



Covid 19 Pandemic and Lecturers' Perception on Income and Satisfaction in Nigerian Private Universities: Qualitative Evidence from Al-Hikmah University

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Abstract: The pandemic's immediate effects may be gloomy, but it also presents a rare opportunity for learning, transformation, and resilience-building within Nigerian universities' educational systems. Against this backdrop, the Covid-19 pandemic and teachers' perceptions of income and satisfaction in Nigerian private universities were the subjects of this study. The study was accompanied by the formulation of two research questions. The entire faculty at Al-Hikmah University makes up the study's population. Participants were chosen using two non-probability sampling strategies. Purposive and convenient procedures were specifically used to pick four academic staff members from various faculties. Relevant data for the study was gathered using an interview methodology called the "Interview Protocol on Income and Satisfaction (IPIS)". Data collected were analyzed using thematic method. Findings indicate that lecturers' were satisfied with the level of income in the university. Specifically, they are satisfied in terms of regular payment of Salaries and other fringe benefits. Also, findings revealed that the pandemic had impact on Al-Hikmah University in many ways. The study recommends that management of Al-Hikmah University should come up with another source of income to increase revenue drive, this will enable them have more financial buoyancy, to increase the satisfaction of their lecturers. Additionally, there should be aggressive planning and policy mix should be set up in order to provide for the staff in the closest future, this will empower the University to prepare and take actions in case of future occurrences.

Keywords: Covid-19 Pandemic, Income and Satisfaction, Qualitative Approach.

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Research Paper
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1. INTRODUCTION

The coronavirus pandemic remains a serious worldwide health hazard, having claimed three million lives by April 2021 (World Health Organization, 2021). Some countries have instituted lockdowns or similar social distancing measures, such closing schools and workplaces or limiting travel or social gathering chances, in an attempt to curb the virus's spread and prevent national health systems from collapsing. While these measures were mainly successful in "annihilating the curve" of Covid-19 cases and ensuring space in hospital intensive care units, they had a significant detrimental effect on economic development (Fang, Wang, & Yang, 2020). Economic ramifications, like the fear of losing one's job, have also affected people's welfare, as have effects on daily activities and communication with intimates and families. The resulting lack of social

contacts may have made it harder for people to deal with negative events and made psychological and social suffering, like loneliness and boredom, worse (Brodeur, Clark, Fleche, & Powdthavee, 2021; Brühlhart & Ialivi, 2021). Because of these unintended consequences, well-being prices linked to lockdowns and communal isolation may obligate higher than previously estimated (Brodeur, Gray, Islam, & Bhuiyan, 2021).

All-inclusive consequence of the strategy changes, however, is equivocal because they might have also created a reassuring sense of reduced infection risk, reducing concerns about family and friends or own health (Fang *et al.*, 2020). According to World Satisfaction Report (2020) Individuals' self-reported contentment has steadily fallen between 2016 and 2018 (2016, 4.18; 2017, 4.05; 2018, 3.82 on a 10 point

ranking). According to the survey, self-reported contentment is higher in richer countries than in poorer ones, and to hand is a connection amid self-reported satisfaction and GDP per capita. Pay, fiscal development, well-being, life expectancy, incapacity, sense of freedom, values, and humanity are additional factors that affected pleasure in the 160 countries that were examined (Halili & Tinji 2020). Deficiency in the amount of research on wealth and contentment in West African nations, claim (Ngoo, Tan, & Tey, 2021). We found that there have been very few researches conducted in China and other Asian countries, while no studies have been conducted in Nigeria or in West Africa as a whole. A few studies in India have looked at how satisfied elderly people are with their lives. The elderly were found to have a poor level of life satisfaction (Ibrahim, Susanto, Haghi, & Setiana, 2020). Adeoye, Jimoh & Abdulkareem (2023) posited that family support has a major role in the psychological well-being and overall happiness of the elderly in rural Karnataka. According to Halili and Tinji (2020), life events can have a significant effect on people's levels of satisfaction. The challenges include low income generation, dwindling in students' admission, lack of support from external bodies among others (Adeoye *et al.*, 2023). As a result of the foregoing, lecturers in some private universities are faced with issues ranging from reduction salary income and other fringe benefits. Notwithstanding these difficulties, Al-Hikmah University is one of the insufficient secluded institutions in Nigeria that consistently pays the wages of the staff members who labor to guarantee that the university's policies and programs are implemented effectively, both teaching and non-teaching. It is against this background that study aims to examine the lecturers' perception on income and satisfaction in Nigerian private universities.

LITERATURE REVIEW

Studies have demonstrated an increasing tendency, indicating that the pandemic and the containment efforts implemented have a financial impact that ultimately affects people's level of pleasure. Additionally, not much research has been done on how the Covid-19 pandemic affected professors' perceptions of their pay and level of pleasure. Banks & Xu (2020) discovered that Covid-19 significantly affects psychological wellness, income, and contentment among the general public. Further countries with comparable results are Spain (Adeoye *et al.*, 2020), the People's Republic of China (Le & Nguyen 2020; Yamamura & Tsutsui 2020). Padraza, Guzi, & Tijden, (2020) looked into the links between income satisfaction, work satisfaction, and turnover among professionals in altruistic occupations like nursing, arguing that persons in such activities are motivated by satisfaction rather than money. Their findings revealed that work satisfaction adds progressively to the explained variance in the income satisfaction-turnover connection, and that income satisfaction impacts turnover motive differently. As a result, they asserted that nurses' jobs may motivate

them more than their pay. Yuen (2020) looked at how a pandemic will affect public higher education. The report claims that the epidemic has made this semester the most difficult one for college students in decades on American campuses. After the semester ended, public colleges and universities had to spend significantly more than the \$7.6 billion in federal stimulus funds that were supposed to be given to them. Many public universities that encourage social mobility are at an existential threat unless Congress takes substantial new action. Adetunji (2021) concluded that Covid-19 has great implications on financial aspects of higher institutions. Some of the implications include low income generation, and reduction in students' enrolment.

Vincent (2019) posits that the influence of financial status on self-esteem obtained from organizations acts as a facilitator in the liaison between performance and income level. Angeles (2021) analyzed two expansive components Adaptation and Social examination, utilizing board information of British families (1991-2015), thinking about the United Kingdom. Angeles' discoveries show that transformation has undeniably more pertinence to the effect of income on joy, than social correlation. Likewise, the impact of income on satisfaction loses around two-third of its underlying impact, following four years. Jegede (2020) perused on students' perception on the impact of Covid-19 Pandemic on higher institutions in Nigeria. The study found that higher institutions in Nigeria faced challenges especially during the introduction of lockdown by the federal government of Nigeria. The challenges faced include inadequate planning for online learning, inadequate Personal Protective Equipment (PPE), and drop in income generation.

Likewise, an inquiry on the evaluation of the Covid-19 epidemic's effects on university education based on students' experiences and opinions was conducted by Kedraka and Kaltsidis (2020). The crisis, they stressed, offers universities an opportunity to increase their use of digital technology for improved instruction and learning. Enhancing remote learning in higher education requires investments in digital infrastructure. The research findings indicate that appropriate planning and compensation should be implemented to support pupils' growth during pandemics.

Theoretically, this study is anchored on Easterlin's income and satisfaction theory, which focuses on material aspirations, with regard to all time facets - past, present and future. It makes the assumption that, in the early stages of their adult lives, persons from various socioeconomic backgrounds have similar bundles of material ambitions (Headey, 2019). Easterlin's theory is an inverse link between material ambitions and money, yet income varies directly with subjective satisfaction (Peng, 2021). The rising aspirations have a detrimental impact on subjective well-

being. Therefore; the inference is that people's desire for more increases as they earn more, negating the intended impact of this on social welfare (Fanning & O'Neill, 2019). The goal of the current study is to ascertain how Al-Hikmah University teachers saw their income and level of satisfaction in the context of the Covid-19 pandemic. This is in light of the previous research.

Research Questions

The following questions were raised to guide the study:

1. What is lecturers' perceived level of income and satisfaction in Al-Hikmah University?
2. What is the impact of Covid-19 pandemic on income and satisfaction in Al-Hikmah University?

2. MATERIALS AND METHODS

The research design is an algorithm that provides accurate, unbiased, authentic, and economical answers to queries. A qualitative technique (interview) was utilized to study lecturers' perceptions of income and satisfaction during the Covid-19 epidemic in private institutions in Kwara State. The study's participants are all academic personnel at Al-Hikmah University in Kwara State, Nigeria. Three sampling techniques were used (stratified, purposive, and convenience). Academic personnel were first arranged into the university's seven faculties using a tiered strategy (Agriculture, Education, Health Sciences, Humanities and Social Sciences, Law, Management Sciences, Natural and Applied Sciences). Ten lecturers were chosen for the study using both purposeful and convenience sampling strategies. The collected data were analysed using thematic analysis. The table below indicates the selected participants across the faculties using stratified, purposive and convenience sampling techniques.

Table 1: Selected participants using convenience sampling

S/N	Faculty	Department	Selected Participant
1	Agriculture	3	1
2	Education	3	1
3	Health Sciences	4	1
4	Humanities And Social Sciences	8	3
5	Law	3	1
6	Management Sciences	4	1
7	Natural And Applied Sciences	5	2
	Total	30	10

Interview Protocol

An in-depth interview tagged "Interview Protocol on Income and Satisfaction (IPIS)" was established to gather information from the participants. Parts A and B make up the interview and the demographic data of the participants. This data covers the participants' gender, age, and marital status, and job title, length of service, department, and religion. The consent of the informants was obtained prior to data collection. The participants were informed the reason for undertaking a research. An audio tape, biro, pencil, eraser, jotter, headset, digital camera, and laptop were used to interview the participants. Each participant's interview lasted between fifteen and twenty minutes and thematic analysis was employed to analyze the data in accordance with the research questions that was developed to guide the inquiry.

Credibility and Trustworthiness of the Protocol

A preliminary copy of the Al-Hikmah University Interview Protocol on Income and Satisfaction was sent to qualitative research experts with expertise in educational management to ensure the protocol's legitimacy. These experts were asked to provide an expert assessment of the information included in the final edition of the protocol. To verify the validity of the interview methodology, a pilot study was conducted with faculty members from a different private

university in the state of Lagos. Pilot research was conducted to verify the validity of the interview methodology prior to its application in the primary data collection process (Dikko, 2016). After the interview, it was coded and transcribed according to the study questions. After receiving the written transcription of the data, the participant was told to verify with his field notes that the investigator had accurately recorded all he had said.

3. RESULTS AND DISCUSSIONS

This section presents the analysis of the data obtained from the interviews with the principal lecturers in management sciences at Al-Hikmah University, Ilorin, Kwara state, regarding the lecturers' perceptions of income and satisfaction during the Covid-19 pandemic. In particular, the analysis in this section answers the research questions identified by the interviews, which were conducted by November 2022. Furthermore, the contents of this section guarantee the richness of the data collected, which is consistent with the questions formulated in the study. Following the transcription of the data collected and the subsequent printing of the data, the themes were codified and categorized. Therefore, the table below shows the code assigned to informant selected for the study.

Table 2: Code Assigned to Participants

S/N	Participant	Code Assigned
1	Agriculture	P1
2	Education	P2
3	Health Sciences	P3
4	Humanities And Social Sciences	P4, P5, P6
5	Law	P7
6	Management Sciences	P8
7	Natural And Applied Sciences	P9, P10

Source: Authors computation, 2022

Furthermore, the table below shows the demographic information of the informant;

Table 3: Profile of the Participant

Participant	Sex	Marital Status	Age	Position	Years of Religion Experience
P1	Male	Married	50years	Senior Lecturer	More Islam than 8yrs
P2	Female	Married	45years	Lecturer 11	More than 5yrs Islam
P3	Male	Married	43years	Lecturer 1	More Islam than 4yrs
P4	Male	Married	40years	Assistant Lecturer	More Islam than 3yrs
P5	Female	Married	49years	Senior Lecturer	More than 10yrs Islam
P6	Male	Married	37years	Assistant Lecturer	More Islam than 2yrs
P7	Male	Married	46years	Lecturer 11	More Islam than 5yrs
P8	Female	Married	49years	Senior Lecturer	More than 9yrs Islam
P9	Male	Married	44years	Lecturer 1	More Christianity than 4yrs
P10	Male	Married	45years	Lecturer 11	More than 5yrs Islam

Source: Authors computation, 2022

The profile of the informants broken down is shown above. Based on the information in the previous table, the informants' profile includes their gender,

marital status, age, position, years of establishment, and religion.

Table 4: Synopsis on Codification of Transcribed Data

<p><i>Theme One: Concept of income and satisfaction</i> Sub-themes: 1. Meaning 2. Importance 3. perceived level of Satisfaction</p>
<p><i>Theme Two: Impact of Income on satisfaction during the Covid 19 pandemic</i> Sub-themes: 1. Reduction in Revenue 2. Decline in Student's Performance 3. Academic and Non-Academic Staff Retrenchment 4. Low Students' Enrollment</p>
<p><i>Theme Three: Challenges Associated with income and satisfaction during the Covid 19 pandemic</i> Sub-themes: 1. Inadequate Planning 2. Inadequate remuneration 3. Lack of Personal Protective Equipments (PPE) 4. Non-payment of school fees</p>
<p><i>Theme Four: Measures used to address the challenges of income and satisfaction during the Covid 19 pandemic</i> Sub-themes: 1. Proper Planning 2. Adequate remunerations 3. Provision of Personal Protective Equipment's (PPE) 4. Aggressive Policy Mix</p>

Source: Authors computation, 2022

General Theme of the Study

Using Al-Hikmah University as a case study, the themes below illustrate lecturers' perceptions of income and happiness during the Covid-19 pandemic based on the data codification, which was based on three

research questions of the study. Using Al-Hikmah University in Nigeria as a case study, the figure below illustrates the general theme of professors' perceptions of income and satisfaction during the COVID-19 pandemic.

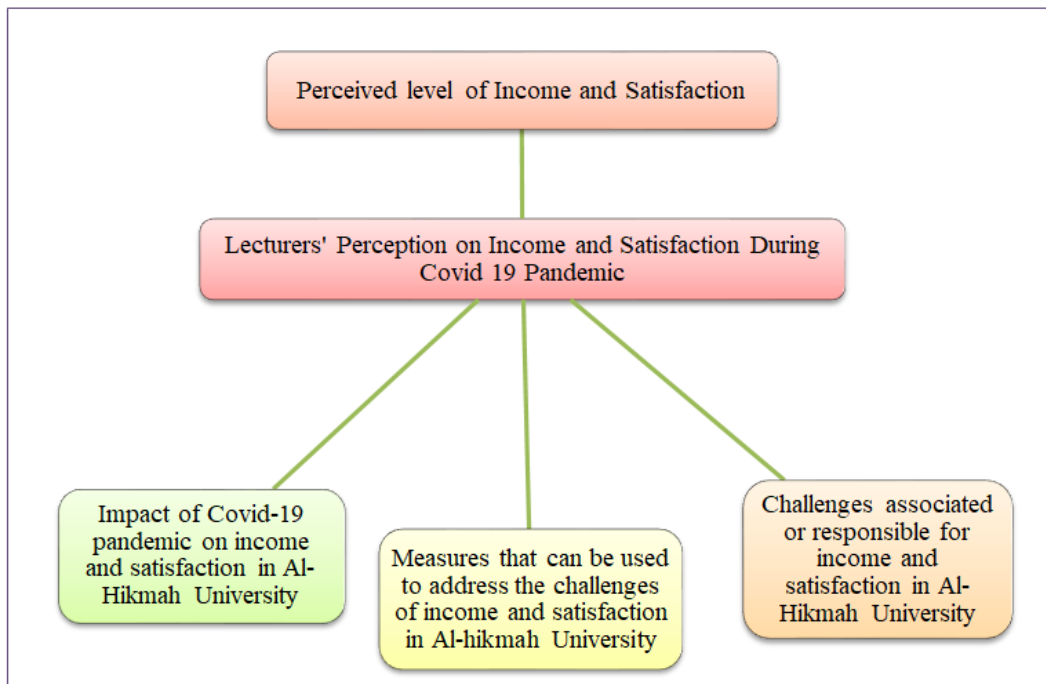


Figure 1: General theme on lecturers' perception on income and satisfaction during the Covid-19 pandemic in Al-Hikmah University

Research Question One: What is the lecturers' perception on income and satisfaction in Al-Hikmah University?

Based on research question one of the study, interview conducted revealed opinions on what income and satisfaction constitute. Excerpts from P7 and P3 are given below;

"Income" is a phrase that describes earnings. Both a macro and micro perspective are frequently used to examine it. In general, he defined national income as the entire value of products and services generated in an economy during a specified time frame. Anything that is not earned is not considered income. It consists of pension allowances, gifts, retirement benefits, scholarships, and so forth; He further stated that income as an important tool in our lives, as it enables individuals to meet their innate universal need. From a specific point of view, income is equivalent to the value of consumption that is regular, without any alteration of individuals' value of wealth he termed this definition of income Individual Purchasing Power (IPP). It is almost unavoidable to include money, when talking about income. Money is the unit of account, the means of payment and valuation, and the widely accepted medium of trade, which explains why income and money are intimately associated.

Also, P3 stated that;

According to him, the process of meeting needs and desires results in satisfaction. Furthermore, this process of fulfilling needs

and wants is referred to in economics as contentment. The ultimate aim of economic activity, which arises from solving the underlying issue of scarcity, is to satisfy needs and wants. Achieving fulfillment is essential to life itself as well. Moreover, DMGT found that academics are content with the regular salary payments as well as other perks including sandwich and top-up allowances, health benefits, honoraria, etc.

Similarly, P2 stated that;

"Money received by an individual or organization as payment for labor, a good or service rendered, or capital invested is known as income. Additionally, he said that income includes anything that improves the household's quality, whether it is regular or irregular, cash or non-cash, as long as it is received in a liquid form that can be used right away. Consequently, an item is not considered income if work is needed to turn it into spendable revenue. This definition, to put it simply, is all about liquidity. He posited that satisfaction from an accounting point of view has to do with fulfillment that is derived from doing business with a firm, or product or service being rendered".

In addition, P6 revealed that;

Lecturers are satisfied in terms of regular payment of salaries and other fringe benefits such as (Top-up and Sandwich allowance, Health benefits, honorarium and so on))

Furthermore, P8 and 10 defined income in terms of money balances when they posited that;

"Income is essentially the amount of Naira that a person has in their pockets and on credit at a bank in the form of demand deposits and commercial bank deposits. As a result, they defined income as the total of all currency and properly adjusted commercial bank deposits. Furthermore, because it fulfills several purposes, including those of a unit of account, a medium of exchange, and a store of value, income is a difficult notion to define. They

maintained that satisfaction is the measurement that determines how happy and individual is with a company's product, service and capabilities". Similarly, P8 and P10 revealed that lecturers are satisfied in terms of regular payment of salaries and other fringe benefits such as (Top-up and Sandwich allowance, Health benefits, honorariumc and so on)

Below is the graphical representation on the nexus between income and satisfaction in Al-Hikmah University.

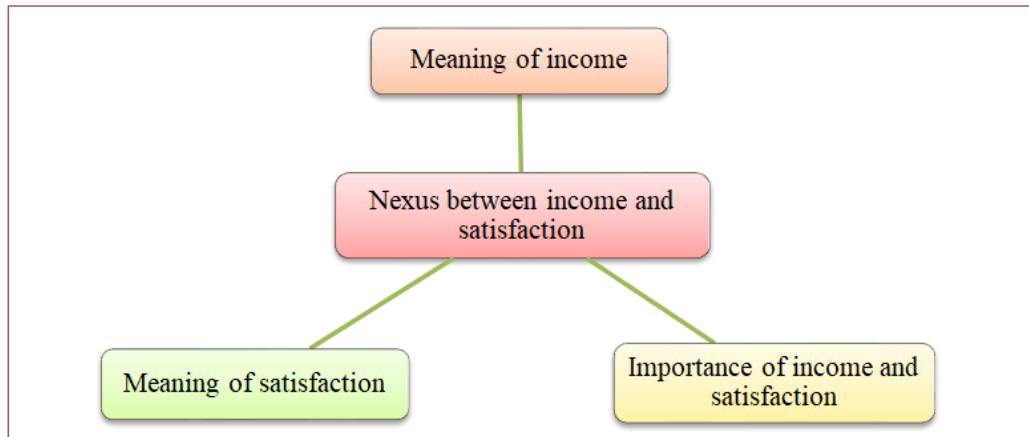


Figure 2: Theme One and Sub-themes on the nexus between Income and Satisfaction

Research Question Two: What is the influence of Covid-19 pandemic on income and satisfaction in Al-Hikmah University?

Based on research question two of the study, interview conducted with the participants indicated that income had an impact on satisfaction during the Covid-19 pandemic in Al-Hikmah University. For instance, evidence from P9 revealed that;

"The Covid-19 pandemic affected Al-Hikmah University negatively in the areas of shortfall in revenue, low students' enrolment, decrease in expenditure levels and, academic and non-academic staff retrenchment Similarly, the first and second waves of the Covid-19 had a variety of effects on our revenue and, in turn, our degree of pleasure, including low student enrollment, an increase in unanticipated events, and the adoption of online learning. All of these had an impact on our happiness level and income. The information above describes the precise effects of COVID-19 on the pay and job satisfaction of teachers at Nigeria's Al-Hikmah University.

In line with the above assertion, P2 on the influence of Covid-19 on income and satisfaction in Al-Hikmah University had this to say:

"The university faced the seemingly- impossible task of making plans in a world where certainty

is in short supply during the pandemic. Nobody could have imagined that a global pandemic like Covid-19 would wreak so much havoc across the world especially in the educational sector – but Al-Hikmah is now getting back on track. On the one hand, the university was seriously hit by the pandemic that it has to reduce its expenditure on supply staff, maintenance and energy bills during the lock down."

Maintaining the assertion of 1 and 2 above, P5 on the influence of Covid-19 on pay and satisfaction in Al-Hikmah University maintains that:

"There is no need sugar-coating our words, the Covid-19 pandemic had grossly impacted on our income and thus satisfaction level in the sense that most of the our daily activities and routine was severely hampered and we had to adjust to the new normal and the school in the process of adjusting to the new normal had to take some germane and vital decisions for the betterment of the school- such as reducing her expenses, laying off staff, adopting the online learning scheme as well as purchase and installation of some Personal Protective Equipment (PPE) at strategic locations within the school premises. All these had a bounce back effect on our respective incomes and subsequently our satisfaction".

Confirming the assertion of P7 above, P8 on the impact of Covid-19 on income and satisfaction in Al-Hikmah University maintains that:

“The COVID-19 pandemic had been a curse rather than a blessing, stating that most lecturers had conferences at various parts of the world during the pandemic which was to be sponsored by the school management but due to the pandemic and subsequently the lockdown, the University couldn't make provisions for such conferences in terms of payment of flight tickets and little stipend for the lecturers. He stated that these conferences would have added

skills and new ways of doing thing which would have been passed to the students for advancement in their academic pursuit in life. As a result of the pandemic, such feat was not achieved and thus, advancement in skills and ways of doing things was defeated, leading to sharp fall in students' performance in the long run”.

Below is the graphical representation on the impact of Covid-19 on income and satisfaction in Al-Hikmah University.

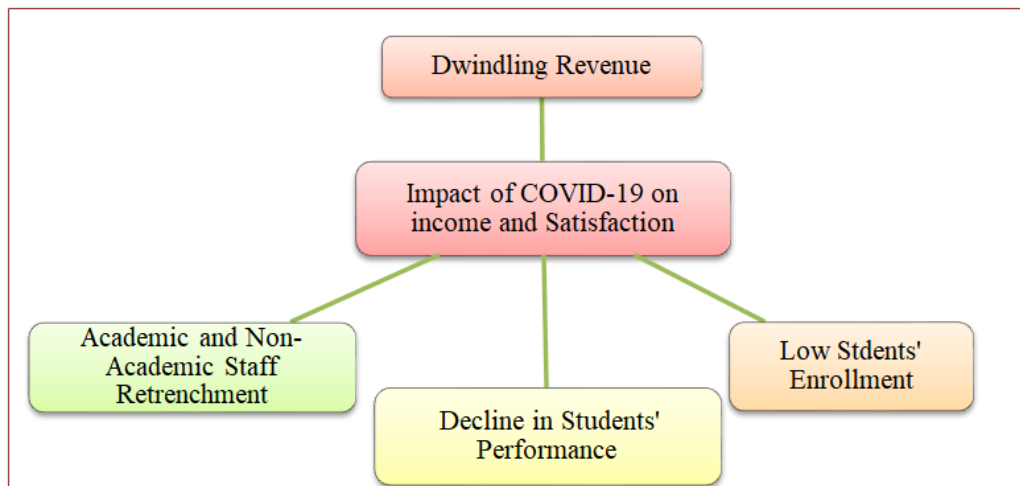


Figure 3: Theme Two and Sub-themes on the nexus between Income and Satisfaction

4. DISCUSSIONS

Two research questions were upturned to conduct the study on lecturers' perception on income and satisfaction during the Covid-19 pandemic in Nigeria with a specific reference to Al-Hikmah University as a case study. The first research question was based on lecturers' perception on income and satisfaction. Facts from the study through the participants showed that lecturers' perception on income and satisfaction is a positive one and that the lecturers are satisfied in terms of regular payment of salaries and other fringe benefits such as (Top-up and Sandwich allowances, Health benefits and honorarium and so on) such that, an upsurge in income will lead to a surge in satisfaction. Similarly, a decrease in income will lead to sharp fall in satisfaction, as the case during the Covid-19 pandemic. This assertion corroborates with the study conducted by Stevenson and Wolfers (2018), who observed earlier surveys on five cross-country datasets, and found that the correlation between income and satisfaction is especially convincing, and it does show that, while money has a significant impact on satisfaction, other factors (perhaps including measurement error) also have an impact on national satisfaction averages. In spite of this, a statistically significant correlation between GDP per capita natural logarithm and satisfaction is found in three out of the five datasets. The point estimates indicate that income and well-being are positively correlated. The

precision-weighted average of these five regression coefficients is 0.45, which is similar to the GDP-well-being gradient observed in cross-sectional comparisons of wealthy and impoverished members of a society. The results of this investigation are consistent with Vincent's (2019) work, which suggested that income level influences organizational-based self-esteem, which in turn mediates the effect of income level on performance. This is also supported by Li and Nguyen (2020) who attempted to find the association between income and satisfaction. It was discovered that workers in the public sector, who typically earn more money, are more satisfied with their salary than those in the private sector. Additionally, they stated that there was a positive or negative correlation between income and job happiness. According to this study, employees who are compensated well will feel better about their jobs and careers.

The second research question was based on the effect of Covid-19 pandemic on income and satisfaction in Al-Hikmah University. Evidence from the study through the participants revealed that the first and second wave of the pandemic affects the university's revenue base which in turn affected the level of income and satisfaction of staffs. Specifically, it affected the university's revenue base in terms of low students' enrolment, retrenchment of academic and non-academic

staff, etc. This finding is in line with the study conducted by Yuen (2020) on impact of pandemic on public higher education who reported that campuses around the country are experiencing their most challenging semester in history as a result of the pandemic. Now that the semester is coming to an end, public colleges and universities are dealing with expenses that far outweigh the \$7.6 billion in stimulus money that the federal government is sending to these schools. A threat to their very existence faces many public colleges that promote social mobility unless Congress takes drastic new action. According to Adetunji (2021), Covid-19 has a significant impact on the financial elements of higher education. Among the effects include a decline in student enrollment and low income generation.

5. CONCLUSION AND RECOMMENDATIONS

The study concludes that lecturers' perception on income and satisfaction amidst the Covid-19 pandemic is a positive one and Covid-19 issue has created a lot of possibilities that should be fully utilized. It was recommended that:

1. Mechanism should be put in place to ensure that student pay their school fees on time as this will ensure adequate remuneration of staffs.
2. Management of all universities (Federal, State and Private) should ensure that another source of income is devised such as IGR (Internally generated revenue) so as to avert being hit by such occurrence.

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