SULTAN SALAHUDDIN ABDUL AZIZ SHAH

PERCEPTION OF STAFFS IN POLYTECHNIC SULTAN SALAHUDDIN ABDUL AZIZ SHAH (PSA) ON REMOTE WORK DURING MOVEMENT CONTROL ORDER

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ABSTRACT

During the COVID 19 pandemic, people being faced a new norm in life to stop the network of infections. The Standard Operating Procedure (SOP) set had limited employment activities as usual. This allows the company's production to continue to run and the SOP can be followed through remote work. Remote work is an employee can work from home during this pandemic. This research was designed by organizing the collection of data in order to comply with the proposed objective through a structured questionnaire addressed to users of PSA. Questionnaires were distributed to respondents through an online using google form. The research is conducted using quantitative methods. The objective is to find the level of perception on technology and facilities, work-life boundaries and effects on well-being and work for remote work by PSA staff. The result of this survey shows that technology and facilities and effects on well-being in a high-level which consist of 3.9146 and 3.7225 of mean each variable. Meanwhile work-life boundaries at medium level with 3.6377 of mean. Cronbach's Alpha was levelling and consistent with the value of the other objectives. Cronbach Alpa for technology and facilities (0.863), work life-boundaries (0.811) and effects on well-being and work (0.821) was categorized in very good strength of relation. We conclude that all objectives and research questions are answered in this project. The total sample was 196 people and we were able to collect 151 people from it.

ABSTRAK

Semasa pandemik COVID-19, manusia menghadapi norma baru dalam hidup untuk menghentikan rangkaian jangkitan. Prosedur Operasi Standard (SOP) yang ditetapkan mempunyai aktiviti pekerjaan yang terhad seperti biasa. Ini membolehkan pengeluaran syarikat terus berjalan dan SOP dapat diikuti melalui kerja jarak jauh. Kerja jarak jauh adalah pekerja dapat bekerja dari rumah semasa wabak ini. Penyelidikan ini dirancang dengan mengatur pengumpulan data agar dapat memenuhi objektif yang dicadangkan melalui soal selidik berstruktur yang ditujukan kepada pengguna PSA. Soal selidik diedarkan kepada responden melalui dalam talian menggunakan *google form*. Penyelidikan dilakukan dengan menggunakan kaedah kuantitatif. Objektifnya adalah untuk mencari tahap persepsi terhadap teknologi dan kemudahan, batasan kehidupan kerja dan kesan terhadap kesejahteraan dan bekerja untuk pekerjaan jarak jauh oleh kakitangan PSA. Hasil tinjauan ini menunjukkan bahawa teknologi dan kemudahan serta kesan terhadap kesejahteraan dan pekerjaan pada tahap yang tinggi terdiri dari 3.9146 dan 3.7225 untuk setiap pemboleh ubah. Sementara itu, sempadan kerja-kehidupan pada tahap sederhana dengan 3.6377 min. *Cronbach's Alpha* meratakan dan selaras dengan nilai objektif lain. *Cronbach Alpha* untuk teknologi dan kemudahan (0.863), sempadan kerja-kehidupan (0.811) dan kesan terhadap kesejahteraan dan pekerjaan (0.821) dikategorikan dalam kekuatan hubungan yang sangat baik. Kami menyimpulkan bahawa semua objektif dan persoalan kajian dijawab dalam projek ini. Jumlah sampel adalah 196 orang dan kami dapat mengumpulkan 151 orang daripadanya.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This research is conducted to identify perception PSA staffs on remote work during MCO. This study will start with the research background, problem statement, research objectives, scope of study and followed by the hypothesis of the study, the significance of the study, limitations of the study and the operational terms.

1.2 Background of the Research

Remote work has allowed people in how they approach their work practices, and the benefits and challenges of remote work are well documented in the article. Remote work feels different when everyone is doing it. Now they have family, so they coexist in the household during working hours, and the need to balance between work and personal life. In this article, they are studying challenges of remote work on the well -being of people who have had to adapt their work lives to be at home. (Shamsi Iqbal and Jina Suh Mary, 2020)

Few researchers have investigated remote work in the last few decades and find factors that mediate the success of remote collaborators such as collaboration readiness and common ground among employees. They also identified that remote work can lead to additional challenges such as higher number of conflicts. (Clara Caldeira and Leticia S. Machado, 2020)

The software has allowed remote employees to connect and receive information outside their workplaces with Emails, Telephone Calls and Audio Conferencing, and Instant Messaging as the top three most used communications tools for remote workers. (Dr. Marivic F. Flores (2019)

Preparedness for technology integration refers to any problems inherent in the implementation or use of collaboration technologies. This definition initially focused on challenges such as insufficient bandwidth for video calls and technology literacy, but also as technical infrastructure matured this term applies more to the efficient use of current technology to perform the necessary tasks. (Clara Caldeira and Letícia S. Machado, 2020)

Work-life balance is defined here as an individual's ability to meet their work and family commitments, as well as other non-work responsibilities and activities. Work-life balance, in addition to the relations between work and family functions, also involves other roles in other areas of life. In this study, due to its more extensive associations, the concept of work-life balance is preferred. Work-life balance has been defined differently by different scholars. (Delecta, P. 2011)

We found that having less control overwork, sharing workspaces or devices at home, unsatisfactory work settings, or care-giving responsibilities impacted our respondents' work and the ability to focus. In terms of well-being, personality traits, such as extroversion or neuroticism, spending more time on devices, or not having caregiving responsibilities led to loneliness (Gloria Mark, Jaime Teevan 2019)

1.3 Problem Statement

Some places do not have a good network in their home. So, they face problems such as poor connection, do not have devices and an unconducive platform. Weak access to technology and records has been described as one of the main telework disadvantages. Telework has been found to be more effective in organisations that have the right technologies and resources for teleworkers. Access to the resources of the organisation can therefore be an important resource which increases productivity and telework satisfaction. (Nakrošienė A., Bučiūnienė I., and Goštautaitė B. 2019)

Due to the elimination of physical boundaries separating the office and home, the current pandemic situation eliminates the temporal boundary afforded by a commute as well as causing the accrual of additional caregiving duties due to school closures or lack of access to external caregivers or care services. These new challenges introduced by the mandated WFH measures have not been studied before. Therefore, targeted research on the impact of such measures on remote work and well-being is critical in informing policymakers and organizational leaders in supporting workers now and in helping them prepare not only to plan for the potential next pandemic-like disruption but also inform the development of new hybrid workplace and workforce experiences (Shamsi Iqbal 2020)

Due often to connection problems many staff have issues to implement remote work. For example, do not have adequate technology. Other than that. Those who work at work already must be a little shocked to balance work and life. Since not all workers have strong remote

work preparation. Remote work should still have a forum to do their homework because there are many issues on how people need to adapt to different methods of work.

1.4 Research Objectives

General Objectives

The objectives of this research are to study the perception of staffs of Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA) on Remote Work During Movement Control Order

Specific Objectives

i) To investigate the level of perception of technology and facilities for remote work by PSA staff

ii) To find the level of perception on work-life boundaries for remote work by PSA staff

iii) To explore the level of perception on the effects of well-being and work for remote work by PSA staff

1.5 Research Questions

Our study will be conducted by finding the perception PSA staffs of remote work during MCO in order to overcome the problem of the employees in PSA and identifying ways to solve the problems. Our study deals with these following questions.

i) What is the level of perception of technology and facilities for remote work by PSA staff?

ii) What is the level of perception on work-life boundaries for remote work by PSA staff?

iii) What is the level of perception on the effects of well-being for remote work by PSA staff?

1.6 Scope of the Research

This research is conducted at Persiaran Usahawan, Politeknik Sultan Salahuddin Abdul Aziz Shah, 40150 Shah Alam, Selangor Darul Ehsan. The survey and analysis were conducted randomly from all departments in PSA for the purpose of describing the factor of remote work

in PSA. The point is to discover the real problem that happened to employees at PSA about the changes in work.

1.7 Significance of the Research

This research will help the organization to open their mind to fix what is the problem during the last remote work and to overcome the problems in future.

<u>Management</u>

Management will improve the platform to make the staff satisfied with the system that Management offers. By that, even the pandemic is gone, remote work can still run-in certain circumstances.

<u>Staff</u>

Staff productivity will increase when the remote work has improved more. Staff satisfaction will also increase and the objectives of the company are easy to achieve. The result will benefit both management and staff of PSA to ensure their work does not affect anything even using the remote work.

1.8 Definition of the Operational Terms

Remote Work is a method of working outside the conventional workplace. It could be working from home or working from anywhere. The actual distinction between the two is the distance from the corporate office. When working from home is classified as within 50 miles of the office and working from anywhere, it is defined as working beyond the 50-mile range (Choudhury, et al., 2019)

Technology and Facilities remote work is seen as a way for organisations to deliver flexibility, ability and consideration of the actions of employees, including their work-life balance, as remote workers, though reducing costs and increasing efficiency. The opportunity to work remotely is now available from smart devices (Lewis and Cooper, 2010)

Work-life Boundaries a previous study by Flores (2019) reported that more than half of employees realized that fostering collaboration with co-workers during work from home can be challenging since they have difficulties in separating work-life and home-life.

Effects on Well-Being and Work Rapid research from China confirms relatively high levels of anxiety and depression as a result of the COVID-19 pandemic, particularly among those who perceived themselves to be in poor health prior to the outbreak (Qiu et al., 2020; Wang et al., 2020) In a sample of residents of the Wuhan area, 7% of participants reported posttraumatic stress symptoms, with some evidence that women were more affected than men (Liu et al., 2020).

1.9 Chapter Summary

The First Chapter shows the research background, problem statement, research objectives, research questions, the scope of the research, the significance of the research and definition of the operational terms. Other than that, it also described the data related to the primary research areas of technology and facilities, work-life boundaries, and effects on well-being and work at PSA for staff during MCO, every worker involved in remote working environment and effectiveness especially during Covid-19 pandemic that hit the world at this point.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This research is conducted to identify perception PSA staffs on remote work during MCO. This study will begin with the comparison of the previous study, theoretical framework and conclusion.

2.2 Concept / Theory

Technology and Facilities

Using technology as a platform for remote working is seen as a way for the organisations for flexibility and consider good behaviour of staff, including their work-life balance between personal life and working life while reducing costs and help on improving the productivity of staff, (Christine A. Grant 2012).

Work-Life Boundaries

Noonan and Glass (2012) report that whilst telecommuting can improve employee productivity and decrease absenteeism, aiding employee retention, it may not improve work-family conflicts.

Effects on Well-Being and Work

Furthermore, remote working may have led to higher levels of autonomy for the e-worker and for some, lower stress levels but this may depend on a person's job role, control over workload and the level of trust afforded by their line manager (Karasek and Theorell, 2010).
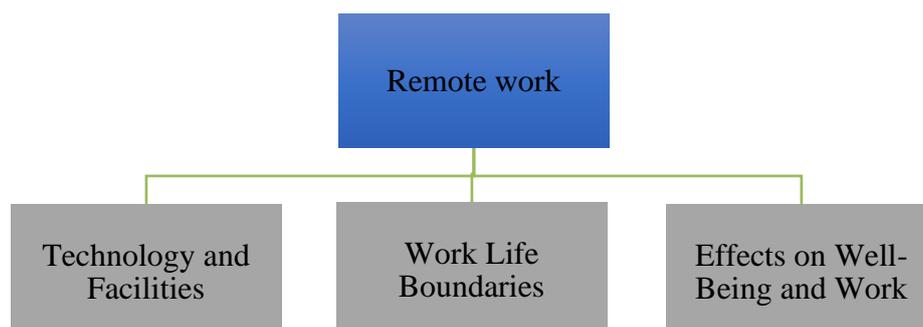
2.3 Literature Review

Remote Work

Remote work affects different aspects of work and to see whether, and in what ways, the involuntary nature of the current remote work situation changes how remote work is perceived by employees and managers. (Elias Eriksson and Arpine Petrosian, 2020) Based on remote work style brings the different for any types of jobs about work performance and how it presented by individuals that can be suited to work at home. Some jobs need to be in specific places and technically work as an organizational routine performed remotely. The preparation also includes in this remote work such as physical and mental to adapt to the changing situation and flexibility of work. (Margrethe H. Olson, 2018) Both companies and staff are included in automated work systems. And their personal prosperity and independence. Different job uses of technology are regarded as an opportunity for companies to provide flexibility and the well-being of the workers, including their balance between work-life, thus lowering costs and improving productivity. For instance, reports that high happiness levels are reported by workers at home. This can refer to the flexibility of working time compared to stiffer office hours and to free hours for travel (Christine A. Grant, Louise M. Wallace, 2012).

This time, most of the workers in the world are using remote work and they need to balance this for work and personal life and not to be distracted either personal life or work. These articles are to find out the impact of work from home. As an example, work context, job demands and physical and mental health of the workers during the work from home is on-going. Also, to find out where the workers can adapt to this new norm (Gloria Mark, Jaime Teevan, 2020). The research objectives generally aim to determine the media of communication between the company and its remote workers, the important skills needed to be a remote worker. The possible benefits and challenges of working remotely, the difficulties encountered by a remote worker and Further, descriptive method of research was used in this study and the instrument used in gathering data is a researcher-constructed questionnaire (Dr Marivic F. Flores, 2017). This article is planning to explain how that remote work can be beneficial and multipurpose work. As we know, remotely located employees are quickly becoming a norm in the modern workplace in response to evidence that telecommuters save on costs and produce more efficiently, by this an article research focuses solely on the relationship between whole virtual teams and the plans of engagement, this paper will focus on between individual virtual team members and their feelings of engagement. (Kirsten Sundin, 2020) It

confirms that all the workers, especially for those who used to work at the office needs to be used on a new concept which is work from home and how that working from home can be beneficial and multipurpose work. As we know, remotely located employees are quickly becoming a norm in the modern workplace in response to evidence that telecommuters save on costs and produce more efficiently (Kirsten Sundin, Cornell University 2020).

Since the lockdown has made people stay at home, most of the businesses have been trying to go for the Work-from-Home (WFH) concept. To implement the WFH concept, several technical platforms are being used to make sure that the efficiency of the employees remains intact. Several IT companies, academic institutions and other industries have gone completely online, and the employees are now expected to work-from-home with a different set of rules and regulations that would suit the organizations. In these changing times, the employees must shift their modus operandi completely and that may be a reason for concern considering their perception and eagerness to adapt to the situation. (Akash D Dubey, 2020) The global pandemic of COVID-19 has led to widespread physical distance from the spread of the virus. Many organisations have scaled back or stopped operations in a normal workplace, since

Government-mandated closures and home-stay orders, health issues of their workers-Employee, or a shortage of clients. Some employees have been able to switch reasonably quickly to remote work in many jobs, however, performing regular work activities from home is impossible, forcing many workers to become inactive or look for a new job. Quantifying both the potential and effective home-based work behaviour of workers is important for evaluating the costs and the research, we present evidence on how many US workers shifted to remote work in the months after the pandemic outbreak. The survey is structured to closely match the basic module of the Current Population Survey (CPS) so that labour market status measures are directly comparable to those of the Bureau of Labour Statistics (BLS). Our baseline findings combine the results of two weeks of surveys in May (starting May 10 and May 26). Since we also ask the respondents the same questions about their spouse or companion if they live in the same household as the respondent, we have details about almost 5,000 working-age adults. Retrospective questions about February help us to trace the labour market status and actions of these individuals since the beginning of the pandemic. The increase in telecommunications among those working in May explains just over half (52.7%) of the overall reduction in commuting volume, while the reduction in labour supply explains the remainder.

Pre-pandemic employees who were already transitioning to non-work at about the same rate as those who were transitioning daily. Many home-based employees have lost jobs in contact-sensitive industries that have been hard hit by so-called distances, suggesting that industrial market conditions and labour demand have also resulted in job losses following the outbreak of the virus. Whether employees switched to telecommunications or were inactively varied widely across various socio-economic classes and in line with projections about the potential for home-based jobs: switching to remote work was far more prevalent among highly-skilled, high-income and white employees, and much less among minorities, low-income workers, and high school graduates.

Remote working is a technique whereby the workers of a company work off-site. Employees can feel loneliness in the workplace while working remotely, which could disengage them from their job and inevitably disturb their productivity and well-being staff, (Collins, Hislop, & Cartwright, 2016). Environmental settings, such as office space and other office aesthetics, can affect the performance of a remote worker, and physical and mental aspects of remote work can support or impede the performance of a remote worker. (Choi, 2017). Previous studies have given conclusions about the effect of workplace isolation on the output of remote employees (Dolan, 2011). The measurement of three dimensions, individual task behaviours, team member behaviours, and the performance of a remote worker was considered, the actions of the remote employee and the actions of the perceived individuals in the company clarified the theory of expected behaviour aspects referred to as behaviours. (Ajzen and Fishbein;1977). Found that as remote workers became more isolated from their peers and manager, their performance and satisfaction about their job decreased, the remote worker will have a decrease in results. In their study among salespeople and supervisors on remote working results, (Mulki and Jaramillo;2011).

The job that is done beyond the corporate workforce office by using different tools to connect with peers by clients. Remote work is also known as telecommuting, telecommuting, working anywhere, and vitality work (Collins et al., 2016).

Technology and Facilities

This result is consistent with the argument that there is a general convergence between the two sides. Employers use technology to separate jobs from where they are. We're still noticing proof to support the theory of social interaction with a non-paid remote staff job, job harder and/or make an extra effort in exchange for the ability to do so. Change where and when remote workers work There's also ceteris paribus More dedicated, more enthusiastic and more pleased with their work than with others. Their traditional equivalents, however, find it difficult to rewrite the gap between them. Home and function as expected by the theory of boundaries. (Alan Felstead and Golo Henseke, 2017) Developments in computer and communications technology are facilitating the trend towards remote work. The dramatic decrease in the costs of this technology has increased its availability to many people. Electronic communications services, such as electronic mail and teleconferencing, facilitate communication without requiring both parties to participate simultaneously and face-to-face. Most importantly, the general trend in office automation would be the creation of specialised workstations – microcomputer-based systems customised to a specific individual, manager, or secretary. In the long run, the individual will not need the equipment, the paper files or the supplies provided in the office because they will be installed in the workstation. Technology itself will not change the organisational structure and climate. Technology provides unique solutions to some of these problems. (Margrethe H. Olson, 2016) In addition, virtual workers are more efficient because they have been able to work without interruption to optimise their time. In addition, the increased use of technology like webcams, mobile phones and instant messaging makes it possible to contact colleagues effectively with colleagues. Researchers have found that virtual employees are much happier than their counterparts in-office. Digital employment usually leads to greater happiness, less absenteeism and greater retention. (Dr. Marivic F. Flores,2019)

The statistics on website users should be viewed through prudence. They show the overall interest in electronic self-employment rather than the exact amount of electronic self-employment in any given moment, market participants. But in any event, in this scenario, the number of Russians who try to operate on their own online ownership is increasing, and this growth is relatively rapid.

At the same time, our perception of this expanding mechanism of the workers' community is shockingly small. We've got to need to find out about their socio-demographic status, the principles and attitudes of work, to see whether they are pushed or dropped pushed

toward self-employment, and how to figure out how in the market, they manage to thrive. These are the ones that were discussed in our study project. (Andrey Shevchuk and Denis Strebkov March 2012)

The prerequisite for remote work is that the outcomes must be generated in a digital form to be transmitted via the Internet. The reach of technical skills in e-markets is, therefore, relatively limited. Websites (29 %), computer programming (20 %), graphic design and creative arts (38 %), writing and editing (28 %), interpreting (12 %), audio and video (10 %), photography (55 %), are the key fields of expertise.

Hire and attract staff who enjoy the opportunity to react to family requirements and seek more power place and mode of their work overtime. By decreasing the number of full-time workers in corporations, greater productivity on the premises and real estate tax savings. Global Company Machines Corp. saves $100millions a year by allowing its employees to work remotely. However, managers are becoming more and more conscious of the problems of remote jobs, However, virtual employees and managers alike are becoming increasingly aware of the challenges associated with virtual work as they relate to internal communication. (Jay Mulki, Fleur Bardhy, Felicia Lassk and Jayne Nanavaty Dahl, 2010).

Using technology as a platform for remote is seen as a way for the organisations for flexibility and consider good behaviour of staff, including their work-life balance between personal life and working life while reducing costs and help on improving the productivity of staff, (Christine A. Grant 2012). For the examples, according to the past survey research, Recruitment agencies have a report of 85% of those who struggle to seek for work indicate they would be more likely to stay with their employer if working flexibly was available. Other than that, high ratings of job satisfaction have been found for those working remotely (Madsen, 2011). The technology used by the remote workers is the main issue to be said on this research, which is the thing that is most needed, with the strength of the technologies will help the user to be more productive and provide high-quality successful job results. (Madsen,2011) The analysis of the research has indicated there are negative effects on remote working. For example, whilst working remotely can reduce stress, it has been found that e-workers' experience between work and home lives thus reducing the restorative effects of home, however, it doesn't mean that all the remote work activities are being affected by these kinds of problems.

The term using for remote workers or e-worker are providing more concepts in terms of differentiating the locations of workers, so for the purposes of this present study, the term was employed. The related definition adopted for remote workers or e-worker was "any form of information technology substitution (such as telecommunications and telecommunications) Computers) for work-related travel: transferring jobs to employees rather than transferring them.

Enable multi-factor authentication wherever possible, adding another layer of security to any apps you use. Additionally, a password manager can help avoid risky behaviour such as saving or sharing credentials. Try to use a VPN solution with an encrypted network connection. It is safe for the worker to access IT resources within the organisation and elsewhere on the internet. Organisations should update their cybersecurity policy and include home and remote working. Ensure the policy is adequate as your organisation transitions to having more people outside the office. They need to include remote-working access management, the use of personal devices, and updated data privacy considerations for employee access to documents and other information. Employees should communicate with colleagues for official matters using IT equipment provided by employers. There is often a range of software installed in the background of company IT that keeps people secure. If a security incident took place on an employee's personal device, the organisation – and the employee – may not be fully protected. Without the right security, personal devices used to access work networks can leave businesses vulnerable to hacking. If information is leaked or breached through a personal device, the company will be deemed liable. (Prof. (Dr.) Tabrez Ahmad 2020)

Work-Life Boundaries

It has now been recognised that there are numerous benefits to employers who seek to improve job effectiveness and the productivity of employees through implementing remote working practices (Butler et al., 2007; Wheatley, 2012; Noonan and Glass, 2012). These include increased job satisfaction of employees, a positive impact on productivity as measured by the quality and quantity of work produced, reduced geographic constraints on the available workforce and a higher level of commitment by employees to the employer (Baruch, 2010; Morgan, 2014). These benefits also extend to the employee where working remotely can

provide a means to balance work and non-work commitments, through flexible working. Previous studies have interviewed and surveyed remote e-workers regarding their views on the efficacy of e-working practices (e.g. Baruch, 2010; Sullivan and Lewis, 2011).

Whilst working remotely can reduce stress, it has been found that e-workers experience overlaps between work and home lives thus reducing the restorative effects of home (Hartig et al., 2007). As boundaries collapse this can lead to the blurring of work and non-working lives, working times and a lack of free time can then become a negotiation between employers and employees (Allvin et al., 2011)

Noonan and Glass (2012) report that whilst telecommuting can improve employee productivity and decrease absenteeism, aiding employee retention, it may not improve work-family conflicts. Even though there is a growing awareness of the possible negative effects of remote working, this area of research and practice is still developing. Therefore, the purpose of this paper is to explore the way in which remote working impacts upon the three related research areas of job effectiveness, work-life balance and well-being.

Prior research has alluded to one specific challenge of remote work, which is blurring the work-life boundary during remote work [2]. However, due to the elimination of physical boundaries separating the office and home, the current pandemic situation eliminates the temporal boundary afforded by a commute as well as causing the accrual of additional caregiving duties due to school closures or lack of access to external caregivers or care services. These new challenges introduced by the mandated WFH measures have not been studied before. Therefore, targeted research on the impact of such measures on remote work and well-being is critical in informing policy-makers and organizational leaders in supporting workers now and in helping them prepare not only to plan for the potential next pandemic-like disruption but also inform the development of new hybrid workplace and workforce experiences. (Shamsi Iqbal and Jina Suh Mary, 2020)

Having the ability to control and manage your own time is the primary benefit enjoyed by remote workers, they also benefit from having a better work-life balance and are not bound by the usual nine to five working hours rather they enjoy a work-life in which they are able to choose their time of liking. In contrast, the collaboration/communication with others, making

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the technology work, and finding information are the common challenges encountered by the remote workers in working remotely. (Dr. Marivic F. Flores, 2019)

Border theorists argue that the transition from home to work is not always easy. The outcome of interest here is the achievement of work-life balance which is defined as 'satisfaction and good functioning of work and home, with a minimum of role conflict' (Clark, 2010: 751). It is argued that this is more difficult where the borders between home and work are intentionally blurred as is the case for remote workers. The effect is that work pressures spill-over into non-work life as reflected in the inability to 'switch off' and the difficulties encountered in unwinding at the end of the workday. The prediction of border theory, then, is that remote working will heighten negative work-home spill-overs as suggested by several qualitative studies (Mirchandani, 2010; Crosbie and Moore, 2014; Marsh and Musson, 2018).

The pandemic changes the existing boundaries and challenges the "usual" practices. The pandemic blurs the micro, cross-domain boundaries that shape day-to-day work behaviours. As COVID-19 has spurred the adoption of remote work (Duffy, 2020), many individuals work from home while attending to various non-work demands (e.g., assisting children's home-based learning, running errands for the elderly family members who are advised to stay home at all times). These changes are likely to affect individuals' work and career outcomes in different ways. First, individuals have different preferences in terms of the role boundary characteristics (flexibility and permeability) and suffer from negative work and health consequences when the actual boundaries do not satisfy their desires (e.g., Kreiner, 2006; Park, Fritz, & Jex, 2011).

As such, the sudden shift to the work-from-home practice may create disruptions, especially for those who prefer work-family segmentation, those who have high family demands, and those who are not ready for remote working in terms of technical skills and equipment. Second, given the self-imposed nature of role boundaries, various tactics individuals employ to manage boundaries and the degree of perceived control of boundaries have been shown to play a key role in successful boundary management (Ashforth et al., 2000; Kossek et al., 2012). However, as the current extreme circumstances allow little individual choice, individuals may have to utilize novel strategies to compensate for the blurred physical role boundaries or try to regain perceived control over the situation. Third, the research underscores that the role boundaries have a far-reaching impact beyond the focal individual.

That is, members of role domains (e.g., supervisors, co-workers, and family members) are involved in boundary creation and are affected by the boundary once it is set up (for review, see Allen et al., 2014). Applying to the present situation, the pandemic likely necessitates boundary related negotiation and communication among the members of role domains. Also, the altered role boundaries likely affect multiple stakeholders in various domains.

Effects on Well-being and work

Findings from these studies indicate that key competencies are emerging, which may relate to improved job effectiveness, for example, self-motivation, integrity, self-confidence and good communication skills. Furthermore, remote working may have led to higher levels of autonomy for the e-worker and for some, lower stress levels but this may depend on a person's job role, control over workload and the level of trust afforded by their line manager (Karasek and Theorell, 2010).

A study by Lautsch et al. (2009) that reviewed supervisory practices reported that a "helpful" and supportive environment was beneficial to remote e-workers. Increased frequent contact with supervisors was found to be helpful in engaging and enhancing motivation of the teleworkers.

The last source of knowledge on self-efficacy in the current research model deals with environmental variables. As suggested by Gist and Mitchell (2012), a variety of indicators that affect measures of self-efficacy may contribute to the environment. The model analysed here included two environmental factors: physical conditions and the degree of connectivity.

Today, entire teams are operating remotely, and social isolation has often influenced the personal lives of individuals. Restricting programmes such as childcare, education and laundry services. We assume that these "special" situations should be permitted; it influences how people view remote work because they often must deal with other aspects of their lives (e.g. homeschooling of their children, sharing the office room with family members. In short, to study this compulsory remote communication between knowledge workers is an opportunity to learn about the challenges they face. They can be resolved in the future.

Progress in the pandemic will influence well-being, as a rise in cases may create a higher degree of concern or a higher probability of effects on a family member or acquaintance. The non-important findings may be attributed to the time span during which the survey was deployed – the beginning of the social isolation period. Another potential reason is that risk expectations and fears do not increase in tandem. The number of cases reported as perceived risks may differ from actual risks. Perception of risk is a subjective evaluation of the likelihood of occurrence of a given type of accident and how worried we are about consequences and influences personal, social and cultural values.

Turning to health and well-being, participants in the present research displayed resilience, with one important exception: days into lockdown, participants reported a small increase in mental distress relative to controls. Coming together in the face of adversity is necessary, especially when the threat can only be defeated through a collective response. But even as people work to protect their communities (and stay home to save lives), they may pay a cost in mental well-being. Continued efforts to monitor responses to COVID-19 and social efforts to contain the disease will be important, as well as an early intervention that promotes societal and psychological health, even as physical health is prioritized. (Chris G. Sibley, Lara M. Greaves, and Nicole Satherley 2020)

In fact, it is possible that mental distress may have worsened substantially more in response to the pandemic and lockdown, were it not for the added effects of community and national connectedness and trust. In line with this suggestion, higher levels of a sense of community were associated with lower levels of psychological distress post lockdown (as well as pre lockdown). Finally, results revealed that, compared to the pre lockdown group, support for funding efforts to reduce domestic violence was slightly higher post lockdown. These results may reflect media attention to domestic violence, align with the widening of a sense of social community, and/or an increased awareness of domestic violence as people live through or witness the struggles of being contained in close quarters (Taub, 2020).

2.4 Summary

The second chapter demonstrates the result of the previous studies which is in the first chapter, hypothesized relationship among the variables, the theoretical model of the studies and the terms of every variable involved. Other than that, this study will determine the perception of staff in Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA) on Remote Work during MCO.

CHAPTER 3
METHODOLOGY

3.1 Introduction

The preceding chapter discussed the conceptual framework, concept, and review of the literature. This chapter also clearly sets out the methods used to conduct the study. The research explains how it collected and analysed the data and information needed to address the research goals and questions. This chapter lists the research methodology involved in the design of research, how the sample was selected, what kind of device used in research, what technique used in data sampling and how the questionnaire was developed. This study is conducted using questionnaires which are completely descriptive and correlative. This questionnaire was also distributed among the PSA staff in Shah Alam.

3.2 Research Design

A research design is the set of methods and procedures used in collecting and analyzing measures of the variables specified in the research problem research. A research design is a framework that has been created to find answers to research questions. This research is qualitative research and is very appropriate because we want to get a deeper understanding of issues and a better understanding of how members of the organization deal with the transition to long-distance employment. There are many advantages to collecting data based on a qualitative paradigm. By giving explanations in words, discussing events, and explaining things that lead to certain outcomes are explained and understood better in words than in numbers and graphics. (Elias Eriksson and Arpine Petrosian, 2020) The information will be analysed so that it will achieve the objective of our research. In addition, quantitative research design can help the researcher to describe and test relationships and examine the cause and effect between variables.

This research is conducted through a survey method using a google form questionnaire as the main instrument of the study. In this study, types of design used descriptive model methods were preferred among quantitative research methods. Quantitative use is more appropriate in this study because the researcher can arrange the questions that are asked, narrow the scope of the study, collect data obtained from the study subject and also can apply analytical

numbers using objective statistics and thus avoid bias. This study was conducted using the respondent from PSA as the sample.

3.3 Data Collection Method

The research is conducted using quantitative methods. It was designed by organizing the collection of data in order to comply with the proposed objective through a structured questionnaire addressed to users of PSA. Questionnaires were distributed to respondents through an online using google form. The data collection period will continue for 3 months, starting from September until November 2020. The questionnaire method is suitable for this study because the questionnaire can be given to the respondents in order to obtain information about the perception of staff in Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA) on remote work during MCO.

The present study is descriptive in nature as it seeks to study the perception of staff in Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA) on remote work during MCO. Data may typically be obtained by one or more methods. The method of data collection is carefully chosen and very few viewpoints like the findings must be taken into consideration and findings from it can be checked and accepted so the study can be performed. There are typically two types of data, primary and secondary. Primary information is collected for any particular purposes and primary data are often obtained by survey. Secondary data consists of information that is already accessible for other purposes. It would typically use both primary and secondary data to ensure that the analysis is reliable and trustworthy.

The data collection process which is conducted by the researchers is to distribute questionnaires to study the perception of staff in Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA) on remote work during MCO. Questionnaires distributed to the staffs of PSA. The data obtained later collected and analysed to meet the study's objectives.

3.4 Research Instrument

Research instruments are measurement tools designed to collect, measure and analyse data on a topic of interest from research subjects. Research instruments can used by tests, surveys and questionnaire. These questionnaire which is level of perception are shows in

number with instrument of Statistical Package for the Social Sciences (SPSS) by mean and Cronbach Alpha.

The survey questions were answered by workers provided by a company program with listing the names of employees working at home with contacting and asking the questionnaires. Another way is using interviews with participants over the phone. (Margrethe H. Olson, 2019)

3.5 Sampling Techniques

Population

The population is the entire pool from which a statistical sample is taken. A community can refer to a whole group of individuals, things, activities, hospital visits, or measurements. Thus, a population may be said to be an aggregate observation of subjects bound together by a common function. (Will Kenton, 2020)

In this research, PSA staff were chosen as the respondent.

Research Sample

Research samples shall be the respondent of the population selected to be the representative. The sample is a collection of data from the statistical population obtained and chosen following the specified procedures. In statistics, the greater the sample, the better the outcome was obtained. For the larger sample, the mean and standard deviations obtained would be close to the mean and standard deviations of the population.

In this study, the simple random sampling is used. The sample will be directed to the PSA staff. The basic random sample used in this analysis. Simple random sampling is a method for sample selection in which everyone in a certain population is equally likely to be chosen. The easiest way to collect samples that match the population is to use a simple random sample. The PSA staff can respond to the questionnaire in Google form. The sample size was 196 from 400 of population based on Krejcie and Morgan Table.

Table 3.1

Table for Determining Sample Size of a Known Population

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	1000000	384

Note: N is Population Size; S is Sample Size   Source: Krejcie & Morgan, 1970

3.6 Pilot Study

The pilot study is a questionnaire testing process involving a group of small respondents. According to Sabhita (2015) in Uma (2018), the purpose of the pilot study is to test its suitability and accountability to the respondent's understanding. By conducting the pilot study, researchers can get a chance to improve or change items that are unsuitable, vague, confusing to the respondent (Uma, 2018, Ahmad Mahdzan, 2017 and Sabitha, 2015).

The pilot study has been conducted by the Staff of Polytechnic Sultan Salahuddin Abdul Aziz Shah at the Commerce Department with 45 respondents. Based on the pilot study conducted, all items in the questionnaire can be accepted with the reliability value above than 0.7. Table 1 describes the data of reliability Cronbach's Alpha for research instruments lies in between.

Part	Variables	No. of Items	Item Deleted	Cronbach's Alpha
B	Technology and Facilities	10	0	0.690 (Questionable)
C	Work-Life Boundaries	10	0	0.678 (Questionable)
D	Effect on Well-Being and Work	10	0	0.623 (Questionable)

Table 3.6: Reliability Coefficients for Each Variable (N = 45)

3.7 Data Analysis Method

This paragraph includes the data analysis of the process and evaluation data using analytical and logical reasoning to examine each component of the data provided. This form of analysis is just one of the steps that must be completed when conducting a research experiment. The data from various sources is gathered. The gathering data was reviewed and evaluated for some sort of conclusion. The method was selected for the data collection to be performed using the questionnaires. The questionnaires have been given out to the sample respondent through online method.

3.8 Summary

This overall chapter discussed the population, sample, methods and factors used to analyse the research. Besides, the descriptions of the finding make the pursuit of any item for each aspect. The data that were captured are then analysed and discussed and the results are highlighted. This research methodology was functioned to contact with research questions that have been made in chapter 1.

CHAPTER 4

RESEARCH FINDINGS

4.1 Introduction

Data gathered from respondents were analysed using the Statistical Package for Social Science (SPSS). SPSS is a data management and analysis program which is designed to do statistical procedures like analysis, including descriptive statistics as well as sophisticated inferential statistical procedures. A frequency analysis was run and data were cleaned to ensure that data were correctly coded and entry. Descriptive statistics that consist of means, percentages and frequencies. Inferential statistical procedure conducted includes tests such as partial correlation and multiple regression. Partial correlation is a measure of the strength and direction of a linear relationship between two continuous variables whilst controlling for the effect of one or more other continuous variables ('covariates' or 'control' variables). Although partial correlation does not make the distinction between independent and dependent variables, the two variables are often considered in such a manner. Multiple regression is to study the relationship between a dependent variable and two or more independent variables for explanation and eventually predict a model relating the different variables. (Hair, 2010; Pallant, 2011).

4.2 Response Rate

The questionnaire was assigned by randomization to staff from all departments of Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA). The questionnaire disseminated through Google Form was completed by 151 staff out of 425 with a 77% rate of respondents.

4.3 Reliability Analysis

The reliability of each item in the instruments was measured using Cronbach's Alpha Coefficient. Each dimension of the questionnaire was calculated separately to facilitate a clear understanding. The reliability analysis is then conducted to derive the consistency of a

measuring instrument in measuring whatever concept it is measuring. Reliability of measure is an indication of the stability and consistency with which the instrument the concept and helps to assess the "goodness" of a measure.

Variables	No. Of Items	Item Deleted	Cronbach's Alpha	Strength of Relation
Technology and Facilities	10	0	0.863	Very Good
Work-life Boundaries	10	0	0.811	Very Good
Effects on Well-Being and Work	10	0	0.821	Very Good
Total	30	0		

Table 4.3 Reliability Analysis for Each Variable (N=151)

As for rules of thumb, values which were above 0.6 were considered acceptable and 0.8 is the most appropriate and acceptable stated by Pallant J., (2011). Based on the table appended all variables that addressed in the questionnaire achieved reliability of 0.8 above to the fact that the items in the questionnaire are reliable because had already been used and tested by other researchers in the same field of study. This result also showed that the questionnaire is understandable and aligns with the situation. The coefficient alpha for the dimension of Technology and Facilities pursuing high coefficient values of 0.863, followed by the Effects on Well-Being and Work in the second place with the coefficient values of 0.821 and Work-life Boundaries with the reliability of 0.811. Because the questionnaire is adopted based on previous studies, an adapted process is being implemented, and a few amendments have been done on the wording of the items. The amendments were trusted not to change the original means of the questions and this was proven with the tremendous coefficient values.

4.4 Demography Profile Respondents

Table 4.4 Demographic Profile

	PROFILE	FREQUENCY (N)	PERCENTAGE (%)
GENDER	MALE	38	25.2
	FEMALE	113	74.8
MARITAL STATUS	MARRIED	120	79.5
	NON-MARRIED	31	20.5
AGE	18-30	35	23.2
	31-40	38	25.2
	41-50	63	41.7
	51-60	15	9.9
DEPARTMENT	JABATAN PENTADBIRAN / JABATAN HAL EHWAL PELAJAR	16	10.6
	JSKK / JABATAN PEMBANGUNAN DAN PENGURUSAN FASILITI	6	4.1
	JABATAN PEMBANGUNAN PROFESIONALISME / PUSAT PENGURUSAN STRATEGIK	4	2.6
	PUSAT KORPORAT / PUSAT PENYELIDIKAN INOVASI	4	2.6
	PUSAT TEKNOLOGI (ICT) / PUSAT TEKNOLOGI DAN MULTIMEDIA (UIDM)	1	0.7
	PUSAT PEMBANGUNAN AKADEMIK / UNIT PEPERIKSAAN /JMSK	7	4.6
	JPA / JPG / JKE /JKA / JKM	113	74.8

Based on Table 4.4, demographic profile respondents were divided into four categories which consist of gender, marital status, age, and all departments in Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA). From the total of 425 staff members in PSA, 151 respondents were successfully collected.

The domination of the respondents was from females with 74.8% (113) while the remaining 25.2% was from Male (38). While according to marital status most of the staff are Married which represented by 79.5% (120) and the rest Non-Married are 20.5% (31). Majority of the respondent age is from 41-50 years old 41.7% (63) followed by the age of 31-40 25.2% (38) apart from that the age of 18-30 23.2% (35) and the least are from age 51-60 9.9% (15)

Furthermore, the department in PSA, JPA, JPG, JKE, JKA, JKM are the majority consist of 74.8% (113). Jabatan Pentadbiran / Jabatan Hal Ehwal Pelajar with 10.6% (16). Other than that, JSKK / Jabatan Pembangunan Dan Pengurusan Fasiliti respondents are 4.1% (6). Both Jabatan Pembangunan Profesionalisme / Pusat Pengurusan Strategik and Pusat Korporat / Pusat Penyelidikan Inovasi are 2.6% (4). The least is from department Pusat Teknologi (ICT) / Pusat Teknologi Dan Multimedia (UIDM) 0.7% (1)

4.5 Research Findings

The descriptive statistics were also calculated for each variable to investigate their level of perception among the respondents. The three levels of categories according to the mean consist of low (1.00 – 2.33), medium (2.34 -3.67) and high (3.68 – 5.00) (Mohd Najib Ghafar, 2004)/(Kosnin and Lee, 2008).

Table 4.5 Mean Score Value

MEAN VALUE	LEVEL
1.00-2.33	LOW
2.34-3.67	MEDIUM
3.68-5.00	HIGH

4.5.1 Mean Part B (Technology and Facilities)

Table 4.5.1 Descriptive Statistics for Technology and Facilities (N=151)

	(MEAN: 3.9146, STD DEVIATION: 0.66377)			
	Items	Mean	Standard Deviation	Level
1	I have the technology to run remote work smoothly	4.0331	.87496	High
2	I have good internet connection coverage.	3.9868	.97288	High
3	I have adequate equipment.	3.6490	1.00796	Medium
4	Email as a first place for the communication tool.	3.4570	1.23145	Medium
5	Existing technology effective to accomplish needed tasks.	3.9669	.99611	High
6	I am aware of my cybersecurity.	3.8013	1.01338	High
7	I feel confident about using computers	4.0397	.97215	High
8	I can handle computers easily without hitting the wrong keys.	3.8543	1.02240	High
9	I am experienced at using my organization's video conferencing system.	3.9470	.92943	High
10	Information Technology (IT) has contributed to the communication of remote work.	4.4106	.85066	High

The table shows the descriptive statistics for the perception regarding Technology and Facilities. Overall, the mean of the perception regarding Technology and Facilities stands at 3.9146 (High). Out of the 10 items, 8 items scored a high level of mean. Among this high level of means, "Information Technology (IT) has contributed to communication of remote work." item has the highest mean (Mean=4.4106). This means that the respondents agreed with the statement where IT really contributes to communication towards remote work. On the other hand, the remaining 2 items have a medium level of mean. Among these medium levels means, "Email as a first place for the communication tool." item had the lowest level of mean (Mean=3.4570). This shows that the respondents disagreed with the statement of saying that email was not the first place of communication tool.

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4.5.2 Mean Part C (Work-Life Boundaries)

Table 4.5.2 Descriptive Statistics for Work-Life Boundaries (N=151)

	Items	Mean	Standard Deviation	Level
	(MEAN=3.6377, STD DEVIATION = 0.66671)			
1	Working at home can give more focus than working in the office.	3.0728	1.29666	Medium
2	Working at home gives more time compared to working on working hours.	3.5762	1.15722	Medium
3	I am engaged in work tasks during personal time.	3.6954	1.13133	High
4	I do have care-giving responsibilities and can plan for interleaving.	3.8940	1.02731	High
5	My workplace during remote work is more conducive.	3.4636	1.15340	Medium
6	Remote work provides more flexibility.	3.7616	.92886	High
7	Remote work and home tasks are encouraged to reduce work to family interference.	3.4834	1.08231	Medium
8	I am sharing workspaces and devices with family members.	3.5099	1.28513	Medium
9	I can adapt to resuming my work from interrupting activities	3.7682	.94829	High
10	I invest a large part of myself in my work.	4.1523	.85439	High

The table shows the descriptive statistics for the perception regarding Work-Life Boundaries. Overall, the mean of the perception regarding Work-Life Boundaries stands at 3.6377 (Medium). Out of the 10 items, 5 items scored a high-level mean. Among these high levels of meaning, "I invest a large part of myself in my work." item has the highest mean (Mean=4.1523). This means that the respondents agreed with the statement where the staff invest in the work effectively. On the other hand, the remaining 5 items have a medium level of mean. Among these medium levels means, "Working at home can give more focus than working in the office." item had the lowest level of mean (Mean=3.0728). This shows that the

respondents disagreed with the statement of saying that working at home has less focus than working in the office.

4.5.3 Mean Part D (Effects on Well-Being and Work)

Table 4.5.3 Descriptive Statistics for Effects on Well-Being and Work (N=151)

	Items	Mean	Standard Deviation	Level
	(MEAN= 3.7225 , STD DEVIATION = 0.66445)			
1	I don't feel lonely while doing remote work.	3.7682	1.07978	High
2	I am less stressed with remote work.	3.4238	1.22440	Medium
3	Formal physical working conditions efficiency.	3.9801	1.05496	High
4	Work from home does not put pressure on my mental wellbeing.	3.5563	1.12922	Medium
5	I am highly focused on remote work.	3.3510	1.17302	Medium
6	I have more exercise and more healthy eating behaviours.	3.4834	1.14225	Medium
7	I am a highly productive staff.	4.1060	.90298	High
8	I have my work schedule.	3.9073	.98895	High
9	I am frequently sure about how to do my work.	4.0728	.80083	High
10	Problems associated with my job haven't kept me awake at night.	3.5762	1.16869	Medium

The table shows the descriptive statistics for the perception regarding Effects on Well-Being and Work. Overall, the mean of the perception regarding Effects on Well-Being and Work stands at 3.7225 (High). Out of the 10 items, 5 items scored a high level of mean. Among this high level of means, "I am a highly productive staff." item has the highest mean (Mean=4.1060). This means that the respondents agreed with the statement where the staff are very productive staff. On the other hand, the remaining 5 items have a medium level of mean. Among these medium levels means, "I am frequently sure about how to do my work." item

had the lowest level of mean (Mean=4.0728). This shows that the respondents disagreed with the statement that working at home has less focus than working in the office.

Table 4.5.4 Mean Level According to Variables

VARIABLES	LEVELS	FREQUENCY	PERCENTAGE (%)
Technology and Facilities	Low	2	1.3
	Medium	45	29.8
	High	104	68.9
Work-Life Boundaries	Low	5	3.3
	Medium	73	48.3
	High	73	48.3
Effects on Well-Being and Work	Low	3	2
	Medium	63	41.7
	High	85	56.3

The table displays the mean variable level. Based on the table, 104 (68.9%) of 151 respondents have a high mean level of Technology and Facilities, which suggested a high level of the respondent's Technology and Facilities. Work-Life Boundaries level shows that high and medium level is 73 (48.3%) but according to mean overall on Work-Life Boundaries it falls into the medium level, so it concludes that work-life boundaries are neither high nor low. Third, finally, Effects on Well-Being and Work at 85 (56.3%) respondents suggest that work at home has an influence on Well-Being and Work.

4.6 Summary

The following chapter sums up the general data and demographic profile of the respondent examined with the alpha coefficient of Cronbach. In this analysis, we used independent variables for all levels of study, primarily at a high and medium level. In the next chapter, we will address the explanation and expectation for this result.

CHAPTER 5

DISCUSSION AND CONCLUSION

5.1 Introduction

In this chapter the conclusions derived from the findings of this study on the Perception of Staff in Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA) on Remote Work During Movement Control Order. The conclusions were based on the purpose, research questions and results of the study. The implications of these findings and the resultant recommendations will also be explained. Recommendations were based on the conclusions and purpose of the study.

5.2 Discussion

Our study looked at how working people remote work during the pandemic, how people adapt with the Technology and Facilities, in separate Work and Life, also on their Effects on Well-Being and Work.

The respondents are moderate to agree that they have adequate equipment and the same with the previous study found out that there were still 36% of people who could not use technology (Zaenudin 2019). Overall findings of the previous study, most people strongly agreed that technologies and facilities are challenging during remote work. The analysis of the research has indicated there are negative effects on remote working. Technologies and services have also been found to be significant in the previous study. Many respondents have the technology and a high rate of Internet access (Madsen, 2011). Also, email as the first communication tool is moderate too. Both our research and a previous study found out that Existing technology is highly helping to settle the job also they are aware of cybersecurity (Christine A. Grant 2012). The confidence level to handle a computer, and not to hit the wrong button are high. Staff are experienced to handle video conferencing. Information Technology has contributed to the communication of the staff during remote work (Alan Felstead and Golo Henseke, 2017).

In terms of well-being, personality traits, such as extraversion or neuroticism, spending more time on devices, or not having caregiving responsibilities led to loneliness (Gloria Mark, Jaime Teevan 2019) over all the results showed that most people strongly agreed that they were

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interleaving their work and personal life. In previous research, they found that having less control overwork, sharing workspaces or devices at home, unsatisfactory work settings, or caregiving responsibilities impacted our respondents' work and the ability to focus. Our research also found that working at home gives a medium level of focus rather than working in the office (Czerwinski, Mary Mark 2019). Next, they spent their time moderately. Other than that, they are highly engaged in work tasks and personal time and have caregiving responsibilities and can plan for interleaving. Designated place in their home is satisfying (Allvin et al., 2011). The respondents also agree that working at home has high flexibility. The disturbance of the usual commotion at home (family interference) are not really affected (Jensen Perry et al., 2018). The respondents rarely share their workplace with the family members but in pre. Even though they have interruption during work time, they can effectively resume the work. Most of them are highly committed to their job (Noonan and Glass 2012).

The staffs of PSA also have moderate on the mental well-being health. Based our research, their focus, eating healthy, and work out during work from home is on the medium level it contrasts with the previous study (Czerwinski, Mary Mark, Gloria Teevan, Jaime 2020) found out the focus is at a low level. In previous research, overall the results showed that most people strongly agreed that there are Effects on Well-Being and Work. Their stress level is moderate to run remote work. The designated place at the respondent workplace is more efficient than in their home (Chris G. Sibley, Lara M. Greaves, and Nicole Satherley 2020). The respondents agree that they are highly productive staffs and they also have scheduled to settle the job task during remote work (Bolin & Kurtz, 2018). During remote work, they are frequently sure that they know to handle their work. Respondents are modest in stay up at night to settle their job (Taub, 2020).

5.3 Conclusion

Based on the analysis of mean we found that the first objective, which is to find the level of perception on Technology and Facilities for remote work by PSA staff, according to the data analysis, shows that the level of perception is significant. The value of mean was 3.9146 indicates the level of the perception was high. The relationship followed by the importance of Technology and Facilities towards respondent opinions.

The second objective, which is to find the level of perception on Work-Life Boundaries for remote work by PSA staff, according to the data analysis, shows that the level of perception

is significant. The value of mean was 3.6377 it indicates the medium level of perception. This shows the relationship of Work-Life Boundaries coinciding with the demands of the respondent.

The third objective, which is to find the level of perception on Effect of Well-Being for remote work by PSA staff, according to the data analysis, shows that the level of is significant. The value of mean was 3.7225 it indicates the level of perception was also high. This shows that the needs of the objectives can be met to the response received by the needs of analysis.

We conclude that all objectives and research questions are answered in this project.

5.4 Recommendation

There are a few suggestions to be implemented based on the research that has been conducted in the future for researchers. This research can be done in more details by future researchers because of our limitation to get the respondents real perception by interview or their own opinion. Although in this period, the online method is very significant. First, this research identified and reflected on three (3) perceptions of remote work during movement control order among Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA) staff. In this research, it is suggested that future researchers do research with the same variable in this study which consist of technology and facilities, work-life boundaries and effects on well-being and work to get the best outcome. Although this would take a long time and would be more difficult, this would allow future researchers to have a better understanding and a good perception result that could be done by Polytechnic Sultan Salahuddin Abdul Aziz Shah (PSA) staff to improve the perception of remote work during motion control order.

Next, the other issues that are recommended are the time when the surveys or questionnaires are circulated. It is quite nice if during busy times, the researchers do not send out questionnaires. Most people, however, are not interested in reacting in a hurry and have no time to waste their time answering students since some of them are in their rest time. Since most people have no intention of having to answer several questions in the survey, the questionnaire must be short and accurate.

Other than that, the management of Polytechnic Sultan Salahuddin Abdul Aziz Shah will provide staff members working from home with facilities such as broadband and notebooks to ensure the continuity of work sessions from home runs smoothly. This is because

certain workers in their homes have a sluggish network that interferes with their learning or work sessions and then makes the target of working from home unreachable. There are indeed staff who do not have equipment that can support work sessions from their house, such as no laptop of its own.

Lastly, PSA management needs to reschedule their staff to make it effective and realistic to follow the standards set out in the Fair Labour standards act as well. This is because homework is a huge challenge for them as they need to work while young kids and families need them as well. In addition, this will reduce the stress rate of their staff in today's standards, as well as the quality of the jobs produced, which is very positive.

5.5 Summary

This chapter summarises all the discussion and conclusion from our data analysis according to our method data collection method we have done from all the entire project. We conclude that all the objective and research questions that have been stated in Chapter 1 are answered.

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APPENDICES

A. Gantt Chart

Aktiviti	Bulan/Minggu													
	Ogos			September				Oktober				November		
	2	3	4	1	2	3	4	1	2	3	4	1	2	3
Penentuan Tajuk														
Kajian literature														
Perundingan dengan penyelia														
Penyediaan Proposal						*								
Penyediaan Instrumen dan Pengumpulan Data														
Analisis data														
Penulisan draf projek														
Penyemakan dan draf akhir													**	
Penyerahan Projek Akhir														

B. Questionnaire

QUESTIONNAIRE

PERCEPTION OF STAFFS IN POLYTECHNIC SULTAN SALAHUDDIN ABDUL AZIZ SHAH ON REMOTE WORK DURING MOVEMENT CONTROL ORDER

Here are some questions on 'Perception of Staffs in Polytechnic Sultan Salahuddin Abdul Aziz Shah On Remote Work During Movement Control Order'. Please note that all responses will be treated as PRIVATE AND CONFIDENTIAL. Thank you.

PART A

5   Gender

- o   Male / *Lelaki*
- o   Female / *Perempuan*

6   Marital Status

- o   Married / *Berkahwin*
- o   Non – Married / *Tidak berkahwin*

7   Age

- o   18 – 30
- o   31 – 40
- o   41 – 50
- o   51 – 60

8   Department

- o   Jabatan Pentadbiran / Jabatan Hal Ehwal Pelajar
- o   JSKK / Jabatan Pembangunan Dan Pengurusan Fasiliti
- o   Jabatan Pembangunan Profesionalisme / Pusat Pengurusan Strategik
- o   Pusat Korporat / Pusat Penyelidikan Inovasi
- o   Pusat Teknologi (ICT) / Pusat Teknologi Dan Multimedia (UIDM)
- o   Pusat Pembangunan Akademik / Unit Peperiksaan / JMSK
- o   JPA / JPG / JKE / JKA / JKM

PART B: TECHNOLOGY & FACILITIES

NO	STATEMENT	1	2	3	4	5
1.	I have the technology to run remote work smoothly. *Saya mempunyai teknologi untuk menjalankan kerja jarak jauh dengan lancar.*					
2.	I have good internet connection coverage. *Saya mempunyai liputan sambungan internet yang baik.*					
3.	I have adequate equipment. *Saya mempunyai peralatan yang mencukupi.*					
4.	Email as a first place for the communication tool. *Email sebagai tempat pertama untuk alat komunikasi.*					
5.	Existing technology effective to accomplish needed tasks. *Teknologi yang ada berkesan untuk menyelesaikan tugas yang diperlukan.*					
6.	I am aware of my cybersecurity. *Saya menyedari keselamatan siber saya.*					
7.	I feel confident about using computers. *Saya berasa yakin untuk menggunakan komputer.*					
8.	I can handle computers easily without hitting the wrong keys. *Saya dapat mengendalikan komputer dengan mudah tanpa menekan kekunci yang salah.*					

9.	I am experienced at using my organization's video conferencing system. *Saya berpengalaman menggunakan sistem persidangan video organisasi saya.*					
10	Information Technology (IT) has contributed to the communication of remote work. *Teknologi Maklumat (IT) telah menyumbang dalam komunikasi kerja jarak jauh.*					

PART C: WORK-LIFE BOUNDARIES

NO	STATEMENT	1	2	3	4	5
1.	Working at home can give more focus than working in the office. *Bekerja di rumah boleh memberi lebih tumpuan daripada bekerja di pejabat*					
2.	Working at home give more time compared to working on working hours. *Bekerja di rumah memberi lebih banyak masa berbanding bekerja pada waktu bekerja*					
3.	I am engaged in work tasks during personal time. *Saya melakukan tugas-tugas kerja semasa waktu peribadi.*					
4.	I do have care-giving responsibilities and can plan for interleaving *Saya mempunyai tanggungjawab menjaga dan dapat merancang pembahagian antara kerja dan privasi saya.*					
5.	My workplace during remote work are more condusive. *Tempat kerja saya semasa kerja jarak jauh lebih kondusif.*					
6.	Remote work provides more flexibilities.					

		1	2	3	4	5
	Kerja jarak jauh memberikan lebih banyak fleksibel.					
7.	Remote work and home task are encouraged to reduce work to family interference. *Kerja jarak jauh dan tugas di rumah adalah pendekatan untuk mengurangkan gangguan kerja kepada keluarga*					
8.	I am sharing workspaces and devices with family members. *Saya berkongsi ruang dan peranti kerja dengan ahli keluarga.*					
9.	I can adapt to resuming my work from interrupted activities. *Saya dapat menyesuaikan diri dengan menyambung semula kerja saya dari aktiviti yang terganggu.*					
10.	I invest a large part of myself in my work. *Saya menglibatkan sebahagian besar diri dalam pekerjaan saya.*					

PART D: EFFECTS ON WELL-BEING AND WORK

NO	STATEMENT	1	2	3	4	5
1.	I don't feel lonely while doing remote work. *Saya tidak berasa keseeorangan apabila melakukan kerja jarak jauh.*					
2.	I am less stressed with remote work. *Saya berasa kurang stress dengan kerja jarak jauh.*					
3.	My place at office is more efficient. *Tempat saya di pejabat adalah lebih cekap*					
4.	Work from home does not put pressure on my mental wellbeing *Kerja dari rumah tidak memberi tekanan pada kesejahteraan mental saya.*					

5.	I have high focused in remote work.					
	Saya mempunyai fokus yang tinggi dalam kerja jarak jauh.					
6.	I have more exercise and more healthy eating behaviors.					
	Saya mempunyai lebih banyak senaman dan pemakanan lebih sihat.					
7.	I am a highly productive staff					
	Saya kakitangan yang sangat produktif.					
8.	I have my work schedule					
	Saya mempunyai jadual kerja.					
9.	I am frequently sure about how to do my work					
	Saya sering yakin mengenai cara membuat kerja saya.					
10.	Problems associated with my job have don't kept me awake at night.					
	Masalah yang berkaitan dengan pekerjaan tidak membuatkan saya berjaga sehingga malam.					

THANK YOU FOR YOUR COOPERATION.