealthy people. The package included the e-learning, tutor online and live consultation with the expertise. Subscription be one of the important revenue stream.

##### 2) Advertisement

Advertisement is provided for our sponsor, donator and other companies to advertise their business and organization. This way will help the organization to promote and market their services to people.

##### 3) Sponsorship

Sponsorship by the key partnership including Pusat Kebajikan Masyarakat, Lembaga Zakat Selangor, State Legislative Assembly (ADUN) and Gombak District and Village Head. They will provide the financial assistance and venue.



#### 4) Donation

Donation also by public and some of the key partnership in terms of the financial assistance including Pusat Kebajikan Masyarakat, Lembaga Zakat Selangor, State Legislative Assembly (ADUN) and Gombak District and Village Head.

#### d) Validated Value Proposition Canvas

Customer	Customer Jobs	Gains	Pains	Gain Creators	Pain Relievers	Products and Services
<b>Youth Community</b>	Get a right knowledge and skills Get a relevant job Create a job opportunity	Free education MOOC provided Flexible consultation	Educators competency Allocate time Cost of subscription	Quality education Rating and review system Flexible appointment	Quality educators Progress update online Cheap cost	Mentoring and teaching Online tutor Consultation support
<b>Volunteer</b>	Provide an expertise in related field Showing the job opportunities Received consultation	Teaching and mentoring Update progress online Flexible working time	Youth competency Allocated time Security	Teaching materials Fast observation Flexible appointment	Quality syllabus Progress updated online Reliability	Mentoring and teaching Online tutor Consultation support
<b>Donor</b>	Provide financial assistance Provide job opportunities for youth Open marketing and advertisement services	Free marketing Free advertisement E-learning	High cost of development Time consuming Marketing expenditure	Quality education Rating and review system Flexible appointment	Quality education Flexibility Advanced technological platform	Mentoring and teaching Online and tutor Consultation support

**Table 1: Validated Value Proposition Canvas**

### VIII. CONCLUSION AND FUTURE WORKS

As the conclusion, the researchers hopes that this programme successfully achieved the objectives as stated in the early stage of the programme. The programme will give benefit to all community involved especially youth community, volunteer, donors and key partnership. As mentioned earlier, the objectives of Developing Innovative Humanising Entrepreneurship Education Programme for Youth Employment in Malaysia is to aims to provide a conceptual humanising education business model including an e-Learning, mentoring system and e-Marketplace to help these youths in Gombak District, Selangor. Through humanising education development business model, this programme will enhance knowledge, skills and values. It also creates a job and entrepreneurship, a platform to generate income and wellbeing of the youth community. By implementing this program with the cooperation of various organizations, quality education is applied in knowledge and skills, improved job opportunities, reduced social problems among youth community and the value of Islam applied in their daily lives. This should be continued to ensure the bright future of the younger generation to meet the challenges in the real world they are going through.

Finally, this programme will maintain the relationship between IIUM students and staffs with the community in Gombak, it is hoped that the new programme approach will provide a good platform to the community to improve their wellbeing and capabilities in the current world. Future works for this programme is to develop and convert the conceptual business model into actionable Project and Change Management Plan. It will create an opportunity for the youth community to seek and enhance knowledge, skills, create job opportunities and entrepreneurship. The reseachers is also welcoming any suggestions or recommendation from any individual or organizations to improve the programme to benefit human beings in the future.

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