

The COVID-19 Panic and the Strengthening of Team Spirit to Combat Pandemic

**Peter Voo^{1*}, Romzi Ationg², Suwaibah Zakaria¹, Ismail Maakip¹,
Mohd. Dahlan Hj. A. Malek³**

¹Faculty of Psychology and Education, Universiti Malaysia Sabah, Malaysia

²Centre for the Promotion of Knowledge and Language, Universiti Malaysia Sabah, Malaysia

³Faculty of Islamic Studies, Universiti Malaysia Sabah, Malaysia

*Corresponding author: Peter Voo (peter@ums.edu.my)

ABSTRACT

The outbreak of respiratory disease caused by COVID-19 brings a significant impact towards various areas of human life such as the growing panic among the populations. Accordingly, the Movement Control Order (MCO) has been executed by the governments around the globe to prevent the citizens from getting infected, thus lessening the panic. Therefore, during the MCO there appears to be a great opportunity for the consolidation of team spirit among the citizens. This is especially true in Malaysia where it seems that although the disease is mainly a medical issue, it also prevails the way the citizens eradicate panic and strengthening the team spirit. It is argued that though the disease brings problems, the outbreak provides opportunities for a more thorough way of eradicating panic and strengthening team spirit among the citizens. This paper presents a preliminary discussion on the method of eradicating panic and strengthening team spirits for combating pandemic among the citizens of Sabah, Malaysia. The study in which this paper is based applies a qualitative method of document and media social analysis. It thus unveils the prospects of eradicating COVID-19 panic and strengthening team spirit among the citizens.

Keywords: COVID-19; Pandemic; Panic; Team Spirit; Opportunities

1. Introduction

Panic, which is generally referred to as a sudden uncontrollable fear or anxiety and often causing wildly unthinking behavior is among the prevalent psychiatric disorders (Thibaut, 2017). As it is a prevalent psychiatric disorder, all human beings experience panic, thus it is generally hailed as a natural human state and a crucial part of our life. Some even described panic as a psychiatric disorder which becomes more alarming in this world of globalization. In explaining such argument, Robinson, Vytal, Cornwell, and Grillon (2013), pointed out that panic generally can promote a crippling focus upon negative life-events and at the same time it also makes concentration even difficult. This, like Robinson, Vytal, Cornwell, and Grillon (2013) argued, in turn generally leads to problems about both social and work environments. Beddington, Cooper, Field, Goswami, Huppert, and Jenkins (2008), however, argue that despite the negative effects, panic also is *maladaptive*. It can also improve human ability to detect and thereafter avoid the danger which generally under the right circumstances such as being chased by a group of dogs while walking home alone in the dark, one will be able to be *adaptive*. Minimally, however,

Robinson, Vytal, Cornwell, and Grillon (2013) suggests that the precise impact of panic on cognition is still unclear.

Nevertheless, according to Steven, Weinberg, Nelson, Meissel, and Sankman (2017), it is important to note that panic heightened defensive responding manifests as intense anxious apprehension of potential future panic. This is what Barlow (2000) described as a 'learning-based conceptualizations of panic disorder', a disorder that in turn leads to anticipatory anxiety about having subsequent panic attacks. What this suggests is that panic eventually helps us to identify and thereafter respond to any source as well as dangerous incidents in 'fight or flight' mode. It also can be a source of motivation for us to encounter difficult challenges calmly and efficiently. The 'right' volume of panic even be able to help us perform better and stimulate action and creativity (Nicomedes & Avila, 2020).

The effect of panic on the life of human beings is not necessarily limited to such an area. There is another side of panic. Persistence panic may cause real emotional distress, phobia and obsessional to any dangerous incidents which are expected to take place in the future. This includes the opportunity for the consolidation of team spirit among the people who experience a certain amount of panic simultaneously. It is argued that the growing panic attitude among the citizens often leads to the improvising of team spirit among them. In South Korea, for example, the team spirit which refers to feelings of camaraderie among the members of a group as well as a feeling that enable the members to cooperate and work together, among the citizens there strengthened following widespread panic over the outbreak of the Middle East respiratory syndrome (MERS) in 2015. The outbreak of MERS, according to Seo (2019), was a medical issue in which within 2 months, a total of 186 cases were confirmed, and 36 people died. In explaining this, he revealed that the MERS was thought to be mainly contained in Middle Eastern countries, with rather limited transmission from human to human, but the 2015 outbreak in South Korea (hereafter Korea) changed that understanding considerably. He also found that this crisis-induced not only morbidity and mortality but also fear and panic in Korea. The panic epidemic then caused more widespread damage such as the slowing down of economic development.

Nevertheless, it appeared that the 2015 MERS outbreak has provided a great benefit to the citizens of South Korea as they adjusted the strategies and styles of interaction among them to prevent and reduce further damage. Following such a move, we can see by now that South Korean become more interested in recognizing the importance of team spirit. This is especially true when they recognized the importance of working all together as one nation in preventing similar problems through efforts to make sure their children's future focused more on education and medical research. Other than the 2015 MERS, many issues have ignited panic and thereafter made the team spirit among the citizens strengthened. The detonation of the atomic bomb in Japanese cities of Nagasaki and Hiroshima by the United States on August 6 and 9, 1945, for example, had ignited panic and thereafter strengthened team spirit among the Japanese. Also, the upsurge of racial riots in 1969 in West Malaysia which led to 196 killings, considerable destruction of property and it was also reported 439 people were injured have ignited panic throughout the young country of Malaysia (Taylor, 2008; Yackob, 2006; Hwang, 2003; Colletta, Lim & Kelles-Viitanen, 2001; Funston, 1980). This made the Yang Di-Pertuan Agong (the ruling king of Malaysia) later declared 'darurat' (national emergency) throughout West Malaysia) on May 15th, 1969, thus resulted in not only the suspension of the parliament and the formation of a caretaker government called National Operations Council (NOC or Majlis Gerakan Negara, MAGERAN), but also help strengthened team spirit among the citizens following the formation of an ethnic-based coalition government. This new government is called the Barisan National (National Front) coalition government.

Based on this information, it is expected that the outburst of any issues can ignite panic and later triumph in the ugliest or the pleasant looks of team spirit in any country. This suggests that any issues arisen in Malaysia are also expected to ignite panic and prevails in the team spirit among the citizens of different cultural backgrounds. Accordingly, though the outbreak of respiratory disease caused by COVID-19 is mainly a medical issue, it is also presumed to have ignited panic and prevails the team spirit among the population within the country. Several indications portray that the population of Malaysia is experiencing panic due to the outbreak. At the same time, it also appears that the outbreak is not only challenging but also creates an opportunity for the consolidation of team spirit among them. This paper is expected to prevail in these phenomena.

1.1. Problem Statement

Like other respiratory diseases such as SARS, MERS, and H7N9, the respiratory disease caused by COVID-19 is a pandemic with significant impacts on human psychological aspects (Wuqi, Cordia, Ayan, & Jing, 2018). This disease which previously known as the 2019-nCoV was first reported to spread from Wunan of China to more than 100 countries globally in late December 2019. The medical research confirmed that the most common symptoms of this disease are fever, tiredness, and dry cough. This disease is described as a serious and even fatal disease. It can be a fatal disease among older people, and the people with medical conditions of asthma, diabetes, or heart disease can be more vulnerable to becoming severely ill. On the other hand, it is also reported by global medical research that despite being hailed as a deadly disease, most people, which is about 80% recover from the disease without needing special treatment.

The disease is then described by medical researchers as a disease that spreading from a person-to-person, and specifically, as Bai, Yao, Wei, Tian, Jin, Chen, and Wang (2020) argued, is spreading from an asymptomatic carrier with normal chest computed tomography findings to another. Such characteristics made the disease to be very easily affected many in a short period. For this reason, a vast number of people around the world are now being affected, and as of to date, are unable to get the right vaccine. The spread of the disease also made many countries unable to provide better health care and keep the function of the socioeconomic maintained. This portrays that the pandemic is now not only disrupting the health of the world population, but as Miller (2006) argues is also disordering the world economy, decline of stock markets, scarcity of supplies, worsening political instability, and governments losing hundreds of billions of revenues.

As it is now spreading throughout the globe, this disease is hailed as a pandemic that provokes various reactions from people around the world. Among the reactions is the panic attitude among them. In many countries, such as Myanmar and Malaysia, the announcement of the first COVID-19 case by the official immediately sparked panic-buying among the masses (New Straits Times, 2020, April 13). Such an attitude has not ended shortly, rather continued. This, in turn, has inspired scholars and researchers to put forward their thoughts on the issue of panic attitude among the global population via mass and social media. In addition to the debate on panic attitudes, scholars and researchers also become more interested in providing the world of their thought on team spirit expressed by the frontlines.

The debate on issues of panic and team spirit among the citizens following the outbreak especially becomes more intense when the reports indicate that the number of cases increases continuously. Therefore, it is expected that, in line with the debate, one might wonder if the prospect of eradicating panic and strengthening team spirit among the citizens in Malaysia as well as the people around the globe. If this is indeed the case at the time of the outbreak, then how does the disease unveil such a phenomenon? This paper analyzes the phenomenon of panic and the

opportunity for consolidating the team spirit among the citizens of Malaysia during as well as in post-outbreak of respiratory disease caused by COVID-19, and thus ascertain how the disease unveils such phenomenon. It is expected that this paper also explores the prospects of a national improvement that focuses on the identification of a method to deal with future outbreak through consolidated team works among the citizens of not only Malaysia but also the citizens of other countries.

2. Methodology

During the fast-spreading of COVID-19 pandemic disease globally, the people, the mainstream media and all parties voiced concerns over human vulnerabilities based on what is happening in China and Italy. The dramatic increase in the number of death due to COVID-19 in both countries lead to such apprehension. As of April 11, 2020, it is reported by the media in conjunction with the report by the 'World meter' that there have been over 1, 699, 815 laboratory-confirmed cases with an estimated mean infection rate of more than 2.0% as well as more than 102,741 of death worldwide. Specifically, in some countries such as China, Italy, and Malaysia, the number of deaths is reported by the media to a total of 3,339 (from 81,953 cases), 18,847 (from 147,577 cases) and 70 (from 4, 346 cases) respectively as of the same date. Apart from providing the world about the toiling numbers of death due to COVID-19, the media also allow the readers around the world to gain knowledge and information on any issues related to it. As such, newspapers, books, journals, official reports, and social media postings analysis were used to detect the present phenomenon of panic and team spirit among the citizens in Malaysia during the outbreak of respiratory disease caused by COVID-19.

For this paper, literature gained from newspapers, books, journals, official reports and social media discussion of pandemic and the prospect of eradicating panic and strengthening team spirit among the Malaysians during the outbreak were collected. The collected documents and discussions were used to analyze the current theme and insight about the issue and topic being examined which is issue surrounding COVID-19. This was necessary to ensure that the obtained data represents the phenomenon being studied or to ensure the construct validity of the data. It simply aims at detecting and correcting errors and inconsistencies in the data gathered so that the data be cleaned to pass consistency and validation, a procedure that involve the removal of unverified data (Olteanu, Castillo, Diaz, & Kiciman, July 11, 2019; Rahm & Do, 2000). Data cleaning is especially required when dealing with data from multiple sources, in which it includes identifying and thereafter overlapping data or matching the records referring to the same real-world entity as well as substitution of incomplete data. This helps minimize any systematic bias perceptions about the topic being discussed. This systematic bias might involve the researchers' own opinion toward the issue being examined. Thus, it is important to note that for the sake of ensuring the validity of the data obtained, according to Kapoor, TamilAmani, Rana, Patil, Dwivedi, and Nerur (2018), only the credible information from various sources that are associated with this paper. The credible sources of data in this study refers to sources that are more reliable than others such as newspapers, journal articles, books, broadcast news, official reports, and social media discussion which were free from the element of bias towards other parties. This data was used based on the information and discussion made on the issue being investigated, which is COVID-19 pandemic.

3. Findings

3.1. Confusion Among Malaysian Due to Movement Control Order (MCO)

It is appeared that the MCO have led to the growing of confusion among the Malaysian as a whole. The MCO has been executed in many countries by the month of March 2020. In Malaysia, the MCO came into effect by 18 March 2020. It was officially announced by the Prime Minister on a live telecast via television, radio, and social media a day before the implementation. When the MCO came into effect in this country, the mainstream medias such as the News Straits Times, Berita Harian, Borneo Mail, and Metro reported that there has been a lot of confusion among Malaysians during the period of the MCO. Netizens who appear on Facebook, WhatsApp, Instagram, and blogs also release dubious and confusing statements and news regarding MCO. Despite that, there were also series of discourse among netizens in various social medias platform that assisting and helping those seeking for truthful information. Nevertheless, various opinions and insight from parties such as politicians and physicians concerning the key driving rules in the implementation of the MCO. Thus, there was a lot of confusion among Malaysians in the first week of the implementation of MCQ.

This confusion and panic lead to panic buying of essential items in the supermarkets that later gained attention from Lee Chong Wei, a public figure in Malaysia, when he provided personal view via Facebook and Twitter, recommending all citizen of Malaysia to avoid the effect of panic buying (Cheah, 2020, March 18th). He even suggests that the citizens should only focus on buying essential items so that others will have the opportunity to fills their house with the needed items. Unfortunately, such calls have not influenced the majority, if not all, the Malaysian to spend their earning on items their needed for survival in large quantity. Though the supermarkets around the country such as Giants, Tesco, Econovan, and Parkson announced that all the essential items were available and enough for all consumers throughout the period of MC), the citizens still made their attempt to buy in large number of necessary items. This kind of selfishness in the majority of Malaysian, despite information circular and the announcement made almost every week during the MCO by the supermarket officials as required by the government as well as the Ministry of Domestic, Trade and Consumer Affairs (MDTCA). Nevertheless, panic buying has declined by the second week of the MCO.

3.2. Official Meeting by the Government

It is also appeared that the development of COVID-19 has ignited strong reaction from the government of Malaysia. Due to the rising number of COVID-19 cases in Malaysia, the Malaysian government headed by the Prime Minister office, and particularly the Prime Minister himself have made their official meeting held almost fortnightly to discuss further regarding the impact and the implications of MCO. The meeting, in turn, led to the implementation of the MCO as a preventive measure by the federal government of Malaysia, despite the refusal among other countries such as Thailand, Indonesia, and the Philippines in implementing similar measure sooner.

The first period of the MCO took effect within 2 weeks, and later been extended for another 2 weeks. In explaining such decision, the Prime Minister of Malaysia portrays that to stop the spreading of COVID-19 virus, the government of Malaysia has ordered the extension of MCO from 1st April to 14th April 2020. He also stressed that, the extension was required due to the moderate participation among Malaysians during the first period of MCO with the number of those who participated and stay at home during the MCO was only at around 70-80%. This was

not encouraging due to the fact the number of cases and death associated with COVID-19 in the early phase of the MCO described by the World Health Organization (WHO) as alarming.

At this stage, it appeared that the number of flouters was quite insignificant, however, many Malaysians suggested that the authority should impose severe punishment to the MCO flouters if the government wanted to break off the chain effect of COVID-19 (Lee, 2021, June 4th). As a result, the government of Malaysia have decided to use the Malaysian Army with the aim to assist the Police Department in minimizing the number of flouters. Given this, the percentage of those conforming to the rules and regulations of the MCO eventually rose to 97%. However, according to the General Director of Health, the figure needs to be increased to minimize the spreading of the COVID-19 pandemic. Accordingly, the MCO has again been extended to another two more weeks which came into effect between 14 April 2020 and 28 April 2020. This extension of MCO was made to reduce the ensure the number of flouters.

3.3. Reasons for MCO Flouters

Various reasons have been suggested by those who flout the rules of MCO in Malaysia. One of them is feeling bored at home during the MCO. This has prompted them to go outside their houses in numbers. Some even went outside their home without any reason, but simply uninterested in staying home. In addition to these, the media also reported that there were some citizens, especially the elders, who went out of their home for participating in the religious congregation such as in the mosque, church, and temple during the first and second phases of the MCO. With rigorous implementation of MCO directives – rules and regulations, the frontliners such as the police and army were able to minimize the numbers of violators and flouters particularly in the first (18 March 2020 – 31 March 2020) and second phase (1 April 2020 – 14 April 2020) of the MCO.

3.4. Sources of Information Provided by The Government

Information and directives order provided by the Malaysian government through the Ministry of Health, Ministry of Commerce and Ministry of Information with the aim to assist its citizen in combating the pandemic COVID19, particularly the Ministry of Health on how to prevent the disease from spreading. With the pandemic on one hand and on the other is trying to deliver much needed information to the masses, is indeed a challenging task; however, with the help and assistance of many, the information has all well received by the masses. And one such significant impact on this matter, is the Ministry of Health also appeared to have successfully delivered a promising and significant approach in handling the *Tabligh* members/cluster who were affected by the COVID-19 pandemic.

3.5. Team Spirit during MCO

The implementation of the MCO brings significant impacts not only among the citizens of Malaysia but also in the citizens of other countries. The significant contribution of the MCO which mirroring the COVID-19 outbreak were the minimization of panic and the beginning in the growing of interest among the citizens in working together as one, or in other word the team spirit began to divulge among them. The spirit of working together in facing the pandemic can be seen in the cooperation and collaboration among Malaysians that includes not only the frontlines but also the masses in a different capacity. The frontlines were directly involving themselves in the job of providing medical care, security, and other essential services during the pandemic. In contrast, the citizens of non-frontlines were stay at their home to end the spread of the virus. The

Malaysian government that started the MCO directives has indirectly play a role in instilling the team spirit among the citizens. This is shown by the step and initiatives taken by the Malaysian government helping and assisting the needy, especially the underprivileged group.

Apart from the role played by the government agencies, there also were cases which unveils the unity and teamwork among Malaysians. This is revealed through the simple gesture by some. The local badminton superstar, Dato Lee Chong Wei, for example, have urged all Malaysian to abide by the rules and regulations set up by the government during the MCO (Dermawan, 2020, April 10th). He longed all Malaysian regardless of cultural background to play their part in ensuring Malaysia a success society in ending the spread of the pandemic.

Further, many activities are undertaken not only by celebrities but also by NGOs and ordinary citizens in assisting or providing help to the needy. The media reported that this kind of activity were performed by many Malaysians. This includes the well-known comedian, Harith Iskandar, who gave out dry goods to a total of 87 households in addition to things such as personal protective equipment to several medical centers (Murugesan, 2020, May 13th). The humanitarian organization, The Hope Branch, also has handed over more than 8,000 meals to the needy. These shows that in times of uneasy and crisis, the citizens of Malaysia become more interested in joining their hands together in helping others who are vulnerable and in need. Not only that, the effort, sacrifice, and teamwork made by our frontlines has also helped those affected by COVID-19. Without their effort in combating the virus, the spread of the virus must continue.

In difficult times where any problem arises like the day when the world being affected significantly by deadly virus that is a COVID-19 has exposed and introduced Malaysians to various kind of spirit particularly in the sense of belonging and teamwork with the aim to combating the pandemic. Such a phenomenon can be seen throughout the country where everyone was cooperating in making sure the COVID-19 curve flattened, a more gradual decrease in the number of cases per day. Majority, if not all, the population in Malaysia become highly interested in not only complying the pre-determined Standard Operating Procedures introduced by the government, but also strongly cooperating in achieving the herd immunity against COVID-19, a substantial proportion of a population that is at least 80% of the total population be vaccinated to lower the overall amount of virus able to spread in the whole population. Though there still some unvaccinated due to the attitude of anti-vaccine or other factors such as accessibility to vaccine and medical issues, after more than twelve months the number of populations been vaccinated reaches herd immunity (Ngui, 2021, September 21st). This suggest that the people of Malaysia become interested in team spirit and it is hoped that the trend makes the population of the country be totally ready to face any challenges in the future.

4. Recommendations

As explained, this study aims at unveiling the prospect of eradicating COVID-19 panic and strengthening team spirit among the citizens in Malaysia. Accordingly, the findings suggest that there is, indeed, an opportunity to make such aspiration come true. In the process, it gives the impression that the government is required to play the role of leading in any aspiration and among the key requirement of being the leading party is to provides clear guidelines on what needs to be done by the citizens. This is proved when the government has succeeded in playing their best roles in minimizing panic among citizens through continuous announcement of status and having frequent meetings in discussing the best solutions in every movement. The government also charges a strict punishment to MCO flouters. Besides, the government also shared all information and strategies in combating the virus as well as giving awareness about team spirit through slogan

“Kita Jaga Kita” to all citizens. In general, the COVID-19 outbreak unveils that the government around the world have played their part significantly. In fact, it is the government who plays the leading role in combating the outbreak. This is especially true when the government via its agencies such as the Ministry of Health, National Security Council, Police Department and Military Department were plays significant role in executing the MCO by becoming the frontlines. In many cases, the personnel from these government agencies can usually be seen at various locations at the same time throughout the days. In numbers of hospitals and roadblocks throughout the city of Kota Kinabalu, Kuala Lumpur, Wuhan, Milan, New York, and Paris, for example, polices, medical officers, soldiers, and some other personals from various government agencies were presents themselves to enforce the MCO. Such a move is vital as it is the aim of the government to minimize panic by making sure that the number of COVID-19 cases will not increase each day. At the same time, executing the MCO has also been considered by the government as a call for full cooperation among the citizens in making such initiative success. Thus, it is hoped that the result of cooperation among the citizens will be the consolidation of team spirit among themselves, a sociopsychological element which is required to prepare the countries for many challenges ahead.

Nevertheless, it appeared that the process of minimizing panic as well as consolidating team spirit among the citizens does not end easily. The question now becomes, what exactly we need to do in making such aspiration be materialized for the betterment of the global society, particularly in ensuring that all countries around the globe are ready to face any problems in the future. This paper, thus, suggests some measures to ensure the panic is declined and that the team spirit among the global citizens is strengthening. It is argued that given the COVID-19 pandemic is another type of medical disaster in this modern world, as of to date, there still no specific vaccine is available. For this reason, global citizens are easily affected by panic. This phenomenon, however, can be minimized if the government agencies are able to effectively disseminate information and MCO guidelines accurately, as well as preventing the citizens from manipulating social media for their personal interest. Preventing them from using social media to spread wrong information concerning the outbreak and the MCO is indeed needed because panic attitude can be triggered by such move. Panic buying among the people of Myanmar and Malaysia, for example, were triggered when the news of the first COVID-19 case spread through social media (New Straits Times, 2020, April 13th). Hence, preventing the citizens from manipulating social media for their own interest is very much needed.

Panic usually drives one to become more focused on negative life-events. The MCO which has been implemented by several countries around the globe, like Malaysia by March 18, 2020, have sparked panic attitude among the citizens, in which they sense the need to stay at home and therefore unable to do their daily routine. In addition, the execution of the MCO also may have caused the stress level among the people to increase. The growing interest among the netizens in urging the government to end the MCO described this emerging phenomenon. Some even crashed into a police car and motorcycle in various point where roadblocks were positioned to show protest the decision by the government in prolonging the MCO (Zack, 2020, March 20th).

When these happen, the process of instilling solid team spirit among the citizens may be jeopardized. Arguably, implementing the MCO within a short period of time will unveil such a phenomenon. Nevertheless, the prolonged period of the MCO has provided opportunity for the discovery of the in which the team spirit could be strengthened, and this is recommended. Based on the field observation made throughout the period of the MCO, this study found that team spirit can be strengthened further. It is suggested that the very first move needed by the government as well as the policy makers is to build an effective team model where everyone considers it as an

example. This team model must include multidiscipline people especially from health, safety, economy, and welfare department. To do so, the government is required to choose people who fit into the team culture. The key criteria to such a job include their willingness to cooperate and to listen to what they should do and be able to express the culture of strong team spirit. The next job in the part of the government is to let everyone in the team know where they are going. This means that making the team members part of the strategic planning process and making sure they really understand the goals are vital parts of this aspiration. Moreover, the government also needs to hold the team accountable for results by establishing clear team and individual expectations. This can be done through a reward system for the team's ability to achieve its goals. In the process, it is also vital to keep the communication lines open, resolve team conflict immediately, and to keep the team morale always high. Apart from that, making the team members realize that they are part of one model team is the best antidote to the team's narrow-minded work attitude. Failure to do so shall pull everyone in a different direction. Thus, preventing the willingness to be an active player in team among the team members from weakening is an issue which required attention by the government.

In addition to these, and for the sake of strengthening team spirit among the citizens to combat any challenges in the future, the government should improve the dissemination of standard operation procedure (SOP) clearly to all citizens. Especially in rural areas. At the same time, the government should also fully utilize the medias infrastructures in spreading information very quickly. It is hoped that such a move will lead to the consolidation of team spirit among the citizens during this challenging period of COVID-19 outbreak and the years ahead.

5. Conclusion

This paper provides explanation of the prospect of minimizing COVID-19 panic as well as strengthening team spirit among the citizens in countries around the globe, especially in Malaysia. The paper reveals that despite challenges, the panic attitude associated with COVID-19 outbreak can be minimized. Apart from that, it is also portraying that the COVID-19 have provided the opportunity for team spirit consolidation among the global citizens. The possibility of consolidating the team spirit especially prevails within each country. Such a possibility is hoped to bring people around the globe closer when working together in dealing with the pandemic. To make this aspiration come true, this paper has put forwarded some suggestions on the way the team spirit among the citizens of each country around the globe is to be strengthened. This includes making sure the government plays its leading role as well as the guidelines and solution providers. In fact, the government of various countries' decision to play such role during the COVID-19 pandemic has been the key contributing factor in the declining of panic among the citizens. Therefore, it is hoped that, by having these suggestions in place, the team spirit among the citizens will be strengthened, hence making countries around the globe be able to effectively deal with any challenges in the future.

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