



# Preferred Reporting Items for A Systematic Review and Meta-Analysis (Prisma): The Impact of Covid-19 on University Reputation and Comparative Evaluation

Egede Dominion Dominic, Mastura Mahamed, Zulhamri Abdullah, Norliana Binti Hashim

To Link this Article: <http://dx.doi.org/10.6007/IJARAFMS/v12-i3/14694> DOI:10.6007/IJARAFMS /v12-i3/14694

**Received:** 17 June 2022, **Revised:** 21 July 2022, **Accepted:** 03 August 2022

**Published Online:** 24 August 2022

**In-Text Citation:** (Dominic et al., 2022)

**To Cite this Article:** Dominic, E. D., Mahamed, M., Abdullah, Z., & Hashim, N. B. (2022). Preferred Reporting Items for A Systematic Review and Meta-Analysis (Prisma): The Impact of Covid-19 on University Reputation and Comparative Evaluation. *International Journal of Academic Research in Accounting Finance and Management Sciences*, 12(3), 214–237.

**Copyright:** © 2022 The Author(s)

Published by Human Resource Management Academic Research Society ([www.hrmars.com](http://www.hrmars.com))

This article is published under the Creative Commons Attribution (CC BY 4.0) license. Anyone may reproduce, distribute, translate and create derivative works of this article (for both commercial and non-commercial purposes), subject to full attribution to the original publication and authors. The full terms of this license may be seen at: <http://creativecommons.org/licences/by/4.0/legalcode>

Vol. 12, No. 3, 2022, Pg. 214 - 237

<http://hrmars.com/index.php/pages/detail/IJARAFMS>

JOURNAL HOMEPAGE

Full Terms & Conditions of access and use can be found at  
<http://hrmars.com/index.php/pages/detail/publication-ethics>



# Preferred Reporting Items for A Systematic Review and Meta-Analysis (Prisma): The Impact of Covid-19 on University Reputation and Comparative Evaluation

Egede Dominion Dominic

Ph.D. student in corporate communication, University Putra Malaysia.

Email: dominicegededominion@gmail.com

Dr. Mastura Mahamed

(PhD UPM, QRAM) Senior Lecturer, Communication Department, Faculty of Modern Languages and Communication, University Putra Malaysia

Email: mastura.mahamed@upm.edu.my

Assoc. Prof. Dr. Zulhamri Abdullah

Senior Lecturer, Corporate Communication & Entrepreneurship (Ph.D. Cardiff, UK & Pd.E. Cambridge, UK), Deputy Dean (Research & Innovation) Faculty of Modern Languages & Communication, Universiti Putra Malaysia, 43400 UPM Serdang, Selangor MALAYSIA.

Email: zulhamri@upm.edu.my

Dr. Norliana Binti Hashim

Senior Lecturer, Communication Department, Faculty of Modern Languages and Communication, University Putra Malaysia.

Email: h\_norliana@upm.edu.my

## Abstract

This systematic literature review outstretches the significance of reputation to university institutions. A positive university reputation (UR) is a prerequisite to national, mental, environmental, economic, and human development. One of the unexpected reputational threats faced by different organizations globally is the emergence of COVID-19. The negative "UR" impact of the COVID-19 Pandemic came swiftly and worse in Africa as the continent lacks adequate university facilities to meet the challenges. The Purpose: of this current study is to analyze the research published on the UR during COVID-19 and make comparative evaluation. The first aspect of the study searched the literature that allows us to identify the level of research done on COVID-19 and UR. The second stream of literature focused on the classification of literature regarding the impact of the covid-19 on university reputation. Among all the research done on the COVID-19 Pandemic, how much of this research focused

on university reputation? How many of these research are from Nigeria's perspective? Thus, this systematic literature review is on the synthesis of university reputation before and during the COVID-19 pandemic. The Method: used in this systematic literature review is the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) Framework. The Findings: divulged that in the past years (1951-2022), out of 391,004 document results on coronaviruses related searched, only 216 document results were on university reputation from previous (1986-2022) years of studies. During COVID-19, out of 57 document results, only a total of 4 document results were found on UR, and Italy contributed the most, followed by Egypt, Malaysia, and the UK. No African country contributed significantly to this topic. The findings established that the absence of African countries in scientific research on university reputation mirrors the state of the continent's backwardness in terms of development in numerous capacities. Again, the review paper evidenced that the concept of "University Reputation" has not been given much concern in the literature despite the numerous kinds of research conducted during COVID-19. This gap might result in global higher education issues in the future if a new wave of pandemics emerges. Consequently, the bedrock to solving humanity's problems, advanced national economy, and development emanate from reputable universities. This study has practical, contextual, academic institutional, government and policy-making, and methodological implications. Regarding practical implications, this study provides premium information on the relevance of UR to national development. The findings also contribute to the body of scientific knowledge and add to the existing literature on UR. Again, the study excites awareness on the level of research conducted before and after COVID-19 on UR and the country, subject area, journal, and paper type that contributed most towards UR research.

This paper presents the first study of its kind, using a systematic literature review and comparative evaluation to investigate the impact of COVID-19 on University Reputation (UR), showing the position of Africa towards UR and its consequences. The SLR is the first to examine literature classification on UR by subject areas, the field of studies, contexts (countries), and journals. However, the search strategy was scientifically tailored and limited to the Scopus database.

**Keywords:** "Covid" or "Covid-19" or "Coronavirus" and "University Reputation".

## Introduction

A thorough, mindful, sophisticated literature review is the underpinning and inspiration for substantial, ultrapractical research. COVID-19 significantly affected the national economy, businesses, environment, education, agriculture, aviation, hospitality industries, and human behavior. In the lens of university institutions, most scholars focused on teaching and learning alternatives and very little on the university reputation (UR) perspective (Turnbull et al., 2021).

The complex nature of university reputation research demands such daedal concern to maintain and sustain university reputation. Looking at university reputation research helps in supporting its mission and vision. Furthermore, solving humanity's problems need the activities of outstanding and reputable universities. Based on the scientific finding by Tesar (2020), university reputation experienced a potential, unprecedented threat globally due to COVID-19. There is a lack of research in literature exploring the impact of Covid-19 on UR.

### **Covid-19 Pandemic**

In the past 20 years, pandemics and epidemics crises have been significant challenges in the history of Homo sapiens, and the outbreak of COVID-19 has exposed a lot of lapses and flaws among universities globally (Burki, 2020). Notwithstanding, higher education took to alternative teaching and learning procedure, such as e-learning. This alternative procedure instigated unanswered questions in the literature: 1. what happened to the universities in under-develop countries? 2. If online classes and social media communication between schools' authorities and stakeholders are most suitable for maintaining both parties' relationships and better-improved teachings and leanings, why are universities falling back to the traditional face-to-face learning practices?

COVID-19 negatively affected academic performances and thus threatened the university's reputation globally. In Nigeria, COVID-19 affected Nigeria public universities (NPU) by 92%, especially with the closure of schools (Jacob, 2020). The time has come for Nigeria to get it right. No quality education with high reputation, no quality nation (country) with high and positive development.

In the past three years, the outbreak of the COVID-19 pandemic affected almost all countries and territories. This deadly virus was first identified in December 2019 in Wuhan, China. COVID-19 is an abbreviation for coronavirus disease 2019. This dangerous virus came in various variants such as GAMMA from Brazil, BETA from South Africa, ALPHA from the United Kingdom, DELTA from India, andOMICRON from South Africa. Each of these variants came with high risk and threats to humanity.

Today, it has become one of the most dangerous threats in the history of man. The clinical signs of COVID-19 include fever, fatigue, cough, tiredness, loss of taste or smell, shortness of breath, chest pain, irritated eyes, and other complications. Organ failures and deaths were recorded in severe and critical cases. However, the transmission of the virus among humans happens when there is a penetration of infected aerosols from respiratory droplets such as coughing and sneezing into the lungs through inhalation that occurs via nose or mouth.

The preventive measure taken globally was the compulsory wearing of face masks in public places (Oladele et al., 2020). Although, different countries initiated preventive measures and strategies, such as hand washing, wearing face masks, avoiding crowds, and adhering to physical distancing. These preventive measures later developed into national lockdowns and closures of many businesses and institutions (Dominic et al., 2021).

The Covid-19 pandemic has tremendously resulted in the temporary physical closures of places of learning and higher education institutions globally. Regarding higher education, more than 220 million students globally have been negatively affected, leaving policymakers and institutions of higher learning with unprecedented challenges. Some of these challenges include: how to mitigate learning losses, how to maintain educational institutions' reputations, how to prevent or minimize the Covid-19 crisis and save the learning environment and its reputation, how to safely reopen higher educational institutions, how to put an end to online learning, how to ensure that vulnerable and disadvantaged learners are not left unattended to, and how to keep staff safe to ensure academic continuity (Baum & Hai, 2020).

This literature review, however, focused on the impact of Covid-19 on higher education reputation, considering the Nigeria higher education perspective (Farnell et al., 2021). COVID-19 effectuated the disruption of education systems globally and affected nearly 1.6 billion learners in more than 200 different countries. However, the closure of institutions of higher leanings to curb the spread of the virus has impacted more than 94% of the global student

population. One of the many challenges is the reopening of institutions of higher leanings – universities after the relaxation of restrictions periods (Pokhrel & Chhetri, 2021).

### **University Reputation**

The overall estimation of an organization held by its internal and external stockholders based on its past actions and the probability of its future behavior is regarded as university reputation. These past actions are (vision and leadership quality, financial performance and stability, products and services delivery, emotional appeal, workplace environment, social responsibility, ethical behavior, corporate reliability and integrity, customer-focused oriented, and online presence integrity) demonstrated in the organization's services delivery. Universities with these qualities attract stakeholders positively and thus result in national development. The global competitions among universities centered on these qualities (Bonn et al., 2020; Rashid & Mustafa, 2020).

University education to date is the cornerstone of any country globally, and what sustains a university during a pandemic crisis like COVID-19 is its reputation over time. University education contributes to national development via high-level relevant technical know-how, inculcation of proper societal values, development of an individual intellectual capacity to appreciate and understand the national environment, the acquisition of intellectual, mental, and physical skills for self-reliance, forgeability and promotion of national unity, and the refinement of human character (Ogunode, 2020).

However, a lot of research during the covid-19 pandemic centered on alternative pedagogical procedures taken by different university institutions (Olawale et al., 2020; Turnbull et al., 2021; Rahiem, 2021). Despite the alternative means of learning during COVID-19, it cannot be analogized with the traditional face-to-face classes. Unlike most advanced countries with reliable internet access, Nigerian public universities (NPU) suffered the most and thus contributed to notable damage to its' reputation. The NPUs to date grapple with the integration of an unfailing ICT system for learning, uninterrupted power supply and deliberate neglect of lecturers by the government. These and many more account for the reasons foreign students don't consider NPUs as choices.

The perception of university reputation is a fundamental asset to stakeholders' choices, believability, and acceptability (Adefulu et al., 2020; El Nemar et al., 2020; Khalil & Kelly, 2020). Therefore, effective management of UR has become a critical issue for universities, requiring attention (Indradevi, 2020). The beauty and attractiveness of every positive talk-about organization are products of its reputation. Furthermore, reputation "is largely regarded as the most important, albeit, intangible asset of an organization" (Anani-Bossman, 2020).

Nonetheless, the concept of how stakeholders critically evaluate an organization and its operational faculty in meeting their expectancies is considered reputation (Vogler, 2020; Mattera et al., 2021). The unexpected emergence of COVID-19 created a potential threat to the university's reputation globally. In Nigeria, according to the 2022 Centre for World University Ranking, the best Nigeria public university (University of Ibadan) ranked 1172nd in the world. The reason is not far-fetched, and this has equally shaped the country's level of development and innovations.

Consequently, Nigeria's public university has not recovered from its negative reputation when COVID-19 hit the country. However, it is sad that the Nigerian government never considered the relevance of university education to national development. Hence, Nigeria public universities still suffer poor funding, political interferences, poor infrastructure, routine



strikes actions, poor international ranking, academic corruption and fraud, poor reputation, the poor proportion of international students among Nigeria public universities, insufficient research know-how, inadequate ICT integration into the university system, insecurity and cultism, and religious and ethnic brutality (Abugre, 2018; Nwagwu, 2020). Thus, these negatively affected the growth and development of the country in every capacity.

Empirically, within a short span of COVID-19, many researchers have shared their works on the teaching and learning processes in diverse ways. The need of the hour is to identify the extent to which the COVID-19 pandemic impacted UR in Africa, Nigeria in particular, compared to the western world. There is a dearth in the literature regarding the impact of COVID-19 on NPUs and the level of dearth rate of research on UR in the COVID-19 pandemic perspective (Dominic et al., 2021).

Undoubtedly, university reputation necessitates students' trust in their choices of universities during and after a severe crisis (Aghaz et al., 2015). A study conducted by Dominic et al (2021) showed that university institutions globally are battling with a reputational market-oriented world, which in a way reflects the degree of national development. Despite the numerous research conducted during COVID-19, only a few research focused on the impact of COVID-19 on university reputation and a smattering from the Nigerian perspective.

It is, therefore, necessary to shift attention in pandemic crisis research from alternative means of learning to reputational sustainability. Tectonically, the Covid-19 pandemic impacted academic proficiency, research data collection methodologies, and university operations. Furthermore, the university governance is also affected by the management staff subjected to emergency decisions and measures. Suggestively, the university institutions (in Nigeria) need to absorb the below factors of reputation and jack back to life.



Figure1.0 Corporate Reputation Management

Again, UR attracts university marketization, stakeholders' intentions, positive perceptions, and choice-making. Therefore, such an essential value and pedagogical capital should be given full attention in scientific studies (Ressler & Abratt, 2009). Thus, this systematic literature review focused on the level of research conducted during COVID-19 regarding university reputation sustainability.

### **Ingredients for University Reputation**

In keeping track of the university's reputation, the stakeholders are the kings. However, when it concerns public universities, there is a need for mutual understanding and cooperation between the school authorities and the existing government. There is a lack of this cooperation and understanding between government and university institutions in Nigeria, hence, the reputational damage among public universities (Ogunode, 2020).

A good university maintains its reputation irrespective of the level of crisis or challenges by observing certain positive behaviors that attract cordial stakeholders' relationships. Furthermore, in this competitive driven world, a reputable university should be able to: serve its stakeholders with a smile, be proactive and willing to go the extra mile in keeping relationships, apologize and respond quickly to any issues, crises, or challenges, to anticipate stakeholders' needs, always focused on exceeding expectations (not just meeting expectations and goals, but exceeding them), to take responsibility, no matter what, and to strive for constant service improvement (Garvanova, 2020).

Again, a reputable university is always result-oriented, making complex academic issues simple, keeping uninterrupted communication channels, and meeting the needs of the professional staff. In literature, there is little empirical evidence examining the impact of staff on university reputation and performance (Baltaru, 2019). According to Kiraka (2020), academic staffs are the bedrock and the heart of a university's reputation. Consequently, there is a limitation in the Nigerian perspective on public university reputation sustainability regarding professional staff.

### **The Purpose of The Study**

The purpose of this current study is to analyze the research published on the UR during COVID-19. The first aspect of the study searched the literature that allows us to identify the level of research done on COVID-19 and UR. The second stream of literature focused on the classification of literature regarding the impact of the covid-19 on university reputation. Among all the research done on the COVID-19 Pandemic, how much of this research focused on university reputation? How many of these research are from Nigeria's perspective? The negative "UR" impact of the COVID-19 Pandemic came swiftly and worse in Africa as the continent lacks adequate university facilities to meet the challenges.

However, Nigerian public universities suffer from an unprecedented pedagogical shock and addressing this issue is lacking in scientific research. There is a deficiency in the literature addressing this problem scientifically as the university is not an untouchable institution that assumes societal trust without being questioned; because of its role in national development (Vercic et al., 2016).

### **Methodology**

The method used in this systematic literature review is Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA Framework). It is a standard method in reporting methodology in the systematic literature review (Moher et al., 2011). A systematic review can advance the scientific understanding of the impact of the COVID-19 Pandemic on university reputation accuracy. To monitor the streams of research carried out on UR, the authors first examined the level of research on UR in the past and again, the level of research carried out in the past on coronavirus. Then, a Boolean search was conducted with relevant, similar, or related ("COVID" or "COVID=19" or "CORONAVIRUS" and "UNIVERSITY REPUTATION") keywords.

### **Prisma**

The Preferred Reporting Items for Systematic Reviews and Meta-Analyses reviews give room for the rigorous search of items and allow comparison of the accuracy of different studies conducted during COVID-19 and how researchers robustly study the relevance of university reputation in pandemic crisis (McInnes et al., 2018). The PRISMA Framework used in this review has four stages: Identification, Screening, Eligibility, and inclusion. The literature search is limited to the Scopus database. Scopus database is one of the most used databases in research (Harzing & Alakangas, 2016).

### **Resource**

This review relied on and was limited to only one certified database, Scopus. Scopus is a robust abstract and citation database of peer-reviewed literature with over 22,800 journals from 500 publications globally. The authors opted for this database because it consists of diverse subject areas, regions, and paper types for comparison (Kasavan et al., 2022).

### **Eligibility and Exclusion**

In this study, eligibility and exclusion are considered to characterize the objective of the study. First, concerning literature type, only journal articles, conference papers, and book chapters were selected while short surveys, erratum, and others were excluded.

Secondly, to avoid any hassle and translation difficulties, the search efforts only included publications written in the English Language and non-English Language publications were excluded. Thirdly, about the timeline, a period of four years was selected, spanning from 2019 to 2022. These were the adequate period for COVID-19 and UR shift globally.

As the search proceeds, articles indexed in social sciences, computer sciences, decision making, energy, mathematics, medicine, and psychology were selected as the study focused on UR. Others like environmental studies, and engineering were excluded due to insignificant research conducted on these subject areas regarding UR during COVID-19. Lastly, in line with the objective of this SLR, countries in Africa, Asia, America, and Europe were selected. The reason is to determine UR comparisons among different regions.

### **Systematic Review Process**

The review process was carried out in July 2022, and four stages were involved in this SLR. In this systematic review search, the authors developed a search strategy to identify relevant literature. This search strategy was scientifically tailored and limited to the Scopus database only. Standing on the shoulders of previous scholars, keywords related to COVID-19 such as "Coronavirus" or "COVID" or "COVID-19" AND "University Reputation" were adopted while paying attention to the concept of UR. At this stage, there was no duplication after careful screening. A total of 57 articles results were identified.

The second stage was the screening. At this stage, out of 57 articles eligible to be reviewed, a total of 16 articles were removed, left with a total of 41 articles. The third stage is eligibility, where only the full articles were accessed. After a thorough examination, a total of 37 articles were excluded as some did not focus on COVID-19 and UR or did not meet other inclusion criteria. The last stage of the review resulted in a total of 4 articles used in this SLR.

### **Data Extraction**

In the data extraction stage, 4 articles were selected based on the characteristics below:



1. Articles included must be original review papers, conference papers, and book chapters.
2. The articles must be in the English language and from the field of social sciences, Computer science, Psychology, Medicine, Decision making, Mathematics, and energy. Environmental science, Engineering, were excluded.
3. Extracted articles published from 2019 to 2022 (Covid=19 and university reputation).
4. The extracted papers were from African, American, Asian, and European countries.
5. The search strategy was scientifically tailored and limited to the Scopus database only.

Table 1.0  
*The inclusion and exclusion criteria*

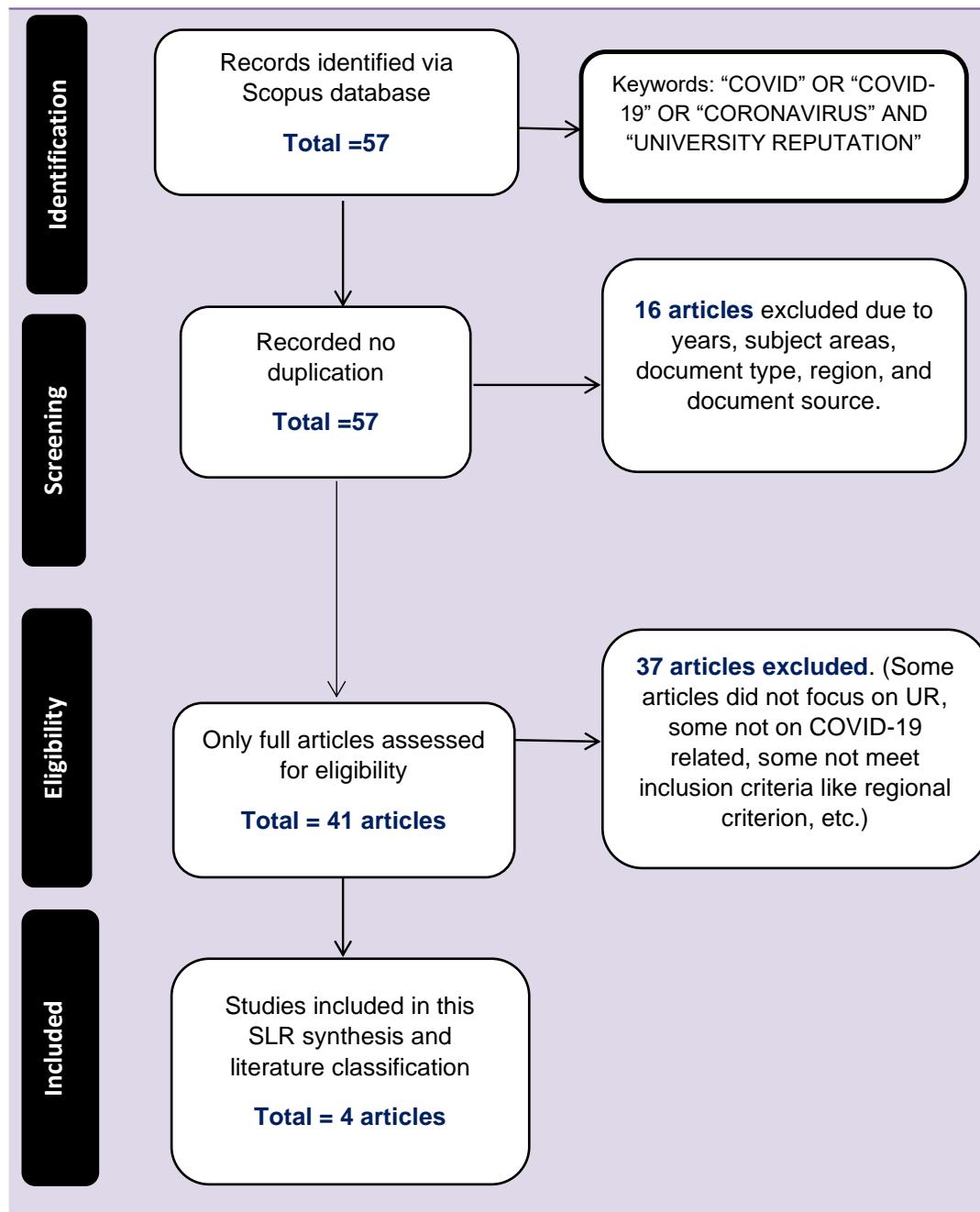
Criterion	Eligibility	Exclusion
<b>Literature type</b>	Journal articles, conference paper, book chapter	Short survey, erratum and others
<b>Language</b>	English language	Non-English language
<b>Indexes</b>	Social sciences, computer science, decision making, energy, mathematics, medicine, and psychology.	Environmental science, engineering, and others
<b>Countries</b>	Africa, Asia, America, and European countries.	Others not included
<b>Timeline</b>	Articles from 2019-2022	Below 2019 & above 2022

**The inclusion and exclusion criteria**

**Comparative Evaluation of Literature Classification**

Comparative evaluation is popular among researchers for comparing two or more documents, data sets, regions, and research years. It is more prominent in research studies where comparison and contrast are required (Voorhees, 2000). In this study, literature classification is by context and treatment. The classification by context identified which country contributed most to the topic, while the classification by treatment identified which subject area contributed most to the search. Most importantly, the concept of UR is predominately considered, compared, and examined.

The Preferred Reporting Items for A Systematic Review and Meta-Analysis (Prisma) Table of This Study



By extension, the authors further investigate the past streams of coronavirus-related research and UR to make a comparison with different regions, the field of study, and document types. This is one of the objectives of this SLR. These segment/findings are represented in the table below:

Table 1.2

Findings regarding articles on the past streams of coronavirus-related research and UR

Concepts	Inclusion	Exclusion	Total research/ year
<b>Coronavirus</b>	America, European, Asia, and Africa countries. by subject areas, document types, and document source	Asia pacific and others	<b>391,004 document results.</b> Spanned (1951-2022)
<b>University reputation</b>	America, European, Asia, and Africa countries. by subject areas, document types, and document source	Asia pacific and others	<b>216 document results</b> Spanned (1986-2022)

Findings regarding articles selected on the impact of COVID-19 on UR

### Findings Regarding Articles Selected on The Impact of Covid-19 on Ur

Previous works are fundamentals to the creation of new knowledge. When conducting a literature review, researchers analyze, interpret, compare, and critically evaluate the existing body of knowledge. The process of SLR allows scholars to discover the pattern of prior results, assimilate the depth and details of the breath knowledge, and scientifically identify gaps for future exploration.

Based on the selected articles, Schettino et al (2022); Mostafa (2022) examined the impact of COVID-19 on university students' mental well-being and perceived employability. Furthermore, another study by Capone et al (2021) emphasized COVID-19 affects academic well-being and students' academic burnout thereby impacting university reputation.

Again et al (2020) found that the universities' postponement of physical attendance and the substitution of the traditional face-to-face learning process significantly threatened the university's reputation. Much of the research carried out during COVID-19 in the Higher Education perspective mainly focused on the alternative system of learning (online classes). Very few research focus on the UR. Among the document results selected from this search, two papers were article reviews, one conference paper, and one book chapter.

Table 1.3

Findings regarding articles selected on the impact of COVID-19 on UR

Titles of article	Authors/ year	UR impact mentioned
Perceived employability, academic commitment, and competency of university students during the COVID-19 pandemic: An exploratory study of student well-being	(Capone et al., 2021). =Review article	COVID-19 affects academic well-being and student's academic burnout thereby impacting on university reputation.
The role of information and communication technology on knowledge sharing	(Jameel & Ahmad 2020). = Conference paper	Universities postponed the physical attendance at universities and substitute

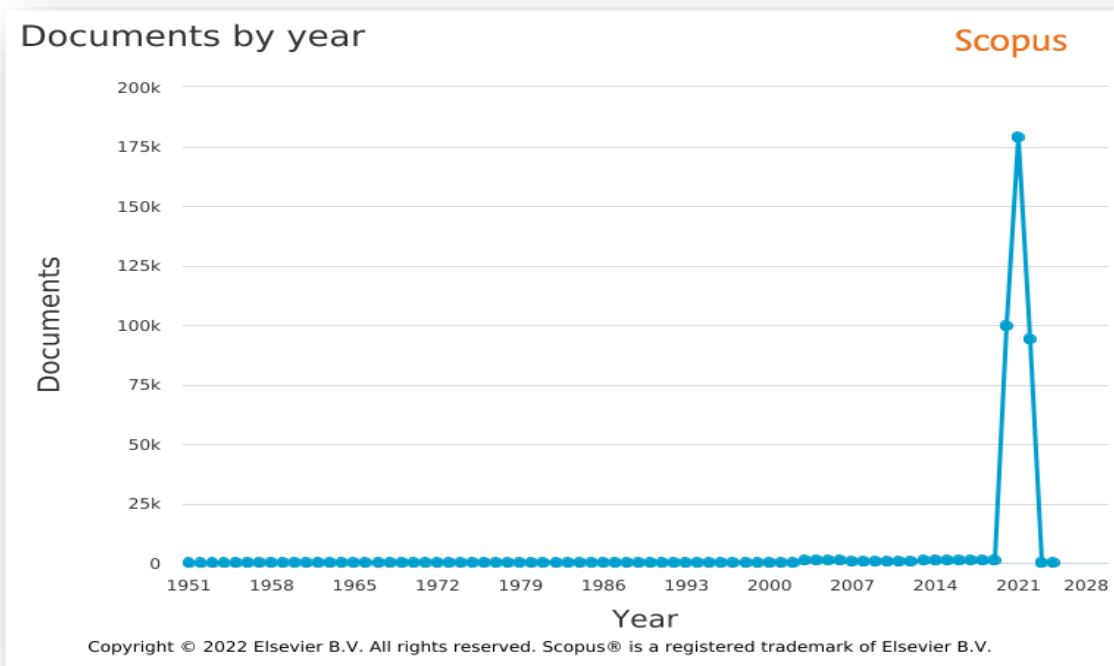
among the academic staff during COVID-19 pandemic.		the traditional face-to-face which significantly threatened the university reputation.
Examining factors affecting job employment in Egyptian	(Mostafa, 2022). =Book chapter	COVID-19 affects employability rate and hiring decision due to the following factors: Academic Performance (AP), Communication Skills (CK), University Reputation (UR), etc.
The impact of university-related variables on students' perceived employability and mental well-being: An Italian longitudinal study. Sustainability	(Schettino et al., 2022). = Review article	COVID-19 affects students' mental well-being and perceived employability.

Findings regarding articles selected on the impact of COVID-19 on UR

### SLR Findings in Details

Before looking at the level of research conducted regarding the impact of COVID-19 on University Reputation (UR), the authors decided to investigate the concept of Covid-19 or coronavirus first. Based on this current systematic literature review, the concept of Covid-19 has not been given full attention until 2019 and got increased in 2021. However, research on "Covid-19" pandemics started slowly in 1951 without much attention from different perspectives, whereas the concept of UR lacks attention.

From the review, we identify that in the past years, from 1951 to 2018, not much was known about COVID-19. Out of a total of 391,004 document results found only on the scups database, a lot of research only spans from 2019-2022. However, it was highest in 2021 and slowly down in 2022 respectively.

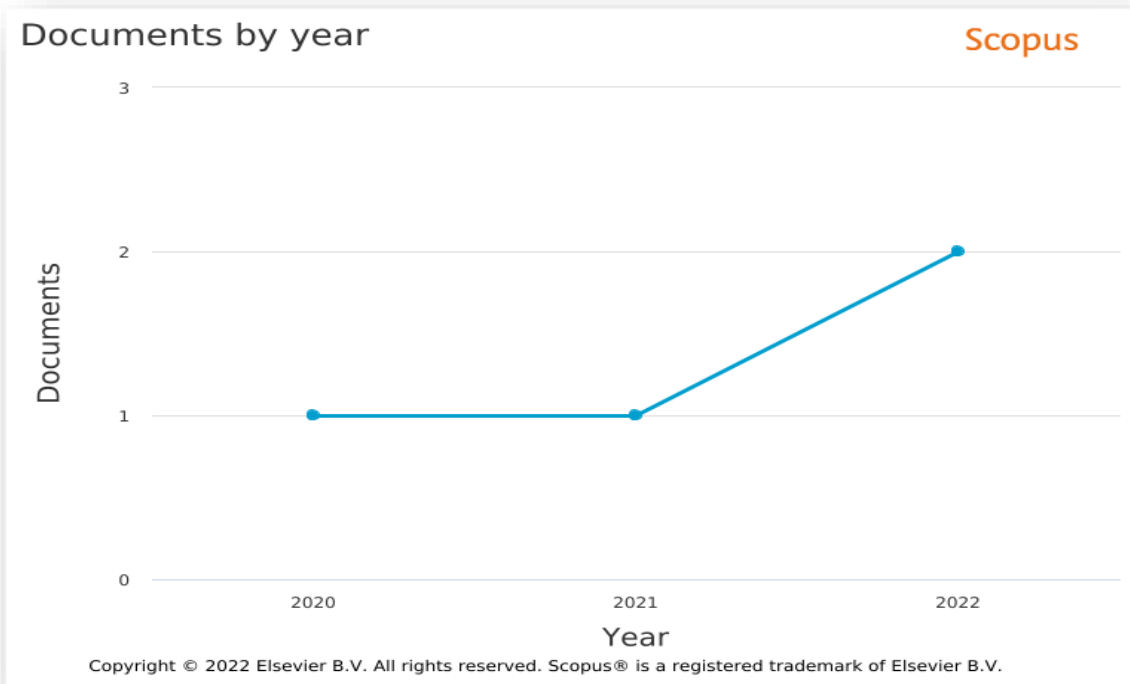


### Research on Covid-19 by year

The level of research on the COVID-19 Pandemic is high. However, considering its impact on UR, there is a gap in the literature. Only limited research has examined the hit of COVID-19 on UR. Unexpectedly, having conducted a full search of literature keywords in this study (“COVID” OR “COVID-19” OR “CORONAVIRUS AND “UNIVERSITY REPUTATION”), only 4 document results were extracted. Notably, the search results were found after the adoption of inclusion and exclusion criteria.

From the chart below, emphasis on university reputation during Covid-19 pandemic research only became an issue to be addressed from 2020 and increased in 2022. It can be concluded that despite the huge studies on Covid-19, universities globally started suffering its impact intensively between 2021 to date.

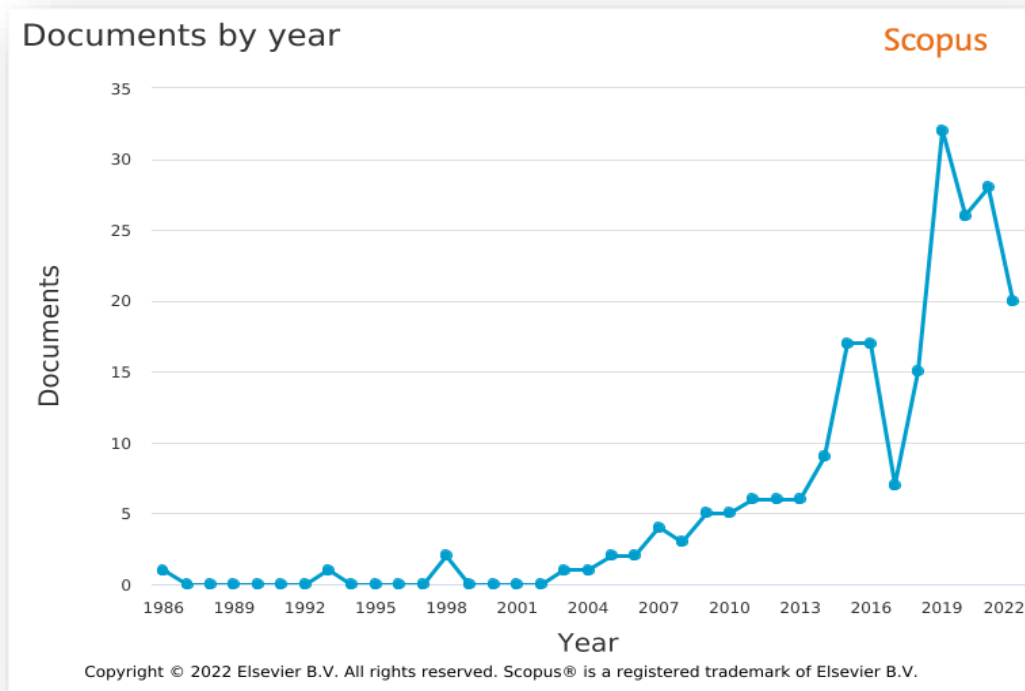




### The Impact of covid-19 on University Reputation by Year

Again, the authors further examined the level of research conducted on UR in the past years, from 1986-2022. The aim is to identify the level of attention given to UR in scientific research. The search followed the criteria aforementioned in the methodology section. However, from the search, a total of 216 document results were extracted from the Scopus database only. Only all open access documents were included while the years spanned from 1986 to 2022. From the review results, the research on UR started in 1986 and gained little more attention in 1992 and 1998. From 2004 to 2013 more research on UR was conducted. This was the time when university ranking became a priority. However, from 2016 to 2022, research on UR relatively increased and among these years, 2021 had the highest level of studies conducted on UR.

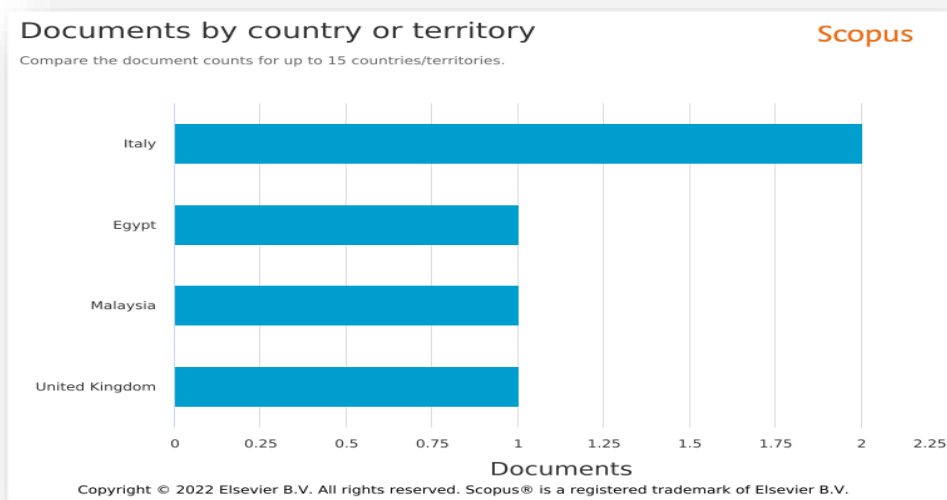
Based on the finding, it can be concluded that Covid-19 was the highest threat to university reputation globally in the history of humanity till date. Therefore, there is a very significant reputation loss to university institutions because of Covid-19 (Ahlburg, 2020). According to Dominic et al. (2021), the sudden outbreak of Covid-19 threatened the university's reputation and awakened the curiosity of academic researchers in recent years (2020-2022) on UR. Furthermore, Koonin (2020) affirmed that now is the time to refresh and revisit the concept of UR in scientific research to ensure UR sustainability (URS). Since 2015, the concept of UR has increasingly become more relevant because of its role in national development and solving humanity's problems (Merchant et al., 2015).



**The concept of university reputation by year**

**Literature Classification on Covid-19 and University Reputation**

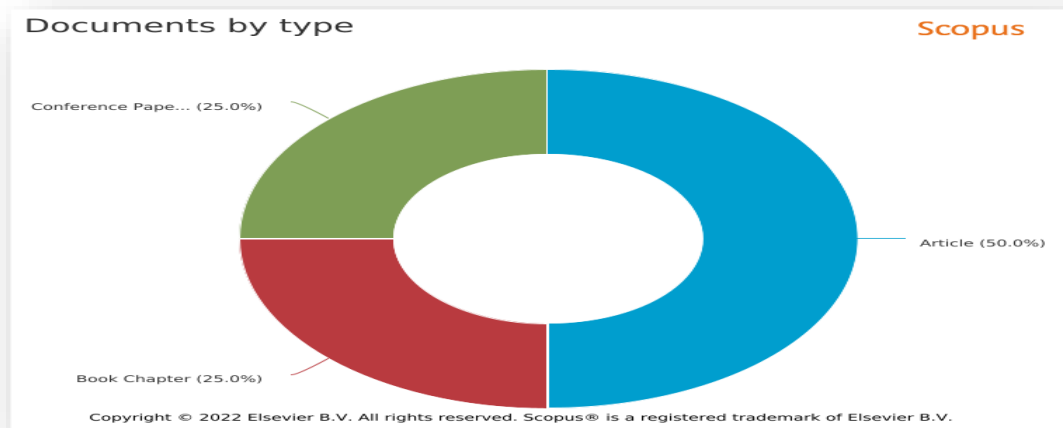
Contextually, there is a deficiency of literature on the impact of COVID-19 on UR in the African context, especially from the Nigeria perspective. During COVID-19 Pandemic, Italy, Egypt, Malaysia, and United Kingdom considered research on UR more than other countries. However, Italy is the highest on the list that contributed most to the study regarding Covid-19 and UR. Notwithstanding, Nigeria was not on the list when this review was carried out. However, this review result reflected the reason for the low pace of development in Africa and Nigeria in particular.



### Literature Classification by County

Literature classification on covid-19 and university reputation

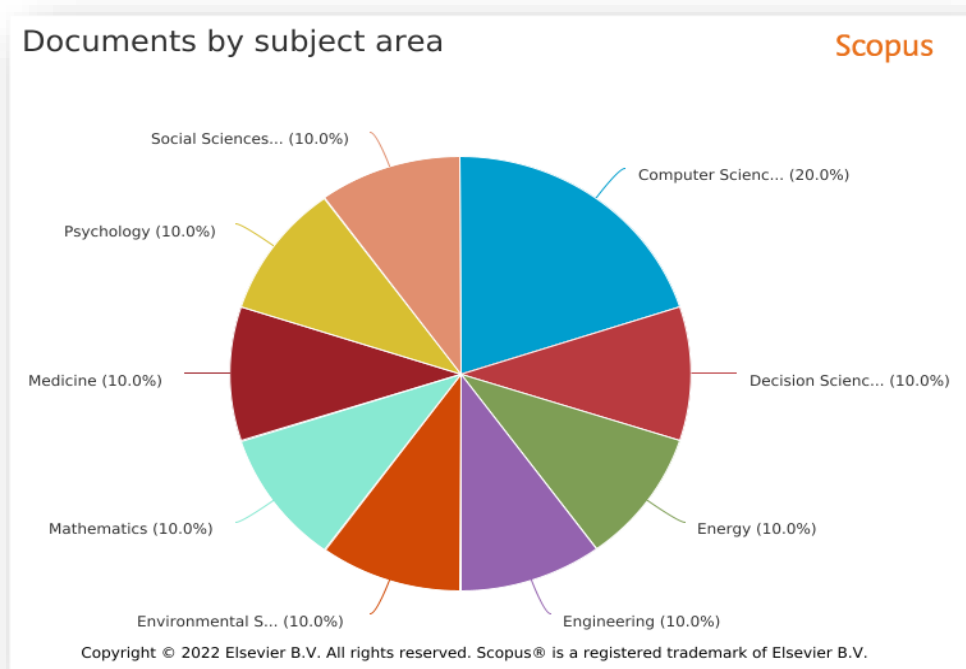
From the results of this SLR search, the review articles were the most published in the Scopus database on COVID-19 and UR by 50.0%, followed by conference papers and book chapters respectively at 25% each. Other document types not found as shown below:



### Literature Classification by Document Type

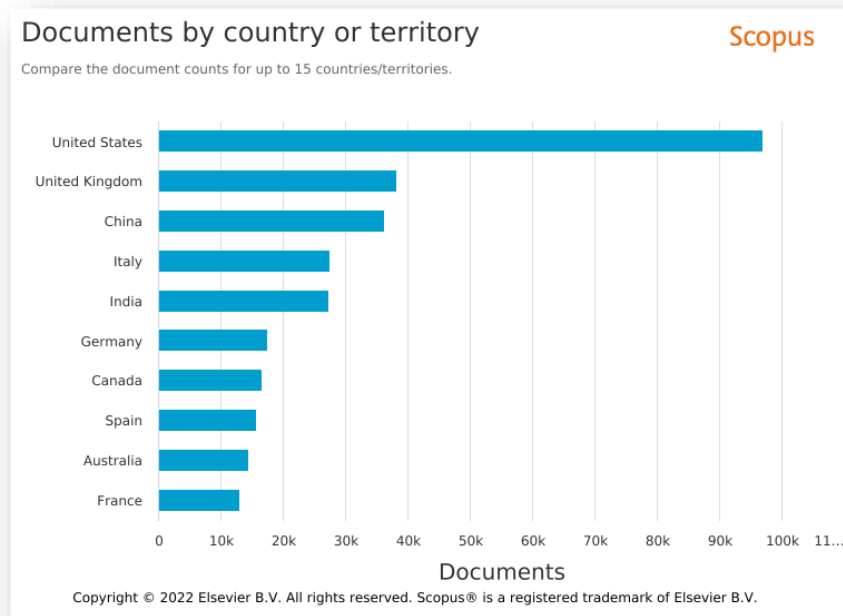
Literature Classification on covid-19 and University Reputation

Looking at the classification of literature by different fields or subject areas, the field of computer science contributed the most. Judging from the perspective of humanities, one would expect that social science would take the lead, concerning the research on UR. Computer science had 20.0%, while others had 10.0% each. There is a need for more research on UR in the field of social sciences.



### Literature Classification by Subject Area Literature Classification on Only Covid-19

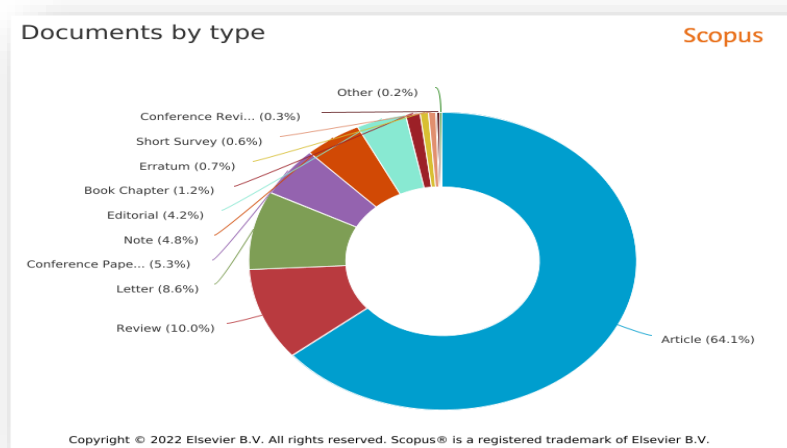
The United States contributed most to the research on the Covid-19 pandemic, followed by the United Kingdom respective. China took the next position while Italy and India followed. However, China would have taken the lead in the research about covid-19 because it first started in China and dented their UR locally and internationally (Pan, 2020).



### Literature Classification by Country

Literature classification on only covid-19

Regarding document type on research concerning Covid-19, articles paper contributed the most with 64.1% on the Scopus database, followed by review papers at 10.0%, while conference paper took the last position with 0.3%

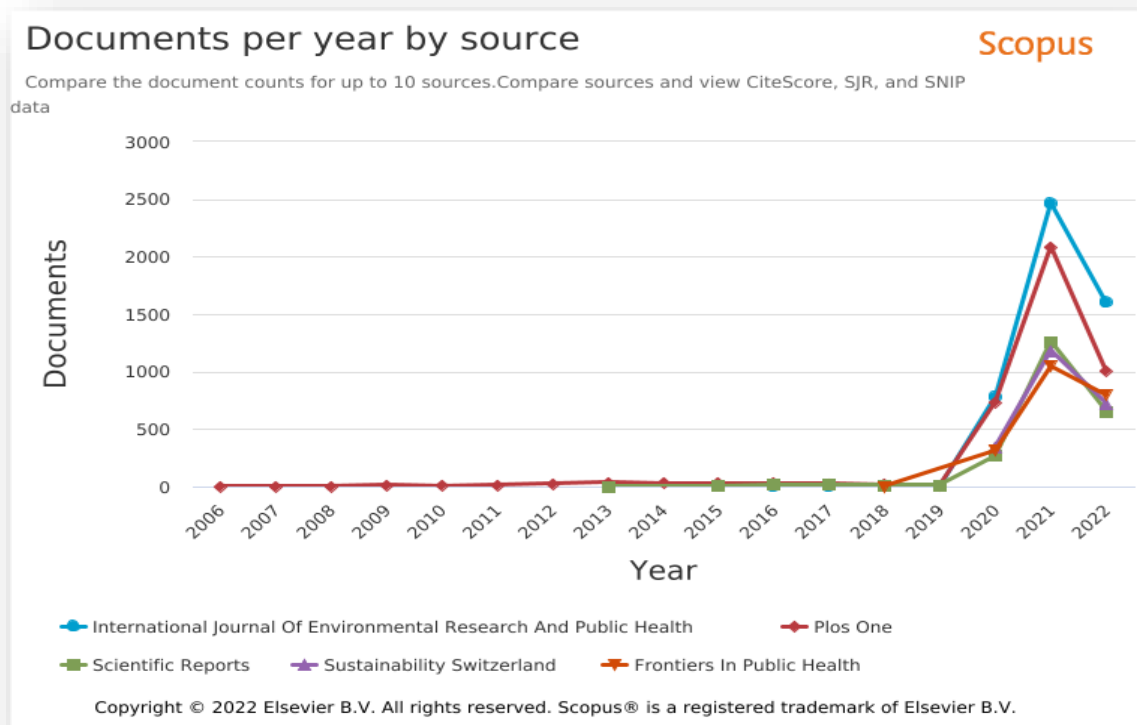


### Literature Classification by Document Type

Literature Classification on Only Covid-19

Based on the literature classification search by the different sources on Covid-19, the International Journal of Environmental Research and Public Health contributed more to the

literature from 2019 – 2022. Though Plos One started the research on pandemics in 2006, the scientific report joined in 2013. Again, Frontiers in Public Health began in 2018. The crux of the exploration of pandemics (Covid-19) rapidly increased from 2019 and significantly climaxed in 2021. Sustainability Switzerland commenced in 2020.

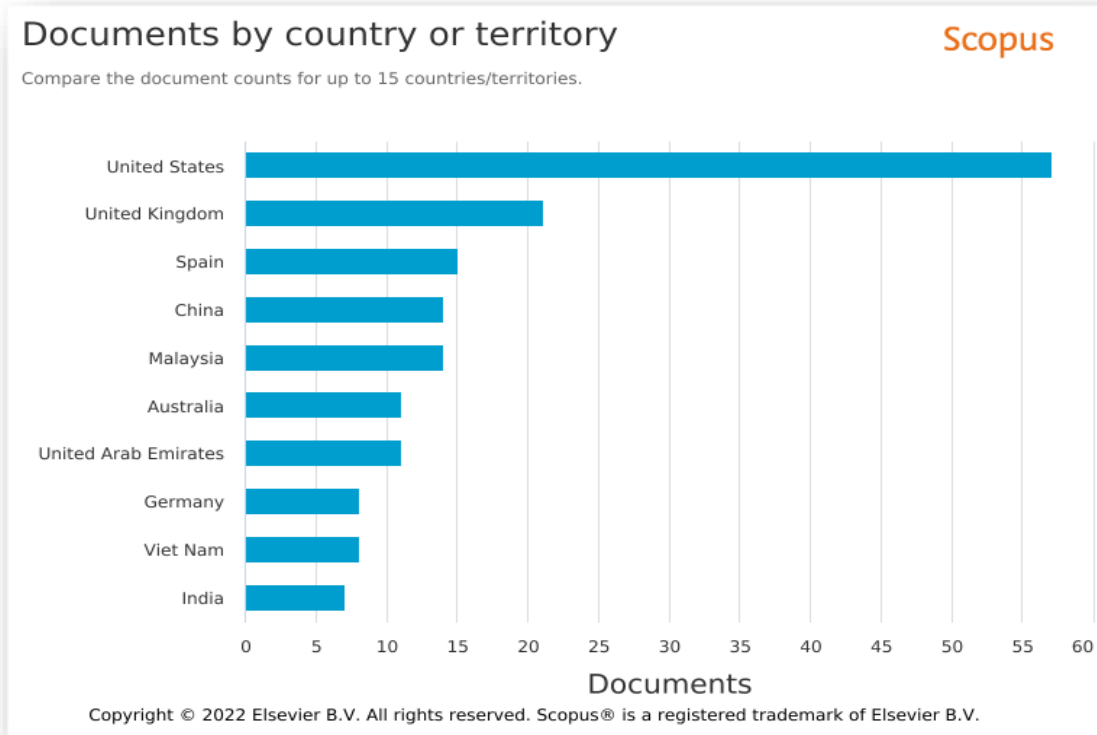


### Literature Classification by Document Source

#### Literature Classification on Only University Reputation (UR)

The authors further advanced this SLR by considering research done regarding UR. From the finding, the USA and UK contributed the most to the research on university reputation, followed by Spain, China, and Malaysia. The absence of African countries regarding scientific research on university reputation mirrors the state of the continent’s backwardness in terms of development in numerous capacities. The United States and the United Kingdom first recognized the need and relevance of UR; hence they were the leading countries with the highest research on UR in the past. Thus, this justified the level of advanced and rapid development in those regions. A good University Reputation is a fuel for national outgrowth (Maryska et al., 2012).

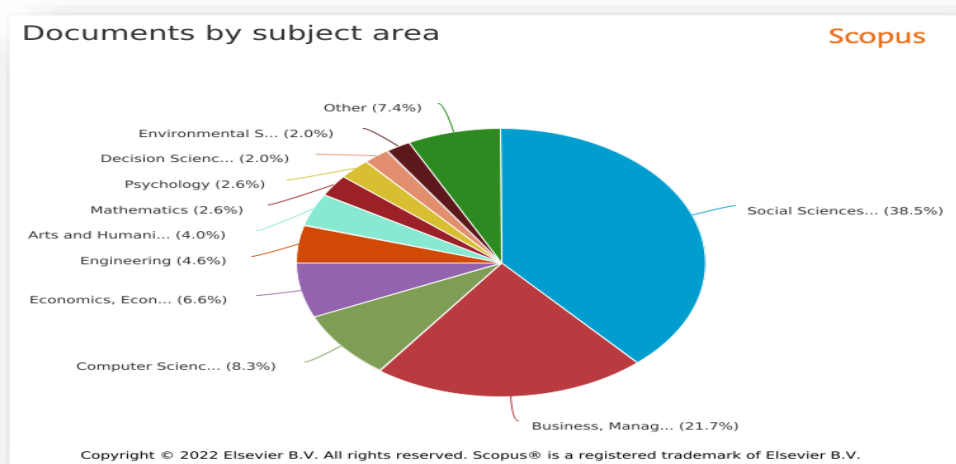




### Literature Classification by Country

Literature classification on only university reputation (UR)

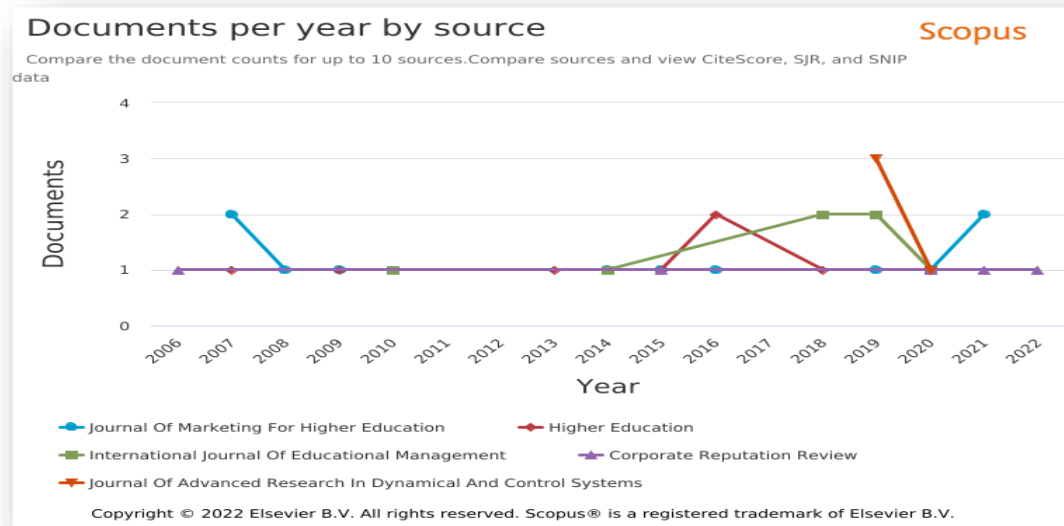
Looking at literature classification on the research regarding UR from the past years (1986 till 2022) by subject types, the field of social sciences contributed the most with 38.5%. Followed by Business Management with 21.7%, and Economics with 6,6% respectively. This finding justified that the field of social sciences recognized the relevance of reputation more than other subject areas. However, this search was limited to only the Scopus database.



### Literature Classification by Subject Areas

Literature classification on only university reputation (UR)

On account of literature classification by source regarding university reputation, the concept of UR was first reported by Corporate Reputation Review in 2006. In 2008, the Journal of Marketing for Higher Education contributed high. The Higher Education Journal has the highest contribution regarding UR in 2020. From 2014 to 2022, the awareness and relevance of UR became more evident in scientific literature by different journals at different paces.



Literature Classification by Source

Discussing the Findings

Covid-19 undoubtedly has a long-term impact on university institutions globally. This current SLR scientifically investigates the usefulness of university reputation toward national building and development. Specifically, this study examined the impact of covid-19 on university reputation and the level of research done on UR before and during the COVID-19 Pandemic. Again, the study examined the countries and document sources that contributed most to the literature on COVID-19 and UR. Regarding the Nigeria Public university, the finding from the SLR evidenced that Nigerian universities do not pay attention to UR. Thus, resulting in mental poverty, economic backwardness, poor infrastructural development, and national deceleration.

In filling the literature gap on the deficiency of research conducted on UR, this SLR concluded that the scientific research carried out during COVID-19 on UR is low. In the past years (1951-2022), out of 391,004 document results on coronaviruses, only 216 document results were on university reputation from previous (1986-2022) years of studies. During COVID-19, out of 57 document results, only a total of 4 document results were found on UR, and Italy contributed the most, followed by Egypt, Malaysia, and the UK. No African countries contributed significantly to this topic.

Furthermore, from the past years (1986 to 2022), only 216 documents were extracted focusing on UR. Although, these results were drawn from the Scopus database and limited to open access only, there is a need for more research to be conducted and maximize UR sustainability. Again, from the result, the United States contributed the most to UR, followed by the United Kingdom. Evaluating the angle of UR research by subject areas, social sciences contributed the most while the journal of Higher Education contributed the highest in 2020. However, the concept of UR has not been studied exhaustively in the literature.

Making inferences from this SLR and its results, it can be empirically concluded that UR is a vital parameter and antecedent that guarantee national development. Just as a corporate organization cannot concretely and effectively exist in a severe competitively driven work atmosphere without an undeniable positive reputation, so are university institutions.

Neglecting UR is like putting nations into gradual developmental extinction. Hence, UR is considered a valuable, intangible asset that motivates stakeholders. It generates investment interest, improves university financial performance, impacts positive competitive advantage, attracts talented top employees, improves national economy and development, and embraces positive perceptions from the public locally and internationally (Aligaweesa, 1987; Carmeli & Tishler, 2005; Fombrun et al., 2004; Dominic et al., 2021).

### **Conclusion and Suggestion**

This SLR tends to fill the gaps in the literature and answer the following questions: Is there any impact of COVID-19 on UR? The result shows that the concept of UR is yet to be fully explored compared to its relevance in national development. Secondly, there is a deficiency in research conducted from the African perspective on UR. Therefore, recommended that Africa should concentrate on UR sustainability research and boost national development.

### **Implications**

This study has practical, contextual, academic, organizational, government and policy-making, and methodological significance. Regarding practical implications, this study provides premium information on the relevance of UR to national development. The findings also contribute to the body of scientific knowledge and add to the existing literature on UR. Again, this review excites awareness on the level of research conducted before and after COVID-19 on UR and the country, subject area, journal, and paper type that contributed most towards UR research.

It also serves as a lesson to African countries in the area of negligence to the university institution, its reputation, and how it has negatively affected the continent's development. Most importantly, this study will help governments and policy-making on how to enhance and maintain positive stakeholders' perceptions targeting national development.

### **Limitations**

Methodologically, this SLR is limited to only the Scopus dataset and a scoping review. The application of systematic review helps to reduce bias that might arise from the identification and inclusion stages. Therefore, future researchers should use other or mixed databases to determine results consistency.

Again, apart from SLR, it is recommended that other prospective scholars consider conducting qualitative and or quantitative studies towards exploring the relevance of reputation, especially UR. Lastly, other scholars should also consider using the Advanced level of LR and Meta-Analysis, to determine results consistency. It would also be interesting for a study to be carried out using SLR to ascertain which organization was given much attention during COVID-19, regarding reputation.

## References

- Adefulu, A., Farinloye, T., & Mogaji, E. (2020). Factors influencing postgraduate students' university choice in Nigeria. In *Higher Education Marketing in Africa* (pp. 187-225). Palgrave Macmillan, Cham.
- Aghaz, A., Hashemi, A., & Atashgah, S. M. S. (2015). Factors contributing to university image: the postgraduate students' points of view. *Journal of marketing for higher education*, 25(1), 104-126
- Ahlburg, D. A. (2020). COVID-19 and UK universities. *The Political Quarterly*, 91(3), 649-654.
- Aligaweesa, M. A. (1987). The role of a university in national development: a case study of makerere university. *Journal of Educational Administration*, 25(2), 294-307.
- Anani-Bossman, A. A. (2020). Role of Public Relations in Corporate Reputation Management: A Study of PR Practitioners in Selected Multinational Organisations in Ghana. *Corporate Reputation Review*, 1-12.
- Baltaru, R. D. (2019). Do non-academic professionals enhance universities' performance? Reputation vs. organisation. *Studies in Higher Education*, 44(7), 1183-1196.
- Baum, T., & Hai, N. T. T. (2020). Hospitality, tourism, human rights and the impact of COVID-19. *International Journal of Contemporary Hospitality Management*, 32(7), 2397-2407.
- Bonn, M. A., Chang, H. S., & Cho, M. (2020). The environment and perceptions of wine consumers regarding quality, risk and value: Reputations of regional wines and restaurants. *Journal of Hospitality and Tourism Management*, 45, 203-212.
- Burki, T. K. (2020). COVID-19: consequences for higher education. *The Lancet Oncology*, 21(6), 758.
- Capone, V., Marino, L., & Park, M. S. (2021). Perceived employability, academic commitment, and competency of university students during the COVID-19 pandemic: An exploratory study of student well-being. *Frontiers in Psychology*, 12 doi:10.3389/fpsyg.2021.788387
- Carmeli, A., and Tishler, A. (2005) 'Perceived organizational reputation and organizational
- Dominic, E. D., Mahamed, M., Abdullah, Z., & Hashim, N. B. (2021). Rebuilding Crisis Response Strategies: Nigerian University Reputation Sustainability during and after the Covid-19 Pandemic Crisis. *International Journal of Academic Research in Business and Social Sciences*, 11(6), 1448-1466.
- El Nemar, S., Vrontis, D., & Thrassou, A. (2020). An innovative stakeholder framework for the student-c
- Khalil, L., & Kelly, A. (2020). The practice of choice-making: Applying Bourdieu to the field of international schooling. *Journal of Research in International Education*, 19(2), 137-154.
- choice decision making process. *Journal of Business Research*, 119, 339-353.
- Farnell, T., Matijevic, S. A., & Schmidt, S. N. (2021). The Impact of COVID-19 on Higher Education: A Review of Emerging Evidence. Analytical Report. European Commission. Available from: EU Bookshop. Fombrun and van Riel, 2004 in article
- Fombrun, C. J., and Van Riel, C. B. M. (2004) *Fame & Fortune: How Successful Companies*
- Garvanova, M. (2020). The significance of reputation in choosing and recommendation a university. *Test Engineering*.
- Harzing, A. W., & Alakangas, S. (2016). Google Scholar, Scopus and the Web of Science: a longitudinal and cross-disciplinary comparison. *Scientometrics*, 106(2), 787-804.
- Indradevi, R. (2020). Workplace spirituality: Successful mantra for modern organization. *Journal of Critical Reviews*, 7(6), 437-440.

- Jacob, O. N. (2020). Impact of COVID-19 pandemic school close down on the research programme of higher institutions. *International journal of advances in data and information systems*, 1(1), 40-49.
- Jameel, A. S., & Ahmad, A. R. (2020). The role of information and communication technology on knowledge sharing among the academic staff during COVID-19 pandemic. Paper presented at the Proceedings - 2020 2nd Annual International Conference on Information and Sciences, AiCIS 2020, 141-147. doi:10.1109/AiCIS51645.2020.00032 Retrieved from [www.scopus.com](http://www.scopus.com)
- Kasavan, S., Siron, R., Yusoff, S., & Fakri, M. F. R. (2022). Drivers of food waste generation and best practice towards sustainable food waste management in the hotel sector: a systematic review. *Environmental Science and Pollution Research*, 1-16.
- Khalil, L., & Kelly, A. (2020). The practice of choice-making: Applying Bourdieu to the field of international schooling. *Journal of Research in International Education*, 19(2), 137-154.
- Kiraka, R. (2020). University reputation management. In *Strategic Marketing of Higher Education in Africa* (pp. 158-175). Routledge.
- Koonin, L. M. (2020). Novel coronavirus disease (COVID-19) outbreak: Now is the time to refresh pandemic plans. *Journal of business continuity & emergency planning*, 13(4), 298-312.
- Liberati, A., Altman, D. G., Tetzlaff, J., Mulrow, C., Gotzsche, P. C., Ioannidis, J. P., & Moher, D. (2009). The PRISMA statement for reporting systematic reviews and meta-analyses of studies that evaluate health care interventions: explanation and elaboration. *Journal of clinical epidemiology*, 62(10), e1-e34.
- Maryska, M., Doucek, P., & Kunstova, R. (2012). The importance of ICT sector and ICT university education for the economic development. *Procedia-Social and Behavioral Sciences*, 55, 1060-1068.
- McInnes, M. D., Moher, D., Thombs, B. D., McGrath, T. A., Bossuyt, P. M., Clifford, T., & Willis, B. H. (2018). Preferred reporting items for a systematic review and meta-analysis of diagnostic test accuracy studies: the PRISMA-DTA statement. *Jama*, 319(4), 388-396.
- Merchant, A., Rose, G. M., Moody, G., & Mathews, L. (2015). Effect of university heritage and reputation on attitudes of prospective students. *International journal of nonprofit and voluntary sector marketing*, 20(1), 25-37.
- Moher, D., Altman, D. G., Liberati, A., & Tetzlaff, J. (2011). PRISMA statement. *Epidemiology*, 22(1), 128.
- Mostafa, L. (2022). Examining factors affecting job employment in egyptian market doi:10.1007/978-3-031-03918-8\_37 Retrieved from [www.scopus.com](http://www.scopus.com)
- Ogunode, N. J. (2020). Nigerian Universities and their Sustainability: Challenges and way forward. Available at SSRN 3695789.
- Oladele, J. O., Ajayi, E. I., Oyeleke, O. M., Oladele, O. T., Olowookere, B. D., Adeniyi, B. M., & Oladiji, A. T. (2020). A systematic review on COVID-19 pandemic with special emphasis on curative potentials of Nigeria based medicinal plants. *Heliyon*, 6(9), e04897.
- Olawale, O. A., Oyedele, L. O., & Owolabi, H. A. (2020). Construction practitioners' perception of key drivers of reputation in mega-construction projects. *Journal of Engineering, Design and Technology*.
- Pan, S. (2020). COVID-19 and the neo-liberal paradigm in higher education: Changing landscape. *Asian Education and Development Studies*. performance: An empirical investigation of industrial enterprises', Corporate



- Pokhrel, S., & Chhetri, R. (2021). A literature review on impact of COVID-19 pandemic on teaching and learning. *Higher Education for the Future*, 8(1), 133-141.
- Rahiem, M. D. (2021). Remaining motivated despite the limitations: University students' learning propensity during the COVID-19 pandemic. *Children and youth services review*, 120, 105802.
- Rashid, S., & Mustafa, H. (2020). Antecedents of corporate reputation with employees in higher education institutions: a systematic review. *International Journal of Educational Management. Reputation Review*, 8 (1), 13–30.
- Ressler, J., & Abratt, R. (2009). Assessing the impact of university reputation on stakeholder intentions. *Journal of general management*, 35(1), 35-45.
- Schettino, G., Marino, L., & Capone, V. (2022). The impact of university-related variables on students' perceived employability and mental well-being: An Italian longitudinal study. *Sustainability (Switzerland)*, 14(5) doi:10.3390/su14052671
- Tesar, M. (2020). Towards a post-Covid-19 'new normality?': Physical and social distancing, the move to online and higher education. *Policy Futures in Education*, 18(5), 556-559.
- Turnbull, D., Chugh, R., & Luck, J. (2021). Transitioning to E-Learning during the COVID-19 pandemic: How have Higher Education Institutions responded to the challenge?. *Education and Information Technologies*, 26(5), 6401-6419.
- Vercic, A. T., Vercic, D., & Znidar, K. (2016). Exploring academic reputation—is it a multidimensional construct?. *Corporate Communications: An International Journal*.
- Voorhees, E. M. (2000). Variations in relevance judgments and the measurement of retrieval effectiveness. *Information processing & management*, 36(5), 697-716.