# THE INFLUENCE OF SMART WORKING ENVIRONMENT ON JOB PERFORMANCE

**BY**
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## ABSTRACT

Smart Working is the term used to portray an allude to the better approaches for working made conceivable by advances in innovation and made fundamental by economic, ecological and social pressures. Three variable have been chosen under the factor of smart working environment towards assessing the job performance. Those variables classified under smart working environment are usage of technology, workplace flexibility and top management support. The stimulation behind this exploration is to perceive and evaluate the relationship between usage of technology, workplace flexibility and top management support towards the job performance among the postgraduate students of University Utara Malaysia. A survey was conducted at University Utara Malaysia, Sintok, Kedah, Malaysia. The participants are 260 individuals of postgraduate students from Othman Yeop Abdullah (OYA) Graduate School of Business. Test were taken randomly and the kind of non-probability sampling used for this overview is the purposive sampling, this is picked on account of time imperative, cost saving, ease of conducting the survey and the attention on particular respondents because of the way of the research topic and objective. Likert scale and multiple-choice questions were utilized as a part of the structure questions. The research gives a selection of answers and respondents are solicited to choose at least one from the option given. The result analyzed with Statistical Package for the Social Sciences (SPSS). From the response obtained, several statistical technique such as regression analysis, Pearson correlation, and reliability test have been derived. From the statistical studies, it is found that there is a significant relationship between usage of technology, workplace flexibility and top management support with the job performance.



Keywords: smart working environment, job performance, usage of technology, workplace flexibility, top management support.

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# INTRODUCTION

## 1.1 Introduction

This chapter depicts an outline of the situation with the background of study, statement of the problem, followed by the research questions, research objective, and significance of the study, scope of study/ limitation and organization of the chapters in thesis.

## 1.2 Background of Study

Performance of employees is affected by numerous factors at work place. It is defined as the way to perform of the job tasks according to the prescribed job description. Performance is the art to complete the task within the defined boundaries. There are lot of factors that affect the performance of employees. The main theme of the study revolves factors chosen which are categorized under smart working environment that affects smart working environment. Smart working' is the term utilized "to allude to the better approaches for working made conceivable by advances in innovation and made fundamental by economic, ecological and social pressures" (Klehe & Anderson, 2007). Capgemini (Information technology consulting organization) has characterize smart working in the research on 'Smart Working; The effect of work association and occupation plan' as 'A way to deal with sorting out work that means to drive more noteworthy proficiency and viability in accomplishing work results through a blend of adaptability, self-sufficiency and cooperation, in parallel with advancing instruments and workplaces for representatives.

The contents of the thesis is for internal user only

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# APPENDICES

## APPENDIX A: QUESTIONNAIRE


### ASSESSING SMART WORKING ENVIRONMENT ON JOB PERFORMANCE AMONG UUM POSTGRADUATE STUDENTS

Dear students,

Thank you for agreeing to participate in this research.

The following survey is being conducted for a partial fulfillment for the Masters in Human resource management research paper requirement at University Utara Malaysia. This research paper is attempting to assess the level of smart working environment on job performance.

I would appreciate if you could answer the questions honestly because the information you provide will influence the accuracy and success of this research. It will take less than 15 minutes to answer this questionnaire. Feedback is confidential and will only be used for the purpose of this study.

Thank you for the assistance given and the time taken to answer the questionnaire.

Yours sincerely,

M.Malarvilii
MA. Human Resource Management
School of Business Management (COB)

Yours sincerely,

M.Malarvilii

MA. Human Resource Management

School of Business Management (COB)

**PART A (JOB PERFORMANCE)**

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| strongly disagree | disagree | neutral | agree | strongly agree |

**Using the scale given above, please indicate your level of agreement with regard to these statements.**

| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | I was able to plan my work to be completed on time. | 1 | 2 | 3 | 4 | 5 |
| 2 | I worked to achieve the end result of my work. | 1 | 2 | 3 | 4 | 5 |
| 3 | I had difficulties in setting priorities for my work. | 1 | 2 | 3 | 4 | 5 |
| 4 | I managed to perform well in work with minimal time and effort. | 1 | 2 | 3 | 4 | 5 |
| 5 | I needed longer time to complete my work tasks than it intended to be. | 1 | 2 | 3 | 4 | 5 |
| 6 | When I informed others something, it could be well understood. | 1 | 2 | 3 | 4 | 5 |
| 7 | I understood others well, when they informed me something. | 1 | 2 | 3 | 4 | 5 |
| 8 | I took the initiative when there were issues to be solved. | 1 | 2 | 3 | 4 | 5 |
| 9 | I accepted criticism for my work. | 1 | 2 | 3 | 4 | 5 |
| 10 | I dared myself for challenging work tasks, if any. | 1 | 2 | 3 | 4 | 5 |
| 11 | I put some effort on keeping my job knowledge and skills up-to-date. | 1 | 2 | 3 | 4 | 5 |
| 12 | I have demonstrated flexibility in my work | 1 | 2 | 3 | 4 | 5 |

| | | | | | | |
|---|---|---|---|---|---|---|
| 13 | I have suggested creative solutions for new problems. | 1 | 2 | 3 | 4 | 5 |
| 14 | I managed to cope with uncertain and unpredictable issues at work. | 1 | 2 | 3 | 4 | 5 |
| 15 | I could easily adapt to changes in my work. | 1 | 2 | 3 | 4 | 5 |
| 16 | I told about the negative aspects of my work to my colleagues. | 1 | 2 | 3 | 4 | 5 |
| 17 | I quarreled with my colleagues, immediate boss and customers in doing my work. | 1 | 2 | 3 | 4 | 5 |

**PART B (USAGE OF TECHNOLOGY)**

| **1** | **2** | **3** | **4** | **5** |
|---|---|---|---|---|
| strongly disagree | disagree | neutral | agree | strongly agree |

**Using the scale given above, please indicate your level of agreement with regard to these statements.**

| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | Using new technology in my work improves my performance. | 1 | 2 | 3 | 4 | 5 |
| 2 | Using new technology in my work improves my productivity. | 1 | 2 | 3 | 4 | 5 |
| 3 | Using new technology enhances my effectiveness. | 1 | 2 | 3 | 4 | 5 |
| 4 | I rely much on technology for my work. | 1 | 2 | 3 | 4 | 5 |
| 5 | Upper managers strongly support me to use new technology. | 1 | 2 | 3 | 4 | 5 |

**PART C (WORKPLACE FLEXIBILITY)**

| **1** | **2** | **3** | **4** | **5** |
|---|---|---|---|---|
| strongly disagree | disagree | neutral | agree | strongly agree |

**Using the scale given above, please indicate your level of agreement with regard to these statements.**

| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | Flexible working arrangements help me balance life commitments. | 1 | 2 | 3 | 4 | 5 |
| 2 | Flexible work options do not suit me because they tend to make me | 1 | 2 | 3 | 4 | 5 |

| | | | | | | |
|---|---|---|---|---|---|---|
| | feel disconnected from the workplace. | | | | | |
| 3 | Working shorter hours would negatively impact on my career progress within the organization. | 1 | 2 | 3 | 4 | 5 |
| 4 | Working more flexible hours is essential for me in order to attend to family responsibilities. | 1 | 2 | 3 | 4 | 5 |
| 5 | Flexible working arrangements are essential for me to attend to family and social events. | 1 | 2 | 3 | 4 | 5 |
| 6 | Flexible working arrangements enable me to focus more on the job when I am at the workplace. | 1 | 2 | 3 | 4 | 5 |

**PART D (TOP MANAGEMENT SUPPORT)**

| **1** | **2** | **3** | **4** | **5** |
|---|---|---|---|---|
| strongly disagree | disagree | neutral | agree | strongly agree |

**Using the scale given above, please indicate your level of agreement with regard to these statements.**

| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | My organization strongly considers my goals. | 1 | 2 | 3 | 4 | 5 |
| 2 | My organization cares about my opinion. | 1 | 2 | 3 | 4 | 5 |
| 3 | My organization really cares about my wellbeing. | 1 | 2 | 3 | 4 | 5 |
| 4 | My organization strongly considers my values. | 1 | 2 | 3 | 4 | 5 |
| 5 | Help is available from my organization when I have a problem. | 1 | 2 | 3 | 4 | 5 |

**PART D (DEMOGRAPHIC)**

Please tick the suitable option that best describes you.

1. Age

   ☐ 20- 29 years ☐ 30- 39 years

   ☐ 40- 49 years

2. Gender

☐ Male ☐ Female

3. Marital Status

☐ Single ☐ Married

☐ Divorced

4. Mode

☐ Part time ☐ Full time

## APPENDIX B: REGRESSION TABLE

**Variables Entered/Removed[a]**

| Model | Variables Entered | Variables Removed | Method |
|---|---|---|---|
| 1 | TMSA, WFA, UOTA[b] | . | Enter |

a. Dependent Variable: JPA

b. All requested variables entered.



**Model Summary**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .261[a] | .068 | .057 | .23651 |

a. Predictors: (Constant), TMSA, WFA, UOTA

## APPENDIX C: ANOVA TABLE

**ANOVA[a]**

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| 1 | Regression | 1.003 | 3 | .334 | 5.976 | .001[b] |
| | Residual | 13.760 | 246 | .056 | | |
| | Total | 14.763 | 249 | | | |

a. Dependent Variable: JPA

b. Predictors: (Constant), TMSA, WFA, UOTA

## APPENDIX D: COEFFICIENTS TABLE

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 2.740 | .328 | | 8.341 | .000 |
| | UOTA | .091 | .037 | .154 | 2.473 | .014 |
| | WFA | .137 | .045 | .189 | 3.065 | .002 |
| | TMSA | .106 | .048 | .137 | 2.202 | .029 |

a. Dependent Variable: JPA

## APPENDIX E: CORRELATIONS TABLE

**Correlations**

| | | JPA | UOTA | WFA | TMSA |
|---|---|---|---|---|---|
| JPA | Pearson Correlation | 1 | .124* | .178** | .111 |
| | Sig. (2-tailed) | | .050 | .005 | .080 |
| | N | 250 | 250 | 250 | 250 |
| UOTA | Pearson Correlation | .124* | 1 | -.055 | -.142* |
| | Sig. (2-tailed) | .050 | | .390 | .025 |
| | N | 250 | 250 | 250 | 250 |
| WFA | Pearson Correlation | .178** | -.055 | 1 | -.022 |
| | Sig. (2-tailed) | .005 | .390 | | .731 |
| | N | 250 | 250 | 250 | 250 |
| TMSA | Pearson Correlation | .132 | -.142* | -.022 | 1 |
| | Sig. (2-tailed) | .080 | .025 | .731 | |
| | N | 250 | 250 | 250 | 250 |

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

## APPENDIX F: DESCRIPTIVE STATISTICS

**Descriptive Statistics**

| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| JPA | 250 | 3.60 | 4.70 | 4.1052 | .24350 |
| UOTA | 250 | 3.20 | 4.80 | 4.0600 | .41158 |
| WFA | 250 | 3.00 | 5.00 | 4.1808 | .33478 |
| TMSA | 250 | 3.25 | 4.75 | 3.9540 | .31349 |
| Valid N (listwise) | 250 | | | | |

## APPENDIX G: RELIABILITY STATISTICS

Usage of Technology

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .723 | 4 |



Workplace flexibility

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .742 | 5 |

Top Management Support

**Reliability Statistics**

| Cronbach's Alpha | N of Items |
|---|---|
| .705 | 4 |