

A STUDY ON WORK FROM HOME AND EMPLOYEE
PRODUCTIVITY DURING COVID-19 PANDEMIC IN
MALAYSIA

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MALAYSIA

BY

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A final year project submitted in partial fulfilment of the
requirement for the degree of

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Date: 28th April 2022

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LIST OF ABBREVIATION

WFH	Work from Home
WLB	Work-Life Balance
WS	Work Stress
JS	Job Satisfaction
TP	Technical Perspective
PTY	Productivity
WHO	World Health Organization
SPSS	Statistical Package for Social Science
H1	Hypothesis 1
H2	Hypothesis 2
H3	Hypothesis 3
H4	Hypothesis 4
H5	Hypothesis 5
H6	Hypothesis 6
H7	Hypothesis 7
H8	Hypothesis 8
H9	Hypothesis 9
ANOVA	Analysis of Variance
Std. Deviation	Standard Deviation
SE	Standard Error
F	Frequencies
R2	Coefficient of Determination
Adj R2	Adjective Coefficient of Determination
B / β	Beta

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Preface

I have been experienced on working from home and I am curious on how does work from home has affects others on their productivity during COVID-19 pandemic. During the COVID-19 pandemic, it has affects most of the businesses and all the employees are forced to work from home. I am motivated that some of the factors has truly presented what are the employees feeling and encountering. This research report has been completed within 2 trimester which is about 24 weeks. I hope that this research report could help the businesses in future to have further understanding and take appropriate consideration on this working from home model in Malaysia.

Abstract

In global viewpoints, most of the countries was facing the COVID-19 pandemic outbreak in the almost same period. The purpose of this study is to see how working from home impacts workers' work-life balance during COVID-19.

This research has 5 independent variables and one dependent variables. The independent variables are work from home, work-life balance, work stress, job satisfaction and technical perspective. However, the dependent variable would be employee productivity.

There are 9 hypotheses being tested in this research. However, there are 2 hypotheses was not supported which are Work from Home has significance influence on Work Stress during COVID-19 and Work Stress has significance influence on Employee Productivity during COVID-19.

A total of 230 respondents was gathered using quantitative approach which is questionnaire to fill the gaps by investigating several factors which affected employee productivity while working from home during COVID-19 pandemic. The responses are being analyzed using SPSS software.

The study has revealed that work from home, work-life balance, job satisfaction and technical perspective has effects on employee productivity. In theoretical implications has shown that most of the studies does not show same results as this study. However, organizations should practically implies the suggestions as their employees work from home to improve their productivity.

CHAPTER 1: RESEARCH OVERVIEW

1.0 Introduction

In this chapter, the complete research will be summarised. The following components comprise this chapter: research background, problem statement, research questions, research aims, research scope, research importance, study contribution, definitions of words, and chapter summary. The coronavirus (COVID-19) epidemic that swept the world in early 2020 caused a social and economic upheaval that would undoubtedly change how people live and work, as well as how enterprises function (Irawanto, Novianti & Roz, 2021). According to the research of Suresh & Gopakumar (2021), it has stated that many businesses across the world have been given the option of having flexible working arrangements, such as working from home (WFH). The World Health Organization has advised governments and businesses throughout the world to embrace work from home as a new work style to prevent the virus from spreading and to enable for normal business operations to resume (Irawanto, Novianti & Roz, 2021). This is a way of working that isn't constrained by time, location, technical communication, or the usage of data. Most organisations are unfamiliar with this substantial change to WFH, which represents an entirely different working style. Video conferencing has mostly replaced face-to-face meetings and stopping by someone's desk or office, especially during the COVID-19 pandemic (Tanjung, Prasetyaningtyas, Heryanto & Nurfauzi, 2021). In order to assess the efficacy of the WFH model, it is necessary to examine the productivity and effectiveness of working adults. Performance improves only when efficiency improves. As these aspects are interrelated and necessary to meet a company's goals, this leads in an improvement in productivity and performance (Suresh & Gopakumar, 2021). As a result of the COVID-19 epidemic, this study looked into the productivity of working adults who work from home. The productivity characteristics were generated from a review of different literatures as well as expert opinions. The aspects were then identified according to their impact on productivity to determine which were the weakest. The weaker aspects that need to be addressed in

order to raise productivity will be analysed in this study, and appropriate suggestions will be made to improve them.

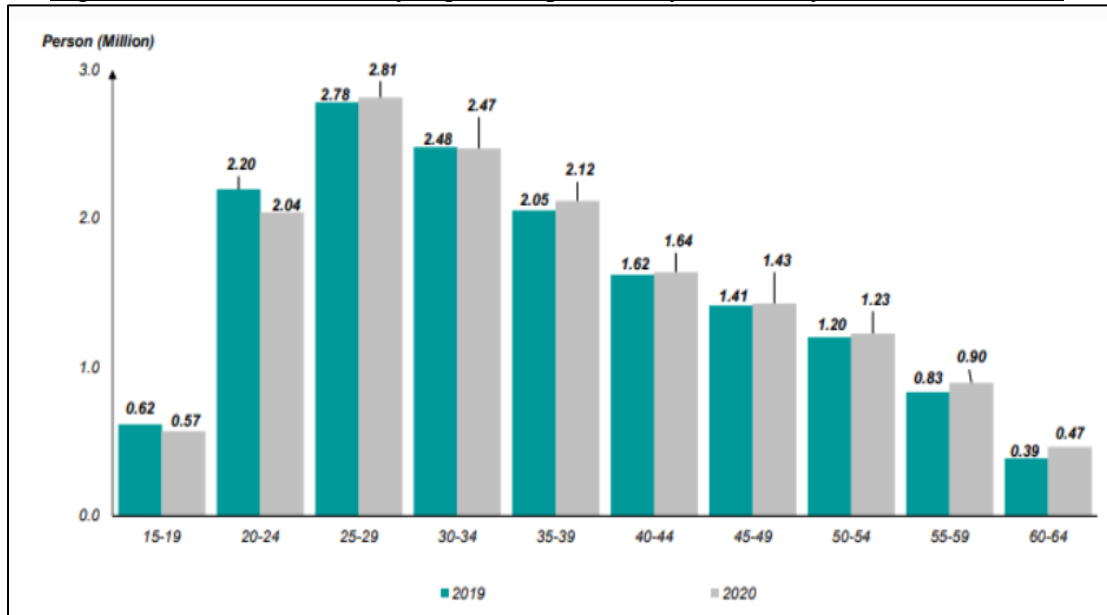
1.1 Research Background

In global viewpoints, most of the countries was facing the COVID-19 pandemic outbreak in the almost same period. According to Celano (2020) research, almost 70% of full-time employees in the United States worked from home during COVID-19. While COVID-19 drove the majority of these new work-from-home workers into the remote lifestyle, those who worked from home during the pandemic seemed to wish to maintain the WFH lifestyle 123 percent more afterwards COVID-19. The Malaysian government announced the movement control order (MCO) on March 18, 2020, causing dramatic changes in people's employment and personal lives (Sharon, 2020). When the MCO was originally imposed, 44% of employees questioned by Malaysia's Department of Statistics (DOS) indicated they worked from home since most commercial firms were illegal. However, ordinary workers or employees were the only ones that adopted this working structure (Siti, 2020). In 2019, the most common job category in Malaysia is those who work for the government or for a private company and are paid on a regular basis, accounting for 74% of total employment. Only one out of every four self-employed workers surveyed indicated they could work from home.

In addition, labour force are more likely to be the person which is employed or unemployed. However, the working adults are being categorized as the employed in labour force. The number of labour force in Malaysia in year 2020 was 15.7 million persons (DOSM, 2020). Referring to Department of Statistics Malaysia (DOSM) (2020), it showed that the age category of 25 to 29 years dominated the labour force, accounting for 18.0 percent of the total workforce or 2.8 million people. This was followed by the age group 30 to 34 years, which contributed 15.8% of the total population, or 2.5 million people, and the age group 35 to 39 years, which contributed 13.5 percent of the total population, or 2.1 million people. This three-age group of

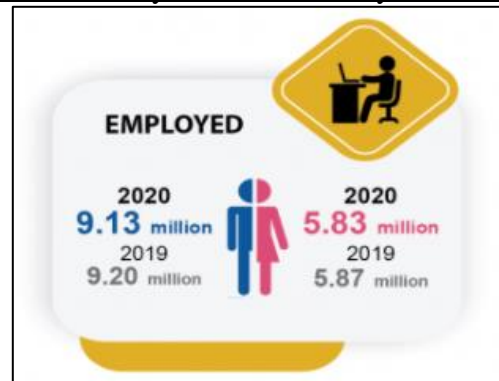
workers accounted for 74.4 percent of the total Malaysian workforce. Figure 1.1 has shown the labour force in Malaysia by age group as the year of 2019 and 2020.

Figure 1.1: Labour Force by Age Group in Malaysia of the year 2019 and 2020



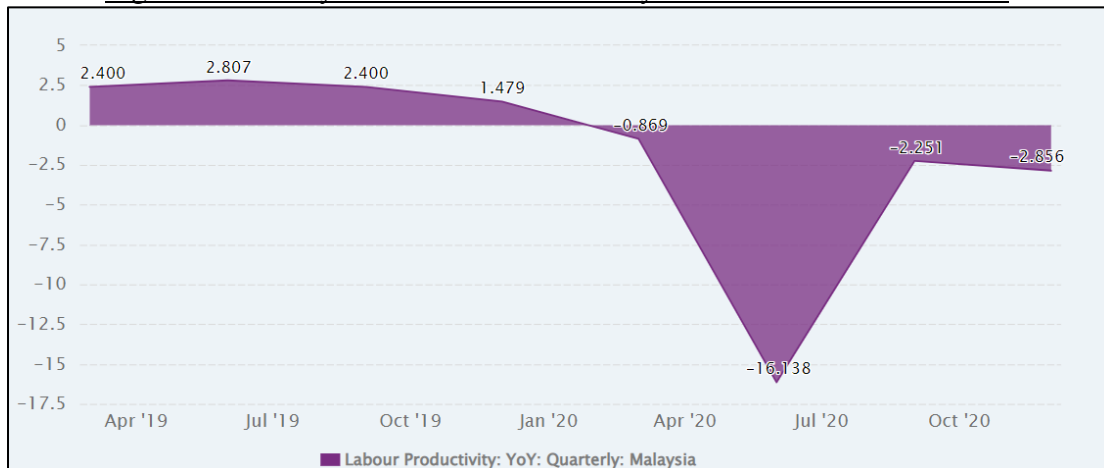
Moreover, the employed person categorized by gender in the year of 2019 and 2020 was being identified by DOSM (2020). The male employed person in the year of 2020 was 9.13 million, however, there was 9.20 million of male employed person in the year of 2019. Next, the female employed person in year 2020 was 5.83 million but 5.87 million of female employed person in year 2019. Figure 1.2 has illustrated the employed person by gender in Malaysia of the year 2019 and 2020. It does show that both male and female have a slightly decrease from the year 2019 to 2020.

Figure 1.2: Employed Person by Gender in Malaysia of the year 2019 and 2020



The employee productivity was important, and it might be affected due to COVID-19 and working from home. According to the research from CEIC (2022), it stated that the statistics is started to downflow since the year of 2020. In June 2020, Malaysia's Labour Productivity hit a new low of -16.14 percent. Beyond all the statistics on the labour force and productivity does show the importance to study on these approaches.

Figure 1.3: Malaysia's Labour Productivity Growth from 2019 to 2020



1.2 Problem Statement

Nowadays, most of the companies are looking into the performance of employee whether they are efficient or productive. Based on the research from Leonard (2019), it noted that employee performance is vital to a company's overall success, thus owners

need employees who can get the job done. In the current business market, it is competitive for Malaysia companies to ensure their employee performance meets their goal as it may differs due to many reasons such as working environment. Employee productivity is easily disrupted by the working environment, technology system and it might be based on the policies from the companies. It is common to happen on employee productivity was improve or worsen in current workplace. For instance, an employee has a bad condition of working environment such as crowded workplace or Wi-Fi connection in the office is not stable. These issues have raised the question that “What kind of working environment may improve employee productivity?” The focus of this research will be on the effects of several factors on employee productivity at work. It is critical for organizations and enterprises to understand what inspires employee productivity and if these motivators effect working adults.

In today's workplace, working from home has become the norm. Employees who work from home frequently do so in settings other than the traditional workplace, such as telecommuting or virtual employment where physical presence isn't essential (Tanjung, Prasetyaningtyas, Heryanto & Nurfauzi, 2021). Employees that work from home must have faced the condition that it affects on their performance, lifestyle or faced issues on technical. As these issues raised, it should have questions that “How Work from Home affect the employees directly?” This practice of Work from Home has provided the employees more opportunities in workplace and it needs to be determined in the context of the COVID-19 epidemic in Malaysia.

Furthermore, Work-Life Balance is defined as a condition of satisfaction and well-being at work and at home, with little or no conflict between the two (Tanjung, Prasetyaningtyas, Heryanto & Nurfauzi, 2021). This factor was less focused by the businesses or companies as they do not think it might relate to them. However, Work-Life Balance may be affects due to the working environment such as Work from Home and this may also affect to the productivity of employee. For instance, when an employee is able to balance their work and life, thus, he or she may perform better in works and brings positive impact to company. This issue has raised the question that

“How Work-Life Balance being affected on the employees?” The employee should be emphasizing on balancing the work and life, and this should be investigated in the research to have more understanding among the Malaysians.

Work stress also affects emotions, thought processes, and decision-making. A mismatch between job expectations and available resources can cause work stress, making things worse and more unpleasant (Irawanto, Novianti & Roz, 2021). In Malaysia, it is common to happen that Malaysian faced Work Stress in most of the time. It is because they are exposed to their work for long hours, and they are not able to have enough time to sleep. This issue has raised the question that “What causes Work Stress on employees?” This is the problem that the researcher has to find out whether the employees is having work stress because of overload work tasks given.

Employees feel satisfied as a result of the characteristics that help and enable the realisation of their work's ideals, whereas Job Satisfaction is a result of the qualities that assist and enable the realisation of their work's ideals (Irawanto, Novianti & Roz, 2021). According to the research from Samantha (2018), it shows that there are 58 percent of respondents are satisfied with their work, ranging from neutral to pleased. However, it does shows that there are some of them are not satisfied with their job. This issue has raised the question that “What can affect the Job Satisfaction of the employees?” In the context of Malaysians, there are less studies on how job satisfaction affects the employees and businesses.

Technical Perspective affected as different working environment and brought effects on the performance It may seem common to be happen no matter before pandemic, during pandemic or even post pandemic. For instance, the poor internet connection as one of the technical perspectives. In Malaysia, it is often to face that the telco having issues on providing stable internet connection. This issue has raised the question that “How employees faced the encounter in terms of technical?” This is the problem that the researcher has to find out whether the employees is able to proceed their works with stable technical.

It does show that there are some gaps compared with the previous studies. Firstly, the industries are lacking practice on work from home as supported by the research from Saludin, Karia & Hassan (2020). In Malaysia, the practice of work from home is not used in established corporate organizations, either part-time or full-time. Not only that, there are insufficient study on work from home and employee productivity in Malaysia as most of the studies are focused on different countries or in more general statements.

1.3 Research Questions

The research questions that we should find out from the entire study are listed below. Work from Home, Work-Life Balance, Work Stress, Job Satisfaction, and Technical Perspective are among the topics.

1. What are the factors that affect work from home and employee productivity during COVID-19 in Malaysia?
2. What are the relationships of Work from Home towards Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspectives?
3. What are the relationships of Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspectives towards Employee Productivity?

1.4 Research Objectives

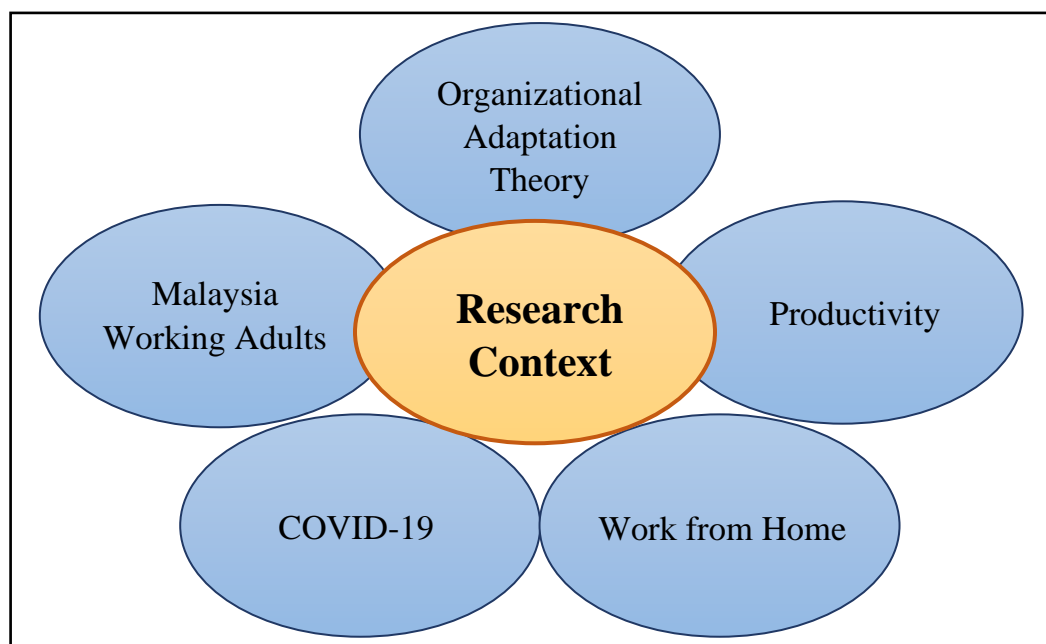
The research objectives that we should find out from the entire study are listed below. Work from Home, Work-Life Balance, Work Stress, Job Satisfaction, and Technical Perspective are among the topics.

1. To study the factors that affect work from home and employee productivity during COVID-19 in Malaysia.
2. To study the relationships of Work from Home towards Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspectives.
3. To study the relationships of Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspectives towards Employee Productivity.

1.5 Research Context

This research examined the work from home and employee productivity during COVID-19 pandemic in Malaysia among the working adults. Hence, the research context encompasses, as shown in Figure 1.4, there are four domains which are Organizational Adaptation Theory, Productivity, Work from Home and COVID-19. An online questionnaire was used to complete this research.

Figure 1.4: Research Context



As defined, the target population was the working adults in Malaysia which referred to those aged 18 onwards. For this research, Microsoft SharePoint has been chosen as the case study, as ranked top among other platforms in Malaysia.

1.6 Research Significance

In fact, working from home is becoming more common in Malaysia. Meanwhile, the market continues to expand at a faster rate than predicted. This research will help us gain a better knowledge of Malaysian workers' working circumstances, effectiveness, and productivity. This study is also beneficial to businesses in terms of saving time and resources. Individual, social, business, and government organizations profited from the outcomes of more productive working options. Besides that, this research contributes to the expansion of the persuasive theory in the context of employee productivity. The model's implications offered improved insight into the concept of working from home toward the conclusion of the research.

1.7 Contribution of Study

This research is important for local businesses to learn from and analyse how different tactics have been used to successfully improve employee productivity. The study is especially significant since the findings were analysed to see how such an implementation could be improved and reproduced in local businesses. Furthermore, the results of this study will contribute to the improvement of theories by examining tactics from the standpoint of employees. Work from home, for example, is thought to improve employee performance in terms of job satisfaction, work-life balance, and other factors.

1.8 Summary

In a nutshell, this chapter begins with the research's background and the research problem. The chapter continues with the main goal of the research, research questions, and research objectives. Furthermore, the research context and significance of the study and the contribution to research are presented. The next chapter would systematically detail a multidisciplinary review of theories and related work in five domains: Organizational Adaptation Theory, Elton Mayo's Human Resource Theory, Employee Productivity, Work from Home, Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspective.

CHAPTER 2: LITERATURE REVIEW

2.0 Introduction

This chapter will explore, examine, and analyse the theories and definitions of variables that we would want to evaluate in our previous study. This chapter will also cover the formulation of hypotheses as well as the creation of a conceptual framework.

2.1 Underlying Theory

This section incorporates identified theories and aspects within the organizational adaptation theory, productivity, work from home, and COVID-19. This chapter starts with a brief of the theory that have been reviewed about Organizational Adaptation Theory. This theory included reasons why organization pursue theory, internal factors preclude or enable adaptation and environment factors urge adaptation.

Apart from this, the productivity has been discussed as it determined the performance behaviour. The factors influence productivity were discussed next as the context of this study. Moreover, an overview of work from home is presented. The conditions and advantages of work from home have been reviewed and compared. There was a case study on the Microsoft SharePoint as the platform reviewed in this study. Next, an overview of COVID-19 with the effects of it and the digital transformation was discussed in this study. Figure 2.1 includes the significant elements considered in this study.

Figure 2.1: Elements considered in this research

Organizational Adaptation Theory	Productivity	Work from Home	COVID-19
Reasons why organization pursue theory	Performance Behaviour	Conditions of Work from Home	Effects of COVID-19
Internal factors preclude or enable adaptation	Factors Influence Productivity	Advantages of Work from Home	Digital Transformation
Environment factors urge adaptation		Case Study: Microsoft SharePoint	

2.2 Theory and Models

This part will analyse and evaluate the theory and models which attributed to the fact that various studies will have varied definitions of some viewpoints. As a result, we will employ the theory and models in this research to prevent errors or unrelated ideas.

2.2.1 Organizational Adaptation Theory

Adaptation's intellectual foundations may be traced back to a natural synthesis of organisational theory and strategic management, which superimposed the concepts of strategic decision making and functional efficiency onto the concept of adaptation (Chandler, 1969). A Behavioral Theory of the Firm (Cyert & March, 1963) and Differentiation and Integration in Complex Organizations both influenced and refined the notions of "adaptation" and "fit" (Lawrence & Lorsch, 1967). According to Ana (2017), the organisational adaptation theory states that companies would modify their structures or processes in whole or in part to cope with a changing environment, such as a

shifting economic landscape, new legislation impacting their region, or the entry of a new parent corporation. Both studies found a link between adaptation and fit as ideas for describing how organizations interact with their surroundings. The organizational adaptation theory is empirically supported in the study from Farooq & Sultana (2021), which adds to the body of knowledge in organizational behaviour.

According to the research from Sarta, Durand & Vergne (2021), it has stated that organizations often relate to their environments and through pursuit of new possibilities when the subject of resources, search, and behavioural transformation is used. In this aspect, organizations as action generators seek to adapt by accumulating resources and capacities through evolutionary change or collected experiences that encourage opportunity perception and action (Sarta et al., 2021). The following study on routines, capabilities, and knowledge builds on the notion of opportunity identification by emphasising the competitive advantages of flexibility through improved resource positions or strategic judgments. In their search for adaptation, behavioural views rely on constrained rationality and satisficing behaviour (Cyert & March, 1963). As adaptation research progresses to higher levels of analysis, the emphasis switches to adaptation as a result of both internal and external influences. Firms' ability to integrate managers' attention across hierarchies and effectively identify external components as opportunities or threats impacts whether or not they explore new opportunities (Sarta et al., 2021). Due to the overall emphasis on decision-making and agency, competitive and institutional restrictions have been put to the background in understanding why adaptation is carried out. Organizations that are driven by extra organizational factors yet respond by breaking current patterns in tiny increments, for example, have been able to maintain good performance in the face of heavy global competition (Stophard & BadenFuller, 1994).

Additionally, whether organizations attempt adaptation is connected to their strategic aim and ability to change; nevertheless, the streams most strongly associated with organizational theory interpret adaptation in various ways, with adaptation being emphasised as a result. Explain the typical relationship between related and unrelated diversity and financial success, for example, using fit as a crucial moderator (Hill, Hitt & Hoskisson, 1992). Internal elements that link the organization to external needs are defined by sociologists. Neoinstitutionalists argue that companies strive to meet stakeholder expectations, whereas network views highlight the significance of social links in enabling and constraining information flow (Uzzi, 1997). Additionally, the notion of routines, capabilities, and knowledge promotes adaptation as purposeful and conditional, with an emphasis on the usage of environment-specific organizational templates. Contingency approaches, for example, emphasise the higher results obtained when specific export tactics are implemented in relevant markets or when managerial discretion is used effectively (Aulakh, Kotabe & Teegen, 2000). According to the research from Sarta et al. (2021), it has clarified that organizational sociologists show how keeping social ties or adopting internationalisation measures to specific institutional contexts may help people develop their skills within this subject. Next, the area of governance and stakeholder management highlights the importance of the environment in adaptation even more. the significance of deploying relevant business models in certain circumstances, speculating on the relevance of congruence between companies and surroundings, and highlighting the advantages of alignment for competitive advantage are all addressed by contingency views (Sarta et al., 2021). Interactions between organisational identities and regulatory compliance, which can restrict adaptation, and imitation for enterprises seeking legitimacy in new markets are illustrations (Haveman & Rao, 1997).

The agentic views apparent in the explanations mentioned earlier fade and wane when external circumstances force organizations to change. In this field of

research, contingency theory, organizational sociology, and VSR models all play a role; however, the focus shifts to environmental elements that trigger the adaptation process. (Sarta et al., 2021). Competitive and institutional incentives drive adaptation, and fit is an important construct in contingency theories, but it is defined differently by different people. Due to societal norms and expectations, neo institutionalists believe that institutions have limited agency. Haveman & Rao (1997) investigate the early thrift industry's history through entrants, departures, and organizational form modifications to show how selection factors in the technological environment interact with adaptability within institutional restrictions.

2.2.2 Human Relations Theory

The theory of human relations was developed by Elton Mayo which is the Father of the Human Relations Approach to Management Theory (Jason, 2021). Human Relations Theory has several characteristics with other assumptions. One of the characteristics of theory is the coordinating process. Miscommunication is being attempted to be eradicated in order for people to build trusted relationships and for the company to achieve its objectives through enhanced efficiency. Emotional unity and coordination are critical when it comes to pursuing and achieving joint goals (Harappa, 2021). Employers must also pay attention to social and psychological requirements and expectations, since job satisfaction is one of the characteristics that correlates to economic demands. Non-monetary incentives should be provided since they improve staff morale and retention. This type of incentive boosts productivity and efficiency even further. The Human Relations Theory was formed as a response to the scientific approach to management, moving toward the human side of management, as we've already established. It shows that effective management needs caring. This means that employers should place a premium on employee happiness both within and outside the workplace. These characteristics of the

human relations approach to management also indicate that employees should be satisfied with their work and see it as meaningful (Harappa, 2021). When firms recognise and satisfy basic criteria, people's willingness to work improves. This increases productivity even further, resulting in higher profitability and corporate growth.

2.3 Review of Variables

A review of variables refers to how previous studies defined specific variables in relation to relevant research areas. This part will also analyse and evaluate the discrepancies of the variables attributed to the fact that various studies will have varied definitions of some viewpoints. As a result, we will employ a review of variables in this research to prevent errors or unrelated ideas.

2.3.1 Employee Productivity

Employee work productivity refers to a set of actions taken by employees in the workplace that define the organization's viability and profitability (Wolor, Nurkhin, & Citriadin, 2021). There are many research has shown that employee productivity are related to the work from home (Wolor, Nurkhin, & Citriadin, 2021). According to the research from Farooq & Sultana (2021), it has stated that employee productivity is tied to how much time an individual spends physically at work, as well as how much time he or she does "mentally present" or performing efficiently. Employee productivity is defined by a variety of terms, including organizational performance, employee performance, corporate performance, and new product development performance. Employee productivity is one of the most essential objectives for businesses since it helps both employees and the company. "Many individuals worked from home before to the epidemic," says the author, "but the way we judge employee productivity has been changing for years."

Before attempting to enhance productivity, even under the Work from Home model, a firm must understand how to continuously analyse and assess productivity (Farooq & Sultana, 2021). Employee productivity is determined by the number of hours worked during the COVID-19. Companies' attitudes about remote employees have shifted as a result of the COVID-19 outbreak. Working from home enables being productive, connected, and engaged even more challenging. Encourage employees to create a knowledge-sharing plan, select the appropriate communication medium for their message, maintain social interactions, and monitor productivity rather than hours spent in order to improve productivity. It is vital to recognise that a range of elements impact and drive productivity, such as communications with the tech stack, worker talent, and individual decision-making rights.

Tanjung et al. (2021) discovered that traditional productivity language in twentieth-century businesses, which mostly focused on physical labour efficiency, may be defined as a ratio of items and services produced to time required. Knowledge worker productivity is defined as a measure of non-routine output and abstract input by modern workers in information-intensive organizations. Knowledge workers of the twenty-first century, whose output is increasingly abstract, cannot be described or assessed using traditional productivity definitions and measures. Subjective Productivity Measurement (SPM), which uses a questionnaire or an interview with a particular interest group to obtain data on productivity, may still be used to accurately evaluate the productivity of knowledge workers.

There was a study that examined employee performance and productivity in relation to physical environmental elements, and it was based on the research from Kamarulzaman, Saleh, Hashim, Hashim & Abdul-Ghani (2011). The workplace atmosphere has a substantial impact on employee behaviour, attitudes, and productivity. It has been indicated that in the office, it is

frequently considered that individuals who are more content with their physical environments would create higher job outputs.

2.3.2 Work from Home (WFH)

Work from Home (WFH), often known as telecommuting, is a term that is synonymous with remote or telework (Garrett & Danziger, 2007). However, there is a discrepancy between the definitions of WFH (telecommuting) and remote work (teleworking). Employees who work remotely do so from places other than their regular office, which usually involves telecommuting or virtual work that does not require physical presence (Hatch, 2018). WFH follows a similar remote-working strategy. Employees who live within commuting distance of the office and work from home are not required to be physically present at the office. Workplace diversity, employment relationship diversification, time dispersion, and the utilisation of information and communication technologies are all aspects of remote work.

WFH is characterised as working outside of a physical location, enabled by technology that lowers travel time and increases efficiency (Farooq & Sultana, 2021). WFH workers enjoy a variety of benefits, including flexibility, autonomy, and the possibility to work from home. Many firms and organisations practised WFH even before the emergence of COVID-19, offering their staff additional flexibility. WFH isn't very unusual. The COVID-19 epidemic has changed the way businesses see the WFH and its effectiveness.

Furthermore, according to Pauline Ramos and Tri Prasetyo's study (2020), telework may be defined in a variety of ways, including telecommuting, remote work, and working from home. Telework is defined as work performed from several places, such as home, that allows employees to fulfil tasks using information and communication technology. Jack Nilles came up with the term

"telecommuting" in the 1970s, with traffic reduction, organisational advantages, and other considerations in mind. In 1993, the International Telework Association and Council (ITAC) was founded to promote teleworking as a way to improve work-life balance, expand job opportunities, and reduce traffic and pollution.

Moreover, teleworking or working from home is a work arrangement in which employees use information and communication technology to conduct their job outside from the organization's locations, such as from home or satellite offices. Due to technological improvements and changing employee demands, this work style has grown in popularity over the previous few decades (Mihalca, Irimiaş & Brendea, 2021). Allen, Golden & Shockley (2015) came to the conclusion that teleworking requires a diversified strategy. When looking into the success of telework, the researchers underlined the importance of considering elements of the individual, the job, and the company. However, teleworking has particular characteristics during COVID-19, including stress induced by health and occupational uncertainty in the context of a pandemic, restricted access to child-care support owing to school and child-care facility closures, professional and social isolation, and conflict of balancing family and work (Mihalca, Irimiaş & Brendea, 2021).

2.3.3 Work-Life Balance (WLB)

"Happiness and well-functioning at work and at home with the least degree of conflict," Clark (2000) describes Work-Life Balance. According to Greenblatt (2002), work-life balance is an appropriate degree of conflict between work and nonwork requirements, which frequently entails resolving opposing resource demands. As new generations of workers enter the economy, work-life balance is becoming more crucial. As the gap between labour and basic living

requirements widens, society is increasingly concerned, resulting in a decline in quality of life (Tanjung et al., 2021).

According to Jyothi Sree and Jyothi Sree's study, work-life balance is defined as "establishing a balance between workers' professional and personal lives" (2012). Work-life balance is based on the idea that in order to be successful in life, one's personal and professional lives must complement each other. Men and women both use flexible working in different ways, resulting in a wide range of well-being and work-life balance results (Irawanto et al., 2021).

Based on the study of Anomsari, Handaru & Ahmad (2021), it clearly described that work-life balance is defined as an individual's ability to balance work, family, and other non-work responsibilities and interests. In addition to the linkages between family and work functions, work-life balance involves additional duties in other areas of life. Work balance is defined as "an individual's assessment of their happiness with their job and life duties at a particular point in time given their priorities." There are various methods for achieving work-life balance. For example, work-life balance is described as an individual's degree of pleasure when they can function efficiently at work and at home with little role conflict. Work-life balance is defined as the fulfilment of expectations about responsibilities agreed and shared by employees and partners in the family and work.

Work-life balance is built on workers' personal and professional lives interacting, according to the research from Wolor, Nurkhin, and Citriadin (2021). The ratio of time spent at work to time spent on personal hobbies is called work-life balance. It's also an incentive for firms to establish a friendly and caring work environment that allows workers to find a balance between work and personal responsibilities, resulting in increased employee performance. Work-life balance may be achieved if a person is satisfied in all of their jobs. As a consequence, employees may be able to strike a healthy

balance between work and personal responsibilities, increasing employee loyalty and productivity.

2.3.4 Work Stress

According to the research of Irawanto et al. (2021), work stress is a condition that impacts people's emotions, mental processes, and decision-making. Workers will become more negative and unhappy if job objectives and available resources do not match. When working from home, work stress can cause role ambiguity, overwork, role conflict, and time constraints, all of which can have a negative impact on job satisfaction.

The concept of stress, particularly work stress, is a factor in physical and mental illnesses, as well as organizational effects like absenteeism and lower productivity, has received increasing attention (Ganster & Schaubroeck, 1991). Based on the study of Park (2007), work stress can be described as the unpleasant physical and emotional reactions that occur when an employee's skills, resources, and needs fall short of the job requirements. Stressed workers are more likely to be sad, uninspired, less productive, and harmful at work. In a competitive market, such companies are less likely to thrive.

According to Pandey's (2020) research, work stress is a feeling that people experience when they are confronted with work expectations and pressures that are not matched to their knowledge and abilities, forcing them to learn how to deal with the stress. Stress leads to worse overall employee performance, a higher mistake rate and lower labour quality, high staff turnover, and absence owing to health difficulties including anxiety, work-life balance, depression, and other ailments like frequent headaches, obesity, and cardiac arrests.

2.3.5 Job Satisfaction

When the expectations are analysed, job satisfaction is defined by Locke (1969) as a pleasurable or good emotional state of workers toward their employment experience. According to Tanjung et al. (2021), job satisfaction is defined as an employee's attitude and feelings toward their employment. Negative views regarding work indicate dissatisfaction, whilst positive attitudes indicate fulfilment. An employee's attitude toward their job, organisational perks, and the social, organisational, and physical environment in which they operate are all factors that contribute to job satisfaction (Maheshkumar & Jayaraman, 2013).

According to Irawanto et al. (2021), job satisfaction has been classified and quantified as a perceived relationship between what one desires from one's employment and what one believes it to give. A person's emotional condition after having a nice and useful occurrence as a consequence of their job appraisal or work experience is referred to as job satisfaction. Employees are satisfied as a consequence of the elements that help them achieve their employment objectives (Clark, 1996).

The theory behind the relationship between remote work and job happiness is that it gives workers more flexibility and autonomy in how they complete their work, allowing them to balance work demands with personal obligations and family obligations (Schall, 2019). "Any combination of psychological, physiological, and environmental variables that lead a person to honestly state, "I am content with my employment," according to Aziri (2011). According to this viewpoint, despite the fact that many external variables influence job satisfaction, it remains an internal issue involving how an individual feels. Work satisfaction, in other words, is a collection of factors that contribute to a sense of accomplishment.

2.3.6 Technical Perspective

The technical perspective in this research is mainly focusing on technical infrastructure, technical support and internet connection. Technical Perspective determines the system's technical level of view. At various points within the system or technological entities, the various models determine how humans engage with processes and the items they touch and use (David, 2018). According to research done by Suresh & Gopakumar (2021), computer-supported supplementary work-at-home (SWAH) offers benefits to employers that want to encourage their employees to use home technology. Organizations that supply computer equipment to their workers so that they may work from home will benefit more in terms of productivity and profit. If a corporation does not provide appropriate technological tools for the function that needs to be done in a satellite office, it might have a negative impact on employee productivity. According to the study of Pauline Ramos & Tri Prasetyo (2020), as electronic media and the internet have grown more extensively utilised, teleworking or working from home has become more widespread among large corporations throughout the world.

Mahesh & Kumar (2020) had come to the conclusion that their propensity to work from home was influenced by the presence of family members at home, such as parents, partners, and children, as well as a pleasant living space, an appropriate atmosphere, and adequate internet access. The researchers claimed that, while IT professionals are better at dealing with technical issues than others, they are also confronted with other social issues in the home.

2.4 Research Domain

The research domain in this study covers in two main categories which are Work from Home and COVID-19. In this section, we will discuss accordingly based on the domains listed below.

2.4.1 Work from Home

Before to the pandemic, private and government workplaces, like any other industry, needed employees to be in frequent contact with co-workers and customers. For a set period of time, they must share the same area, supplies, materials, and equipment. As a result, both personnel and consumers are more likely to transfer the flu and other ailments to one another (Mahmud, Lim, Pazim, Lee, Mansur & Abdullah, 2020). Malaysian government has issued the MCO on March 18, 2020, to prevent the spread of COVID-19 across the country. The order restricts the public's right to remain in their homes and private properties, as well as suspending the bulk of economic operations that the county accepts in order to offer numerous essential services. As a result, more people are working from home. Despite the fact that the MCO was followed by a recuperation period during which people were permitted to return to work, some employees may continue to work from home until vaccinations are made.

Flexible working arrangements, such as WFH, benefit both the business and the employee, and are frequently assumed to boost job productivity. However, during the COVID-19 pandemic, the worldwide work-from-home trend may cause a productivity dip and negatively impact economic development. According to Mohd Iskandar (2022), when MCO first started to operate in Malaysia, 44 percent of employees interviewed by the Department of Statistics Malaysia (DOS) in the year of 2020, said they were working from home

because most commercial activity had been halted. On the other hand, this form of work arrangement is only seen among regular employees or workers. According to the research from Mahmud et al., 2020, in Sabah, limited computer and internet infrastructure can be a problem, especially for employees in rural regions and low-income families. Furthermore, the MCO was adopted with little warning in Malaysia, leaving many firms unprepared for a smooth transfer of work for their staff swift from the office to home without causing work interruptions.

In addition, the advantages of working from home is increasing the productivity. Reduced interruptions, which would typically occur in an office setting, resulted in increased productivity. Working from home, on the other hand, gives a more comfortable setting in which to focus. Some employees may seek to extend their paid contractual hours to save time travelling to and from work (*Employees working from home - Advantages and disadvantages of employees working at home*, n.d.). Working from home may also assist individuals in achieving a better work-life balance. Employees who would otherwise have had to commute, for example, may now utilise that time for themselves, resulting in a better work-life balance. Domestic tasks, such as emptying the dishwasher or preparing supper during their lunch break, can be included into the workweek to provide employees more free time in the evenings. Employees who work from home save time and money by avoiding the tiring commute to work. Employees can also benefit from additional health advantages as a consequence of time savings, such as getting more sleep, spending more time with family, exercising, or cooking better foods (*Employees working from home - Advantages and disadvantages of employees working at home*, n.d.).

2.4.1.1 Platform: Microsoft SharePoint

There are many platforms being used in the organizations during work from home, Microsoft SharePoint are commonly being used in Malaysia. A SharePoint portal serves as a hub for company news, announcements, policies, and hand-picked links from around the organization (Microsoft, n.d.a). It's an excellent location to save for future use on all of your devices. Employees may use SharePoint to establish intranet sites and create pages, document libraries, and lists. They can also sync and save their files in the cloud so that anybody can safely collaborate with them. Workflows, forms, and lists can help keep track of the everyday tasks. The mobile app allows anyone to stay up to date on the news while on the road.

According to Nicola (2021), SharePoint is used by over 250,000 businesses, with SharePoint Online being used by over 85 percent of Fortune 500 companies as part of Office 365. According to the most current Magic Quadrant for Content Services Systems, "although there are a few platforms that edge out Microsoft in terms of vision, none can top SharePoint's ability to execute and provide a full solution."

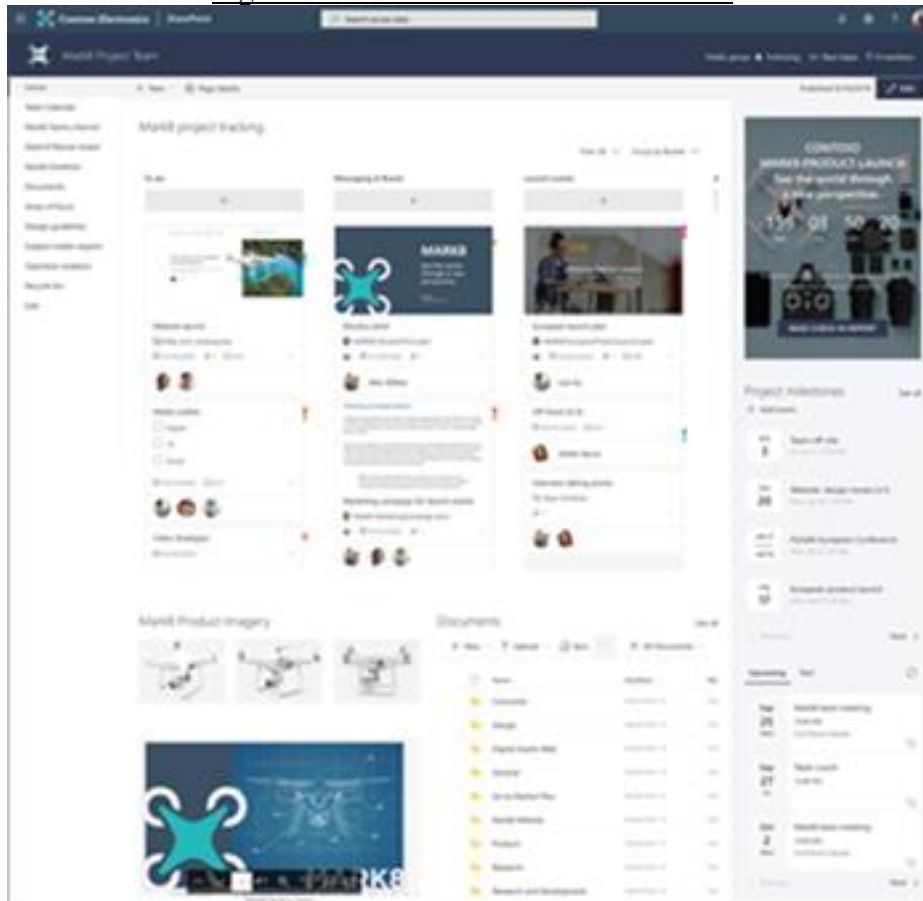
For instance, there are some examples on how Microsoft SharePoint works when the employees work from home. First, an internal site is created by a marketing manager to raise staff awareness and preparation for an approaching product launch (Microsoft, n.d.b). It can increase the efficacy and ability of the support team to assist clients as they embrace the new product at home via online. Figure 2.2 has shown the picture of the new product launch on the site by using SharePoint.

Figure.2.2: New Product Launch on the Site



Next, to accelerate the introduction of a new product, a product manager sets up a project-specific team site and a Microsoft Teams communication area (Microsoft, n.d.b). As a result, team members were able to interact on material in Teams or SharePoint wherever they were working, resulting in greater team productivity. However, Figure 2.3 has shown the site on SharePoint when building new team.

Figure 2.3: New team site on SharePoint



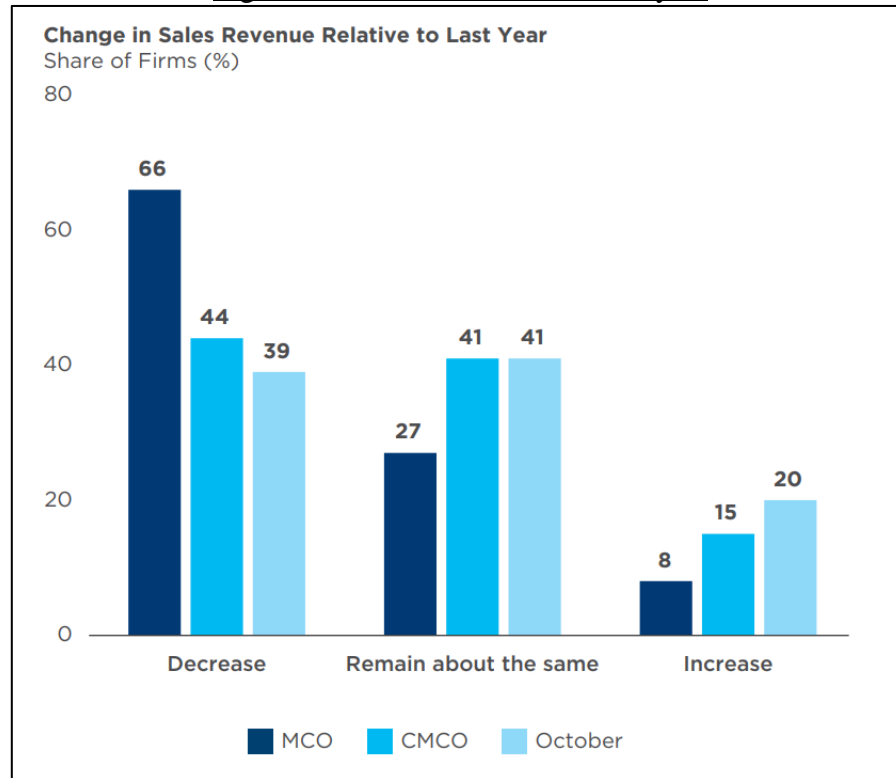
2.4.2 COVID-19

COVID-19 pandemic has brought huge effects globally but also included Malaysia. The MCO has had an impact on Malaysian businesses, with 35% of businesses shut down during its implementation. During the MCO, on average, businesses saw a 25% reduction in sales compared to the previous year (Kuriakose, Tran, Ting & Hebous, 2021). By October, however, 91 percent of businesses had reopened, with only 1 to 2% closing permanently.

Furthermore, 20% of the companies had reported a positive revenue gain indicating a gradual recovery by October, as shown in the Figure 2.4. Smaller businesses are more likely to close their doors, confirming the propositions that

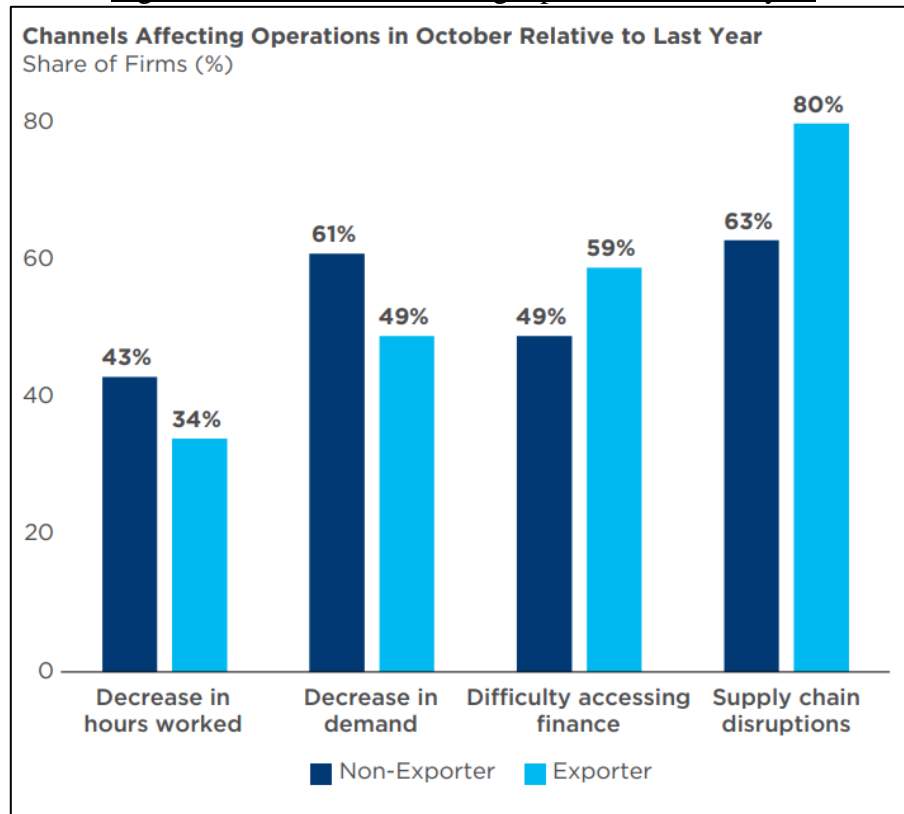
the pandemic affects small businesses differently than large businesses (Kuriakose et al., 2021). There are also regional variations. Firms in East Malaysia are more likely to remain closed as a result of a higher number of COVID-19 cases in Sabah in October and the subsequent installation of a CMCO in Sabah on October 13, 2020.

Figure 2.4: Sales Revenue in Malaysia



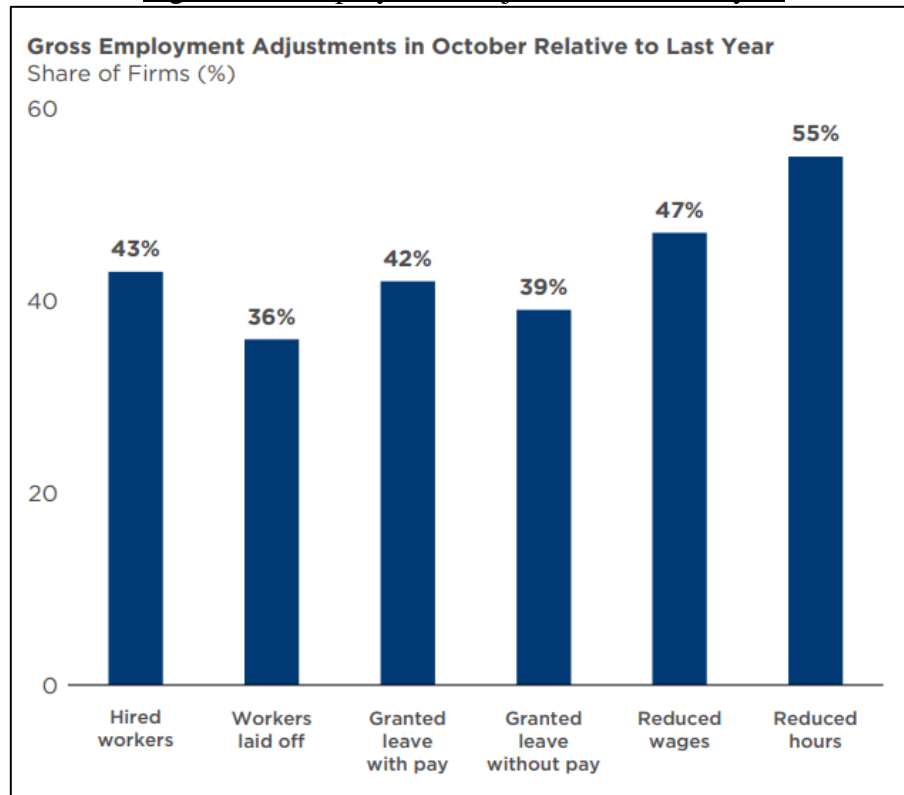
During the COVID-19 epidemic, supply chain disruptions impacted sales and operations in the majority of Malaysian firms. Nearly two-thirds of enterprises hit by supply chain disruptions said they were having problems fulfilling sales orders in October (Kuriakose et al., 2021). These supply chain interruptions were more severe for exporters than for non-exporters, as shown in the Figure 2.5.

Figure 2.5: Channels Affecting Operations in Malaysia



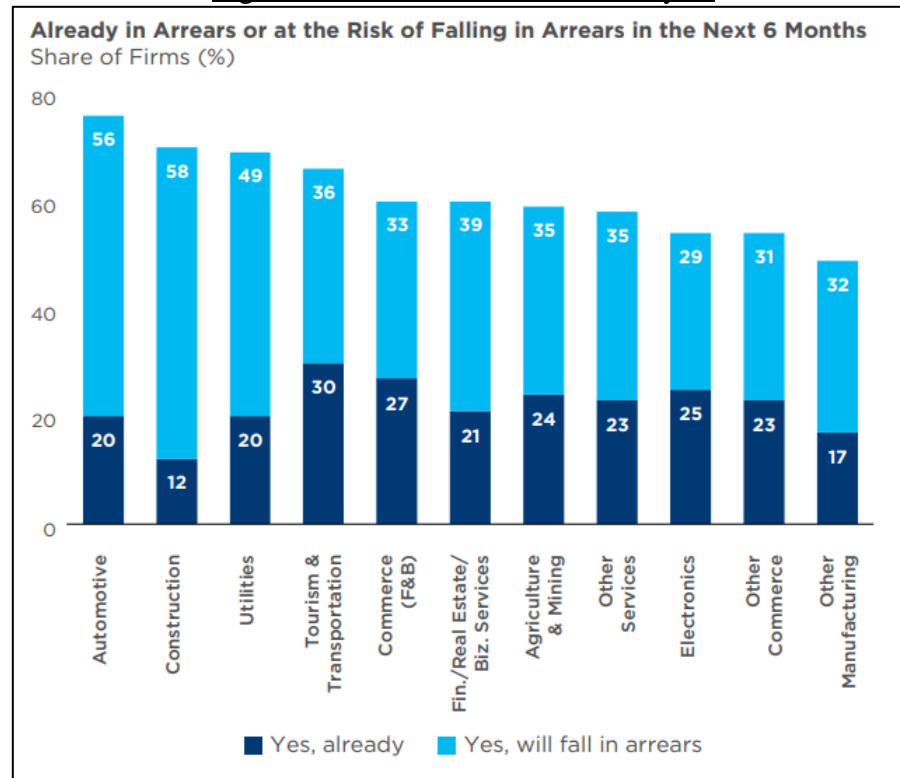
There are employment shocks in Malaysia as of COVID-19 pandemic. From September to October 2020, the most prevalent changes implemented by businesses were fewer working hours and lower salaries, as shown in the Figure 2.6 (Kuriakose et al., 2021). However, there are huge numbers of companies making big modifications on the margins, with a lot of churning, which is 36 percent of companies fired off people and 43 percent hired staff.

Figure 2.6: Employment Adjustments in Malaysia



In addition, while there are signs of steady improvement compared to the early months of the crisis, liquidity remains a major worry, with the typical business having only two months' worth of cash on hand. By October, 60% of businesses were either in arrears or on the verge of becoming in arrears in the following six months. Figure 2.7 shows that the tourism and transportation industries have the largest percentage of enterprises in arrears, while the automobile and construction industries have the highest risk perception of going into arrears.

Figure 2.7: Risk in Arrears in Malaysia

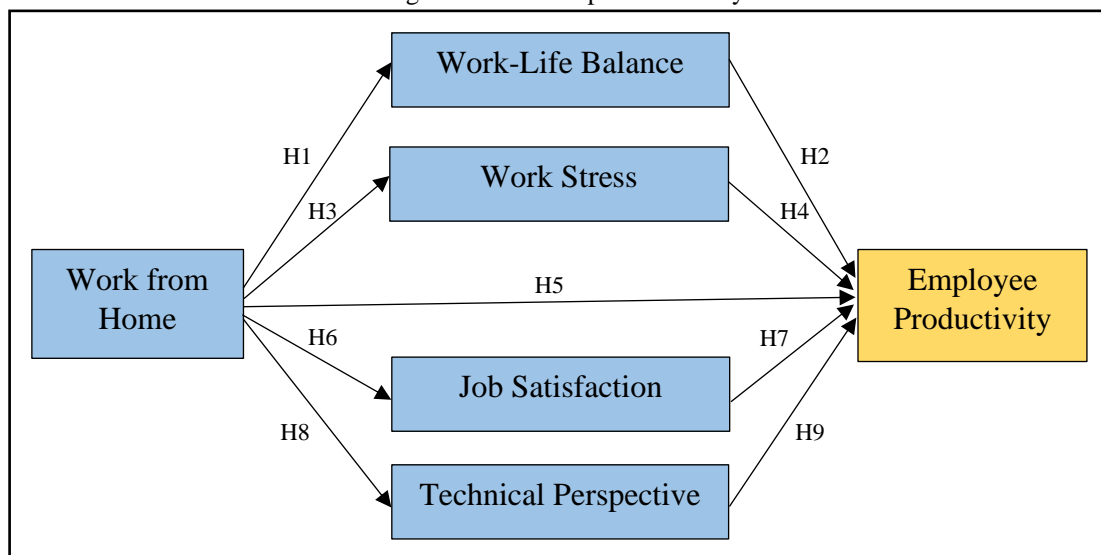


On the other perspectives, digital transformation happened in Malaysia due to COVID-19 such as work from home, telehealth and remote learning (Lucy, 2021). Even companies who were initially averse to the idea of a scattered workforce were forced to allow work from home in order to finish tasks while the virus was confined. Prior to the COVID-19 epidemic, telemedicine has made considerable progress; nevertheless, because of the pandemic, public health officials are pressuring healthcare institutions to enhance their telemedicine capabilities using cell phones and other tools. Schools and organisations began to examine virtual learning choices as COVID-19 spread over the world (Lucy, 2021). Many institutions have decided to shift the remainder of the semester's work entirely to online learning, and some have closed campuses entirely to prevent the virus from spreading.

2.5 Conceptual Framework

In this research, the researcher decided to use Organizational Adaptation Theory which reviewed by Chandler (1969). Figure 2.8 was the developed conceptual framework based on the studies. Based on the diagram, Employee Productivity is the dependent variable in this study. However, there will be five independent variables in this research which are Work from Home, Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspective. This framework has also shown the relationship between the variables based on the hypotheses labelling. It will be discussed on the relationship on the following paragraphs.

Figure 2.8: Conceptual Framework
Organizational Adaptation Theory



2.6 Hypotheses Development

This section will be discussing about the hypotheses development of this research. There will be 9 hypotheses will be discussed of all the variables in the following paragraphs.

2.6.1 Relationship between Work from Home and Work-Life Balance during COVID-19.

The purpose of this study is to see how working from home impacts workers' work-life balance during COVID-19. Work from home improves work-life balance in general, and work from home was thought to be beneficial (Tanjung et al., 2021). Bellmann & Hübler (2020) found that enhancing autonomy and lowering work-family conflict improves job satisfaction. Many businesses and government organization use telework, telecommuting, and flexible work practises to conduct business safely from home. Working from home has a number of consequences for employees' work-life balance (Schieman & Glavin, 2017; Kim, Henly, Golden & Lambert, 2020). According to the study from Irawanto et al. (2021), it has clarified that work from home have significance relationship towards work-life balance. However, more researchers continue to discover that WFH has a favourable influence on WLB. Based on the findings, we came up with the following hypothesis.

H1: Work from Home has significance influence on Work-Life Balance during COVID-19.

2.6.2 Relationship between Work-Life Balance and Employee Productivity during COVID-19.

Several studies in the human capital sector show that WLB adoption has a major influence on employee productivity (Tanjung et al., 2021; Abioro, Oladejo & Ashogbon, 2018; Ansari, Chimani, Baloch & Bukhari, 2015). Other research looked at how to adopt WLB approaches, such as the flexible work arrangement idea, which resulted in a considerable boost in employee productivity. Employees were given assistance in the form of telecommuting and flexible work alternatives by their employers, since happy and productive employees maintain a healthy work-life balance (Baker, Avery & Crawford, 2007; Dhas,

2015). The success of a person is decided not just by his or her riches, but also by his or her family life. Poorly managed schedules can cause marital turmoil due to insufficient time spent with family, as well as depression and poor work performance (Wolor, Nurkhin, & Citriadin, 2021). Based on the findings, we came up with the following hypothesis.

H2: Work-Life Balance has significance influence on Employee Productivity during COVID-19.

2.6.3 Relationship between Work from Home and Work Stress during COVID-19.

Working from home can increase stress (Gajendran & Harrison, 2007), however if one has a flexible schedule, it can also reduce stress (Kim et al, 2020). According to a research by Irawanto et al., working from home is linked to increased workplace stress (2021). Working from home can lead to feelings of loneliness and a fall in job satisfaction. Employees would have been unable to take a break from work (Lakshmi, Nigam & Mishra, 2017). Despite the fact that the office is a very dynamic environment, people take breaks from their work. However, employees' work stress, if not controlled appropriately, will result in low productivity and a rise in absenteeism (Ahmed & Ramzan, 2013; Yahaya, Yahaya, Bon, Ismail & Ing, 2011). Based on the findings, we came up with the following hypothesis.

H3: Work from Home has significance influence on Work Stress during COVID-19.

2.6.4 Relationship between Work Stress and Employee Productivity during COVID-19.

Job stress can be defined that a person experiences when what is expected does not materialise, causing strain in his life (Wolor, Nurkhin, & Citriadin, 2021). Environmental variables, such as environmental threats impacting organisational structure and technology improvements, organisational factors, such as high job demands, and individual factors, such as the employee's personal concerns, can all contribute to work stress among employees (Robbins & Judge, 2019). According to the research of Wolor et al. (2021), there is a link between job stress and employee productivity. Individuals should handle any stressors in their life since it can affect their health, productivity, and income. Stress has an impact on a company's performance in all areas as well as its overall efficacy, and this is true not simply for humanitarian reasons. Based on the findings, we came up with the following hypothesis.

H4: Work Stress has significance influence on Employee Productivity during COVID-19.

2.6.5 Relationship between Work from Home and Employee Productivity during COVID-19.

Work from home approach has been shown to raise worker productivity in the majority of studies (Bloom, Liang, Roberts & Ying, 2015; Tanjung et al., 2021). According to the research from Dutcher (2012), work from home practise boosts creative task productivity, which is important for knowledge workers. Work-at-home employees were shown to be not only happier and less likely to quit, but also more productive than office workers (Bloom, 2014). In contrast, Farooq & Sultana (2021) discovered that when workers work from home, their productivity suffers. Remote working has varying effects on job satisfaction and revenue intent, but it may have a negative influence on employee

performance owing to a lack of coworker connection, a disruption in routine, and financial hardship. Based on the data, we developed the following hypothesis.

H5: Work from Home has a significant influence on Employee Productivity during COVID-19.

2.6.6 Relationship between Work from Home and Job Satisfaction during COVID-19.

Work from home has been shown in most studies to boost employee work satisfaction by a significant amount (Bhattarai, 2020; Schall, 2019). WFH was evaluated favourably, and increased work satisfaction was obtained as a result (Tanjung et al., 2021). Furthermore, research has indicated that working from home has a positive and significant influence on job satisfaction, but only when it is accompanied with activities, policies, or norms designed to improve job happiness. According to Mohite & Kulkarni's (2019) study, there is a strong link between work from home and job satisfaction factors that are influenced by employee and employer involvement levels. There is a substantial link between work from home and job satisfaction, according to empirical studies (Irawanto et al., 2021; Vega, Anderson & Kaplan, 2015). Based on this result, we developed the following hypothesis.

H6: Work from Home has a significant influence on Job Satisfaction during COVID-19.

2.6.7 Relationship between Job Satisfaction and Employee Productivity during COVID-19.

Companies seeking to gain a competitive edge have long emphasised job satisfaction as one of the most important determinants of productivity (Böckerman & Ilmakunnas, 2012). According to the study of Tanjung et al. (2021), when employee dissatisfaction is high, it has been shown to be particularly costly for businesses since it leads to higher employee turnover, which can result in higher recruiting and training costs. A strong influence of work satisfaction on employee productivity has been observed in several empirical investigations (Tanjung et al., 2021; Khan, Nawaz, Aleem & Hamed, 2012).

Based on the study from Siengthai & Pila-Ngarm (2016), it has showed that there is significant positive relationship towards job satisfaction on employee productivity. According to Falkenburg & Schyns (2007), job satisfaction has a beneficial impact on organizational commitment and, as a result, performance. Based on the findings, we came up with the following hypothesis.

H7: Job Satisfaction has a significant influence on Employee Productivity during COVID-19.

2.6.8 Relationship between Work from Home and Technical Perspective during COVID-19.

Due to limited working conditions during the COVID-19 outbreak, knowledge workers had to discover ways to continue working as normal at home utilising existing or new technology. According to the study from Aboelmaged & El Subbaugh (2012), under the forced teleworking circumstances, technical support is now required to be connected to performance. It shows that work from home and technical perspective have a positive relationship between each other. Furthermore, when employees choose teleworking emphasized the necessity of employers' financial, technical, and training assistance for suitable

facilities and equipment (Montreuil & Lippel, 2003). Thus, it shows that there is significance relationship between work from home and technical perspective. Based on the findings, we came up with the following hypothesis.

H8: Work from Home has a significant influence on Technical Perspective during COVID-19.

2.6.9 Relationship between Technical perspective and Employee Productivity during COVID-19.

According to the research from Suresh & Gopakumar (2021), it has stated that Organizations that supply computer equipment to their workers so that they may work from home will benefit more in terms of productivity and profit. If a corporation does not provide appropriate technological tools for the function that needs to be done in a virtual office, it might have a negative impact on employee productivity. However, it does shows that the technical perspective has a positive relationship towards employee productivity. Based on the study of Attygalle & Abhayawardana (2021), the technical perspectives such as internet connectivity and technical issues was happened when working from home. Thus, technical perspectives will affect the employee productivity. Based on the findings, we came up with the following hypothesis.

H9: Technical Perspective has a significant influence on Employee Productivity during COVID-19.

2.7 Summary

In general, this chapter contains reviews of the many variables that we intended to investigate. Literature reviews are an important element of learning all of the ideas of many researchers and conceptualising the concept of variables in our research. The

research framework is to show what to study in this research and described the relationship of each variable. The reviews of other research from H1 to H9 are evaluated for the hypothesis development section, and each hypothesis is given an acceptable study goal.

CHAPTER 3: METHODOLOGY

3.0 Introduction

The research methodology is briefly discussed in this chapter. In order to ensure that our research was transparent and easy to understand. This chapter will provide a thorough overview of the entire research methodology. This chapter contains the following sections: research design, sampling design, data collection method, questionnaire development, data analysis technique, evaluation of measurement and structural model, and chapter summary.

3.1 Research Design

The strategic plan for the study is referred to as a research design, and it is utilised as a guide to collect and analyse data (De Vaus, 2001). As a result, it is a method of conducting research that usually includes a list of the aspects that must be tested as well as the processes that must be followed. Based on the philosophical assumptions mentioned in the previous part, this section outlines the study's research design. This study was conducted in the method of quantitative. The questionnaire has used a 7-Likert Scale to explore the five different independent variables that influence the outcome of work from home as well as employee productivity.

3.2 Sampling Design

A sample design is a method for selecting a sample from a broader population. The approach or methodology used to choose the sample items is referred to as this term. Sampling is the process of selecting a sufficient number of people from a group (Sekaran, 2000). The survey study results' accuracy and generalizability were decided by how samples were collected. The researcher was able to generalise the findings to

the complete population by researching and analysing the features of these people. The researcher has to identify the population, set the sample size, and lastly chose the suitable sampling technique for choosing a sample of the population for the current study.

3.2.1 Population

According to the research of Bryman & Bell (2011), it stated that the population encompasses all of the elements from which the sample will be chosen. The researcher would have to be precise when identifying the target population, indicating which aspects should be included and which should be omitted. A researchers need to identify if the populations are comprised of individuals, households, institutions, or other groups, as well as the geographic borders and other criteria that are frequently applied to the elements. In this research, the population was the working adults in Malaysia. This target population are the one that have the experiences on working from home so that the research data is more accurate. Based on the statistics from Hirschmann (2022), it stated that Malaysia had a work force of 15.67 million people in 2020, with 14.96 million people employed. The participation rate in the labour force was roughly 68 percent in the year of 2020. Thus, the target population of this research should be Malaysia working adults.

3.2.2 Sampling Frame

In this study, a sample frame was not necessary. A sampling frame is a group of elements from which a representative sample is chosen (Stephanie, 2021). For instance, showing the participants' names. The sample frame was not necessary because the study was done using non-probability methods.

3.2.3 Sampling Technique

Probability and non-probability sampling are the two main approaches for determining a sample of the population. In probability sampling, a sample is chosen at random from a known population, with all units being nearly equivalent (Bryman, 2011). Basic random, systematic, stratified random, cluster, and multistage sampling are the most prevalent methods for probability sampling in surveys (Saunders et al., 2007). On the other hand, personal judgement is used anywhere in the selection process in non-probability samples, which implies the components do not have an equal chance of being chosen as subjects (Bryman & Bell, 2011). Several techniques can be used to pick the sample in this method, such as convenience, judgement, and quota samples. In this study, convenience sampling was shown to be more preferable for the accessibility and aim of the research. Data was obtained from numerous targeted groups and the target demographic was selected. Instead of interviewing and carefully choosing respondents, the researcher may quickly complete data collection and concentrate on data analysis. Furthermore, the convenience sampling method has the potential to reduce data gathering time and costs. According to Bornstein et al. (2013), the convenience sampling results, however, cannot be applied to the entire population.

3.2.4 Determination of Sample Size

The identification of an adequate sample size is an essential component of every study. This is not an easy decision to make, since it is influenced by various factors such as cost, duration, resource availability, and statistical correctness. Hair (2010) advises a sample size of five times the number of question items in the survey. The sample size in multivariate research including multiple regression analyses should be at least 10 times the number of variables in the investigation (Bougie & Sekaran, 2019). The researcher has inferred ten times on each variable in this study. There are 15 items in this research, therefore, it

required at least 150 respondents in terms to reach the minimum targeted capacity.

3.3 Data Collection Method

Researchers utilise data collecting as a strategy to gather and retrieve data and information from respondents. The usage of a research instrument is required for data collection. A research instrument is a tool used to gather data on a certain topic from study participants.

3.3.1 Primary Data

This research has used the primary data as the data collection method. An online questionnaire was constructed for this study, which was aimed at a chosen group of working people in Malaysia who had experienced worked from home. An online survey is appropriate for the sort of data that the researcher collected since a significant portion of the study concerns the respondent's experiences working from home and how working from home impacts employee productivity. The data collection procedure took two months from February 2022 to March 2022. The survey data will be gathered using Google Form software, and the questionnaire will be distributed via the website link on social media platforms such as WhatsApp, Facebook, and Little Red Book in order to reach at least 150 people. Google Form is a tool that allows anyone else to create a survey and gather data from respondents by sending emails, URLs, and HTML.

3.4 Questionnaire Development

The questionnaire is a structured method of gathering data in which questions are provided and sent to a specific participant in order to obtain the information required. Close-ended questions were chosen by the researcher over open-ended ones, which require respondents to express thoughts, ideas, or remarks, and allow respondents to submit a lengthy answer that would take a long time to analyse and quantify. Close-ended questions, on the other hand, ask respondents to choose from a list of alternatives listed in the questionnaire. The researcher adapted several items from the previous studies with some modification added to fit the context of employee productivity.

The demographics of respondents are addressed in the first section of the questionnaire, which covers gender, age, marital status, education level, tenure, and current employment status. Furthermore, the second section of the questionnaire including the adoption from previous studies was listed in the Table 3.1. The following table shows how the survey questionnaire was created, as shown in Table 3.1.

Table 3.1: How the Survey Questionnaire was Created

No.	Variable	Items Measurement	Adopted Sources
1	Productivity	I have a high working performance in work from home condition.	Farooq & Sultana (2021)
2		I accomplish tasks quickly and efficiently in this COVID-19 pandemic.	
3		I achieve a high standard of task accomplishment during COVID-19 pandemic.	
4	Work Life Balance	My personal life suffers because of work.	Irawanto, Novianti & Roz (2021)
5		I put off enjoying my personal time just to work during working from home.	
6		I struggle to separate work and non-work.	

Table 3.1: (Continued)

No.	Variable	Items Measurement	Adopted Sources
7	Work Stress	I feel many things are beyond my control and ability while working from home.	Irawanto, Novianti & Roz (2021)
8		I feel overwhelmed by completing work during working from home.	
9		I feel unable to get out from my work during working from home.	
10	Job Satisfaction	I am satisfied with my current job.	Irawanto, Novianti & Roz (2021)
11		I am satisfied with my current co-workers.	
12		I am satisfied and feel happy with my current boss.	
13	Work from Home	I am more productive when I am less distracted by my co-workers.	Pauline Ramos & Tri Prasetyo (2020, September)
14		The job allows me to make my own decisions about how to schedule my work.	
15		I don't feel any stress in balancing my work and household chores.	
16	Technical Perspective	Technical infrastructure (devices / allowance) are provided to support my work.	Suresh & Gopakumar (2021)
17		The company technical support will provide assist when I facing issue during WFH.	
18		I have stable internet connection while WFH.	

The study indicated that close-ended questions were the most effective. Based on the research of Churchill (1999), the key reasons for this are the ease with which they can be administered and tabulated, as well as the ease with which they can be analysed.

3.4.1 Pilot Study Analysis

A pilot study is a small-scale research project that is used to test methodologies, calibrate measures, and serve as a dress rehearsal for a bigger research project (Goldsmith et al., 2010). Moreover, a pilot study is necessary to determine the viability of the practices that are critical to the research's success (Goldsmith et al., 2010). A pilot study was done to assess the questionnaire's reliability for this purpose. The study's actual sample of the study consisted of 37 working adults who completed an online questionnaire. Based on the outcomes of the pilot study, the questionnaire flows effectively and contains no errors.

Table 3.2: Table of Pilot Study Analysis

Variables	Cronbach's Alpha
Productivity (PTY)	0.913
Work-Life Balance (WLB)	0.797
Work Stress (WS)	0.804
Job Satisfaction (JS)	0.850
Work from Home (WFH)	0.609
Technical Perspective (TP)	0.798

Source: Developed from the research

3.5 Data Analysis Technique

The data analysis in this study will be done using SPSS and Microsoft Excel. This study involves both descriptive and inferential analysis. The descriptive analysis includes data screening, data coding, questionnaire confirmation and outlier assessment. However, inferential analysis includes linear regression, coefficient-correlation and multiple regression.

3.5.1 Descriptive Analysis

Descriptive analysis is a sort of data analysis that assists in the constructive explanation, demonstration, or summarising of data points, allowing patterns to emerge that meet all of the data's needs. Data screening is the process of removing any erroneous and inaccurate data. A total of 230 data were obtained for this study. Data coding, questionnaire confirmation, and outlier assessment are all included in data screening. In order to screen out the erroneous or inaccurate data, data coding involves providing a number to each response. As shown in the Table 3.3, the researcher put 1 as a sign or indicator of a male responder for the demographic question, and 2 as a female respondent. 1=Strongly Disagree, 2=Disagree, 3=Somewhat Disagree, 4=Neutral, 5=Somewhat Agree, 6=Agree, 7=Strongly Agree for section B.

Table 3.3: Data Coding

Question\Code	1	2	3	4	5	6	7
Gender	Male	Female					
Age (years)	18-27	28-37	38-47	>48			
Marital Status	Single	Married	Others				
Education	High School	Diploma / Bachelor's	Master's / Doctoral				
Tenure (years)	1-5	6-10	11-15	16-20	>20		
Current Employment	Private company employees	Government employees	Others				

Source: Developed from the research

Furthermore, researcher may see the inaccurate data when the data coding is complete by screening properly. For instance, data with all the same response will be filtered out as it is unreliable. As a result, the researcher must filter out the inaccurate and untrustworthy facts. The researcher use data coding and screen out easy only by looking at the number during this questionnaire check. The outliers will be assessed in two way which are univariate and multivariate. The Z-score for univariate outliers and Mahalanobis-distance for multivariate outliers are used to ensure that all types of data may be used. A Z-score of more than ± 3 in univariate outliers is considered incorrect and unusable data. A Z-score of more than ± 3 indicates a 3 standard deviation departure above or below the mean. Mahalanobis-distance will be practised for multivariate outliers, and the score of the Mahalanobis probability will be checked to see whether it is less than 0.001. If it is less than 0.001, the data is unusable for data analysis. It outperforms the outliers by a significant margin.

3.5.2 Inferential Analysis

Inferential analysis derives population characteristics by testing hypotheses and giving estimates. The data collection in question is assumed to be representative of a larger population. A multivariate test includes the reliability test, correlation test, and multiple regression test. Multiple regression will be used in this test to examine the hypotheses mentioned in Chapter 2 to see if they lead to a meaningful outcome. Moreover, a reliability test determines how consistent, dependable, and reliable a trait is. The Cronbach alpha test is used in this study to determine if the 7-point Likert scale is dependable. It also assessed the questionnaire's accuracy in terms of assessing the variables. The Figure 3.1 has shown the table of Cronbach's Alpha (Stephanie, 2022).

Figure 3.1: Table of Cronbach's Alpha

Cronbach's alpha	Internal consistency
$\alpha \geq 0.9$	Excellent
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Questionable
$0.6 > \alpha \geq 0.5$	Poor
$0.5 > \alpha$	Unacceptable

3.6 Scale Measurement

The process of giving numerical values to people, objects, and events in a meaningful way is known as measurement. A fundamental comprehension of measuring scales is required to comprehend numbers assigned to persons, things, and events. The type of data represented by numbers on a measurement scale in statistical analysis (Lee, n.d).

3.6.1 Nominal Scale

The nominal scale of measurement can be used to determine the identification of data. There are multiple elements to this scale, but no numerical value. The data can be categorised, but it cannot be multiplied, divided, added to, or subtracted from. The difference between two data points cannot be quantified (UNSW, 2020). Figure 3.2 is an example of a nominal scale question.

Figure 3.2: Example of Nominal Scale Question

<p>1. Gender</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p>
--

3.6.2 Ordinal Scale

The ordinal scale is used to describe data that is organised in a certain order. While each value is rated, no information about what separates the categories is supplied. There is no way to increase or decrease these figures. The ordinal scale is used to describe data that is organised in a certain order. While each value is rated, no information about what separates the categories is supplied. There is no way to add or subtract from these numbers (UNSW, 2020). The example of ordinal scale question is shown in the Figure 3.3.

Figure 3.3: Example of Ordinal Scale Question

<p>2. Age (years)</p> <p><input type="checkbox"/> 18-27</p> <p><input type="checkbox"/> 28-37</p> <p><input type="checkbox"/> 38-47</p> <p><input type="checkbox"/> >48</p>
--

3.6.3 Likert Scale

To measure people opinions, attitudes, and behaviour, a rating system called as a Likert scale is utilised. Likert scales are important in survey research because they make it easy to operationalize personality traits or viewpoints (Bhandari, P.) (2020). In section B of the questionnaire, 7-Likert Scale was applied where 1 represents strongly disagree, 2 represents somewhat disagree, 3 represents disagree, 4 represents neutral, 5 represents somewhat agree, 6 represents agree and 7 represents strongly agree. The example of Likert scale question is shown in the Figure 3.4.

Figure 3.4: Example of Likert Scale Question

Dependent Variable: Productivity								
No.	Questions	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
1	I have a high working performance in work from home condition.							
2	I accomplish tasks quickly and efficiently in this COVID-19 pandemic.							
3	I achieve a high standard of task accomplishment during COVID-19 pandemic.							

3.7 Summary

The methodology to be utilised for this research was outlined in this chapter. This study used quantitative method to validate the conceptual framework. In order to obtain data from working adults in Malaysia, a questionnaire was created. The data analysis technique used in this research are descriptive analysis and inferential analysis which will be using Statistical Package for Social Science (SPSS) and Microsoft Excel.

CHAPTER 4: DATA ANALYSIS

4.0 Introduction

The data analysis is briefly discussed in this chapter. This chapter will provide a thorough overview of the descriptive and inferential analysis. This chapter contains the following sections: demographic of respondents, general questions, descriptive analysis of variables, reliability test, Pearson correlation, multiple regression, hypotheses testing, and chapter summary.

4.1 Demographic of Respondents

The demographics of the respondents will be briefly discussed in this section. It includes gender, age, marital status, education, and tenure (years).

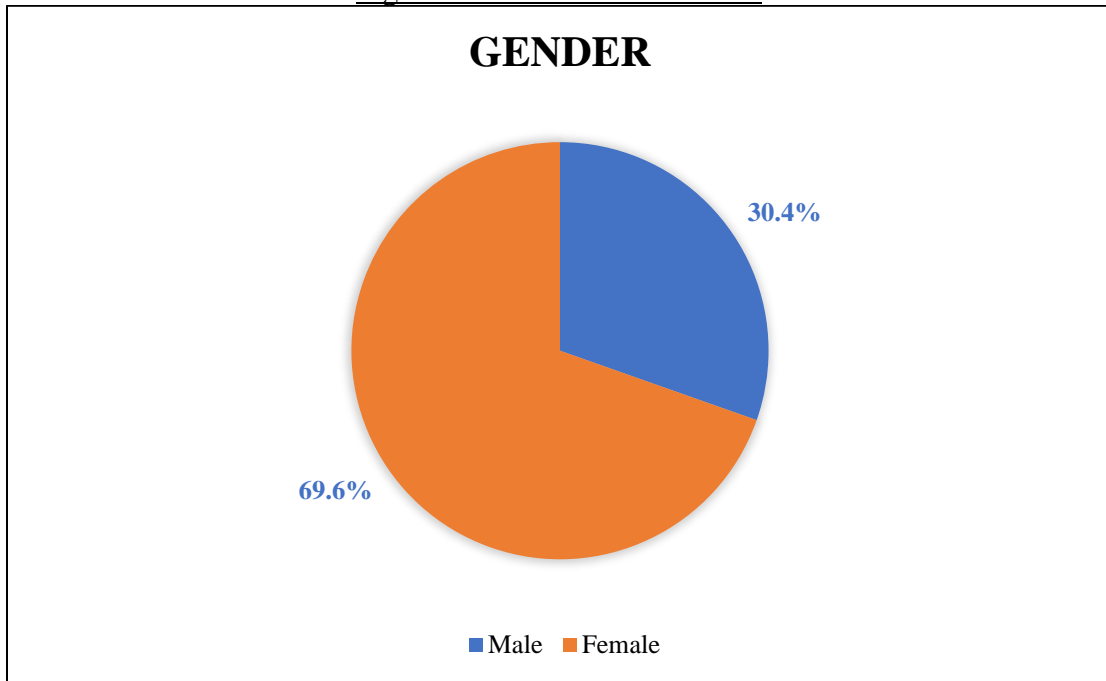
4.1.1 Gender

Based on the results from the survey, most of the respondents are female. It does accounts of 69.6% of the respondents are female, which also means that 160 out of 230 are female. However, the rest of the respondents are male and only accounts 30.4% from the results of the survey, which means only 70 out of 230 are male respondents. As a result, the outcome may be imbalanced.

Table 4.1: Table of Gender

Items	Frequency	Percent
Male	70	30.4
Female	160	69.6
Total	230	100.0

Figure 4.1: Pie Chart of Gender



4.1.2 Age

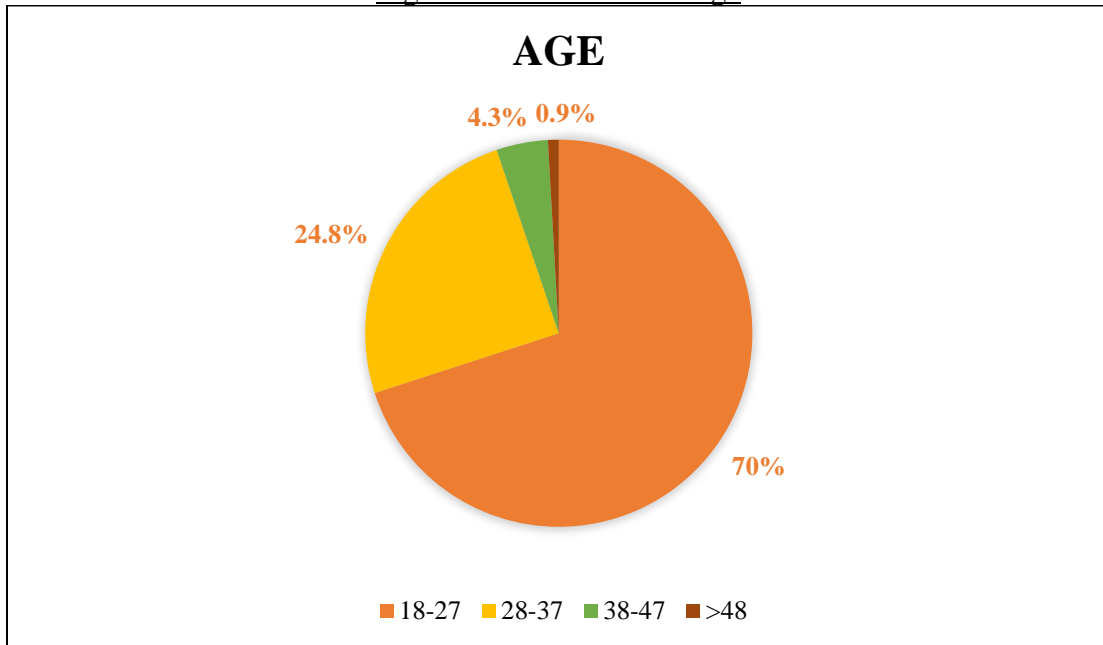
Based on the results from the survey, most of the respondents are from the age group of 18 to 27. It does accounts of 70.0% of the respondents are from the age group of 18 to 27, which occupied 161 out of 230 of respondents. Next, following would be the age group of 28 to 37 that accounts 24.8%, which are 57 respondents. Then, there are 10 respondents are from the age group of 38 to 47, which occupied 4.3% of the respondents. However, there are only 2 respondents are greater than 48 years old, which only occupied 0.9%.

Table 4.2: Table of Age

Items	Frequency	Percent
18-27	161	70.0
28-37	57	24.8
38-47	10	4.3
>48	2	0.9

Total	230	100.0
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Figure 4.2: Pie Chart of Age



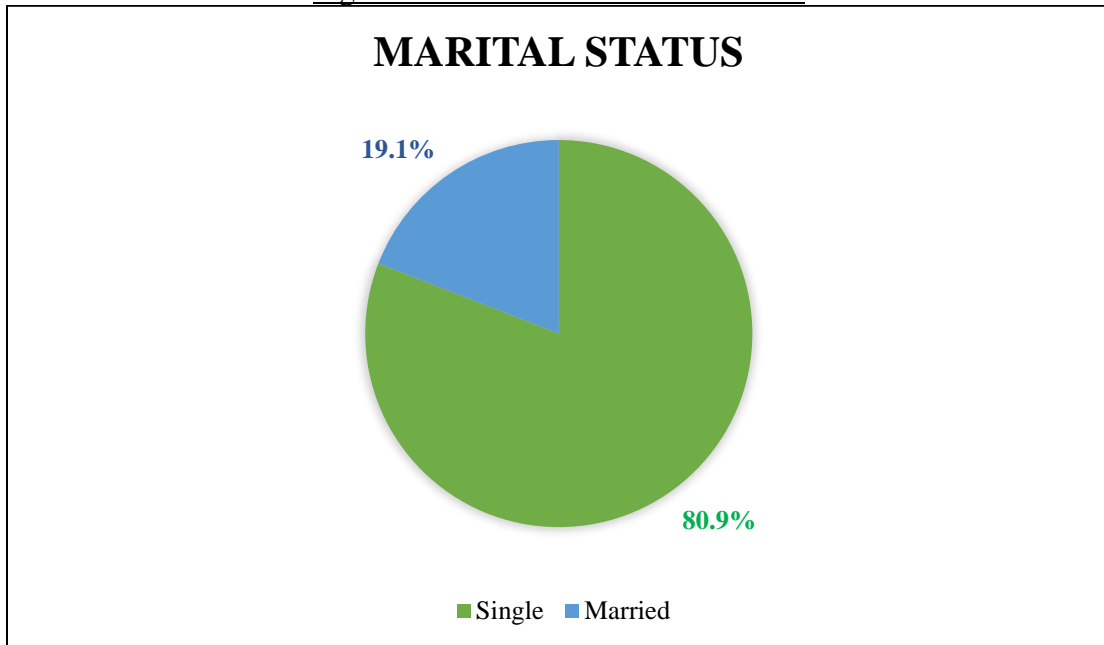
4.1.3 Marital Status

Based on the results from the survey, most of the respondents are single. It does accounts of 80.9% of the respondents are single, which also means that 186 out of 230 are single. However, the rest of the respondents are married and only accounts 19.1% from the results of the survey, which means only 44 out of 230 of respondents are married.

Table 4.3: Table of Marital Status

Items	Frequency	Percent
Single	186	80.9
Married	44	19.1
Total	230	100.0

Figure 4.3: Pie Chart of Marital Status



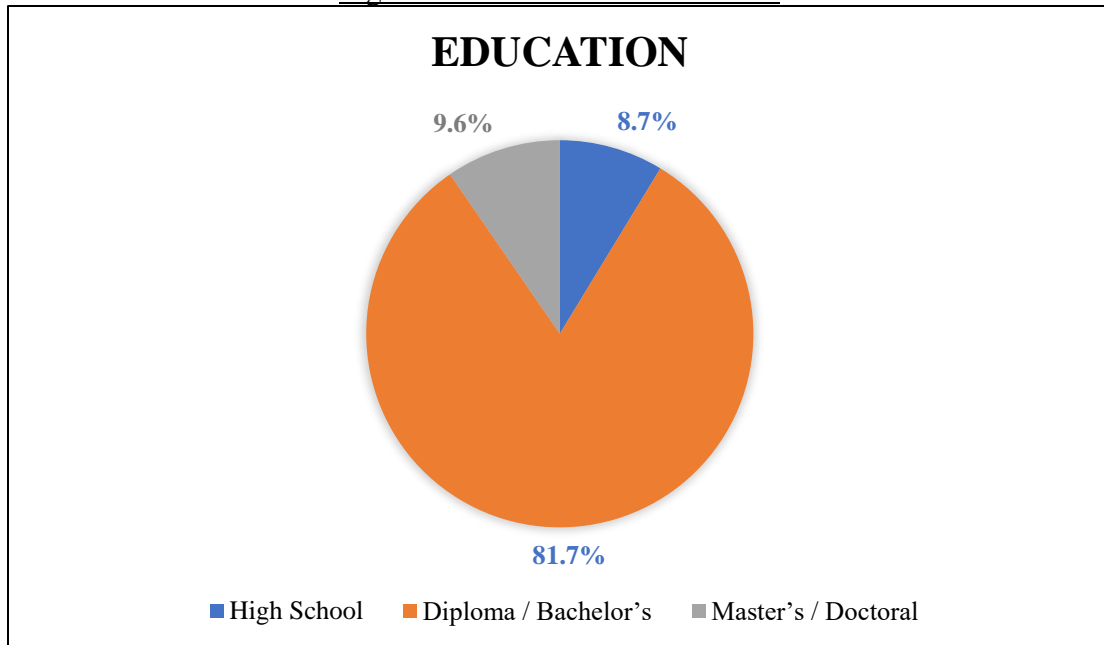
4.1.4 Education

A person's educational background might influence how they react to working from home. This includes high school, diploma / bachelor's and master's / doctoral. The number of respondents is 20 (8.7%), 188 (81.7%) and 22 (9.6%) respectively. Based on the results from the survey, most of the respondents are diploma / bachelor's.

Table 4.4: Table of Education

Items	Frequency	Percent
High School	20	8.7
Diploma / Bachelor's	188	81.7
Master's / Doctoral	22	9.6
Total	230	100.0

Figure 4.4: Pie Chart of Education



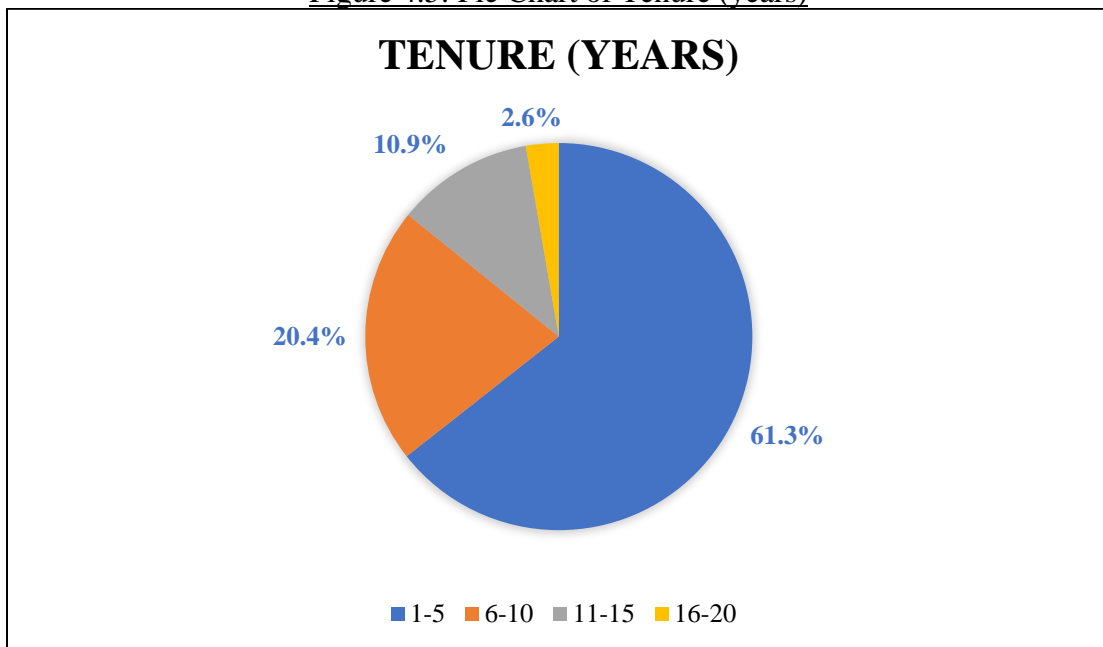
4.1.5 Tenure (years)

Based on the results from the survey, most of the respondents have 1-5 years of tenure. It does accounts of 61.3% of the respondents, which also means that 141 out of 230 of respondents have 1-5 years of tenure. Next, following would be the 6-10 years of tenure that accounts 20.4%, which are 47 respondents. Then, there are 25 respondents have 11-15 years of tenure, which occupied 10.9% of the respondents. However, there are 6 respondents have 16-20 years of tenure, which only occupied 2.6%. Moreover, the respondents who has more than 20 years of tenure have occupied 4.8%, which are 11 respondents.

Table 4.5: Table of Tenure (years)

Items	Frequency	Percent
1-5	141	61.3
6-10	47	20.4
11-15	25	10.9
16-20	6	2.6
>20	11	4.8
Total	230	100.0

Figure 4.5: Pie Chart of Tenure (years)



4.1.6 Current Employment

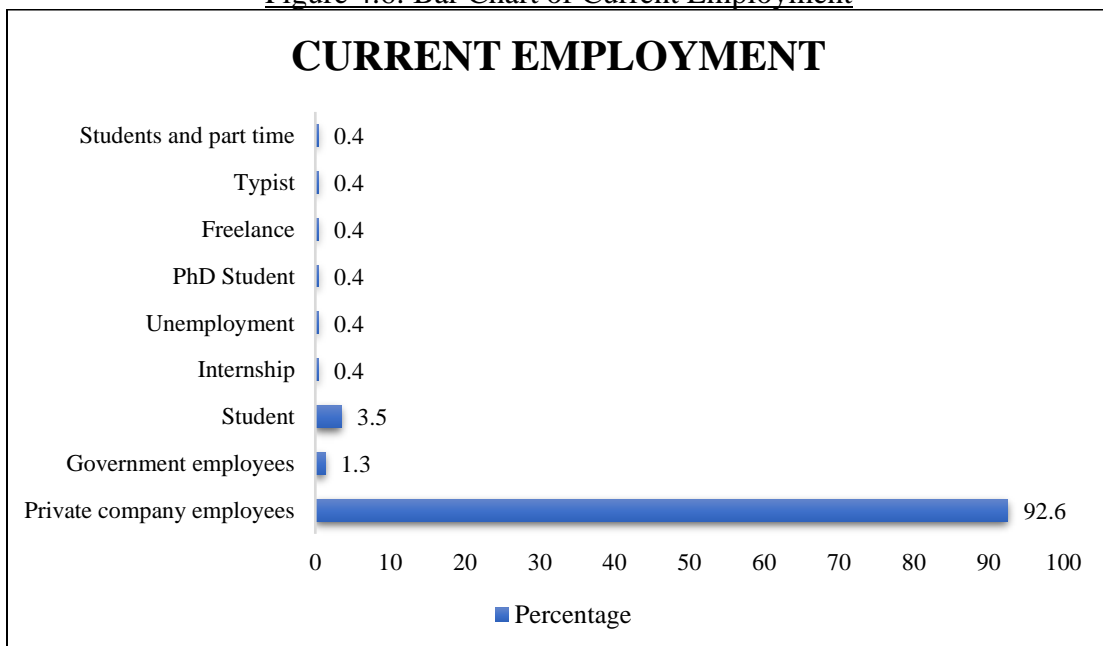
This research was defined on the working from home context in Malaysia. Therefore, the current employment of respondents is required to be recorded. Based on the results from the survey, most of the respondents are private company employees. It does accounts of 92.6% of the respondents, which also means that 213 out of 230 are private company employees. However, the rest of the respondents are government employees (1.3%), student (3.5%),

internship (0.4%), unemployment (0.4%), PhD student (0.4%), freelance (0.4%), typist (0.4%) and students and part time (0.4%).

Table 4.6: Table of Current Employment

Items	Frequency	Percent
Private company employees	213	92.6
Government employees	3	1.3
Student	8	3.5
Internship	1	0.4
Unemployment	1	0.4
PhD Student	1	0.4
Freelance	1	0.4
Typist	1	0.4
Students and part time	1	0.4
Total	230	100.0

Figure 4.6: Bar Chart of Current Employment



4.2 General Questions

The analysis of general questions will be briefly discussed in this section. It includes working hours per day, platforms used during work from home, work arrangements and frequency of work from home in a week.

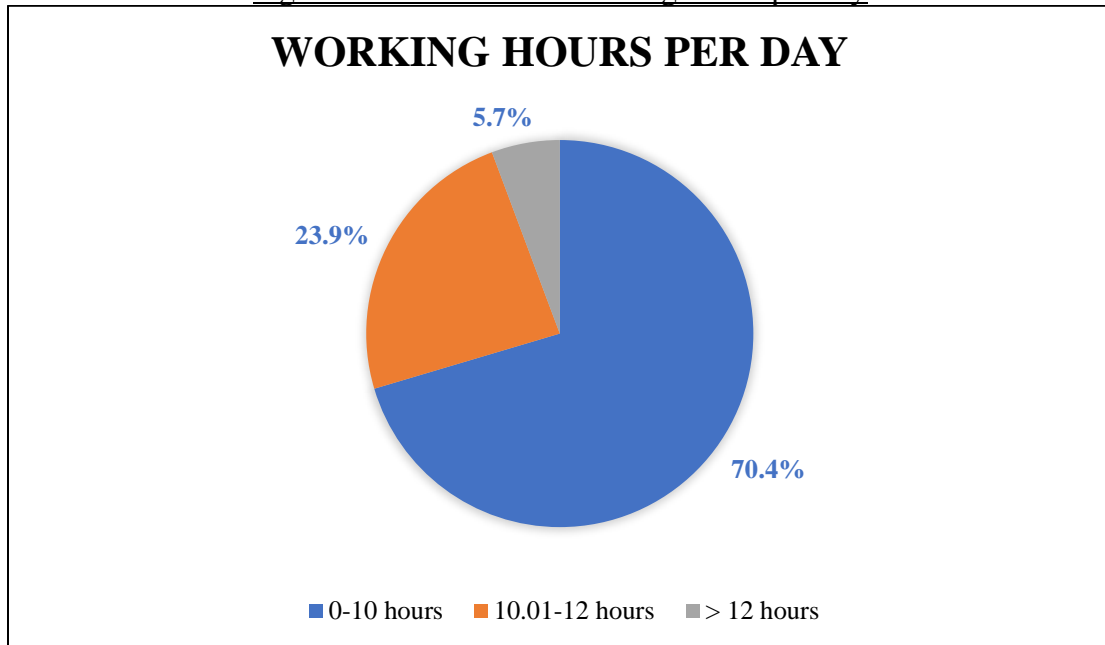
4.2.1 Working Hours Per Day

Based on the results from the survey, most of the respondents have 0-10 hours of working hours per day. It does accounts of 70.4% of the respondents, which also means that 162 out of 230 of respondents have 0-10 hours of working hours per day. Next, following would be the 10.01-12 hours of working hours per day that accounts 23.9%, which are 55 respondents. However, there are 13 respondents have more than 12 hours of working hours per day, which only occupied 5.7%.

Table 4.7: Table of Working Hours per day

Items	Frequency	Percent
0-10 hours	162	70.4
10.01-12 hours	55	23.9
> 12 hours	13	5.7
Total	230	100.0

Figure 4.7: Pie Chart of Working Hours per day



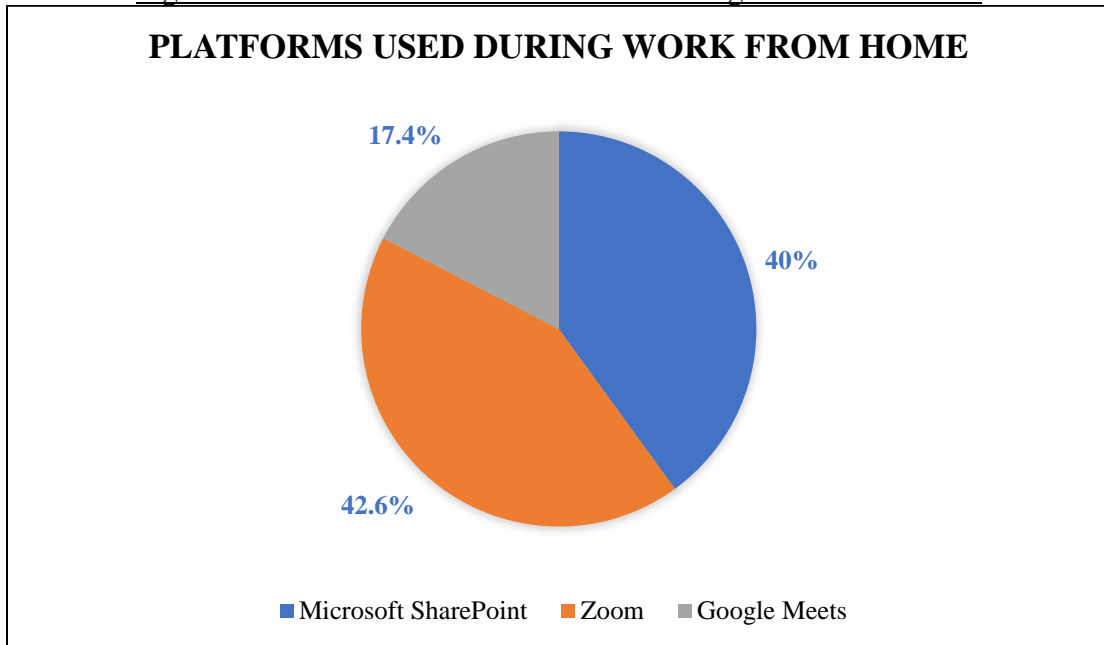
4.2.2 Platforms Used During Work from Home

There must be a platform being used during work from home. This includes Microsoft SharePoint, Zoom and Google Meets. The number of respondents is 92 (40.0%), 98 (42.6%) and 40 (17.4%) respectively. Based on the results from the survey, most of the respondents are using Zoom as the platform during work from home.

Table 4.8: Table of Platforms Used During Work from Home

Items	Frequency	Percent
Microsoft SharePoint	92	40.0
Zoom	98	42.6
Google Meets	40	17.4
Total	230	100.0

Figure 4.8: Pie Chart of Platforms Used During Work from Home



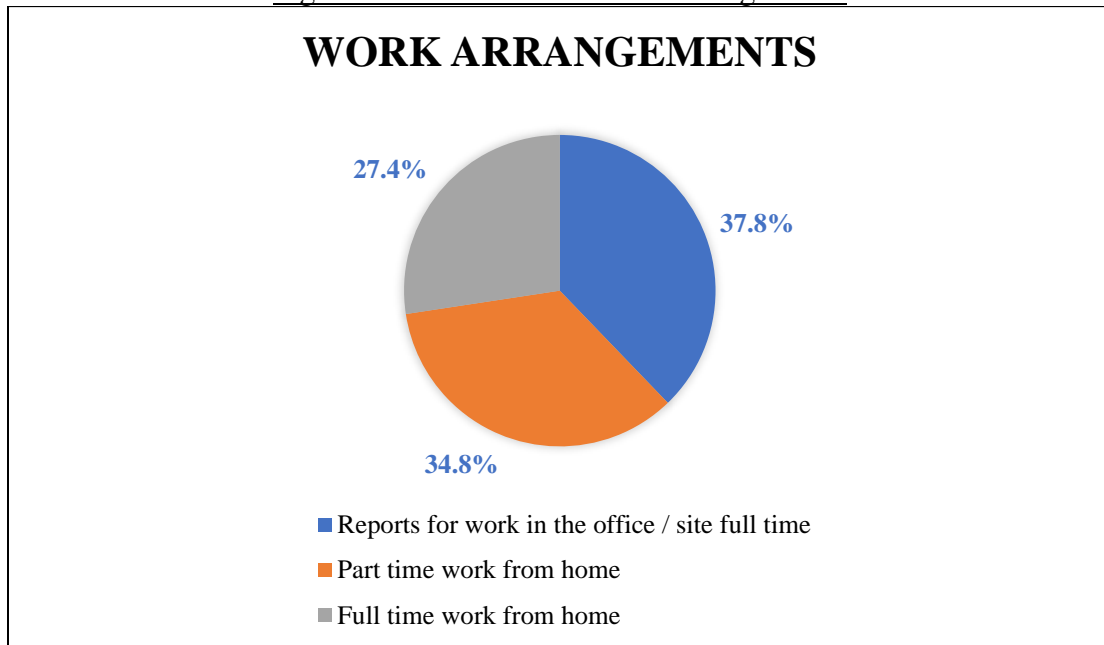
4.2.3 Work Arrangements

During COVID-19 pandemic, different companies have different working arrangement for their employees. This includes reports for work in the office / site full time, part time work from home and full time work from home. The number of respondents is 87 (37.8%), 80 (34.8%) and 63 (27.4%) respectively. Based on the results from the survey, most of the respondents are arranged to be reports for work in the office / site full time.

Table 4.9: Table of Work Arrangements

Items	Frequency	Percent
Reports for work in the office / site full time	87	37.8
Part time work from home	80	34.8
Full time work from home	63	27.4
Total	230	100.0

Figure 4.9: Pie Chart of Work Arrangements



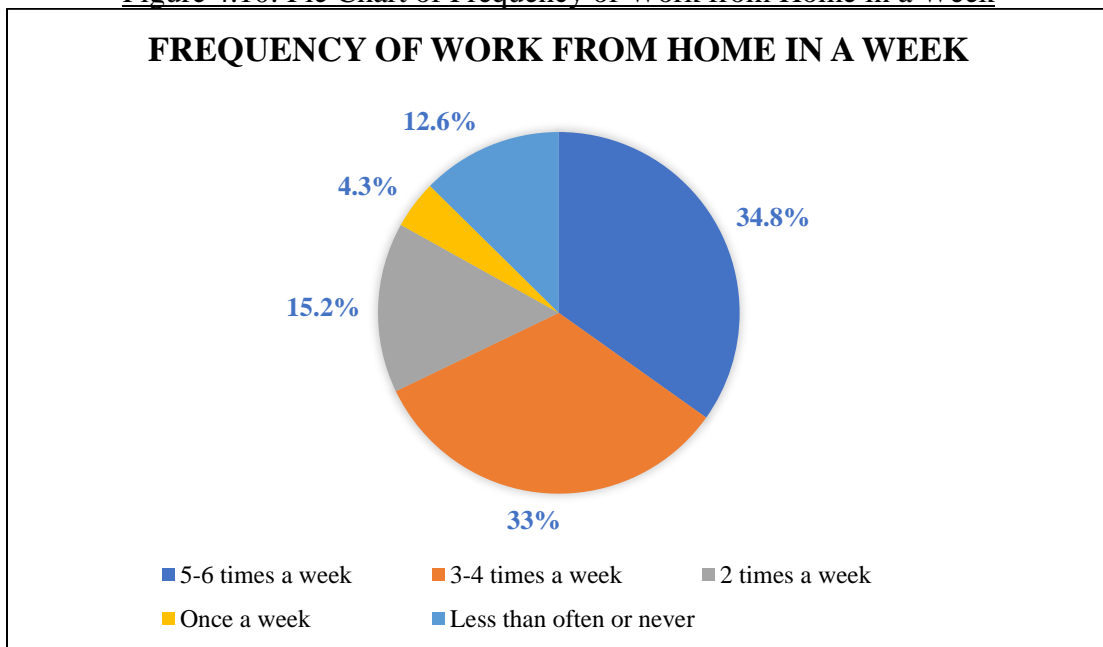
4.2.4 Frequency of Work from Home in a Week

Based on the results from the survey, most of the respondents have work from home for 5-6 times a week. It does accounts of 34.8% of the respondents, which also means that 80 out of 230 of respondents have work from home for 5-6 times a week. Next, following would be the respondents that work from home 3-4 times in a week that accounts 33.0%, which are 76 respondents. Moreover, there are 15.2% of the respondents have work from home 2 times in a week, which are 35 respondents. However, there are 10 respondents have work from home once in a week, which only occupied 4.3%. Then, there are 29 respondents have less than often or never work from home in a week, which occupied 12.6%.

Table 4.10: Table of Frequency of Work from Home in a Week

Items	Frequency	Percent
5-6 times a week	80	34.8
3-4 times a week	76	33.0
2 times a week	35	15.2
Once a week	10	4.3
Less than often or never	29	12.6
Total	230	100.0

Figure 4.10: Pie Chart of Frequency of Work from Home in a Week



4.3 Descriptive Analysis of Variables

This section will briefly discuss the dependent and independent variables in terms of mean and standard deviation. The independent variables include work-life balance, work stress, job satisfaction, work from home and technical perspective.

4.3.1 Mean and Standard Deviation of Productivity

The table below shows the mean and standard deviation of each question that asked in the questionnaire (Productivity part) that contributed by the 230 participants.

Table 4.11: Mean, Standard Deviation and Question of Productivity

No	Statement	Mean	Standard Deviation	Ranking
1	I have a high working performance in work from home condition.	5.26	1.218	3
2	I accomplish tasks quickly and efficiently in this COVID-19 pandemic.	5.34	1.233	2
3	I achieve a high standard of task accomplishment during COVID-19 pandemic.	5.40	1.169	1

Source: Developed from the research

Based on the results of the dependent variable (Productivity), it has the overall mean value around 5 as the respondents mostly chosen Somewhat Agree and Agree. Referring to the Table 4.11, the highest-ranking would be Item 3 as it has highest mean value of 5.40 and standard deviation of 1.169. Then, following by Item 2 with the mean value of 5.34 and standard deviation of 1.233. Item 1 has the lowest ranking as it has the mean value of 5.26 and standard deviation of 1.218.

4.3.2 Mean and Standard Deviation of Work-Life Balance

The table below shows the mean and standard deviation of each question that asked in the questionnaire (Work-Life Balance part) that contributed by the 230 participants.

Table 4.12: Mean, Standard Deviation and Question of Work-Life Balance

No	Statement	Mean	Standard Deviation	Ranking
1	My personal life suffers because of work.	5.11	1.428	2
2	I put off enjoying my personal time just to work during working from home.	5.24	1.474	1
3	I struggle to separate work and non-work.	5.02	1.589	3

Source: Developed from the research

Based on the results of the independent variable (Work-Life Balance), it has the overall mean value around 5 as the respondents mostly chosen Somewhat Agree and Agree. Referring to the Table 4.12, the highest-ranking would be Item 2 as it has highest mean value of 5.24 and standard deviation of 1.474. Then, following by Item 1 with the mean value of 5.11 and standard deviation of 1.428. Item 3 has the lowest ranking as it has the mean value of 5.02 and standard deviation of 1.589.

4.3.3 Mean and Standard Deviation of Work Stress

The table below shows the mean and standard deviation of each question that asked in the questionnaire (Work Stress part) that contributed by the 230 participants.

Table 4.13: Mean, Standard Deviation and Question of Work Stress

No	Statement	Mean	Standard Deviation	Ranking
1	I feel many things are beyond my control and ability while working from home.	5.24	1.332	1
2	I feel overwhelmed by completing work during working from home.	5.18	1.360	2
3	I feel unable to get out from my work during working from home.	5.16	1.511	3

Source: Developed from the research

Based on the results of the independent variable (Work Stress), it has the overall mean value around 5 as the respondents mostly chosen Somewhat Agree and Agree. Referring to the Table 4.13, the highest-ranking would be Item 1 as it has highest mean value of 5.24 and standard deviation of 1.332. Then, following by Item 2 with the mean value of 5.18 and standard deviation of 1.360. Item 3 has the lowest ranking as it has the mean value of 5.16 and standard deviation of 1.511.

4.3.4 Mean and Standard Deviation of Job Satisfaction

The table below shows the mean and standard deviation of each question that asked in the questionnaire (Job Satisfaction part) that contributed by the 230 participants.

Table 4.14: Mean, Standard Deviation and Question of Job Satisfaction

No	Statement	Mean	Standard Deviation	Ranking
1	I am satisfied with my current job.	5.34	1.132	3
2	I am satisfied with my current co-workers.	5.43	1.141	2
3	I am satisfied and feel happy with my current boss.	5.45	1.139	1

Source: Developed from the research

Based on the results of the independent variable (Job Satisfaction), it has the overall mean value around 5 as the respondents mostly chosen Somewhat Agree and Agree. Referring to the Table 4.14, the highest-ranking would be Item 3 as it has highest mean value of 5.45 and standard deviation of 1.139. Then, following by Item 2 with the mean value of 5.43 and standard deviation of 1.141. Item 1 has the lowest ranking as it has the mean value of 5.34 and standard deviation of 1.132.

4.3.5 Mean and Standard Deviation of Work from Home

The table below shows the mean and standard deviation of each question that asked in the questionnaire (Work from Home part) that contributed by the 230 participants.

Table 4.15: Mean, Standard Deviation and Question of Work from Home

No	Statement	Mean	Standard Deviation	Ranking
1	I am more productive when I am less distracted by my co-workers.	5.40	1.228	2
2	The job allows me to make my own decisions about how to schedule my work.	5.48	1.242	1
3	I don't feel any stress in balancing my work and household chores.	5.08	1.452	3

Source: Developed from the research

Based on the results of the independent variable (Work from Home), it has the overall mean value around 5 as the respondents mostly chosen Somewhat Agree and Agree. Referring to the Table 4.15, the highest-ranking would be Item 2 as it has highest mean value of 5.48 and standard deviation of 1.242. Then, following by Item 1 with the mean value of 5.40 and standard deviation of 1.228. Item 3 has the lowest ranking as it has the mean value of 5.08 and standard deviation of 1.452.

4.3.6 Mean and Standard Deviation of Technical Perspective

The table below shows the mean and standard deviation of each question that asked in the questionnaire (Technical Perspective part) that contributed by the 230 participants.

Table 4.16: Mean, Standard Deviation and Question of Technical Perspective

No	Statement	Mean	Standard Deviation	Ranking
1	Technical infrastructure (devices / allowance) are provided to support my work.	5.38	1.328	3
2	The company technical support will provide assist when I facing issue during WFH.	5.45	1.220	2
3	I have stable internet connection while WFH.	5.50	1.270	1

Source: Developed from the research

Based on the results of the independent variable (Technical Perspective), it has the overall mean value around 5 as the respondents mostly chosen Somewhat Agree and Agree. Referring to the Table 4.16, the highest-ranking would be Item 3 as it has highest mean value of 5.50 and standard deviation of 1.270. Then, following by Item 2 with the mean value of 5.45 and standard deviation of 1.220. Item 1 has the lowest ranking as it has the mean value of 5.38 and standard deviation of 1.328.

4.4 Reliability Test

Table 4.17 shows the Cronbach's Alpha of the dependent and independent variables in this research. A total of 18 items were measured in this reliability test.

Table 4.17: Table of Reliability Test

Variables	Cronbach's Alpha
Productivity (PTY)	0.875
Work-Life Balance (WLB)	0.819
Work Stress (WS)	0.774
Job Satisfaction (JS)	0.866
Work from Home (WFH)	0.712
Technical Perspective (TP)	0.780

Source: Developed from the research

The Cronbach's Alpha for Productivity (PTY) is 0.875, Work-Life Balance (WLB) is 0.819, Work Stress (WS) is 0.774, Job Satisfaction (JS) is 0.866, Work from Home (WFH) is 0.712 and Technical Perspective (TP) is 0.780. All the items included in the questionnaire for this study are reliable, as all of the dependent variable and independent variables have a reliability index of at least 0.6, which is considered a high and acceptable index. Based on the test result, Productivity (PTY) has the highest Cronbach's Alpha with the value of 0.875 and the Work from Home (WFH) has the lowest Cronbach's Alpha with the value of 0.712.

4.5 Pearson Correlation

Table 4.18 shows the Pearson Correlation of the relationships between variables in this research. A total of 9 hypotheses were measured in this Pearson Correlation analysis.

Table 4.18: Table of Pearson Correlation

Hypotheses	Path	p-value	Correlation Coefficient	Result
H1	WFH → WLB	0.000	0.337**	Positive
H2	WLB → EP	0.000	0.288**	Positive
H3	WFH → WS	0.000	0.261**	Positive
H4	WS → EP	0.000	0.223**	Positive
H5	WFH → EP	0.000	0.530**	Positive
H6	WFH → JS	0.000	0.563**	Positive
H7	JS → EP	0.000	0.599**	Positive
H8	WFH → TP	0.000	0.505**	Positive
H9	TP → EP	0.000	0.525**	Positive

Source: Developed from the research

p-value: significance level of 0.01, 2 tailed

The values of correlation coefficient for H1 which is WFH → WLB is 0.337** shows a low positive correlation; H2 is WLB → EP has the value of correlation coefficient is 0.288** shows a negligible correlation; H3 is WFH → WS has the value of correlation coefficient is 0.261** shows a negligible correlation. Moreover, H4 is showing the path of WS → EP has the value of correlation coefficient is 0.223** shows a negligible correlation; H5 is WFH → EP has the value of correlation coefficient is 0.530** shows a moderate positive correlation; H6 is WFH → JS has the value of correlation coefficient is 0.563** shows a moderate positive correlation. Next, H7 is showing the path of JS → EP which has the value of correlation coefficient is 0.599** shows a moderate positive correlation; H8 is WFH → TP has the value of correlation coefficient is 0.505** shows a moderate positive correlation; H9 is TP → EP has the value of correlation coefficient is 0.525** shows a moderate positive correlation. All the hypotheses have the p-value of 0.00 and the results are positive.

4.6 Multiple Regression

The data will briefly summarise the hypothesis's result in this section. This section illustrates the relationship between each variable and the significance level.

4.6.1 Relationship between Work from Home towards Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspectives

Table 4.19: Model Summary of Multiple Linear Regression

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.629 ^a	0.396	.385	.81873

Source: Developed from the research

- a. Predictors: (Constant), WLB, WS, JS, TP
- b. Dependent variable: WFH

Referring to the Table 4.19, it stated that the R^2 is 0.396, which means that there are about 39.6% of the dependent variable (work from home) can be explained by four independent variable (work-life balance, work stress, job satisfaction and technical perspective).

Table 4.20: Table of ANOVA

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	98.908	4	24.727	36.888	0.000 ^b
	Residual	150.822	225	0.670		
	Total	249.729	229			

Source: Developed from the research

Table 4.21: Table of Coefficients

Coefficients					
Factors	B (unstandardized)	SE	Standardized β	p-value	T-value
(Constant)	0.923	0.361		0.011	2.558
Work-Life Balance	0.218	0.065	0.268	0.001	3.339
Work Stress	-0.123	0.074	-0.138	0.095	-1.676
Job Satisfaction	0.420	0.066	0.407	0.000	6.352
Technical Perspective	0.219	0.068	0.223	0.001	3.246

Source: Developed from the research

*p<0.05 **p<0.01 ***p<0.001 (Significance Rate)

Based on the Table 4.21, the equation of Coefficients is formed as below:

$$\text{Work from Home} = 0.923 + 0.218 (\text{WLB}) + -0.123 (\text{WS}) + 0.420 (\text{JS}) + 0.219 (\text{TP})$$

Referring to the Table 4.21 above has shown that 1 out of 4 independent variables which are tangibility, assurance and empathy have a positive significant relationship on customer satisfaction towards international operation of the banking system. This is because all these variables achieve a p-value that lower than 0.05. Meanwhile, responsiveness and reliability have a negative relationship with customer satisfaction due to the p-value of both variables are higher than 0.05.

Furthermore, unstandardized beta coefficient for work-life balance, work stress, job satisfaction and technical perspective are 0.218, -0.123, 0.420 and 0.219 respectively. For instance, it defines that for each unit increase in work-life

balance, the work from home will increase by 0.218 units, same goes to the other independent variables.

The standardized beta coefficient in the table above has shown that job satisfaction is the most influential and significant variable on work from home, as it gets the highest value of standardized beta coefficient of 0.407.

4.6.2 Relationship between Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspectives towards Employee Productivity

Table 4.22: Model Summary of Multiple Linear Regression

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.670 ^a	.448	.436	.81113

Source: Developed from the research

- a. Predictors: (Constant), WLB, WS, JS, TP
- b. Dependent variable: EP

Referring to the Table 4.22, it stated that the R^2 is 0.448, which means that there are about 44.8% of the dependent variable (employee productivity) can be explained by four independent variable (work-life balance, work stress, job satisfaction and technical perspective).

Table 4.23: Table of ANOVA

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	119.735	5	23.947	36.398	.000 ^b
	Residual	147.376	224	.658		
	Total	267.111	229			

Source: Developed from the research

Table 4.24: Table of Coefficients

Coefficients					
Factors	B (unstandardized)	SE	Standardized β	p-value	T-value
(Constant)	1.375	0.352		0.000	3.901
Work-Life Balance	0.134	0.066	0.159	0.045	2.014
Work Stress	-0.116	0.073	-0.125	0.115	-1.583
Job Satisfaction	0.386	0.071	0.361	0.000	5.421
Technical Perspective	0.205	0.069	0.202	0.003	2.997

Source: Developed from the research

*p<0.05 **p<0.01 ***p<0.001 (Significance Rate)

Based on the Table 4.24, the equation of Coefficients is formed as below:

$$\text{Employee Productivity} = 1.375 + 0.134 (\text{WLB}) + -0.116 (\text{WS}) + 0.386 (\text{JS}) + 0.205 (\text{TP})$$

Referring to the Table 4.24 above has shown that 1 out of 4 independent variables which are tangibility, assurance and empathy have a positive significant relationship on customer satisfaction towards international operation of the banking system. This is because all these variables achieve a p-value that lower than 0.05. Meanwhile, responsiveness and reliability have a negative relationship with customer satisfaction due to the p-value of both variables are higher than 0.05.

Furthermore, unstandardized beta coefficient for work-life balance, work stress, job satisfaction and technical perspective are 0.134, -0.116, 0.386 and 0.205

respectively. For instance, it defines that for each unit increase in work-life balance, the employee productivity will increase by 0.134 units, same goes to the other independent variables.

The standardized beta coefficient in the table above has shown that job satisfaction is the most influential and significant variable on employee productivity, as it gets the highest value of standardized beta coefficient of 0.361.

4.6.3 Relationship between Work from Home towards Employee Productivity

Table 4.25: Model Summary of Multiple Linear Regression

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.530 ^a	.281	.278	.91755

Source: Developed from the research

- a. Predictors: (Constant), WFH
- b. Dependent variable: EP

Referring to the Table 4.25, it stated that the R^2 is 0.281, which means that there are about 44.8% of the dependent variable (employee productivity) can be explained by one independent variable (work from home).

Table 4.26: Table of ANOVA

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	75.157	1	75.157	89.271	.000 ^b
	Residual	191.954	228	.842		
	Total	267.111	229			

Source: Developed from the research

Table 4.27: Table of Coefficients

Coefficients					
Factors	B (unstandardized)	SE	Standardized β	p-value	T-value
(Constant)	2.415	0.315		0.000	7.676
Work from Home	0.549	0.058	0.530	0.000	9.448

Source: Developed from the research

*p<0.05 **p<0.01 ***p<0.001 (Significance Rate)

Based on the Table 4.27, the equation of Coefficients is formed as below:

$$\text{Employee Productivity} = 2.415 + 0.549 (\text{WFH})$$

Referring to the Table 4.27 above has shown that the independent variable which is tangibility, assurance and empathy have a positive significant relationship on customer satisfaction towards international operation of the banking system. This is because all these variables achieve a p-value that lower than 0.05. Meanwhile, responsiveness and reliability have a negative relationship with customer satisfaction due to the p-value of both variables are higher than 0.05.

Furthermore, unstandardized beta coefficient for work from home is 0.549. For instance, it defines that for each unit increase in work from home, the employee productivity will increase by 0.549 units, same goes to the other independent variables.

The standardized beta coefficient in the table above has shown that work from home is the most influential and significant variable on employee productivity, as it gets the highest value of standardized beta coefficient of 0.530.

4.7 Hypotheses Testing

Table 4.7.1 shows the hypotheses testing in this research. A total of 9 hypotheses were summarized in this table.

Table 4.28: Table of Hypotheses Testing

Hypotheses	Outcome	Determination
H1: Work from Home has significance influence on Work-Life Balance during COVID-19.	Standardized β : 0.268 Significant value: 0.001, $p < 0.05$	Accepted
H2: Work-Life Balance has significance influence on Employee Productivity during COVID-19.	Standardized β : 0.159 Significant value: 0.045, $p < 0.05$	Accepted
H3: Work from Home has significance influence on Work Stress during COVID-19.	Standardized β : -0.138 Significant value: 0.095, $p > 0.05$	Rejected
H4: Work Stress has significance influence on Employee Productivity during COVID-19.	Standardized β : -0.125 Significant value: 0.115, $p > 0.05$	Rejected
H5: Work from Home has a significant influence on Employee Productivity during COVID-19.	Standardized β : 0.530 Significant value: 0.000, $p < 0.05$	Accepted
H6: Work from Home has a significant influence on Job Satisfaction during COVID-19.	Standardized β : 0.407 Significant value: 0.000, $p < 0.05$	Accepted

H7: Job Satisfaction has a significant influence on Employee Productivity during COVID-19.	Standardized β : 0.361 Significant value: 0.000, $p < 0.05$	Accepted
H8: Work from Home has a significant influence on Technical Perspective during COVID-19.	Standardized β : 0.223 Significant value: 0.001, $p < 0.05$	Accepted
H9: Technical Perspective has a significant influence on Employee Productivity during COVID-19.	Standardized β : 0.202 Significant value: 0.003, $p < 0.05$	Accepted

Based on the results from Table 4.28, it shows that H1 which is Work from Home has significance influence on Work-Life Balance during COVID-19 was accepted as the significant value is 0.001, $p < 0.05$. Secondly, H2 which is Work-Life Balance has significance influence on Employee Productivity during COVID-19 was accepted as the significant value is 0.045, $p < 0.05$. Next, H3 is Work from Home has significance influence on Work Stress during COVID-19 shows the rejected result as the significant values is 0.0955, $p > 0.05$. Then, H4 which is Work Stress has significance influence on Employee Productivity during COVID-19 has also showed rejected result as the significant value is 0.115, $p > 0.05$.

Moreover, H5 which is Work from Home has a significant influence on Employee Productivity during COVID-19 is accepted in results as the significant value is 0.000, $p < 0.05$. Furthermore, H6 is Work from Home has a significant influence on Job Satisfaction during COVID-19 has shown accepted result as the significant value is 0.000, $p < 0.05$. H7 is Job Satisfaction has a significant influence on Employee Productivity during COVID-19 has shown accepted result as the significant value is 0.000, $p < 0.05$. However, H8 is Work from Home has a significant influence on Technical Perspective during COVID-19 which has accepted in results as the significant value is 0.001, $p < 0.05$. Lastly, H9 is Technical Perspective has a significant influence on Employee Productivity during COVID-19 which has accepted in results as the significant value is 0.003, $p < 0.05$.

4.8 Summary

This chapter is about the descriptive analysis and inferential analysis, this includes the demographics of respondents, general questions analysis and reliability test in descriptive analysis. For inferential analysis it includes Pearson correlation and Multiple regression. In descriptive analysis, it is to test and screen out the unusable data and make sure the data are answered accurately. In the Cronbach's Alpha, all the results are reliable. Inferential analysis is to test the relationship between each variable as well as testing the hypothesis from H1 to H9. The result of Multiple Regression shows all the hypotheses from H1 to H9 are supported except H3 and H4.

CHAPTER 5: DISCUSSION, CONCLUSION AND IMPLICATIONS

5.0 Introduction

The discussion, implications, and conclusion of the overall research will be included in this chapter. Summary of statistical analysis, discussion of major findings, theoretical implications, practical implications, limitations of the study, recommendations of the study and conclusion.

5.1 Summary of Statistical Analysis

This section will briefly discuss about the summary of statistical analysis based on Chapter 4.

5.1.1 Descriptive Analysis

5.1.1.1 Demographics of Respondents

Based on the results from Chapter 4, there are 69.6% of the respondents are female. Then, 70% of the respondents are from the age group of 18 to 27. Moreover, there are about 80.9% of the respondents are single. However, there are 81.7% of the respondents are from the educational level of Diploma / Bachelor's. There are 61.3% of the respondents has 1-5 years of tenure. Furthermore, there are 92.6% of the respondents are private company employees. On the other hand, there are 70.4% have 0-10 hours of working hours per day. 42.6% of the respondents has chosen that they work from home using the Zoom platform. Most of the

respondents which occupied 37.8% are arranged to be reports for work in the office / site full time. There are 34.8% of the respondents have work from home for 5-6 times a week.

5.2 Discussion of Major Findings

Table 5.1: Table of Hypotheses Result

Hypotheses	Relationship	Result
H1	Work from Home has significance influence on Work-Life Balance during COVID-19.	Accepted
H2	Work-Life Balance has significance influence on Employee Productivity during COVID-19.	Accepted
H3	Work from Home has significance influence on Work Stress during COVID-19.	Rejected
H4	Work Stress has significance influence on Employee Productivity during COVID-19.	Rejected
H5	Work from Home has a significant influence on Employee Productivity during COVID-19.	Accepted
H6	Work from Home has a significant influence on Job Satisfaction during COVID-19.	Accepted
H7	Job Satisfaction has a significant influence on Employee Productivity during COVID-19.	Accepted
H8	Work from Home has a significant influence on Technical Perspective during COVID-19.	Accepted
H9	Technical Perspective has a significant influence on Employee Productivity during COVID-19.	Accepted

5.2.1 Objective 1

1. To study the factors that affect work from home and employee productivity during COVID-19 in Malaysia.

Hypotheses 5 are primarily the emphasis of this objective. Based on the results of Chapter 4, it has a positive outcome. Previous research (Tanjung et al., 2021) shown that working from home had a significant positive influence on employee productivity. Despite the fact that the present study is focused on the COVID-19 pandemic, previous investigations have identified a similar link. In terms of the study's scope, the previous studies looked at the direct influence and general notion of WFH on productivity. According to the research from Pauline Ramos & Tri Prasetyo (2020), it stated that Work from Home is positively affected the productivity. Based on all the previous studies, it does support with the results of this study that Work from Home positively impacted Employee Productivity.

5.2.2 Objective 2

2. To study the relationships of Work from Home towards Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspectives.

This objective has included 4 hypotheses which are H1, H3, H6 and H8. Based on the analysis results from Chapter 4, H1, H6 and H8 has positive result, however, H3 was rejected. First of all, Hypotheses 1 shows that Work from Home has significance influence on Work-Life Balance during COVID-19. Working from home has a substantial association to work-life balance, according to earlier studies by Irawanto et al. (2021). Employees who are accustomed to defined working hours are unable to manage their time between work and personal pursuits. It's tough to draw lines between job and personal

life in order to create a work–life balance, especially in the midst of a pandemic with several constraints.

In addition, Hypotheses 3 shows that Work from Home has significance influence on Work Stress during COVID-19, however, this hypothesis was rejected. Based on the previous study from Shimura, Yokoi, Ishibashi, Akatsuka & Inoue (2021), it has stated that work from home has decreased the work stress of the employee. When the employees are working from home, they are able to work in a comfortable room atmosphere without being disturbed by the gaze of coworkers, no need to commute, and so on. Although there are many studies stated that work from home has negative relationship on work stress, but this study has showed that it has positive relationship.

Hypotheses 6 shows that Work from Home has a significant influence on Job Satisfaction during COVID-19. According to the previous studies (Tanjung et al., 2021; Irawanto et al., 2021), it shows that work from home has positively impacted job satisfaction. While the findings are similar to those of a previous study, the current study is being conducted in the face of unforeseen circumstances that require people to work from home. Simultaneously, other study has shown telecommuting as a viable alternative work arrangement for improving job satisfaction. The WFH concept's overall goal is to increase employees' perceptions of autonomy and flexibility in their work, leading in higher job satisfaction.

Moreover, Hypotheses 8 shows that Work from Home has a significant influence on Technical Perspective during COVID-19. Referring to the previous study from Suresh & Gopakumar (2021) stated that work from home has positive relationship with technical perspective. The usefulness of the hardware was related with work from home condition as it differs with the equipment in the office. Employees are not able to work from home well when

they are facing with technical issues such as internet not stable and the hardware equipment was lagging.

5.2.3 Objective 3

3. To study the relationships of Work-Life Balance, Work Stress, Job Satisfaction and Technical Perspectives towards Employee Productivity.

This objective has included 4 hypotheses which are H2, H4, H7 and H9. Based on the analysis results from Chapter 4, H2, H7 and H9 has positive result, however, H4 was rejected. Firstly, Hypotheses 2 shows that Work-Life Balance has significance influence on Employee Productivity during COVID-19. Based on the previous studies (Wolor et al., 2021), it described that work-life balance has significance relationship towards employee productivity. Employees' families support them at work when they have a healthy work-life balance and can efficiently split their time between work and family.

Furthermore, Hypotheses 4 shows that Work Stress has significance influence on Employee Productivity during COVID-19, however, this hypothesis was rejected. Referring to the previous study from Shimura, Yokoi, Ishibashi, Akatsuka & Inoue (2021), it has stated that work stress will not affect the employee productivity. As the employee will have less work stress during work from home, and it might not affect the productivity. For instance, employee that work from home is still able to have high productivity during work as there is lesser work stress occur during work from home.

On the other hand, Hypotheses 7 shows that Job Satisfaction has a significant influence on Employee Productivity during COVID-19. According to the previous study from (Tanjung et al., 2021), it stated that job satisfaction has positively impact employee productivity. Work from home allows workers to be more independent in achieving their goals, explains the positive influence

on productivity. Furthermore, job satisfaction is influenced by a variety of factors, including compensation and happiness, both of which have an impact on employee productivity.

In addition, Hypotheses 9 shows that Technical Perspective has a significant influence on Employee Productivity during COVID-19. Based on the previous study from Suresh & Gopakumar (2021), it has shown that technical perspective positively impacted employee productivity. The productivity of employee was affected when they are facing with issues of technical. For instance, when employees are facing technical issue of unstable internet connectivity, it will decrease the employee productivity as they are not able to work smoothly.

5.3 Implications of the Study

This section will briefly discuss the implications of study in terms of theoretical and practical.

5.3.1 Theoretical Implications

It focused on the impact of COVID-19 on work–life balance and work stress on job satisfaction when working from home, based on a previous study by Irawanto et al. (2021). This study focuses on the elements of working from home, work stress, job satisfaction, and work–life balance in the setting of Indonesia. According to the study from Tanjung et al. (2021), it focused on how does work from home brings effects on employee productivity. Work from home, productivity, job satisfaction, work-life balance, and the COVID-19 epidemic were all studied in the context of the banking business in Jakarta. However, the focus of my research was on how working from home affected employee productivity in the context of the COVID-19 outbreak in Malaysia.

Work from home, work-life balance, work stress, job satisfaction, technical perspective, and employee productivity are all elements that were taken into consideration in this study. It is because based on the precious studies has less talked about some of the factors such as technical perspective and work stress. There are also less studies on this topic in the context of Malaysia.

5.3.2 Practical Implications

Based on this research, work from home is the most significant factor. Work from home have direct and indirect effects on the employees' performance. Organizations require discussions between employees and managers on activities related to working from home. Long hours at work as a sign of commitment and productivity give way to a culture that provides employees greater time and location flexibility as long as critical goals and objectives are met.

On the other hand, work-life balance shows to be difficult for employees working from home. As some of the employees may need to deal with their house chores, children and so on during work from home. Employees should be able to arrange their work while working from home if their employers allow it. Employees will be able to combine their family and career, which may be difficult to achieve while working from home.

In addition, job satisfaction of employees will be affected by work from home, and it will impact on employees' productivity. Organizations must pay close attention to their workers' job satisfaction as they work from home. As job satisfaction shows how employees feel when they work and do they satisfied with the colleagues and their boss in their job.

Furthermore, technical perspective seems to be one of the factors that brings difficulties to the work from home employees. Working from home has its own set of challenges, such as a lack of IT assistance, internet access issues, and other activities that can contribute to a drop in employee productivity.

5.4 Limitations of the Study

After the data collection, it has found that it is difficult to reach to more age groups. The age group results in this study were mostly distributed to one age group which is from the age of 18 to 27 of Malaysia working adults. However, this age group was mostly freshly graduates, entry level employees and so on, which might not be that experienced in workplace. Thus, the results being proved was mostly based on the opinions and ideas from the younger generations from the limited age group.

In this study, the research was not focused on any industry which have wide the area that needed to be study. This study was just studying on the condition of work from home and how does it affect on the employee productivity of in the context of Malaysia. There is no specific industry like previous studies mentioned would narrow the area of study to provide more accurate results of respondents.

Besides, Microsoft SharePoint was selected as the case study platforms used during work from home in this study. In the context of Malaysia, mostly organizations only use Microsoft SharePoint as their platforms in working. As per the results from this study, Zoom platform has the most chosen but Zoom is only the meeting platform for them to be use. For instance, there might be more platforms or tools used during work from home and boost employee productivity.

5.5 Recommendations for Future Research

For future analysis, the study can specifically research on some of the age group which have more experienced in the workplace. In terms of getting respondents from wider range of age group would have more interesting results as older generations may have different experiences in working from home. For instance, older generations have more experienced in workplace and they might have different opinions and ideas on working from home, as they might not be able to cope with the conditions. Thus, experienced workers might perform better during work from home and increased their productivity.

In addition, the future analysis should carry out on a specific industry to narrow the area of study, as to get more accurate results. For example, future researchers might focus on Malaysia context of study and technology industry. It is able to narrow the area of study as it focuses into technology industry, can have better understanding when this industry's employees work from home how they feel and encounter.

In the further study, it is recommended to explore different software, tool or other services to be used in organizations. During work from home, there might be more tools or platforms in being used. Future researchers may explore on the further study on organizations is using what kind of tools or services during work from home period for them to have better communication and monitor the employees remotely.

5.6 Conclusion

In conclude, this study examined the factors that affects work from home and employee productivity during COVID-19 pandemic in Malaysia. It can be concluded in this study that employees productivity will be affected when work from home and other factors like work-life balance, job satisfaction and technical perspective are affected. On the other hand, work stress will not be affected during work from home and it will not affects the employees' productivity. Then, it is recommended to research on age group which are experienced employees, focus on specific industry in future study and

explore different software and tools. This study may be used by future researchers to validate their own research.

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APPENDIX 1



**FACULTY OF ACCOUNTANCY AND MANAGEMENT
BACHELOR OF INTERNATIONAL BUSINESS (HONS)
FINAL YEAR PROJECT
SURVEY QUESTIONNAIRE**

**Title: A Study on Work from Home and Employee Productivity during COVID-19
Pandemic in Malaysia**

Dear Sir/Madam,

I am a final year undergraduate student from Universiti Tunku Abdul Rahman (UTAR), currently pursuing in Bachelor of International Business (Hons). The aim of this questionnaire is to study on work from home and employee productivity during COVID-19 pandemic in Malaysia.

This questionnaire comprises of 2 sections. You are required to answer ALL the following questions best in accordance with your knowledge. This survey will take you approximately 5-10 minutes to complete. For your information, all responses collected will be strictly kept confidential and use for academic purposes only. This survey data will be reported in a manner that does not associate the participants' name or identify information provided about the participant. We would like to offer you our heartfelt thanks and appreciation for the effort and time for participating.

Thank you for your participation.

Prepared by,

Lee Shuh Xin

Section A: Demographic Profile and General Questions

INSTRUCTION: Please tick the appropriate answer that best describes yourself

1. Gender

Male

Female

2. Age (years)

18-27

28-37

38-47

>48

3. Marital Status

Single

Married

Others

4. Education

High School

Diploma / Bachelor's

Master's / Doctoral

5. Tenure (years)

1-5

6-10

11-15

16-20

>20

6. Current Employment

- Private company employees
- Government employees
- Others

7. Work hours in a day

- 0-10 hours
- 10.01-12 hours
- > 12 hours

8. Platforms used during work from home

- Microsoft SharePoint
- Zoom
- Google Meets

9. Work arrangements

- Reports for work in the office / site full time
- Part time work from home
- Full time work from home

10. Frequency of work from home in a week

- 5-6 times a week
- 3-4 times a week
- 2 times a week
- Once a week
- Less than often or never

Section B: Construct Measurement

INSTRUCTION: Please circle the best answer based on the scale of 1 to 7 [(1) = Strongly Disagree; (2) = Disagree; (3) = Somewhat Disagree; (4) = Neutral; (5) = Somewhat Agree; (6) = Agree; (7) = Strongly Agree] for the following sections.

Dependent Variable: Productivity

No.	Questions	Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree
1	I have a high working performance in work from home condition.							
2	I accomplish tasks quickly and efficiently in this COVID-19 pandemic.							
3	I achieve a high standard of task accomplishment during COVID-19 pandemic.							

Independent Variables: Work Life Balance

No.	Questions	Strongly Disagree	<i>Disagree</i>	<i>Somewhat Disagree</i>	<i>Neutral</i>	<i>Somewhat Agree</i>	<i>Agree</i>	<i>Strongly Agree</i>
1	My personal life suffers because of work.							
2	I put off enjoying my personal time just to work during working from home.							
3	I struggle to separate work and non-work.							

Independent Variables: Work Stress

No.	Questions	Strongly Disagree	<i>Disagree</i>	<i>Somewhat Disagree</i>	<i>Neutral</i>	<i>Somewhat Agree</i>	<i>Agree</i>	<i>Strongly Agree</i>
1	I feel many things are beyond my control and ability while working from home.							
2	I feel overwhelmed by completing work during working from home.							
3	I feel unable to get out from my work during working from home.							