EFFECT BETWEEN PUBLIC AND PRIVATE ORGANIZATION IN WORK FROM HOME (W.F.H): A CASE STUDY AT SERI MANJUNG, PERAK

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Research Project Submitted in Partial Fulfilment of the Requirements for the Degree of Master of Business Administration

Universiti Tun Abdul Razak

October 2022

DECLARATION

I hereby declare that the case study is based on my original work except for the quotations and citation that have been duly acknowledge. I also declare it has not been previously or concurrently submitted for any other degree at Universiti Tun Abdul Razak (UNIRAZAK) or other institution

Signature : _____

Name : **NUR AZLINA BINTI OTHMAN**

Date : _____

ACKNOWLEDGEMENT

Alhamdulillah, I hereby feel very grateful to have the opportunity to continue my studies at the MASTER level on a part-time basis. Here I would like to say a thousand thanks to my supervisor for my research project which is Assoc. Prof. Dr Mohd Yaziz Mohd Isa for his guidance and guideline given throughout my paper project entitled **EFFECT BETWEEN PUBLIC AND PRIVATE ORGANIZATION IN WORK FROM HOME (W.F.H): A CASE STUDY AT SERI MANJUNG, PERAK** in within the requirement period.

I would also like to say a thousand thanks to my friends who supports me, gave a suggestion, shared their information and also give me a moral support to prepare and complete my project paper for my finale year. I would also like to thank my family who also gave me a moral support to continue my studies until this level.

I would also like to thank my friends and other respondents who are willing to answer the questionnaire that I gave to get a response to the research that I am conducting as well as other parties involved directly or indirectly until I can complete my fully research.

TABLE OF CONTENTS

CHAPTER 3 – RESEARCH METHODOLOGY

CHAPTER 4 – FINDINGS OF THE STUDY

LIST OF FIGURES

LIST OF TABLES

Abstract of the project paper submitted to the Senate of University Tun Abdul Razak in partial fulfilment of the requirements for the Master of Business Administration

EFFECT BETWEEN PUBLIC AND PRIVATE ORGANIZATION IN WFH: A CASE STUDY AT SERI MANJUNG, PERAK

By

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October 2022

This study attempts to investigate the effect of the work from home (WFH) on the employment sector in the area of Sri Manjung, Perak. The work from home system was recommended by the government during the pandemic that hit the country to control the disease from spreading. In addition, this study focuses on determining the impact between a public and private organizations on that new employment system. Three public organizations and two private organizations were selected to be the respondents in this study. The researcher has used a printed questionnaire platform to develop a set of questionnaires to collect the data to achieve the objectives and hypotheses that have been set in this study. The questionnaires were distributed to 183 respondents in both organizations and the returned questionnaires were 127 with the valid answers. The data analysis was interpreted using IBM Statistical Package for the Social Sciences (SPSS) version 25 to obtain the research findings. According to the analysis that has been found, the hypotheses, implications, recommendations for future research and conclusions have been made at the end of the chapter to summarize the results of the study.

ix

CHAPTER 1

INTRODUCTION

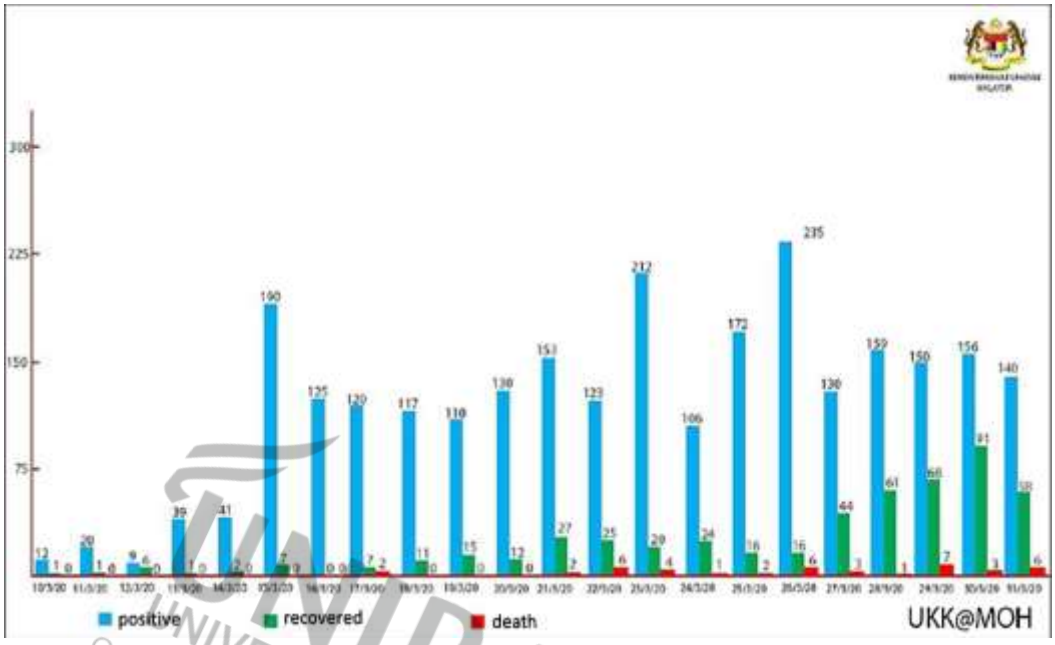
1.0 Overview

In this chapter which is chapter one or introduction, it is consist of Background of The Study, Problem Statement, Research Objectives, Research Question, Scop of The Study, Significant of The Study and Organization of The Study for this title of study which are Effect Between Public and Private Organization In Work from Home (WFH): A Case Study At Seri Manjung, Perak which had be conducted by the researcher.

1.1 Background of The Study

According to (Mahase,2020) the outbreak of the Covid-19 virus that has hit almost all countries in the world has put the world's population in deep anxiety. Generally, in Malaysia the situation is quite bad until the government had instructed their citizen to self-quarantine them self at home when the highest number of cases had reached of 30,000 cases per day at that time. At the same time the government had introduced a guideline to perform the task or work even in that critical situation which are "Work from Home" (WFH) as the steps to prevent the spread of the Covid-19 dieses. The spread of that dieses is not involving only in one district but also, it's spread until the whole state in Malaysia.

Figure 1.1: Total new cases, recovered cases, and deaths reported daily from March 10 to March



Source: (Abdullah, 2020i)

It is also referred to as a change organization or a change in the organization in assigning duties and responsibilities to employees by "forbidding" employees to work in the office and gather in the room so that employees have to work at home. This is called Work from Home (WFH) or work from home (Mustajab et al, 2020). The figure above is the data from the Ministry of Health that shows that the cases are increasing from the current time at that time and the data also had records the rate of patients who have recovered including cases of death from the date of 10 March 2020 until 31 Mac 2020 which are between that time where the cases started spreading in Malaysia. The highest cases of positive patient are at 26 Mac 2020 which are stated of 235 cases, the highest cases of recovered patient is at 30 Mac 2020 which are 91 cases and the highest death case was at 29 Mac 2020 which are 7 cases.

However, it is still being prevented, one of which is an appeal to work, study and worship from home (Darmalaksana, 2020). Because of these reasons our government recommend and direct all the workers include public or private sectors to implement their WFH as a precautionary step except for important sectors involving such as Health Ministry, security team and others frontliners and the government also create a guideline of Standard Operation Procedures (SOP) for all citizen to be followed to prevent further infection of Covid-19 dieses.

Indirectly because of that new guidelines, it was affected the employment sector same as others because all citizen is instructed to quarantine at that time and only certain important sectors are allowed to operate such as premises that sell food and daily necessities, clinics and hospitals, but they have to comply with the SOPs that has been set by the government, and indirectly it will also affect the way of working and the comfortability to work for the employees that involved because of the new SOPs and other related factors that occur at that time. Therefore, the goal in this study is to determine the Effect Between Public and Private Organization In WFH. Thus, seeking the answer of the study motivated the researcher to carried out this survey.

1.2 Problem Statement

Since the outbreak of Covid-19 in December 2019, whole world has undergone drastic changes in their lifestyles including Malaysia when the disease that started from Wuhan, China has become more worse and spread to all over the world. All people had undergone many changes in their daily lifestyles such as social interaction, economic downturns, changes in the way of education and learning as well as other changes that everyone has to go through in that critical phase. In an effort to reduce the spread of Covid-19 pandemic, several countries have

implemented closure orders, movement control orders as well as directing residents to always be at their respective residences. (Anis Azlan et al., 2020). Apart from those restrictions, all countries include Malaysia had set a guidelines and SOPs that need to be follow by everyone to control that pandemic situation at that time that instruct by police, army, Health Ministry and other related Ministry as a frontliner

That phenomenon has caused a problem to the country and the most severely affected sectors are the employment sector where businesses have to close, some workers have lost their jobs and other effects on the employment sector, this cause indirectly also will affect the country economic situation. The situation also creates a depression and a psychological effect for some people because they can't do their social activities like usual because they have to stay at home for a long time. At the same time employees are not encouraged to come to work to prevent a group of individuals from get together and increase the chances of infection. Base on that situation, the employer had come out with a new instruction of a new way of working system which are "Working from Home" (WFH) system especially for the employees who be in the management department and other related employment sector that instruct by the government. The strategy of working from home is a foreign scenario in the public sector (Mohalik et al., 2019) including public universities, however, the Covid-19 pandemic has changed the course of employment activities among public sector employees not only in Malaysia, but involving the whole world (ILO, 2020)

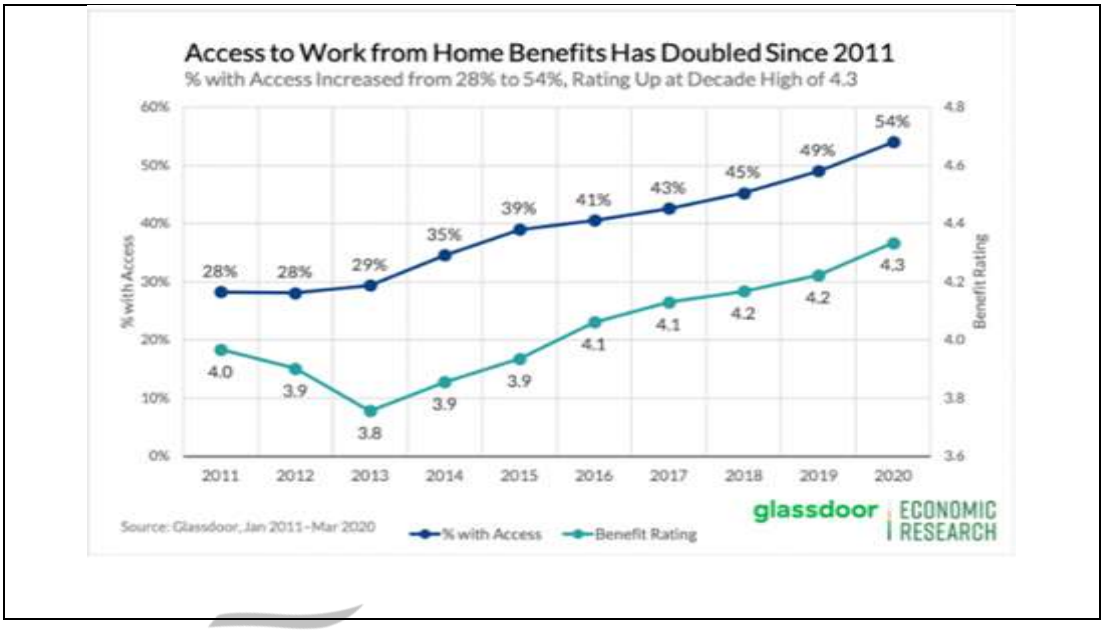
The purpose of this study is to analyse the Effect Between Public and Private Organization In Work from Home (WFH) which conducted at Seri Manjung, Perak. Thus. In this WFH system, the workers need to stay at home and do their work from home and do not need to come to the office, all the meetings are also will be do virtually. Generally, after this system was implemented, it's become a new experience for the workers when for the first time they are instructed to do their work apart from the office. In this situation, where some workers will

also must do their daily routine of their homework and take care of their children at the same time. It is because the schools and children nursery canters were also closed at that time, indirectly the workers they have to do two tasks simultaneously and this is actually is the real challenge of WFH that they have to face at that time.

The main issue in this study is, how the researcher can analyse the Effect Between Public and Private Organization In WFH in conducting that new way of working system. Other part that the researcher needs to analysed in this study is, to find out what is the differences in the real situation that the workers have to go through in them to achieve the goal depends on their types of organization which is public and private organization

The main problem in this study is to identify why the company whether for the public or private sector have to implement WFH system during this pandemic. How this Covid -19 pandemic that hit the country give an impact from positive and negative perspectives for both sectors according to their organizational work settings.

Figure 1.2 : Reported based on Glassdoor Economic Research



Source: Glassdoor Economic Research

The positives implications of the effect of WFH system are, it will reduce the infection from occurring through close contact of workers with their officemate in the workplaces, workers also do not have to come to work and indirectly they do not have to be congested in traffic jams and do not have to spend for toll and fuel charges when they stay at home. Other positive implications are, they will feel the different situation of working place and maybe for some of them it might be more comfortable when they do their work at home and indirectly at the same time, they can manage to do their housework too.

The negative implications are more especially on the matter that something that we can't control over it. For example, are how do they want to adapt this new way of working system that they need to perform as best as they can and maximize the output same as they perform that work in their workplace? what is the level of their integrity if they do their work from home? is there the stress exists for some workers if they do their work from home and what is the level of their stress? This is because, through the findings of several other studies, working

from home strategies actually increase stress (Banigan et al., 2016; Song & Gao, 2019). Other negative implication is, whether the digital support requirements are adequate for them to full fill their work and also facilities to the internet access if it required and other necessary tools for them to perform their task at home

The practical implication of WFH system is that it will give the workers more flexible time and motivation for them to complete their task in calm and comfortable situation because psychologically they do not feel tight of the formality of working time and working situation formally. They can complete their tasks smoothly as long as they can balance and organize the daily routine of homework that they need to do, so that this system of WFH has given a positive implication practically for them and at the same time they can manage to do their daily homework regularly.

From the theoretical implication is that, this system indirectly has given the impact especially to the organizations that implement it either from the public or private sector, because when the organizations has follow to implement this directive that recommended by government to ensure that the work and tasks that need to be performed can still be carried out as usual even though the current situation at that time is quite critical, it shows that they give full support by following the government's recommendations in curbing the spread of this Covid -19 dieses. And indirectly also, it shows that them as a responsible Malaysians citizen that follow the government recommendation to ensure that the situation back to normal.

This new system of working is one of the best alternatives to be implemented because it is the latest approach that is relevant and applicable in that critical situation and it is important to implement for an organization to ensure that their work is not delayed because of the pandemic. For public servants, it is stated in “Service Circular Number 5 of 2020 "Work from Home Policy"’ for them to follow and comply with and that system is carried out in a hybrid

manner, which are there is the presence of staff in the office and there are also those who have to work from home according to the percentage that arrange by their Ministry. If they have to stay at home, they will be called to the office or work place if they are needed only. In this situation, the work still needs to be complete although no matter where their employees are because the organization still need to operate and continue their operation as well. It also shows that the company is still relevant and able to operate especially for the private sector compared to other company or businesses that can't continue their operation due to the effects of this pandemic.

The contribution of this study is to identify whether this new system of WFH during the Covid-19 pandemic is one of the best ways to be applied and indirectly this study also shows the Effect Between Public and Private Organization In WFH. The contribution of this study also can be used as a benchmark to the policymaker such as government or other company to implement a new policy to create a new strategy of way of work because until now there is no relevant alternatives as a guideline to measure the effectiveness of WFH system to be used as an indication to solve this kind of problem if the same situation exists in the future for the benefit of all Malaysia citizens generally.

1.3 Research Objectives

This study has set a specific goal aimed to analyse the Effect Between Public and Private Organization In WFH. While the sub -objectives of this study are:

i) To determine the relationship between element of work motivation / work environment factor that influence the worker productivity

ii) To determine the relationship between element of organization factor that influence the worker productivity

1.4 Research Question

In this study, the researcher would like to resolve the following questions based on finding and the data analysis that gain from the questionnaire that answered from the respondent regarding the factors that influencing the Effect Between Public and Private Organization In WFH. The research question of this study is:

RQ1: Is there any relationship between the work motivation / work environment factor element that influence the worker productivity

RQ2: Is there any relationship between the organization factor element that influence the worker productivity

1.5 Scop of The Study

The scope of this study is limited to the Effect Between Public and Private Organization In work from home (WFH): A case study in Seri Manjung, Perak. The reason why this study was conducted in the city of Sri Manjung, Perak it is because the city is included in the category of having a relatively high population and it is easy for the researcher to conduct this study. The questionnaire was distributed to the respondents to be answered and it is divided into two parts that include Part A and B, the demographic questions are in part A and the survey questions related to the variables found in this study are stated in part B.

1.6 Significant of The Study

This study may give a significant reason to some relevant perspective parts for Effect Between Public and Private Organization In work from home (WFH). The study conducted by the researcher is directly or indirectly related to support a few parties which are:

1.6.1 Contribution to Human Resource Ministry

The results of this study can give a benefit to the Ministry of Human Resources to gain an advantage so that they will get a new ideas for their Ministry to make more effective and efficient plans related to the concept of WFH that has been implemented during the pandemic, and at the same time they can make the necessary improvements from time to time referring to the research that carried out by the researchers so that the changes that will be implemented by the Ministry as the main pillar will benefit the employees and the employers as well

1.6.2 Contribution to Employer and Employee

The results of this study can give a benefit to the employee and the employer of the organization which are the employer can provide a guidance on how to make any improvements regarding the needs of their employees from all parts while work from home to increase their employee level of support, motivation and confidence to do their task at home if this system still needs to be practiced in the future for the benefits of their employee as well

1.7 Organization of The Study

This study consists of two parts which are theoretical and analytical structure. The first part is a summary of the information available and it's explaining the factors contributing to the cause of the government to make the decision to advice their citizen to WFH and other related theoretical explanation. The next part has stated the theoretical framework for this study by explaining the fundamental concept throughout the Effect Between Public and Private Organization In WFH. The analytical part starts by defining the method of the analysis of the study from the raw data that had been collected from the respondent to generate the outcome of the analysis and the researcher had used the Statistical Package for the Social Science

(SPSS) to full fill the expected outcome. The conclusion of this study is stated in chapter five and the proposal have been made and all the related attachment has been attached in the attachment part.

1.8 Summary of The Chapter

For the summary, this chapter had provided the review of the Background of the study, Problem Statement, Research Objectives, Research Question, Scop of The Study, Significant of The Study and Organization of The Study. The objectives of this study are to investigate the Effect Between Public and Private Organization in WFH which has been conducted at Seri Manjung, Perak. The researcher has described the research objectives and research question which discover more detail in the tittle of the study and this study shall give a positive contribution and benefits towards the employment sector especially for the employees and the employers in the future.

CHAPTER 2

LITERATURE REVIEW

2.0 Overview

In this chapter it's elaborates on a few scholars or previous researcher on WFH issue. In this part also, there are an elaboration of a few of Literature Review, Underpinning of Theory, Theoretical Framework and all the element in the Theoretical Framework.

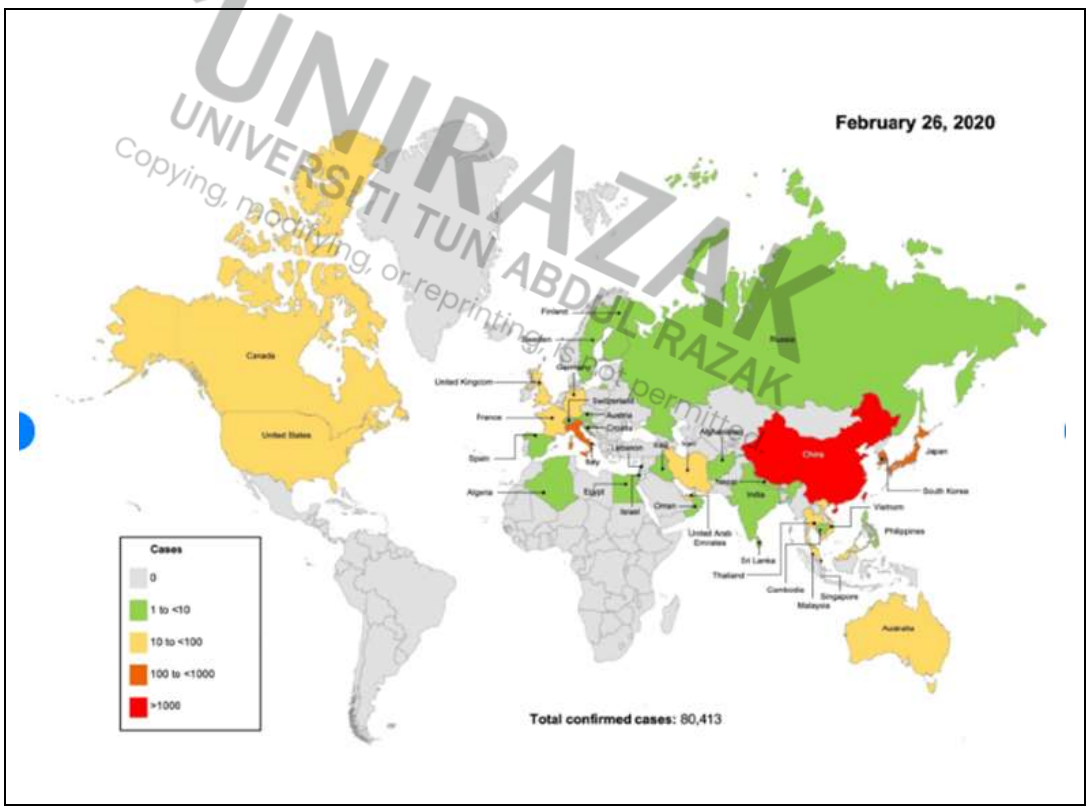
2.1 Background of Work from Home (WFH)

Work from home (WFH) is a new employment system concept where employees are allowed to do their work from home using assets, policies and tools that approved by the employer. Working from home indirectly provides flexible working hours to employees as well as work carried out for employers can be done easily. WFH is also a system of working in a modern way that is done through the internet and mobility that can be implemented anywhere regardless of physical location or fixed location such as for example in the office to carry out a job or task directed by the employer.

The purpose of this working system is implemented because it is caused by the Covid-19 pandemic virus that has hit the whole world which has make many people worried as the virus is very easy to spread when the outbreak was initially detected in mid-December 2019 in Wuhan, China. Once the individual has been infected, in a few days they will feel a few symptoms such as fever, prolonged cough, body aches and these symptoms are worse for the older patients who already have various chronic diseases. At the initial stage of the infection,

there is no vaccine or medicine to prevent the disease and when the spreading of the dieses is uncontrolled then the virus spread to all over the world until it is becoming a very dangerous virus at that time that can cause of the death. This is the background of WFH and because of that reason it is why the WFH has been introduced by the government to prevent this virus from spreading at than current time along with the SOPs that has been set which needs to be followed.

Figure 2.1: Worldwide distribution of COVID-19 cases on 26 Feb. 2020, according to a coronavirus monitoring system of Johns Hopkins University [9,10]



2.2 Literature Review

No	Year	Title	Author	Publication	Objectives
1.	2021	Working from home and productivity under the COVID-19 pandemic: Using survey data of four manufacturing firms	Ritsu Kitagawa, Sachiko Kuroda, Hiroko Okudaira, Hideo Owan	https://doi.org/10.1371/journal.pone.0261761	To contribute additional evidence on the effects of WFH by using data from the original employee-level survey conducted in cooperation with four large listed manufacturing companies in Japan from April to June 2020.
2.	2021	Working from home effectiveness during Covid-19;Evidence from University staff in Indonesia	Tri Wulida Afrianty, GustiLanangSuta Artatanaya, John Burgess	Journal homepage: www.elsevier.com/locate/apmrv	To examine the factors that affect the ability of lecturers in carrying out their duties and responsibilities through WFH arrangements in response to Covid-19. Factors grouped into organizational and individual factors.
3.	2020	Revealing the Effect of Work-From-Home on Job Performance during the Covid-19 Crisis: Empirical Evidence from Indonesia	Donny Susilo	The Journal of Contemporary Issues in Business and Government 2020 Volume 26, Number 1, pp 23 - 40	To evaluate the level of effectiveness of WFH on work performance and answer how it affects the employee performance by using the work environment, job satisfaction and work motivation as mediating variables

Continue:

No	Methodology	Dependent	Independent	Findings
1.	Data retrieved from original survey on WFH productivity during the Covid-19 pandemic, that was conducted in cooperation with listed manufacturing companies.	i) Productivity ii) Mental health index	Work from Home productivity	i) It is proven that WFH can be associated with the decreased of the employee's productivity. Employees who experience a decrease in productivity in their work may be because of they are not ready to implement WFH due to the sudden outbreak ii) The findings show that the main contributors to the decrease in employees' productivity are that they are not prepared to implement the WFH and that they do not have an effective way of communication at work and with their customers. This shows that companies can improve the productivity level of their employees by making early preparations before implementing fully

				WFH by providing more complete communication tools to their employees. iii) Categorize job categories into four functional roles which are corporate, sales, R&D and production. The study found that poor of WFH preparation is one of the main causes of productivity decline across those four types of jobs iv) WFH is related to employee's mental health. Regression results have found that employees can work in a positive atmosphere with a calm environment, less fatigue and additional time to sleep and rest adequately by reducing commuting time to work. The positive association between WFH and mental health, which is inconsistent with some opinions about the impact of Covid-19 on mental health, may be due to two related factors: 1) Movement and social life are less restricted in Japan during the epidemic (2) WFH is not authorized so that only organizations that authorize and support WFH will perform it.
2.	This study uses a quantitative approach to statistically test the relationship, cause and effect between variables identified through hypothesis testing. This research is explanatory research, to identify the main determinants of employee productivity through the identification of the WFH working system, and it is exploratory because it collects data from one organization. Data collected using a structured questionnaire. An online survey was distributed to lecturers in 15 faculties at a regional university in Indonesia.	Organizational factors: i) IT training ii) Digital infrastructure iii) Management support Individual factors: i) Digital orientation	Employee Productivity	The results of this study suggest that it is important for employees who have a good digital orientation to overcome disruptions at work where they need to maximize the use of digital technology for some aspects of work that can accommodate WFH arrangements in a more effective way. The study shows that if organizations are considering to WFH, employers should ensure that their employees who will implement WFH have a sufficient and robust digital orientation to ensure that the tasks that their employees need to perform will run smoothly
3.	The methodology of this study is a quantitative causal approach to measure the effect and the significance of the	i) Work environment		The contribution of this study to research is about the implications of WFH and the performance of WFH which shows increased in enjoyment and job satisfaction as well as motivation. Job satisfaction is an important benchmark in evaluating the job performance. In the context of

	independent variable on the dependent variable. Also using inferential statistics, meaning that this research aims to answer research questions by collecting and analysing samples and generalizing the results to explain a population. Data collection was done by distributing online questionnaires to workers in Indonesia.	ii) Job satisfaction iii)Work motivation iv)Job performance	Work from home	Covid-19, WFH is the best alternative at that time and it also can improve the skills of employees which related to their work. It is recommended to the policy makers who propose any WFH program so that it can benefit not only the employees, but also the employer or company in general.

2.3 Underpinning Theories from Literature Review

No	Year	Title	Underpinning Theory
1.	2021	Working from home and productivity under the CIVID-19 pandemic: Using survey data of four manufacturing firms	This pandemic-driven WFH has dramatically changed people's way of work, and it is crucial to sustain production during this ongoing crisis. Whether the new style will remain in our society highly depends on its effects on workers' productivity. However, the effects of WFH on productivity are still unclear **(OECD, Paris, 2020)**
2.	2021	Working from home effectiveness during Covid 19; Evidence from university staff in Indonesia	With the outbreak of COVID-19, WFH arrangement have been implemented globally in those sectors where services can be delivered online **(Arruda, 2020)**
3.	2020	Revealing the Effect of Work-From-Home on Job Performance during the Covid-19 Crisis: Empirical Evidence from Indonesia	The main weakness of electronic communication is the level of its information richness, which is defined as the extent to which a medium of communication can create heterogeneity of information content between different frames of reference **(Nisar, & Strakova, 2019)**

The COVID-19 epidemic that hit the world has greatly changed the way of life when the Work from Home (WFH) system was introduced which involved the matter of employee productivity when it was implemented, and it indirectly shows that all business now can be

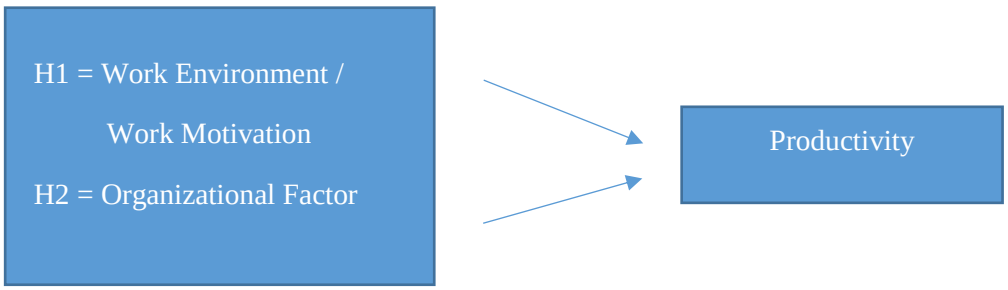
done online and it's requiring the good telecommunications tools that can be accessed by WFH employees so that they can perform their work task and the communication can be done smoothly as well. **(**OECD, Paris, 2020), (Arruda, 2020), (Nisar, & Strakova, 2019)

2.4 Empirical Research

In this quantitative study, all information is derived from the data obtained from the questionnaire that fill by the respondent. It is used to measure beliefs, behaviours or other variables identified by the questionnaire in a hierarchical format. All research questions and objectives in this study can be answered after the data provided from the respondents have been evaluated on the basis of the methods that set out in this research method. By getting the research results, the issue or problem in these cases can be addressed on the basis of scientific rather than on the basis of speculation, which is not reliable.

2.5 Theoretical Framework

The purposed of the theoretical framework in this study is to explain regarding the relationship between independent and dependent variable which include two independent variables and one dependent variable that show in diagram below.



Independent Variable (IV) Dependent Variable (DV)

The diagram above illustrates the theoretical framework for the factor influencing the productivity to the employees when they were ordered to WFH that been implemented during the Covid-19 pandemic. This framework diagram illustrates and showed how the independent variable (IV) interrelating with dependent variable (DV) in this study.

2.5.1 Work Environment

Encouragement or influence from colleagues, administration, workplace environmental factors or other related factors. It also a feedback or guidance received by the individual in that current environment that can influence them to act and make a decision.

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2.5.2 Work Motivation

A person's drive to work in order to obtain rewards from the work, whether those rewards are physical, emotional, social or financial. Studies show that work motivation is different according to an individual's age, level of interest and psychology and it is often related to the environmental factors and that person's ability.

2.6 Hypothesis:

In the hypothesis part is the creation of an assumption. Hypothesis are incorporated using all variables within the system. The hypothesis in this study is:

Hypothesis

H1: There is a significant relationship between work motivation / work environment factors and the worker productivity

H1: There is a significant relationship between organizational factors and the worker productivity

2.7 Research Instrument

Research Question	Research objectives	Research hypothesis	Source of data	Types of data	Analysis techniques
RQ 1: Is there any relationship between the work motivation / work environment element that influence the worker productivity?	i) To determine the relationship between element of work motivation / work environment factor that influence the workers productivity	H1: There is a significant relationship between work motivation / work environment factor and the worker productivity	Questionnaire	Primary Data	i) Validity and reliability analysis ii) Normality analysis iii) Factor analysis iv) Descriptive analysis v) Correlation analysis vi) Multiple regression analysis
RQ 2: Is there any relationship between the organizational factor element that influence the worker productivity?	ii) To determine the relationship between element of organizational factors that influence the workers productivity	H1: The is a significant relationship between organizational factor and the worker productivity	Questionnaire	Primary Data	

2.8 Research Gap

The research gap in conducting this study from the researcher's point of view is that the main gap is the difficulty in getting cooperation to distribute the questionnaire to several departments because they may not be interested in answering it and maybe they have answered many questionnaires before. The second gap or constraint is that there are respondents who are not interested in answering the questionnaire after the researcher has distributes it, but some of them may gave a cooperation. Nevertheless, this study is still carried out by the researcher by requesting cooperation from other departments to distribute the questionnaire to obtain the necessary data for the purpose of the data analysis and to achieve the objectives of the study that have been previously set.

2.9 Summary of The Chapter

In this chapter, the researcher has discussed on a theories and previous studies that serves as a support to the research question and research hypothesis. The relationship of the variable in the framework has also been explain on how it could possibly relate to each other. The Background, Literature Review, Underpinning Theory, Empirical Research, Theoretical Framework, Hypothesis, Research Instrument and Research Gap also cover in detail in this chapter, it will help the researcher to plan for the next steps in this study. For the next chapter the researcher will explain the method of conducting this research which are the methodology of the research.

CHAPTER 3

RESEARCH METHODOLOGY

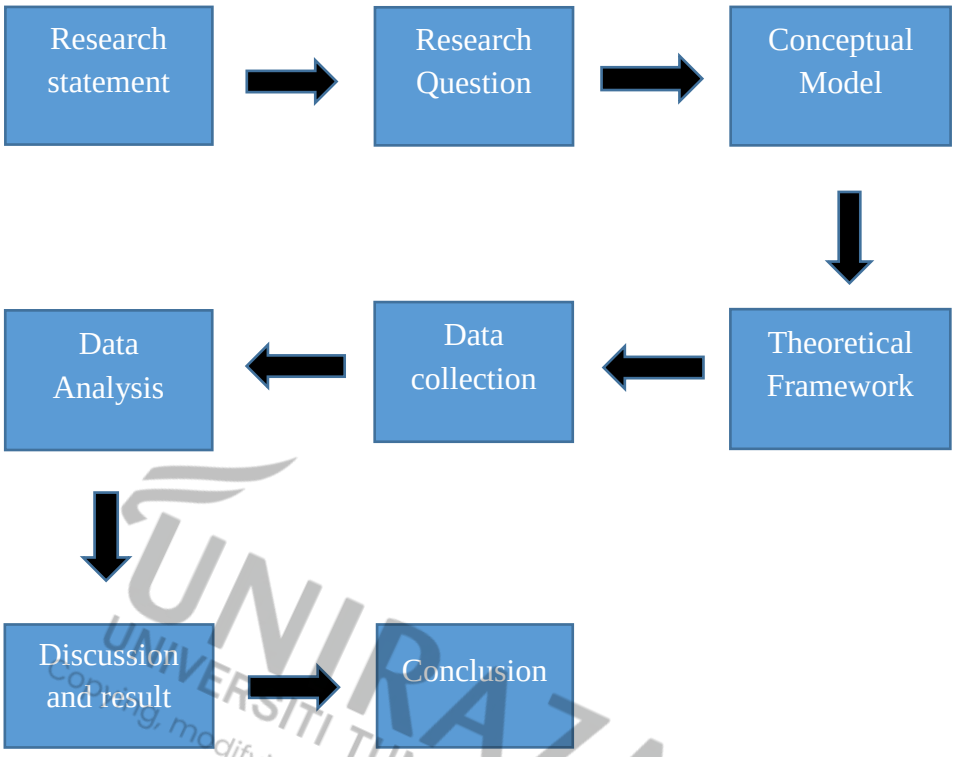
3.0 Overview

In this chapter, it will discuss regarding the methodology of this study which includes Research Design, Population and Sampling Procedures, Data Collection Methods, Operation and Measurement, Reliability and Validity as well as Data Analysis Techniques which the data have been obtained from the questionnaire that filled in by the respondents. This chapter of research methodology is very important because it explains on how and the techniques to analyse the raw data to get the output of the research conducted by the researcher. The focus of this chapter is also to design the right method to conduct the research so that the output of the analysis will be valid and reliable to be used as a finding for the study.

3.1 Research Design

The research design is the method used by the researcher to collect and analyse the variables stated in the study and this study was carried out using a quantitative method with a close ended questionnaire to collect the raw data from the respondents. The questionnaire is divided into two parts, part A consist of demographic questions that are related to the respondents themselves which includes 5 questions and part B is about the research questions that include 12 questions related to independent variables and dependent variable in this study (*refer Chapter 2.5)*. Below is an illustrative step for the researcher to complete the study.

Figure 3.1: Research design flow



In this study it focuses on quantitative survey methods that is want to see the independent variables and dependent variables for the research conducted and it is also based on quantitative studies to systematically identify the relevant variables. The distribution of questionnaire was carried out to respondent from researchers to the selected public and private organizations in Seri Manjung, Perak who had previous experience of WFH to obtain the results of descriptive statistics tests, validity and reliability tests, factor analysis tests, correlation tests, multiple correlation tests and other related analysis using methods from the Statistical Package for the Social Science (SPSS) to fully fill the expected results for this study.

3.2 Population and Sampling Procedures

A population is a total of specific group from which the researcher obtains the raw data to perform the analysis. The population in this study includes respondents from public and private organization at Seri Manjung, Perak who have experienced WFH before. A sampling procedure is a portion from the total population to be used to test the hypothesis about the entire population. Questionnaire has distributed to a few selected organizations which include "Kementerian Perdagangan Dalam Negeri", "Jabatan Pendaftaran Negara" and "Agensi Anti Dadah Kebangsaan" for public organizations and "Sapura Fabrication SDB BHD" and "Lumut Port. SDN. BHD " for private organizations. Of all the respondents concerned, the respondents gave a good cooperation even though some of them were not interested in answering the distributed questionnaire. The other respondents answered the questionnaire successfully.

The researcher used the references from Krejcie & Morgan's (1970) table to determine the number of population and the sample size that needed in this study. The total population from the five selected organizations is 183 people and according to the Krejcie & Morgan (1970) table, the number of the sample size should be between 123 or 127. And the researcher has taken and obtained 127 respondents that answered the questionnaire in this study. Sampling classification and respondent distribution are described in the table below.

Figure 3.2: Krejcie and Morgan (1970)

- **Sample selection**

Jadual Penentuan Saiz Sampel Kajian

Populasi	Sampel	Populasi	Sampel	Populasi	Sampel	Populasi	Sampel
10	10	150	108	460	210	2200	327
15	14	160	113	480	214	2400	331
20	19	170	118	500	217	2600	335
25	24	180	123	600	226	2800	338
30	29	190	127	600	234	3000	341
35	32	200	132	650	242	3500	346
40	36	210	136	700	248	4000	351
45	40	220	140	750	254	4500	354
50	44	230	144	800	260	5000	357
55	48	240	148	850	265	6000	361
60	52	250	152	900	269	7000	364
65	56	260	155	950	274	8000	367
70	59	270	159	1000	278	9000	368
75	63	280	162	1100	285	10000	370
80	66	290	165	1200	291	15000	375
85	70	300	169	1300	297	20000	377
90	73	320	175	1400	302	30000	379
95	76	340	181	1500	306	40000	380
100	80	360	186	1600	310	5000	381
110	86	380	191	1700	313	75000	382
120	92	400	196	1800	317	100000	384
130	97	420	201	1900	320	250000	384
140	103	440	205	2000	322	500000	384

Sumber: Krejcie dan Morgan (1970)

Figure 3.3: Population, Sample and Respondent

List Of Population	Population	Sample and Respondent
Public organization:		
1. Kementerian Perdagangan Dalam Negeri	38	29
2. Jabatan Pendaftaran Negara	20	11
3.Agensi Anti Dadah Kebangsaan	20	16
Private Organization:		
1. Sapura Fabrication SDB BHD	50	39
2. Lumut Port SDB BHD	55	32
Total	**183**	**127**

Figure 3.4: Target Population and Research Population (respondent)

	Public Organization	Private Organization	Total
Public organization:			
1. Kementerian Perdagangan Dalam Negeri	38		
2. Jabatan Pendaftaran Negara	20		
3. Agensi Anti Dadah Kebangsaan	20		
Private organizatin:			
1. Sapura Fabrication SDB BHD		50	
2. Lumut Port SDN BHD		55	
Total	**78**	**105**	**183**

Figure 3.5: The number of sample sizes that have been calculated (Krejcie & Morgan 1970)

	number of population determine by	number of samples and respondent	Percentage (%)
Public organization:			
1. Kementerian Perdagangan Dalam Negeri	38	29	22.84%
2. Jabatan Pendaftaran Negara	20	11	8.66%
3. Agensi Anti Dadah Kebangsaan	20	16	12.60%
Private organizatin:			
4. Sapura Fabrication SDB BHD	50	39	30.71%
5. Lumut Port SDN BHD	55	32	25.20%
Total	**183**	**127**	**100%**

3.3 Data Collection Method

For the preparation of the questionnaire, the researcher chose the method by preparing the questionnaire instead of using the google foam method because through the distribution of the questionnaire, the response is faster compared to the distribution through google foam because at the initial stage the researcher has already prepared the form through google foam but did not get the response as needed and just wasted the researcher's time. This is because the respondent may feel distracted to answer the questionnaire virtually or maybe they have answered many questionnaires before. Next, the researcher decided to distribute the printed questionnaire directly to the respondents to be answered and collected it at the same time the form was distributed. Therefore, with that method, researchers can get the data quickly and directly can proceeds to the next step of the study.

3.4 Operationalization and Measurement

A conceptual model which develops in this study is clear with the direction and the variable that need to study and discuss. With the clear of conceptual and hypothesis development, the study will focus on it and with avoiding waste of time and out of scope in this area of research investigation. It is essential to outline the operationalization of each variable and how it's will measure. The next part will discuss on the operational and measurement of each variable.

3.4.1 Independent Variables

Under the title of this study which are Effect Between Public and Private Organization In Work from Home (WFH): A Case Study At Seri Manjung, Perak. There are a few variables that stated by the researcher to show the relationship and the proof between each of the stated independent variables and the dependent variables. 17 questions had created in the

questionnaire and measure by using the five-point Likert scale that range from 1 - (Strongly disagree), 2 - (Disagree), 3 - (Neutral), 4 - (Agree),5 - (Strongly agree) except for the demographics question. The independent variables in this study are:

1) Work environment / work motivation factor

2) Organization Factors

3.4.2 Dependent Variable

Meanwhile, the dependent variable is the factors that influencing the Effect Between Public and Private Organization in Work from Home (WFH). This issue was the main objectives of this research. The goal of this research is to understand, predict or explain the variability of this variable and the dependent variables are:

1) Productivity

3.5 Reliability and Validity

Reliability and validity are one of the important elements in a study or research to measure the consistency of the measurement. Reliability refers to the consistency of the measurement and the validity is the extent to which the score from the measure represents the variable intended in the study. Before the final analysis, the researcher has also conducted pilot testing (*refer Chapter 4.3*) to test the fit of the questionnaires which result Cronbach Alpha value of more than 0.70 for each measurement including the independent variable and dependent variable

Figure 3.6: Range of reliability and It's coefficient of Cronbach's Alpha

No.	Coefficient of Cronbach's Alpha	Reliability Level
1.	More than 0.90	Excellent
2.	0.80-0.89	Good
3.	0.70-0.79	Acceptable
4.	0.60-0.69	Questionable
5.	0.50 – 0.59	Poor
6.	Less than 0.59	Unacceptable

3.6 Data Analysis Technique

The researcher has used the Statistical Package for the Social Science (SPSS) method, where the data evaluation will be carried out after the data collection and information has been obtained from the respondent. By using this software, it will help the researcher to identify the reliability and validity analysis, normality analysis, factor analysis, descriptive analysis, correlation analysis and multiple correlation analysis, and the results of the analysis that has been conducted have been shown in chapter four.

3.6.1 Descriptive Analysis Technique

In this study the researcher used the descriptive analysis technique to analysis the details of the data obtain that include the frequencies, percentage, mean value, and standard deviation value to clearly represent the tabulation data of the study.

3.6.2 Inferential Analysis Technique

Inferential analysis technique is the analysis technique that uses an analytical tool to make the inferences about the population in the study by examining random samples found. The goal is

to make generalizations about the population. To analyse the data, IBM SPSS was used. The data analysis includes:

• **Validity and Reliability Analysis** = To test the validity and reliability of the data obtained from the questionnaire form filled in by the respondents.

• **The Normality Analysis** = To determine whether the data has a certain statistical distribution called the normal distribution

• **Factor Analysis** = To explain the variability between observed and correlated variables in terms of a potentially lower number of unobserved variables called factors

• **Descriptive Analysis** = To describe or summarize a set of data

• **Correlation Analysis** = To find out if there is a relationship between two variables and how strong the relationship is

• **Multiple Correlation Analysis** = To measure how well a given variable can be predicted using a linear function of a set of other variables.

3.7 Summary of The Chapter

The summary in this chapter is, it is focus on research design, collection, measurement, and analysis of raw data based on the research design that has being developed. It also explains about the population study and sampling procedures and the total respondent that involved in the survey which are from a number of selected public and private organizations in Seri Manjung, Perak. The data collection method is also described in this chapter and the reliability and validity of the data has been explained and how each of the variable in this study has been measured is based on two main variables which are independent variables and dependent variables. And finally in this chapter as well, the data analysis technique that used in this study is also explained to fulfil the objectives of the study that has been explain in chapter one.

CHAPTER 4

FINDINGS OF THE STUDY

4.0 Introduction

This chapter has discussed about the research findings that obtained by preceding the presentation of the profile of the respondents of the study and followed by the findings of the study. There are two research objectives stated in this study. First, to determine the relationship between element of work motivation / work environment factors that influence the worker productivity. Second, to determine the relationship between element of organizational factors that influence the worker productivity. Statistical Package for the Social Science (SPSS) version 23 has been used to analyse the data to fulfil the objectives. The result of this study is presented in the tables. Finally, this chapter is concluding with the conclusion of the study.

4.1 Respondents Demographic Information

This section will explain about the demographic data of the respondents. Demographic data consists of the frequency of gender, age, education level, employment sector and types of organization that are shown in Table 4.1.

Table 4.1: Demographic Data of Respondents

Demographic	Sub-profile	Frequency	Percentage
Gender	Male	55	43.3
	Female	72	56.7
Age	18 - 24 years	6	4.7
	25 - 34 years	77	60.6
	35 - 44 years	21	16.5
	45 - 54 years	19	15.0
	55 years above	4	3.1
Education level	SPM	40	31.5
	STPM	15	11.8
	Diploma	47	37.0
	Degree	24	18.9
	Master / PhD	1	0.8
Employment sector	Public	56	44.1
	Private	71	55.9
Organization	Jabatan Pendaftaran Negara	11	8.7
	Agensi Anti Dadah Kebangsaan	16	12.6

Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna	29	22.8
LUMUT Port	32	25.2
SAPURA Fabrication Sdn Bhd	39	30.7

Table 4.1 shows the type of gender of the respondents in this study. Total of the respondents is 127 respondents (n = 127), 55 respondents are male, constituting 43.3% and 72 respondents are female, constituting 56.7%.

The age of respondent was classified into five categories which were 18 - 24 years, 25 - 34 years, 35 - 44 years, 45 - 54 years, and 55 years above. The distribution showed that most of them which are 60.6% (n = 77) was aged 25 - 34 years. Followed by 16.5% respondent (n = 21) was aged 35 - 44 years, 15.0% respondent (n = 19) was aged 45 - 54 years, 4.7% respondent (n = 6) was aged 18 - 24 years, and lastly 3.1% respondent (n = 4) was aged 55 years above

According to the table 4.1, most of the educational level which is 37.0% (n = 47) were had a Diploma, followed by 31.5% (n = 40) SPM, 18.9% (n = 24) Degree holder, 11.8% (n = 15) STPM, and 0.8% (n = 1) are Master / PhD holder.

Most the employment sector of respondents are 55.9% (n = 71) was working in the private sector, the rest 44.1% (n = 56) was working in the public sector.

For respondents profile according to their organization, 11 of them (8.7%) from Jabatan Pendaftaran Negara, 16 respondents (12.6%) from Agensi Anti Dadah Kebangsaan, 29 respondents (22.8%) from Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna, 32 respondents (25.2%) from LUMUT Port and 39 respondents (30.7%) from SAPURA Fabrication Sdn Bhd.

4.2 Reliability Analysis

Based on the result, the Cronbach's Alpha values for element of productivity, work environment / work motivation factors and organizational factors among the worker of public and private organization at Seri Manjung, Perak are presented as in Table 4.2.

Table 4.2 Reliability Analysis

Variables	Cronbach's Alpha	No of items
Productivity	0.797	4
Work environment / work motivation	0.788	4
Organizational factors	0.741	4

For the dependant variable, which is productivity is 0.797. Cronbach's Alpha for independent variables which, work environment / work motivation factors, and organizational factors are 0.788 and 0.741 respectively. Therefore, the table 4.2 above shows that most of the variables' value more than 0.7 (>0.7) which indicated that the questions are acceptable and have an excellent reliability for further analysis.

4.3 Normality Analysis

The result of the normalization of the data based on the Skewness and Kurtosis statistical tests are shown in Table 4.3.

Table 4.3 Normality Analysis

Variables	Skewness	Kurtosis
Productivity	0.316	0.271
Work environment / work motivation	-0.314	0.091
Organizational factors	-0.205	0.224

Based on the statistical analysis as shown in Table 4.3, it shows that the variables in the study are normally distributed with a mean test result of between ± 2 standard deviations.

The range value of skewness from -0.314 to 0.316. Meanwhile the value of kurtosis is 0.091 to 0.271. From this result, it shows that the data are skewed and kurtosis, which is significantly

normality for productivity, work environment / work motivation factors, and organizational factors. Therefore, the data in this study are suitable for further analysis.

4.4 Factor Analysis

As stated in the Table 4.4, the KMO values range from 0.610 to 0.734. The value of KMO for productivity is 0.734, for work environment / work motivation factors is 0.724, and for organizational factors is 0.610. The variances explained is between 56.84% and 62.97%. Therefore, the values of KMO which are above 0.50, are acceptable. The Bartlett's Test of Sphericity (BtoS) values of all variables are also significant (p is less than 0.01).

Table 4.4 Results of Factor Analysis

	No of item	KMO Value	Bartlett's Test of Sphericity	Eigen value	Variance explain	Sig. P
Productivity	4	0.734	189.880	2.519	62.969	.000
Work environment / work motivation	4	0.724	199.535	2.495	62.372	.000
Organizational factors	4	0.610	148.630	2.274	56.840	.000

4.5 Descriptive Analysis

The descriptive analysis was conducted to obtain the frequencies, percentage, mean value, and standard deviation value to clearly represent the data tabulation of the research.

4.5.1 Productivity

In this research, the productivity among the workers of public and private organization is measured by four (4) items. Table 4.5 indicates that all items had a moderate score value. The item that indicates the highest moderate score is '*I will take a regular break when doing my work to maintain my productivity.*' (mean = 3.39, SD = 0.910) and is followed by '*It is easy to "turn of work mood" at the end of the day.*' (mean = 3.35, SD = 0.904), '*I feel as productive*

working at home as I'm at the office / workplace.' (mean = 3.09, SD = 1.039) and '*Work from home can increase my productivity.*' (mean = 3.02, SD = 1.035). Overall, the score of productivity (mean = 3.21, SD = 0.768) is at the moderate level.

Table 4.5 Productivity

No	Statements	SD	D	N	A	SA	Mean	SD
Q1	Work from home can increase my productivity.	7 (5.5)	34 (26.8)	46 (36.2)	29 (22.8)	11 (8.7)	3.02	1.035
Q2	I feel as productive working at home as I am at the office / workplace.	5 (3.9)	36 (28.3)	41 (32.3)	33 (26.0)	12 (9.4)	3.09	1.039
Q3	I will take a regular break when doing my work to maintain my productivity.	2 (1.6)	18 (14.2)	48 (37.8)	46 (36.2)	13 (10.2)	3.39	.910
Q4	It is easy to "turn of work mood" at the end of the day.	2 (1.6)	17 (13.4)	56 (44.1)	38 (29.9)	14 (11.0)	3.35	.904
	Overall						**3.21**	**.768**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

4.5.2 Work Environment / Work Motivation factors

In this research, the work environment / work motivation factors among the workers of public and private organization is measured by four (4) items. Table 4.6 indicates that all items had a high score value. The item that indicates the highest score is '*I would like to look forward and feel safe to returning to the office / workplace.*' (mean = 3.77, SD = 0.875) and is followed by '*My colleagues always keep me in the loop to maintain my work motivation.*' (mean = 3.74, SD = 0.726), '*I feel motivated when I have to be in the office when not many people are around.*' (mean = 3.71, SD = 0.846) and '*I prefer with the working condition at the office / workplace rather than at home.*' (mean = 3.69, SD = 0.964). Overall, the score of work environment / work motivation factors (mean = 3.73, SD = 0.670) is at the high level.

Table 4.6 Work Environment / Work Motivation factors

No	Statements	SD	D	N	A	SA	Mean	SD
Q5	I prefer with the working condition at the office / workplace rather than at home.	4 (3.1)	9 (7.1)	33 (26.0)	57 (44.9)	24 (18.9)	3.69	.964

Q6	I would like to look forward and feel safe to returning to the office / workplace.	2 (1.6)	8 (6.3)	30 (23.6)	64 (50.4)	23 (18.1)	3.77	.875
Q7	I feel motivated when I have to be in the office when not many people are around.	3 (2.4)	4 (3.1)	39 (30.7)	62 (48.8)	19 (15.0)	3.71	.846
Q8	My colleagues always keep me in the loop to maintain my work motivation.	0 (0.0)	4 (3.1)	42 (33.1)	64 (50.4)	17 (13.4)	3.74	.726
	Overall						**3.73**	**.670**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

4.5.3 Organizational Factors

In this research, the organizational factors among the workers of public and private organization is measured by four (4) items. Table 4.7 indicates that all items had a moderate score value. The item that indicates the highest moderate score is '*My employer follows the government's recommendation to work from home.*' (mean = 3.64, SD = 0.997) and is followed by '*Work from home objectives, rules and regulation have been clearly stated to me by my employer especially for my employment sector.*' (mean = 3.57, SD = 0.922), '*WFH has had a positive impact on my work as I am a public / private servant.*' (mean = 3.27, SD = 1.019) and '*My employer provides an adequate of digital support for their employees to perform their task from home to avoid their employee's work ability effected during WFH.*' (mean = 3.16, SD = 1.057). Overall, the score of organizational factors (mean = 3.41, SD = 0.751) is at the moderate level.

Table 4.7 Organizational Factors

No	Statements	SD	D	N	A	SA	Mean	SD
Q9	My employer follows the government's recommendation to work from home.	3 (2.4)	14 (11.0)	34 (26.8)	51 (40.2)	25 (19.7)	3.64	.997
Q10	Work from home objectives, rules and regulation have been clearly stated to me by my employer especially for my employment sector.	2 (1.6)	12 (9.4)	45 (35.4)	48 (37.8)	20 (15.7)	3.57	.922

Q11	My employer provides an adequate of digital support for their employees to perform their task from home to avoid their employee's work ability effected during WFH.	9 (7.1)	27 (21.3)	34 (26.8)	49 (38.6)	8 (6.3)	3.16	1.057
Q12	WFH has had a positive impact on my work as I am a public / private servant.	4 (3.1)	28 (22.0)	38 (29.9)	44 (34.6)	13 (10.2)	3.27	1.019
	Overall						**3.41**	**.751**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

4.6 Correlation Analysis

Correlation analysis is explained about the relationship between the dependent variable and independent variables. Its show the direction, significance and strength of the variables of this study. Table 4.8 on Pearson Correlation Coefficient matrix below, shows that the organizational factors ($r = 0.404$, $p < 0.01$) are correlated positively with productivity among the workers of public and private organization. Meanwhile, the work environment / work motivation factors ($r = 0.089$, $p > 0.05$) are not correlated with productivity among the workers of public and private organization.

Table 4.8 Pearson Correlation Coefficient Analysis

	Productivity	**Work environment / work motivation**	**Organization factors**
Productivity	1	-.089	.404**
Work environment / work motivation factors	-.089	1	.106
Organizational factors	.404**	.106	1

** $p < 0.01$

4.7 Multiple Regression Analysis

Multiple linear regression analysis was carried out with 2 factors as an important predictive variables: work environment / work motivation factors and organizational factors. The results showed that the prediction model for productivity was significant [F (2, 124) = 13.671, p <

0.05], and R-square of this model was 0.181, which is this model explained 18.1% of the variance of productivity.

Table 4.9 Coefficient Analysis for Productivity

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig. P
		B	Std. Error	Beta		
1	(Constant)	2.328	.432		5.392	.000
	Work environment / work motivation factors	-.153	.094	-.133	-1.631	.105
	Organizational factors	.428	.084	.418	5.112	.000
a. Dependent Variable: Productivity						
R-square = 0.181, F 2, 124) = 13.671, Sig. F = 0.000						

The outcomes show a significant relationship between organizational factors and productivity, ß = 0.418, *t* (124) = 5.112, p < 0.01. Based on the results, hypothesis alternative two are accepted in this study. Meanwhile, work environment / work motivation factors, ß = -0.133, *t* (124) = -1.631, p > 0.05 does not show a significant relationship with the productivity. Hence, hypothesis alternative one is rejected in this study.

H1 There is a significant relationship between work motivation / work environment factors and the worker productivity

Table 4.9 explains that the work motivation / work environment factors have no significant relationship with the worker productivity, Beta = -0.133, *t* (124) = -1.631, p > 0.05. Therefore, H1 are rejected and it is unvalidated that there is no relationship between work motivation / work environment factors and the worker productivity.

H2 There is a significant relationship between organizational factors and the worker productivity

Table 4.9 explain that the organizational factors is correlated and has a significant relationship with the worker productivity, Beta = 0.418, t (124) = 5.112, $p < 0.01$. Therefore, H2 are accepted and it is validated that the relationship between organizational factors and the worker productivity have a positively significant.

4.8 Conclusion

This chapter outlines the findings of the data analysis to achieve the objectives of this study. To conclude, the results of the data analysis are clearly reported in each section. There are two hypothesis that tested, which is one (1) hypothesis are accepted, and rest one (1) hypothesis are rejected in this study.

Table 4.10 Hypothesis Testing Summary

	Hypothesis	Result
H1	There is a significant relationship between work motivation / work environment factors and the worker productivity	Rejected
H2	There is a significant relationship between organizational factors and the worker productivity	Accepted

4.9 Findings of The Study (Public)

This section will discuss about the research findings that obtained by preceding the presentation of the profile of the respondents of the public organization and followed by the findings of the study. Statistical Package for the Social Science (SPSS) version 23 has been used to analyse the data to fulfil the objectives. The result of this study is presented in tables and this section will concludes with the conclusion of the study.

4.9.1 Respondents Demographic Information

This section explains about the demographic data of the respondents of the public organization at Seri Manjung, Perak. Demographic data consists of the frequency of gender, age, education level and organization are shown in Table 4.11.

Table 4.11: Demographic Data of Respondents (Public Organization)

Demographic	Sub-profile	Frequency	Percentage
Gender	Male	22	39.3
	Female	34	60.7
Age	18 - 24 years	2	3.6
	25 - 34 years	32	57.1
	35 - 44 years	10	17.9
	45 - 54 years	9	16.1
	55 years above	3	5.4
Education level	SPM	16	28.6
	STPM	7	12.5
	Diploma	19	33.9
	Degree	14	25.0
Organization	Jabatan Pendaftaran Negara	11	19.6
	Agensi Anti Dadah Kebangsaan	16	28.6
	Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna	29	51.8

Table 4.11 shows the gender of the respondents in this research. Of the total of 56 respondents (n = 56), 22 respondents are male, constituting 39.3% and 34 respondents are female, constituting 60.7%.

The age of respondent was classified into five categories which were 18 - 24 years, 25 - 34 years, 35 - 44 years, 45 - 54 years, and 55 years above. The distribution showed that most of them which are 57.1% (n = 32) was aged 25 - 34 years. Followed by 17.9% respondent (n = 10) was aged 35 - 44 years, 16.1% respondent (n = 9) was aged 45 - 54 years, 5.4% respondent (n = 3) was aged 55 years above, and lastly 3.6% respondent (n = 2) was aged 18 - 24 years.

According to the table 4.11, most of the educational level which is 33.9% (n = 19) were had Diploma, followed by 28.6% (n = 16) SPM, 25.0% (n = 14) Degree holder, and 12.5% (n = 7) STPM.

As for respondents' profile according to their organization, 11 of them (8.7%) from Jabatan Pendaftaran Negara, 16 respondents (12.6%) from Agensi Anti Dadah Kebangsaan, and 29 respondents (22.8%) from Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna.

4.9.2 Reliability Analysis

Based on the result, the Cronbach's Alpha values for element of productivity, work environment / work motivation factors and organizational factors among the worker of public organization at Seri Manjung, Perak are presented as in Table 4.12.

Table 4.12 Reliability Analysis (Public Organization)

Variables	Cronbach's Alpha	N of items
Productivity	0.826	4
Work environment / work motivation	0.780	4
Organizational factors	0.792	4

For the dependant variable, which is productivity is 0.826. Cronbach's Alpha for independent variables which, work environment / work motivation factors , and organizational factors are 0.780 and 0.792 respectively. Therefore, the table 4.12 above shows that most of the variables' value more than 0.7 (>0.7) which indicated that the questions are acceptable and have an excellent reliability for further analysis.

4.9.3 Normality Analysis

The result of the normalization of the data of the public organization based on the Skewness and Kurtosis statistical tests are shown in Table 4.13.

Table 4.13 Normality Analysis (Public Organization)

Variables	Skewness	Kurtosis
Productivity	.238	1.031
Work environment / work motivation	-.221	-.776
Organizational factors	-.422	.708

Based on the statistical analysis as shown in Table 4.13, it is shown that the variables in the study are normally distributed with a mean test result of between ± 2 standard deviations. The value range of skewness from -0.422 to 0.238. Meanwhile the value of kurtosis is - 0.776 to 1.031. From this result, it shows that the data of public organization are skewed and kurtosis, which is significantly normality for productivity, work environment / work motivation factors, and organizational factors. Therefore, the data in this study are suitable for further analysis.

4.9.4 Factor Analysis

As stated in the Table 4.14, the KMO values range among the worker of public organization at Seri Manjung, Perak from 0.675 to 0.772. The value of KMO for productivity is 0.772, for work environment / work motivation factors is 0.675, and for organizational factors is 0.728. Variances explained is between 62.16% and 65.797%. Therefore, the values of KMO which are above 0.50, are acceptable. The Bartlett's Test of Sphericity (BtoS) values of all variables are also significant (p is less than 0.01).

Table 4.14 Results of Factor Analysis (Public Organization)

	No of item	KMO Value	Bartlett's Test of Sphericity	Eigen value	Variance explain	Sig. P
Productivity	4	0.772	86.255	2.631	65.783	.000
Work environment / work motivation	4	0.675	83.565	2.486	62.155	.000
Organizational factors	4	0.728	88.294	2.632	65.789	.000

4.9.5 Descriptive Analysis

The descriptive analysis was conducted to obtain the frequencies, percentage, mean value, and standard deviation value to clearly represent the data tabulation of the research.

a) Productivity

In this research, the productivity among the workers of public organization is measured by four (4) items. Table 4.15 indicates that all items had a moderate score value. The item that indicates the highest moderate score is '*I will take a regular break when doing my work to maintain my productivity.*' (mean = 3.52, SD = 0.853) and is followed by '*It is easy to "turn of work mood" at the end of the day.*' (mean = 3.38, SD = 0.752), '*I feel as productive working at home as I'm at the office / workplace.*' (mean = 3.18, SD = 0.956) and '*Work from home can increase my productivity.*' (mean = 3.04, SD = 0.914). Overall, the score of productivity (mean = 3.28, SD = 0.707) is at the moderate level

Table 4.15 Productivity (Public Organization)

No	Statements	SD	D	N	A	SA	Mean	SD
Q1	Work from home can increase my productivity.	2 (3.6)	13 (23.2)	25 (44.6)	13 (23.2)	3 (5.4)	3.04	.914
Q2	I feel as productive working at home as I'm at the office / workplace.	2 (3.6)	11 (19.6)	22 (39.3)	17 (30.4)	4 (7.1)	3.18	.956
Q3	I will take a regular break when doing my work to maintain my productivity.	1 (1.8)	5 (8.9)	19 (33.9)	26 (46.4)	5 (8.9)	3.52	.853
Q4	It is easy to "turn of work mood" at the end of the day.	0 (0.0)	4 (7.1)	32 (57.1)	15 (26.8)	5 (8.9)	3.38	.752
	Overall						**3.28**	**.707**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

b) Work Environment / Work Motivation Factors

In this research, the work environment / work motivation factors among the workers of public organization is measured by four (4) items. Table 4.16 indicates that two (2) items have the

high score while the other two (2) items have a moderate score value. The item that indicates the highest score is '*I feel motivated when I have to be in the office when not many people are around.*' (mean = 3.79, SD = 0.803) and is followed by '*I prefer with the working condition at the office / workplace rather than at home.*' (mean = 3.70, SD = 0.913). Meanwhile, the highest rank for moderate score value is '*I would like to look forward and feel safe to returning to the office / workplace.*' (mean = 3.66, SD = 0.859) and is followed by '*My colleagues always keep me in the loop to maintain my work motivation.*' (mean = 3.62, SD = 0.676). Overall, the score of work environment / work motivation factors (mean = 3.69, SD = 0.641) is at the high level.

Table 4.16 Work Environment / Work Motivation (Public Organization)

No	Statements	SD	D	N	A	SA	Mean	SD
Q5	I prefer with the working condition at the office / workplace rather than at home.	1 (1.8)	4 (7.1)	16 (28.6)	25 (44.6)	10 (17.9)	3.70	.913
Q6	I would like to look forward and feel safe to returning to the office / workplace.	0 (0.0)	5 (8.9)	18 (32.1)	24 (42.9)	9 (16.1)	3.66	.859
Q7	I feel motivated when I have to be in the office when not many people are around.	0 (0.0)	3 (5.4)	16 (28.6)	27 (48.2)	10 (17.9)	3.79	.803
Q8	My colleagues always keep me in the loop to maintain my work motivation.	0 (0.0)	2 (3.6)	21 (37.5)	29 (51.8)	4 (7.1)	3.62	.676
	Overall						**3.69**	**.641**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

c) Organizational Factors

In this research, the organizational factors among the workers of public organization is measured by four (4) items. Table 4.17 indicates that all items had a moderate score value. The item that indicates the highest moderate score is '*My employer follows the government's recommendation to work from home.*' (mean = 3.61, SD = 0.985) and is followed by '*Work from home objectives, rules and regulation have been clearly stated to me by my employer especially for my employment sector.*' (mean = 3.48, SD = 0.874), '*WFH has had a positive impact on my work as I am a public / private servant.*' (mean = 3.36, SD = 0.903) and '*My*

employer provides an adequate of digital support for their employees to perform their task from home to avoid their employee's work ability effected during WFH.' (mean = 3.16, SD = 1.023). Overall, the score of organizational factors (mean = 3.40, SD = 0.762) is at the moderate level.

Table 4.17 Organizational Factors (Public Organization)

No	Statements	SD	D	N	A	SA	Mean	SD
Q9	My employer follows the government's recommendation to work from home.	2 (3.6)	5 (8.9)	15 (26.8)	25 (44.6)	9 (16.1)	3.61	.985
Q10	Work from home objectives, rules and regulation have been clearly stated to me by my employer especially for my employment sector.	1 (1.8)	6 (10.7)	19 (33.9)	25 (44.6)	5 (8.9)	3.48	.874
Q11	My employer provides an adequate of digital support for their employees to perform their task from home to avoid their employee's work ability effected during WFH.	3 (5.4)	12 (21.4)	18 (32.1)	19 (33.9)	4 (7.1)	3.16	1.023
Q12	WFH has had a positive impact on my work as I am a public / private servant.	1 (1.8)	9 (16.1)	19 (33.9)	23 (41.1)	4 (7.1)	3.36	.903
	Overall						**3.40**	**.762**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

4.9.6 Correlation Analysis

Correlation analysis explains the relationship between the dependent variable and independent variables. Its show the direction, significance and strength of the variables of this study. Table 4.18 on Pearson Correlation Coefficient matrix below, shows that the organizational factors ($r = 0.629$, $p < 0.01$) are correlated positively with productivity among the workers of public organization. Meanwhile, the work environment / work motivation factors ($r = 0.084$, $p > 0.05$) are not correlated with productivity among the workers of public organization.

Table 4.18 Pearson Correlation Coefficient Analysis (Public Organization)

	Productivity	Work environment / work motivation	Organization factors
Productivity	1	-.084	.629**
Work environment / work motivation	-.084	1	.109
Organizational factors	.629**	.109	1

** $p < 0.01$

4.9.7 Multiple Regression Analysis

Multiple linear regression analysis was carried out with 2 factors as important predictive variables: work environment / work motivation factors, and organizational factors. The results showed that the prediction model for productivity was significant [F 2, 53) = 19.179, $p < 0.05$], and R-square of this model was 0.420, which is this model explained 42.0% of the variance of productivity.

Table 4.19 Coefficient Analysis for Productivity (Public Organization)

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig. P
		B	Std. Error	Beta		
1	(Constant)	1.868	.517		3.610	.001
	Work environment / work motivation	-.170	.116	-.155	-1.470	.147
	Organizational factors	.599	.098	.646	6.141	.000
a. Dependent Variable: Productivity						
R-square = 0.420, F (2, 53) = 19.179, Sig. F = 0.000						

The outcomes show a significant relationship between organizational factors and productivity, ß = 0.646, t (53) = 6.141, $p < 0.01$. Based on the results, hypotheses alternative two (H2a) are accepted in this study. Meanwhile, work environment / work motivation factors, ß = -0.155, t (53) = -1.470, $p > 0.05$ does not show a significant relationship with the productivity. Hence, hypotheses alternative one (H1a) are rejected in this study.

H1a There is a significant relationship between work motivation / work environment factors and the worker productivity at the public organization.

Table 4.19 explains that the work motivation / work environment factors have no significant relationship with the worker productivity, Beta = -0.155, t (53) = -1.470, $p > 0.05$. Therefore, H1a are rejected and it is unvalidated that there is no relationship between work motivation / work environment factors and the worker productivity at the public organization.

H2a There is a significant relationship between organizational factors and the worker productivity at the public organization

Table 4.19 explains that the organizational factors is correlated and has a significant relationship with the worker productivity, Beta = 0.646, t (53) = 6.141, $p < 0.01$. Therefore, H2a are accepted and it is validated that the relationship between organizational factors and the worker productivity at the public organization have a positively significant.

4.9.8 Conclusion

This section outlines the findings of the research data analysis to achieve the objectives of this study. To conclude, the results of the data analysis are clearly reported in each section. There are two hypothesis tested at the public organization, which is one (1) hypothesis are accepted, and rest one (1) hypothesis are rejected in this study.

Table 4.20 Hypothesis Testing Summary (Public Organization)

	Hypothesis	Result
H1a	There is a significant relationship between work motivation / work environment factors and the worker productivity at the public organization.	Rejected
H2a	There is a significant relationship between organizational factors and the worker productivity at the public organization	Accepted

4.10 Findings of The Study (Private)

This section will discuss about the research findings that obtained by preceding the presentation of the profile of the respondents of the private organization and followed by the findings of the study. Statistical Package for the Social Science (SPSS) version 23 has been

used to analyse the data to fulfil the objectives. The result of this study is presented in tables and this section will concludes with the conclusion of the study.

4.10.1 Respondents Demographic Information

This section explains about the demographic data of the respondents of the private organization at Seri Manjung, Perak. Demographic data consists of the frequency of gender, age, education level and organization are shown in Table 4.21.

Table 4.21: Demographic Data of Respondents (Private Organization)

Demographic	Sub-profile	Frequency	Percentage
Gender	Male	33	46.5
	Female	38	53.5
Age	18 - 24 years	4	5.6
	25 - 34 years	45	63.4
	35 - 44 years	11	15.5
	45 - 54 years	10	14.1
	55 years above	1	1.4
Education level	SPM	24	33.8
	STPM	8	11.3
	Diploma	28	39.4
	Degree	10	14.1
	Master / PhD	1	1.4
Organization	LUMUT Port	32	45.1
	SAPURA Fabrication Sdn Bhd	39	54.9

Table 4.21 shows the gender of the respondents in this research. Of the total of 71 respondents (n = 71), 33 respondents are male, constituting 46.5% and 38 respondents are female, constituting 53.5%.

The age of respondent was classified into five categories which were 18 - 24 years, 25 - 34 years, 35 - 44 years, 45 - 54 years, and 55 years above. The distribution showed that most of them which are 63.4% (n = 45) was aged 25 - 34 years. Followed by 15.5% respondent (n = 11) was aged 35 - 44 years, 14.1% respondent (n = 10) was aged 45 - 54 years, 5.6% respondent (n = 4) was aged 18 - 24 years, and lastly 1.4% respondent (n = 1) was aged 55 years above.

According to the table 4.21, most of the educational level which is 39.4% (n = 28) were had Diploma, followed by 33.8% (n = 24) SPM, 14.1% (n = 10) Degree holder, 11.3% (n = 8) STPM, and 1.4% (n = 1) are Master / PhD holder.

As for respondents' profile according to organization, 32 of them (45.1%) from LUMUT Port and 39 respondents (54.9%) from SAPURA Fabrication Sdn Bhd.

4.10.2 Reliability Analysis

Based on the result, the Cronbach's Alpha values for element of productivity, work environment / work motivation factors and organizational factors among the worker of private organization at Seri Manjung, Perak are presented as in Table 4.22.

Table 4.22 Reliability Analysis (Private Organization)

Variables	Cronbach's Alpha	N of items
Productivity	0.790	4
Work environment / work motivation	0.818	4
Organizational factors	0.682	4

For the dependant variable, which is productivity is 0.790. Cronbach's Alpha for independent variables which, work environment / work motivation factors, and organizational factors are 0.818 and 0.682 respectively. Therefore, the table 4.22 above shows that most of the variables' value more than 0.6 (>0.6) which indicated that the questions are acceptable and have a good reliability for further analysis.

4.10.3 Normality Analysis

The result of the normalization of the data of the private organization based on the Skewness and Kurtosis statistical tests are shown in Table 4.23.

Table 4.23 Normality Analysis (Private Organization)

Variables	Skewness	Kurtosis
Productivity	.408	-.003
Work environment / work motivation	-.396	.663
Organizational factors	-.029	-.082

Based on the statistical analysis as shown in Table 4.23, it is shown that the variables in the study are normally distributed with a mean test result of between ± 2 standard deviations. The value range of skewness from -0.396 to 0.408. Meanwhile the value of kurtosis is -0.082 to 0.663. From this result, it shows that the data of the private organization are skewed and kurtosis, which is significantly normality for productivity, work environment / work motivation factors, and organizational factors. Therefore, the data in this study are suitable for further analysis.

4.10.4 Factor Analysis

As stated in the Table 4.24, the KMO values range among the worker of private organization at Seri Manjung, Perak from 0.534 to 0.734. The value of KMO for productivity is 0.692, for work environment / work motivation factors is 0.734, and for organizational factors is 0.534. Variances explained is between 51.87% and 63.86%. Therefore, the values of KMO which are above 0.50, are acceptable. The Bartlett's Test of Sphericity (BtoS) values of all variables are also significant (p is less than 0.01).

Table 4.24 Results of Factors Analysis (Private Organization)

	No of item	KMO Value	Bartlett's Test of Sphericity	Eigen value	Variance explain	Sig. P
Productivity	4	0.692	108.291	2.477	61.932	.000

Work environment / work motivation	4	0.734	130.630	2.554	63.858	.000
Organizational factors	4	0.534	74.074	2.075	51.874	.000

4.10.5 Descriptive Analysis

The descriptive analysis was conducted to obtain the frequencies, percentage, mean value, and standard deviation value to clearly represent the data tabulation of the research.

a) Productivity

In this research, the productivity among the workers of private organization is measured by four (4) items. Table 4.25 indicates that all items had a moderate score value. The item that indicates the highest moderate score is '*It is easy to "turn of work mood" at the end of the day.*' (mean = 3.34, SD = 1.013) and is followed by '*I will take a regular break when doing my work to maintain my productivity.*' (mean = 3.30, SD = 0.947), '*Work from home can increase my productivity.*' (mean = 3.01, SD = 1.127) and '*I feel as productive working at home as I'm at the office / workplace.*' (mean = 3.01, SD = 1.102). Overall, the score of productivity (mean = 3.17, SD = 0.815) is at the moderate level.

Table 4.25 Productivity (Private Organization)

No	Statements	SD	D	N	A	SA	Mean	SD
Q1	Work from home can increase my productivity.	5 (7.0)	21 (29.6)	21 (29.6)	16 (22.5)	8 (11.3)	3.01	1.127
Q2	I feel as productive working at home as I'm at the office / workplace.	3 (4.2)	25 (35.2)	19 (26.8)	16 (22.5)	8 (11.3)	3.01	1.102
Q3	I will take a regular break when doing my work to maintain my productivity.	1 (1.4)	13 (18.3)	29 (40.8)	20 (28.2)	8 (11.3)	3.30	.947
Q4	It is easy to "turn of work mood" at the end of the day.	2 (2.8)	13 (18.3)	24 (33.8)	23 (32.4)	9 (12.7)	3.34	1.013
	Overall						**3.17**	**.815**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

b) Work Environment / Work Motivation Factors

In this research, the work environment / work motivation factors among the workers of private organization are measured by four (4) items. Table 4.26 indicates that three (3) items have the high score while the other one (1) item have a moderate score value. The item that indicates the highest score is '*I would like to look forward and feel safe to returning to the office / workplace.*' (mean = 3.86, SD = 0.883) and is followed by '*My colleagues always keep me in the loop to maintain my work motivation.*' (mean = 3.83, SD = 0.756) and '*I prefer with the working condition at the office / workplace rather than at home.*' (mean = 3.69, SD = 1.008). Meanwhile, the highest rank for moderate score value is '*I feel motivated when I have to be in the office when not many people are around.*' (mean = 3.65, SD = 0.880). Overall, the score of work environment / work motivation factors (mean = 3.76, SD = 0.694) is at the high level.

Table 4.26 Work Environment / Work Motivation (Private Organization)

No	Statements	SD	D	N	A	SA	Mean	SD
Q5	I prefer with the working condition at the office / workplace rather than at home.	3 (4.2)	5 (7.0)	17 (23.9)	32 (45.1)	14 (19.7)	3.69	1.008
Q6	I would like to look forward and feel safe to returning to the office / workplace.	2 (2.8)	3 (4.2)	12 (16.9)	40 (56.3)	14 (19.7)	3.86	.883
Q7	I feel motivated when I have to be in the office when not many people are around.	3 (4.2)	1 (1.4)	23 (32.4)	35 (49.3)	9 (12.7)	3.65	.880
Q8	My colleagues always keep me in the loop to maintain my work motivation.	0 (0.0)	2 (2.8)	21 (29.6)	35 (49.3)	13 (18.3)	3.83	.756
	Overall						**3.76**	**.694**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

c) Organizational Factors

In this research, the organizational factors among the workers of private organization are measured by four (4) items. Table 4.27 indicates that all items had a moderate score value. The item that indicates the highest moderate score is '*My employer follows the government's*

recommendation to work from home.' (mean = 3.66, SD = 1.013) and is followed by '*Work from home objectives, rules and regulation have been clearly stated to me by my employer especially for my employment sector.*' (mean = 3.63, SD = 0.960), '*WFH has had a positive impact on my work as I am a public / private servant.*' (mean = 3.20, SD = 1.103) and '*My employer provides an adequate of digital support for their employees to perform their task from home to avoid their employee's work ability effected during WFH.*' (mean = 3.15, SD = 1.091). Overall, the score of organizational factors (mean = 3.41, SD = 0.747) is at the moderate level.

Table 4.27 Organizational Factors (Private Organization)

No	Statements	SD	D	N	A	SA	Mean	SD
Q9	My employer follows the government's recommendation to work from home.	1 (1.4)	9 (12.7)	19 (26.8)	26 (36.6)	16 (22.5)	3.66	1.013
Q10	Work from home objectives, rules and regulation have been clearly stated to me by my employer especially for my employment sector.	1 (1.4)	6 (8.5)	26 (36.6)	23 (32.4)	15 (21.1)	3.63	.960
Q11	My employer provides an adequate of digital support for their employees to perform their task from home to avoid their employee's work ability effected during WFH.	6 (8.5)	15 (21.1)	16 (22.5)	30 (42.3)	4 (5.6)	3.15	1.091
Q12	WFH has had a positive impact on my work as I am a public / private servant.	3 (4.2)	19 (26.8)	19 (26.8)	21 (29.6)	9 (12.7)	3.20	1.103
	Overall						**3.41**	**.747**

(Level: Low = 1.00 – 2.33, Moderate = 2.34 – 3.66, High = 3.67 – 5.00)

4.10.6 Correlation Analysis

Correlation analysis explains the relationship between the dependent variable and independent variables. Its show the direction, significance and strength of the variables of this study. Table 4.28 on Pearson Correlation Coefficient matrix below, shows that organizational factors ($r = 0.252$, $p < 0.05$) are correlated positively with productivity among the workers of private organization. Meanwhile, the work environment / work motivation factors ($r = 0.087$, $p > 0.05$) are not correlated with productivity among the workers of private organization.

Table 4.28 Pearson Correlation Coefficient Analysis (Private Organization)

	Productivity	**Work environment / work motivation**	**Organization factors**
Productivity	1	-.087	.252*
Work environment / work motivation	-.087	1	.103
Organizational factors	.252*	.103	1

* $p < 0.05$

4.10.7 Multiple Regression Analysis

Multiple linear regression analysis was carried out with 2 factors as important predictive variables: work environment / work motivation factors, and organizational factors. The results showed that the prediction model for productivity was not significant [F (2, 68) = 2.810, $p > 0.05$], and R-square of this model was 0.076, which is this model explained 7.6% of the variance of productivity.

Table 4.29 Coefficient Analysis for Productivity (Private Organization)

Model		**Unstandardized Coefficients**		**Standardized Coefficients**	**t**	**Sig. P**
		B	Std. Error	Beta		
1	(Constant)	2.688	.648		4.149	.000
	Work environment / work motivation	-.134	.138	-.114	-.976	.332
	Organizational factors	.288	.128	.264	2.249	.028

a. Dependent Variable: Productivity

R-square = 0.076, F (2, 68) = 2.810, Sig. F = 0.067

The outcomes show a significant relationship between organizational factors and productivity, ß = 0.264, t (68) = 2.249, $p < 0.05$. Based on the results, hypotheses alternative two (H2b) are accepted in this study. Meanwhile, work environment / work motivation factors, ß = -0.114, t (68) = -0.976, $p > 0.05$ does not show a significant relationship with the productivity. Hence, hypotheses alternative one (H1b) are rejected in this study.

H1b There is a significant relationship between work motivation / work environment factors and the worker productivity at the private organization

Table 4.19 explains that the work motivation / work environment factors have no significant relationship with the worker productivity, Beta = -0.114, *t* (68) = -0.976, p > 0.05. Therefore, H1b are rejected and it is unvalidated that there is no relationship between work motivation / work environment factors and the worker productivity at the private organization.

H2b There is a significant relationship between organizational factors and the worker productivity at the private organization

Table 4.19 explains that the organizational factors is correlated and has a significant relationship with the worker productivity, Beta = 0.264, *t* (68) = 2.249, p < 0.05. Therefore, H2b are accepted and it is validated that the relationship between organizational factors and the worker productivity at the private organization have a positively significant.

4.10.8 Conclusion

This section outlines the findings of the research data analysis to achieve the objectives of this study. To conclude, the results of the data analysis are clearly reported in each section. There are two hypothesis a tested at the private organization, which is one (1) hypothesis are accepted, and rest one (1) hypothesis are rejected in this study.

Table 4.30 Hypothesis Testing Summary (Private Organization)

	Hypothesis	Result
H1b	There is a significant relationship between work motivation / work environment factors and the worker productivity at the private organization	Rejected
H2b	There is a significant relationship between organizational factors and the worker productivity at the private organization	Accepted

CHAPTER FIVE

CONCLUTION

5.0 Recap of The Study

In this chapter after the data has been obtained and analysed, the researcher can examine the reliability of the study and the researcher will also can explain more about the results and what has been obtained from the chapter four which is the results of the study based on the results from IBM SPSS's analysis. From there, researcher will arrive to conclude the results and provide insights into the recommendations based on that finding. In addition, the researcher also wants to highlight the implications to provide a guidance to other researchers. In this chapter, it will also discuss about the limitation of the study, what are the obstacles to solving the problems that arise, recommendation and the conclusion for the future research

5.1 Implication of The Study

In the study conducted regarding the issue of WFH between public and private organization, the results that have been found shows that it is important to highlight that findings that may be important for the policy maker, the practice and for the subsequent research. For the policy maker, they should establish more guidelines and work procedures if they want to adapt this system of WFH in the future so that both parties which are the employer and the employee can gain a mutual benefit from this new system. If the Ministry of Human Resource or the employer want to practice this system, make sure that the worker is ready to avoid unnecessary problem by conducting a related courses and training before fully practicing it. In addition, for the future research it was a good suggestion for them to further diversify this study on this topic so that all parties can get the benefit and also will get other useful information for the common knowledge.

5.2 Limitation of The Study

The main limitation of this study is the difficulty in getting cooperation to distribute the questionnaire to several departments, but the researcher still tries to get cooperation from other departments to distribute it. Meanwhile, the researcher cannot force the respondents to answer the given questionnaire if the respondents are not interested to answering it and some of the respondent may not be able to answer the questions regarding honesty, integrity, and willingness. Other limitation is, to conduct the study, data from the respondent is very important to obtain and due to the lack of cooperation in distribution through google foam and the researcher had to wait a long time for respondents to answer, therefore the researcher decided to distribute the printed questionnaire directly to the respondents to get direct feedback so that the data will be obtained faster. There are a few limitations that explain above which are the researcher has to face in order to complete this study

5.3 Recommendation for The Future Research

In this study that has been conducted, the researcher has done the study at the departments of public and private organizations only regarding WFH issue as the research title that has been explain above. Therefore, after the study has been carried out, the researcher's recommendations for the future researcher who want to carry out the research related to this title are, this kind of research can be further expanded because this study on WFH can also be implemented to other employment sectors involved, not only from the public and private sectors as has been conducted. For example, the focus of the study can also be cover to the employees who have to work in shifts at that time, the frontliners who may have to work in shifts that they may had a staff constraints problem or maybe for those who affected who were lost their job due to the pandemic that hitting the country or other related topic regarding WFH to obtain the different outputs from the research and diversify the scope of the study therefore

all parties will get a benefit in getting a useful information about the WFH system that had introduced by the government.

5.4 Conclusion

For the conclusion, this study has fulfilled the research objectives and research questions that have been explain at the beginning of the chapter. What is the researcher wants to conclude is that the findings from this study can be used to improve the management of superiors in expanding the scope of the WFH system and it is not only to the public or private organizations, but the scope of the implementation can be further expanded to other areas of the employment sectors if it is necessary because this system of WFH is a new system that was just introduced when the epidemic hit the country and all the advantage and disadvantage of the system are still being studied after its first implementation to see the feedback from the employees and employers. From other part, the management involved must have a fully preparations if this system is found effective to implement or have to be practiced in certain situation even if the country is already free from the pandemic. Therefore, indirectly it will be a big challenge especially for the employees because the working situation is not same as in the office or workplace and they must also be mentally and physically prepared to adapt to that new situation

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BIOGRAPHICAL SKETCH

Nur Azlina Binti Othman was born on 15 July 1982 in Georgetow, Penang. She is the first of two siblings. Worked as a government servant and married with the military. She has a Diploma in Business Management, Degree in Finance and Diploma in Education from local university before continuing her studies at the MASTER'S level at UNIRAZAK. She lives and works in Lumut, Perak as a Price Monitoring Officer under the Ministry of Domestic Trade and Consumer Affairs and has an experience in that field for 14 years involving the price control act under the Ministry. She is flexible and open-minded person and easy to discuss and communicate about any issue and easy to work with others, also are able to work under pressure. She is an independent, creative and analytical person, always work hard and always committed to achieve the goals and objectives that have been set.

APPENDIX A - Questionnaire

MASTER BUSINESS ADMNISTRATION PROGRAMME

TITLE: EFFECT BETWEEN PUBLIC AND PRIVATE ORGANIZATION IN WORK FROM HOME (W.F.H) : A CASE STUDY AT SERI MANJUNG, PERAK

SECTION A : RESPONDENT INFORMATION

	Demographic Question		
1.	**Gender**	Male ☐	Female ☐
2.	**Age**	18-24 ☐	25-34 ☐
		35-44 ☐	45-54 ☐
		55 above ☐	
3.	**Education level**	SPM ☐	STPM ☐
		Diploma ☐	Degree ☐
		MASTER ☐	
4.	**Employment sector**	Public ☐	Private ☐

5.	**Organization**	"Kementerian Perdagangan Dalam Negeri" ☐	"Jabatan Pendaftaran Negara" ☐
		"Agensi Anti Dadah Kebangsaan" ☐	Sapura Fabrication SDN BHD ☐
		"Lumut Port SDN BHD" ☐	

SECTION B: INDEPENDENT VARIABLE AND DEPENDENT VARIABLE

Kindly tick (√) to indicate your level of agreement with the following attributes at the firm. Use the scale as below:

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	**2**	**3**	**4**	**5**

No.	***Statement Research Variable (Independent Variable)***	*Strongly Disagree*	*Disagree*	*Neutral*	*Agree*	*Strongly Agree*
	Work Environment / Work Motivation Factors (Question 1-4)	**1**	**2**	**3**	**4**	**5**
1.	I prefer with the working condition at the office / workplace rather than at home					
2.	I would like to look forward and feel safe to returning to the office / workplace					
3.	I feel motivated when I have to be in the office when not many people are around					
4.	My colleagues always keep me in the loop to maintain my work motivation.					

No.	***Statement Research Variable (Independent Variable)***	*Strongly Disagree*	*Disagree*	*Neutral*	*Agree*	*Strongly Agree*
	Organizational Factors (Question 5-8)	**1**	**2**	**3**	**4**	**5**
5.	My employer follows the government recommendation to work from home					
6.	Work from home objectives, rules and regulation have been clearly stated to me by my employer especially for my employment sector					
7.	My employer provides an adequate of digital support for their employees to perform their task from home to avoid their employee's work ability effected during WFH.					
8.	WFH has had a positive impact on my work as I am a public / private servant.					

No.	***Statement Research Variable (Dependent Variable)***	*Strongly Disagree*	*Disagree*	*Neutral*	*Agree*	*Strongly Agree*
·	**Productivity (Question 9-12**	**1**	**2**	**3**	**4**	**5**
9.	Work from home can increase my productivity					
10.	I feel as productive working at home as I'm at the office / workplace					
11.	I will take a regular break when doing my work to maintain my productivity					
12.	It is easy to "turn of work mood" at the end of the day					

End of questions. Your answer remains confidential. Thank you for your response.

Graduate School of Business UNIRAZAK

APPENDIX B – IBM SPSS Data Output

1. Demographic output

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	55	43.3	43.3	43.3
	Female	72	56.7	56.7	100.0
	Total	127	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 24 years	6	4.7	4.7	4.7
	25 - 34 years	77	60.6	60.6	65.4
	35 - 44 years	21	16.5	16.5	81.9
	45 - 54 years	19	15.0	15.0	96.9
	55 years above	4	3.1	3.1	100.0
	Total	127	100.0	100.0	

Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SPM	40	31.5	31.5	31.5
	STPM	15	11.8	11.8	43.3
	Diploma	47	37.0	37.0	80.3
	Degree	24	18.9	18.9	99.2
	Master / PhD	1	.8	.8	100.0
	Total	127	100.0	100.0	

Sector

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Public	56	44.1	44.1	44.1
	Private	71	55.9	55.9	100.0
	Total	127	100.0	100.0	

Organizations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Jabatan Pendaftaran Negara	11	8.7	8.7	8.7
	Agensi Anti Dadah Kebangsaan	16	12.6	12.6	21.3
	Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna	29	22.8	22.8	44.1
	LUMUT Port	32	25.2	25.2	69.3
	SAPURA Fabrication Sdn Bhd	39	30.7	30.7	100.0
	Total	127	100.0	100.0	

2. Reliability output

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	127	100.0
	Excluded [a]	0	.0
	Total	127	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.797	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q1	9.83	5.250	.658	.721
Q2	9.77	4.908	.750	.670
Q3	9.46	5.663	.681	.714
Q4	9.50	6.855	.373	.848

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	127	100.0
	Excluded [a]	0	.0
	Total	127	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.788	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q5	11.22	3.824	.643	.712
Q6	11.14	3.758	.782	.633
Q7	11.20	4.021	.718	.672
Q8	11.17	5.684	.278	.864

Reliability

Scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	127	100.0
	Excluded[a]	0	.0
	Total	127	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.741	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q9	9.99	5.643	.501	.701
Q10	10.06	5.440	.633	.631
Q11	10.47	5.489	.486	.712
Q12	10.36	5.455	.529	.685

3. Normality output

Descriptive Statistics

	N	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Std. Error
Productivity	127	.316	.215	.271	.427
Work environment / work motivation factor	127	-.314	.215	.091	.427
Organization factor	127	-.205	.215	.224	.427
Valid N (listwise)	127				

4. Factor Analysis output

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.734
Bartlett's Test of Sphericity	Approx. Chi-Square	189.880
	df	6
	Sig.	.000

Communalities

	Initial	Extraction
Q1	1.000	.698
Q2	1.000	.799
Q3	1.000	.711
Q4	1.000	.312

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.519	62.969	62.969	2.519	62.969	62.969
2	.801	20.036	83.005			
3	.433	10.820	93.824			
4	.247	6.176	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
Q1	.835
Q2	.894
Q3	.843
Q4	.558

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix[a]

a. Only one component was extracted. The solution cannot be rotated.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.724
Bartlett's Test of Sphericity	Approx. Chi-Square	199.535
	df	6
	Sig.	.000

Communalities

	Initial	Extraction
Q5	1.000	.710
Q6	1.000	.822
Q7	1.000	.764
Q8	1.000	.199

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.495	62.372	62.372	2.495	62.372	62.372
2	.906	22.650	85.022			
3	.337	8.432	93.454			
4	.262	6.546	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
Q5	.843
Q6	.907
Q7	.874
Q8	.446

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix[a]

a. Only one component was extracted. The solution cannot be rotated.

Factor Analysis

KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.610
Bartlett's Test of Sphericity	Approx. Chi-Square	148.630
	df	6
	Sig.	.000

Communalities

	Initial	Extraction
Q9	1.000	.558
Q10	1.000	.693
Q11	1.000	.482
Q12	1.000	.540

Extraction Method: Principal Component Analysis.

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.274	56.840	56.840	2.274	56.840	56.840
2	.951	23.773	80.614			
3	.493	12.321	92.935			
4	.283	7.065	100.000			

Extraction Method: Principal Component Analysis.

Component Matrix[a]

	Component
	1
Q9	.747
Q10	.833
Q11	.694
Q12	.735

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

Rotated Component Matrix[a]

a. Only one component was extracted. The solution cannot be rotated.

5. Descriptive output

Frequency Table

Q1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	7	5.5	5.5	5.5
	D	34	26.8	26.8	32.3
	N	46	36.2	36.2	68.5
	A	29	22.8	22.8	91.3
	SA	11	8.7	8.7	100.0
	Total	127	100.0	100.0	

Q2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	5	3.9	3.9	3.9
	D	36	28.3	28.3	32.3
	N	41	32.3	32.3	64.6
	A	33	26.0	26.0	90.6
	SA	12	9.4	9.4	100.0
	Total	127	100.0	100.0	

Q3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.6	1.6	1.6
	D	18	14.2	14.2	15.7
	N	48	37.8	37.8	53.5
	A	46	36.2	36.2	89.8
	SA	13	10.2	10.2	100.0
	Total	127	100.0	100.0	

Q4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.6	1.6	1.6
	D	17	13.4	13.4	15.0
	N	56	44.1	44.1	59.1
	A	38	29.9	29.9	89.0
	SA	14	11.0	11.0	100.0
	Total	127	100.0	100.0	

Q5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	4	3.1	3.1	3.1
	D	9	7.1	7.1	10.2
	N	33	26.0	26.0	36.2
	A	57	44.9	44.9	81.1
	SA	24	18.9	18.9	100.0
	Total	127	100.0	100.0	

Q6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.6	1.6	1.6
	D	8	6.3	6.3	7.9
	N	30	23.6	23.6	31.5
	A	64	50.4	50.4	81.9
	SA	23	18.1	18.1	100.0
	Total	127	100.0	100.0	

Q7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	3	2.4	2.4	2.4
	D	4	3.1	3.1	5.5
	N	39	30.7	30.7	36.2
	A	62	48.8	48.8	85.0
	SA	19	15.0	15.0	100.0
	Total	127	100.0	100.0	

Q8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	4	3.1	3.1	3.1
	N	42	33.1	33.1	36.2
	A	64	50.4	50.4	86.6
	SA	17	13.4	13.4	100.0
	Total	127	100.0	100.0	

Q9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	3	2.4	2.4	2.4
	D	14	11.0	11.0	13.4
	N	34	26.8	26.8	40.2
	A	51	40.2	40.2	80.3
	SA	25	19.7	19.7	100.0
	Total	127	100.0	100.0	

Q10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	1.6	1.6	1.6
	D	12	9.4	9.4	11.0
	N	45	35.4	35.4	46.5
	A	48	37.8	37.8	84.3
	SA	20	15.7	15.7	100.0
	Total	127	100.0	100.0	

Q11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	9	7.1	7.1	7.1
	D	27	21.3	21.3	28.3
	N	34	26.8	26.8	55.1
	A	49	38.6	38.6	93.7
	SA	8	6.3	6.3	100.0
	Total	127	100.0	100.0	

Q12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	4	3.1	3.1	3.1
	D	28	22.0	22.0	25.2
	N	38	29.9	29.9	55.1
	A	44	34.6	34.6	89.8
	SA	13	10.2	10.2	100.0
	Total	127	100.0	100.0	

Descriptive

Descriptive Statistics

	N	Mean	Std. Deviation
Q1	127	3.02	1.035
Q2	127	3.09	1.039
Q3	127	3.39	.910
Q4	127	3.35	.904
Productivity	127	3.2146	.76812
Q5	127	3.69	.964
Q6	127	3.77	.875
Q7	127	3.71	.846
Q8	127	3.74	.726
Work environment / work motivation factor	127	3.7283	.66965
Q9	127	3.64	.997
Q10	127	3.57	.922
Q11	127	3.16	1.057
Q12	127	3.27	1.019
Organization factor	127	3.4075	.75053
Valid N (listwise)	127		

6. Correlations output

Correlations

		Productivity	Work environment / work motivation	Organization factors
Productivity	Pearson Correlation	1	-.089	.404**
	Sig. (2-tailed)		.318	.000
	N	127	127	127
Work environment / work motivation factor	Pearson Correlation	-.089	1	.106
	Sig. (2-tailed)	.318		.238
	N	127	127	127
Organization factor	Pearson Correlation	.404**	.106	1
	Sig. (2-tailed)	.000	.238	
	N	127	127	127

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

7. Multiple Regressions output

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	Organization factors, Work environment / work motivation factor[b]	.	Enter

a. Dependent Variable: Productivity

b. All requested variables entered.

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.425[a]	.181	.167	.70086	1.849

a. Predictors: (Constant), Organization factor, Work environment / work motivation factor

b. Dependent Variable: Productivity

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.431	2	6.715	13.671	.000[b]
	Residual	60.910	124	.491		
	Total	74.341	126			

a. Dependent Variable: Productivity

b. Predictors: (Constant), Organization factor, Work environment / work motivation factor

Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	2.328	.432		5.392	.000		
Work environment / work motivation factor	-.153	.094	-.133	-1.631	.105	.989	1.011
Organization factors	.428	.084	.418	5.112	.000	.989	1.011

a. Dependent Variable: Productivity

Collinearity Diagnostics[a]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Work environment / work motivation	Organization factors
1	1	2.951	1.000	.00	.00	.01
	2	.035	9.127	.02	.32	.77
	3	.013	14.800	.98	.68	.22

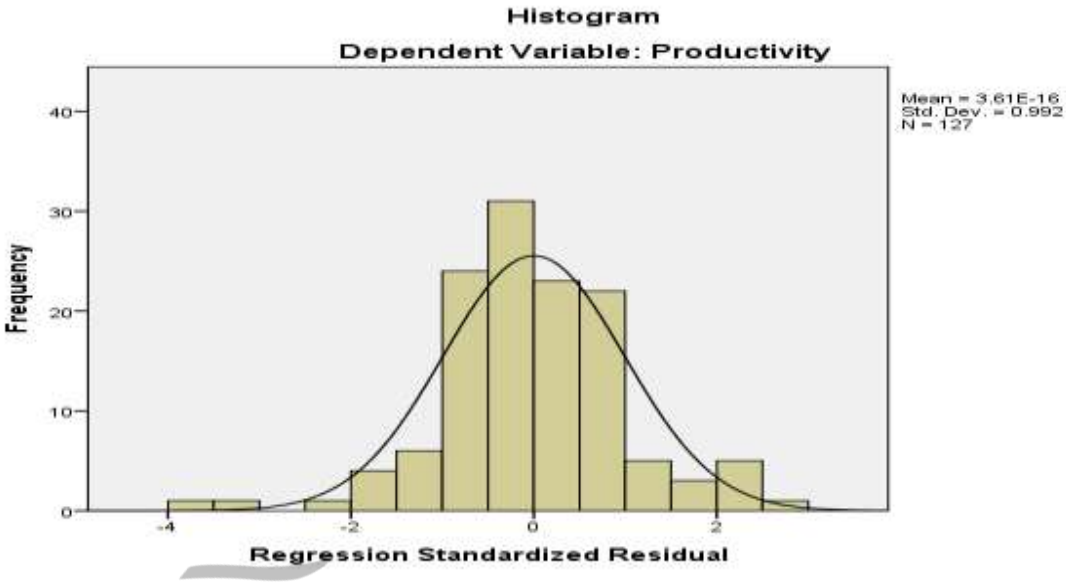
a. Dependent Variable: Productivity

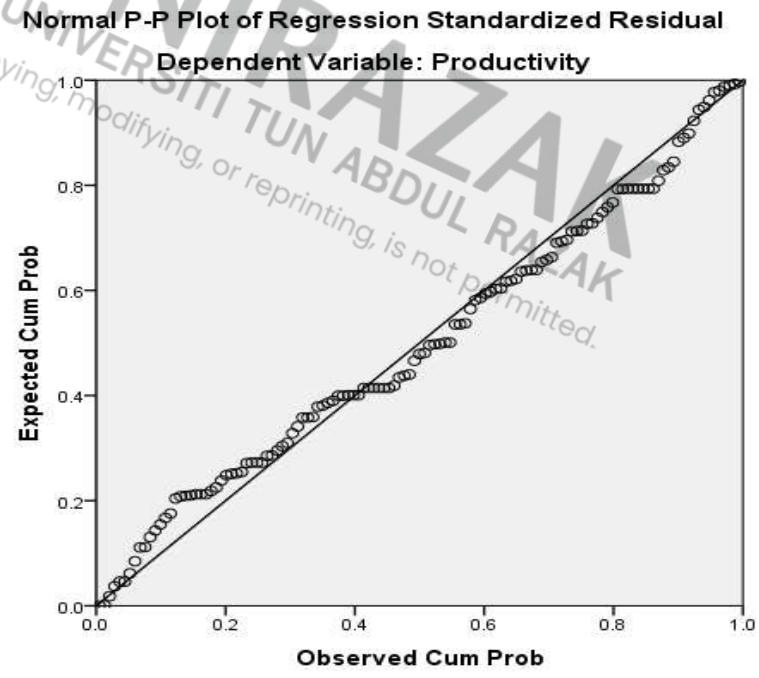
Residuals Statistics[a]

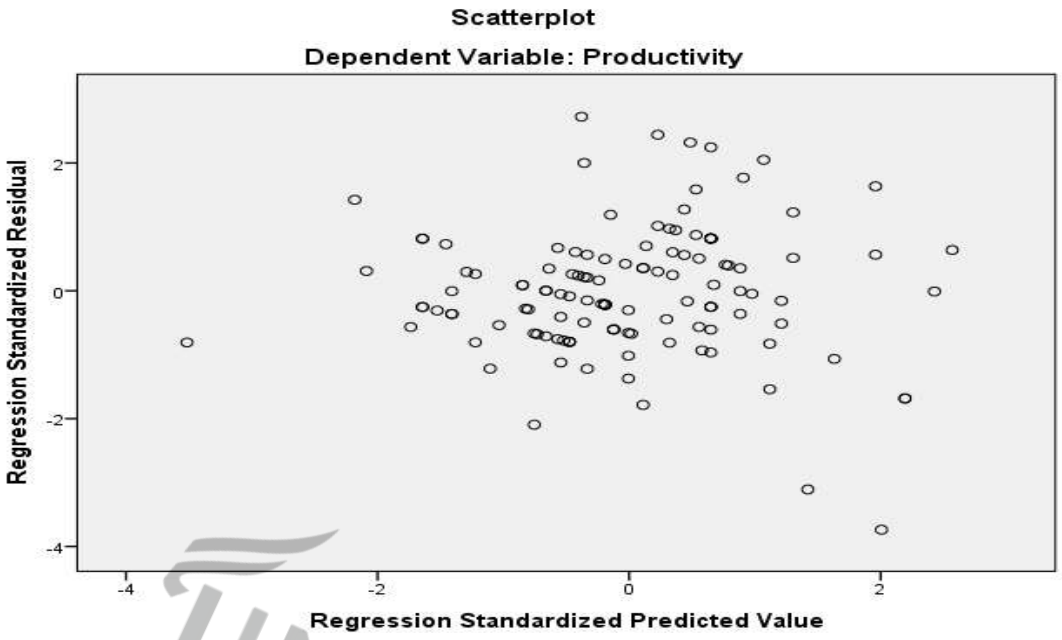
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.0669	4.0531	3.2146	.32649	127
Residual	-2.61974	1.90917	.00000	.69528	127
Std. Predicted Value	-3.515	2.568	.000	1.000	127
Std. Residual	-3.738	2.724	.000	.992	127

a. Dependent Variable: Productivity

Charts







IBM SPSS Data Output (Public and Private Organization)

1. Demographic Output

Frequencies

A) Sector = Public

Gender[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	22	39.3	39.3	39.3
	Female	34	60.7	60.7	100.0
	Total	56	100.0	100.0	

a. sector = Public

Age[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 24 years	2	3.6	3.6	3.6
	25 - 34 years	32	57.1	57.1	60.7
	35 - 44 years	10	17.9	17.9	78.6
	45 - 54 years	9	16.1	16.1	94.6
	55 years above	3	5.4	5.4	100.0
	Total	56	100.0	100.0	

a. sector = Public

Education[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SPM	16	28.6	28.6	28.6
	STPM	7	12.5	12.5	41.1
	Diploma	19	33.9	33.9	75.0
	Degree	14	25.0	25.0	100.0
	Total	56	100.0	100.0	

a. sector = Public

Sector[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Jabatan Pendaftaran Negara	11	19.6	19.6	19.6
	Agensi Anti Dadah Kebangsaan	16	28.6	28.6	48.2
	Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna	29	51.8	51.8	100.0
	Total	56	100.0	100.0	

a. sector = Public

B) Sector = Private

Gender[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	33	46.5	46.5	46.5
	Female	38	53.5	53.5	100.0
	Total	71	100.0	100.0	

a. sector = Private

Age[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 24 years	4	5.6	5.6	5.6
	25 - 34 years	45	63.4	63.4	69.0
	35 - 44 years	11	15.5	15.5	84.5
	45 - 54 years	10	14.1	14.1	98.6
	55 years above	1	1.4	1.4	100.0
	Total	71	100.0	100.0	

a. sector = Private

Education[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SPM	24	33.8	33.8	33.8
	STPM	8	11.3	11.3	45.1
	Diploma	28	39.4	39.4	84.5
	Degree	10	14.1	14.1	98.6
	Master / PhD	1	1.4	1.4	100.0
	Total	71	100.0	100.0	

a. sector = Private

Sector[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LUMUT Port	32	45.1	45.1	45.1
	SAPURA Fabrication Sdn Bhd	39	54.9	54.9	100.0
	Total	71	100.0	100.0	

a. sector = Private

2. Reliability Output

Sector = Public

a. sector = Public

Reliability Statistics[a]

Cronbach's Alpha	N of Items
.826	4

Item-Total Statistics[a]

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q1	10.07	4.249	.771	.721
Q2	9.93	4.249	.717	.749
Q3	9.59	4.792	.662	.776
Q4	9.73	5.727	.471	.852

a. sector = Public

Sector = Private

Reliability Statistics[a]

Cronbach's Alpha	N of Items
.780	4

a. sector = Private

Item-Total Statistics[a]

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q1	9.65	6.031	.600	.720
Q2	9.65	5.460	.768	.622
Q3	9.37	6.407	.693	.678
Q4	9.32	7.765	.325	.847

a. sector = Private

Reliability

Sector = Public

Reliability Statistics[a]

Cronbach's Alpha	N of Items
.792	4

a. sector = Public

Item-Total Statistics[a]

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q5	11.07	3.740	.569	.763
Q6	11.11	3.297	.817	.620
Q7	10.98	3.872	.654	.715
Q8	11.14	4.925	.400	.825

a. sector = Public

Sector = Private

Reliability Statistics[a]

Cronbach's Alpha	N of Items
.790	4

a. sector = Private

Item-Total Statistics[a]

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q5	11.34	3.913	.698	.685
Q6	11.17	4.171	.766	.651
Q7	11.38	4.125	.787	.639
Q8	11.20	6.361	.205	.894

a. sector = Private

Reliability

Sector = Public

Reliability Statistics[a]

Cronbach's Alpha	N of Items
.818	4

a. sector = Public

Item-Total Statistics[a]

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q9	10.00	5.309	.665	.758
Q10	10.13	5.639	.698	.747
Q11	10.45	5.815	.494	.842
Q12	10.25	5.427	.726	.732

a. sector = Public

Sector = Private

Reliability Statistics[a]

Cronbach's Alpha	N of Items
.682	4

a. sector = Private

Item-Total Statistics[a]

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Q9	9.99	5.986	.384	.666
Q10	10.01	5.357	.594	.538
Q11	10.49	5.311	.481	.606
Q12	10.45	5.537	.416	.650

a. sector = Private

3. Normality Output

Sector = Public

Descriptive Statistics[a]

	N	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Std. Error
Productivity	56	.238	.319	1.031	.628
Work environment / work motivation	56	-.221	.319	-.776	.628
Organization factors	56	-.422	.319	.708	.628
Valid N (listwise)	56				

a. sector = Public

Sector = Private

Descriptive Statistics[a]

	N	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Std. Error
Productivity	71	.408	.285	-.003	.563
Work environment / work motivation	71	-.396	.285	.663	.563
Organization factors	71	-.029	.285	-.082	.563
Valid N (listwise)	71				

a. sector = Private

4. Factor Analysis

Sector = Public

KMO and Bartlett's Test[a]

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.772
Bartlett's Test of Sphericity	Approx. Chi-Square	86.255
	df	6
	Sig.	.000

a. sector = Public

Communalities[a]

	Initial	Extraction
Q1	1.000	.793
Q2	1.000	.740
Q3	1.000	.672
Q4	1.000	.427

Extraction Method: Principal Component Analysis.

a. sector = Public

Total Variance Explained[a]

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% Of Variance	Cumulative %	Total	% Of Variance	Cumulative %
1	2.631	65.783	65.783	2.631	65.783	65.783
2	.688	17.211	82.994			
3	.428	10.711	93.705			
4	.252	6.295	100.000			

Extraction Method: Principal Component Analysis.

a. sector = Public

Component Matrix[a,b]

	Component
	1
Q1	.890
Q2	.860
Q3	.819
Q4	.654

Extraction Method: Principal Component Analysis.

a. sector = Public

b. 1 components extracted.

Rotated Component Matrix[a,b]

a. sector = Public

b. Only one component was extracted. The solution cannot be rotated.

Sector = Private

KMO and Bartlett's Test[a]

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.692
Bartlett's Test of Sphericity	Approx. Chi-Square	108.291
	df	6
	Sig.	.000

a. sector = Private

Total Variance Explained[a]

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% Of Variance	Cumulative %	Total	% Of Variance	Cumulative %
1	2.477	61.932	61.932	2.477	61.932	61.932
2	.864	21.608	83.540			
3	.446	11.161	94.701			
4	.212	5.299	100.000			

Extraction Method: Principal Component Analysis.

a. sector = Private

Communalities[a]

	Initial	Extraction
Q1	1.000	.653
Q2	1.000	.832
Q3	1.000	.733
Q4	1.000	.259

Extraction Method: Principal Component Analysis.

a. sector = Private

Component Matrix[a,b]

	Component
	1
Q1	.808
Q2	.912
Q3	.856
Q4	.509

Extraction Method: Principal Component Analysis.

a. sector = Private

b. 1 components extracted.

Rotated Component Matrix[a,b]

a. sector = Private

b. Only one component was extracted. The solution cannot be rotated.

Factor Analysis

Sector = Public

KMO and Bartlett's Test[a]

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.675
Bartlett's Test of Sphericity	Approx. Chi-Square	83.565
	df	6
	Sig.	.000

a. sector = Public

Communalities[a]

	Initial	Extraction
Q5	1.000	.589
Q6	1.000	.846
Q7	1.000	.687
Q8	1.000	.364

Extraction Method: Principal Component Analysis.

a. sector = Public

Total Variance Explained[a]

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% Of Variance	Cumulative %	Total	% Of Variance	Cumulative %
1	2.486	62.155	62.155	2.486	62.155	62.155
2	.832	20.796	82.951			
3	.471	11.769	94.720			
4	.211	5.280	100.000			

Extraction Method: Principal Component Analysis.

a. sector = Public

Component Matrix[a,b]

	Component
	1
Q5	.767
Q6	.920
Q7	.829
Q8	.603

Extraction Method: Principal Component Analysis.

a. sector = Public

b. 1 components extracted.

Rotated Component Matrix[a,b]

a. sector = Public

b. Only one component was extracted. The solution cannot be rotated.

Sector = Private

KMO and Bartlett's Test[a]

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.734
Bartlett's Test of Sphericity	Approx. Chi-Square	130.630
	df	6
	Sig.	.000

a. sector = Private

Communalities[a]

	Initial	Extraction
Q5	1.000	.789
Q6	1.000	.809
Q7	1.000	.846
Q8	1.000	.111

Extraction Method: Principal Component Analysis.

a. sector = Private

Total Variance Explained[a]

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% Of Variance	Cumulative %	Total	% Of Variance	Cumulative %
1	2.554	63.858	63.858	2.554	63.858	63.858
2	.951	23.767	87.625			
3	.283	7.063	94.689			
4	.212	5.311	100.000			

Extraction Method: Principal Component Analysis.

a. sector = Private

Component Matrix[a,b]

	Component
	1
Q5	.888
Q6	.899
Q7	.920
Q8	.333

Extraction Method: Principal Component Analysis.

a. sector = Private

b. 1 components extracted.

Rotated Component Matrix[a,b]

a. sector = Private

b. Only one component was extracted. The solution cannot be rotated.

Total Variance Explained[a]

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% Of Variance	Cumulative %	Total	% Of Variance	Cumulative %
1	2.632	65.789	65.789	2.632	65.789	65.789
2	.729	18.216	84.005			
3	.385	9.633	93.638			
4	.254	6.362	100.000			

Extraction Method: Principal Component Analysis.

a. sector = Public

Factor Analysis

Sector = Public

Communalities[a]

	Initial	Extraction
Q9	1.000	.697
Q10	1.000	.735
Q11	1.000	.457
Q12	1.000	.742

Extraction Method: Principal Component Analysis.

a. sector = Public

KMO and Bartlett's Test[a]

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.728
Bartlett's Test of Sphericity	Approx. Chi-Square	88.294
	df	6
	Sig.	.000

a. sector = Public

Component Matrix[a,b]

	Component
	1
Q9	.835
Q10	.857
Q11	.676
Q12	.861

Extraction Method: Principal Component Analysis.

a. sector = Public

b. 1 components extracted.

Rotated Component Matrix[a,b]

a. sector = Public

b. Only one component was extracted. The solution cannot be rotated.

Sector = Private

KMO and Bartlett's Test[a]

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.534
Bartlett's Test of Sphericity	Approx. Chi-Square	74.074
	df	6
	Sig.	.000

a. sector = Private

Communalities[a]

	Initial	Extraction
Q9	1.000	.469
Q10	1.000	.682
Q11	1.000	.495
Q12	1.000	.429

Extraction Method: Principal Component Analysis.

a. sector = Private

Total Variance Explained[a]

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% Of Variance	Cumulative %	Total	% Of Variance	Cumulative %
1	2.075	51.874	51.874	2.075	51.874	51.874
2	1.143	28.582	80.456			
3	.497	12.435	92.891			
4	.284	7.109	100.000			

Extraction Method: Principal Component Analysis.

a. sector = Private

Component Matrix[a,b]

	Component
	1
Q9	.685
Q10	.826
Q11	.703
Q12	.655

Extraction Method: Principal Component Analysis.

a. sector = Private

b. 1 components extracted.

Rotated Component Matrix[a,b]

a. sector = Private

b. Only one component was extracted. The solution cannot be rotated.

5. Descriptive Output

Frequencies

A) Sector = Public

Q1[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	3.6	3.6	3.6
	D	13	23.2	23.2	26.8
	N	25	44.6	44.6	71.4
	A	13	23.2	23.2	94.6
	SA	3	5.4	5.4	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q2[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	3.6	3.6	3.6
	D	11	19.6	19.6	23.2
	N	22	39.3	39.3	62.5
	A	17	30.4	30.4	92.9
	SA	4	7.1	7.1	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q3[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	1.8	1.8	1.8
	D	5	8.9	8.9	10.7
	N	19	33.9	33.9	44.6
	A	26	46.4	46.4	91.1
	SA	5	8.9	8.9	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q4[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	4	7.1	7.1	7.1
	N	32	57.1	57.1	64.3
	A	15	26.8	26.8	91.1
	SA	5	8.9	8.9	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q5[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	1.8	1.8	1.8
	D	4	7.1	7.1	8.9
	N	16	28.6	28.6	37.5
	A	25	44.6	44.6	82.1
	SA	10	17.9	17.9	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q6[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	5	8.9	8.9	8.9
	N	18	32.1	32.1	41.1
	A	24	42.9	42.9	83.9
	SA	9	16.1	16.1	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q7[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	3	5.4	5.4	5.4
	N	16	28.6	28.6	33.9
	A	27	48.2	48.2	82.1
	SA	10	17.9	17.9	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q8[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	2	3.6	3.6	3.6
	N	21	37.5	37.5	41.1
	A	29	51.8	51.8	92.9
	SA	4	7.1	7.1	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q9[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	3.6	3.6	3.6
	D	5	8.9	8.9	12.5
	N	15	26.8	26.8	39.3
	A	25	44.6	44.6	83.9
	SA	9	16.1	16.1	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q10[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	1.8	1.8	1.8
	D	6	10.7	10.7	12.5
	N	19	33.9	33.9	46.4
	A	25	44.6	44.6	91.1
	SA	5	8.9	8.9	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q11[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	3	5.4	5.4	5.4
	D	12	21.4	21.4	26.8
	N	18	32.1	32.1	58.9
	A	19	33.9	33.9	92.9
	SA	4	7.1	7.1	100.0
	Total	56	100.0	100.0	

a. sector = Public

Q12[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	1.8	1.8	1.8
	D	9	16.1	16.1	17.9
	N	19	33.9	33.9	51.8
	A	23	41.1	41.1	92.9
	SA	4	7.1	7.1	100.0
	Total	56	100.0	100.0	

a. sector = Public

B) Sector = Private

Q1[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	5	7.0	7.0	7.0
	D	21	29.6	29.6	36.6
	N	21	29.6	29.6	66.2
	A	16	22.5	22.5	88.7
	SA	8	11.3	11.3	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q2[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	3	4.2	4.2	4.2
	D	25	35.2	35.2	39.4
	N	19	26.8	26.8	66.2
	A	16	22.5	22.5	88.7
	SA	8	11.3	11.3	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q3[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	1.4	1.4	1.4
	D	13	18.3	18.3	19.7
	N	29	40.8	40.8	60.6
	A	20	28.2	28.2	88.7
	SA	8	11.3	11.3	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q4[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	2.8	2.8	2.8
	D	13	18.3	18.3	21.1
	N	24	33.8	33.8	54.9
	A	23	32.4	32.4	87.3
	SA	9	12.7	12.7	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q5[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	3	4.2	4.2	4.2
	D	5	7.0	7.0	11.3
	N	17	23.9	23.9	35.2
	A	32	45.1	45.1	80.3
	SA	14	19.7	19.7	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q6[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	2	2.8	2.8	2.8
	D	3	4.2	4.2	7.0
	N	12	16.9	16.9	23.9
	A	40	56.3	56.3	80.3
	SA	14	19.7	19.7	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q7[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	3	4.2	4.2	4.2
	D	1	1.4	1.4	5.6
	N	23	32.4	32.4	38.0
	A	35	49.3	49.3	87.3
	SA	9	12.7	12.7	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q8[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	D	2	2.8	2.8	2.8
	N	21	29.6	29.6	32.4
	A	35	49.3	49.3	81.7
	SA	13	18.3	18.3	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q9[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	1.4	1.4	1.4
	D	9	12.7	12.7	14.1
	N	19	26.8	26.8	40.8
	A	26	36.6	36.6	77.5
	SA	16	22.5	22.5	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q10[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	1	1.4	1.4	1.4
	D	6	8.5	8.5	9.9
	N	26	36.6	36.6	46.5
	A	23	32.4	32.4	78.9
	SA	15	21.1	21.1	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q11[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	6	8.5	8.5	8.5
	D	15	21.1	21.1	29.6
	N	16	22.5	22.5	52.1
	A	30	42.3	42.3	94.4
	SA	4	5.6	5.6	100.0
	Total	71	100.0	100.0	

a. sector = Private

Q12[a]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SD	3	4.2	4.2	4.2
	D	19	26.8	26.8	31.0
	N	19	26.8	26.8	57.7
	A	21	29.6	29.6	87.3
	SA	9	12.7	12.7	100.0
	Total	71	100.0	100.0	

a. sector = Private

Descriptive

Sector = Public

Descriptive Statistics[a]

	N	Mean	Std. Deviation
Q1	56	3.04	.914
Q2	56	3.18	.956
Q3	56	3.52	.853
Q4	56	3.38	.752
Productivity	56	3.2768	.70659
Q5	56	3.70	.913
Q6	56	3.66	.859
Q7	56	3.79	.803
Q8	56	3.62	.676
Work environment / work motivation	56	3.6920	.64136
Q9	56	3.61	.985
Q10	56	3.48	.874
Q11	56	3.16	1.023
Q12	56	3.36	.903
Organization factors	56	3.4018	.76229
Valid N (listwise)	56		

a. sector = Public

sector = Private

Descriptive Statistics[a]

	N	Mean	Std. Deviation
Q1	71	3.01	1.127
Q2	71	3.01	1.102
Q3	71	3.30	.947
Q4	71	3.34	1.013
Productivity	71	3.1655	.81498
Q5	71	3.69	1.008
Q6	71	3.86	.883
Q7	71	3.65	.880
Q8	71	3.83	.756
Work environment / work motivation	71	3.7570	.69433
Q9	71	3.66	1.013
Q10	71	3.63	.960
Q11	71	3.15	1.091
Q12	71	3.20	1.103
Organization factors	71	3.4120	.74654
Valid N (listwise)	71		

a. sector = Private

6. Correlations output

A) Sector = Public

Correlations[a]

		Productivity	Work environment / work motivation	Organization factors
Productivity	Pearson Correlation	1	-.084	.629**
	Sig. (2-tailed)		.537	.000
	N	56	56	56
Work environment / work motivation	Pearson Correlation	-.084	1	.109
	Sig. (2-tailed)	.537		.424
	N	56	56	56
Organization factors	Pearson Correlation	.629**	.109	1
	Sig. (2-tailed)	.000	.424	
	N	56	56	56

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

a. sector = Public

B) Sector = Private

Correlations[a]

		Productivity	Work environment / work motivation	Organization factors
Productivity	Pearson Correlation	1	-.087	.252*
	Sig. (2-tailed)		.469	.034
	N	71	71	71
Work environment / work motivation	Pearson Correlation	-.087	1	.103
	Sig. (2-tailed)	.469		.393
	N	71	71	71
Organization factors	Pearson Correlation	.252*	.103	1
	Sig. (2-tailed)	.034	.393	
	N	71	71	71

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

a. sector = Private

7. Multiple Regression output

A) Sector = Public

Variables Entered/Removed[a,b]

Model	Variables Entered	Variables Removed	Method
1	Organization factors, Work environment / work motivation[c]	.	Enter

a. sector = Public

b. Dependent Variable: Productivity

c. All requested variables entered.

Model Summary[a,c]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.648[b]	.420	.398	.54824	1.734

a. sector = Public

b. Predictors: (Constant), Organization factors, Work environment / work motivation

c. Dependent Variable: Productivity

ANOVA[a,b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	11.529	2	5.765	19.179	.000[c]
	Residual	15.930	53	.301		
	Total	27.460	55			

a. sector = Public

b. Dependent Variable: Productivity

c. Predictors: (Constant), Organization factors, Work environment / work motivation

Coefficients[a,b]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.868	.517		3.610	.001		
	Work environment / work motivation	-.170	.116	-.155	-1.470	.147	.988	1.012
	Organization factors	.599	.098	.646	6.141	.000	.988	1.012

a. sector = Public

b. Dependent Variable: Productivity

Collinearity Diagnostics[a,b]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Work environment / work motivation	Organization factors
1	1	2.952	1.000	.00	.00	.01
	2	.035	9.147	.02	.27	.82
	3	.013	15.164	.98	.72	.18

a. sector = Public

b. Dependent Variable: Productivity

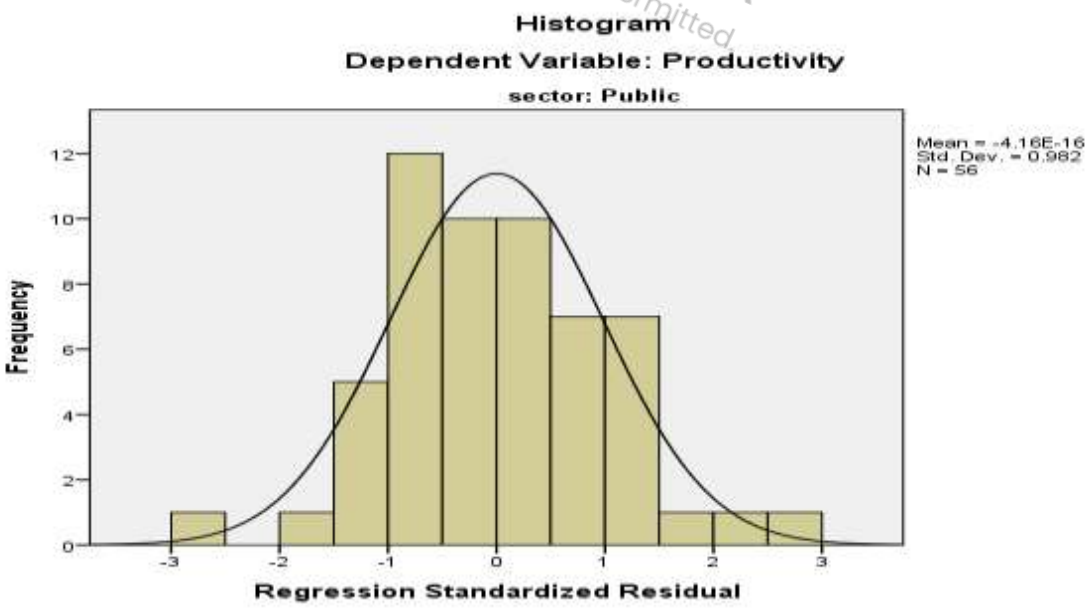
Residuals Statistics[a,b]

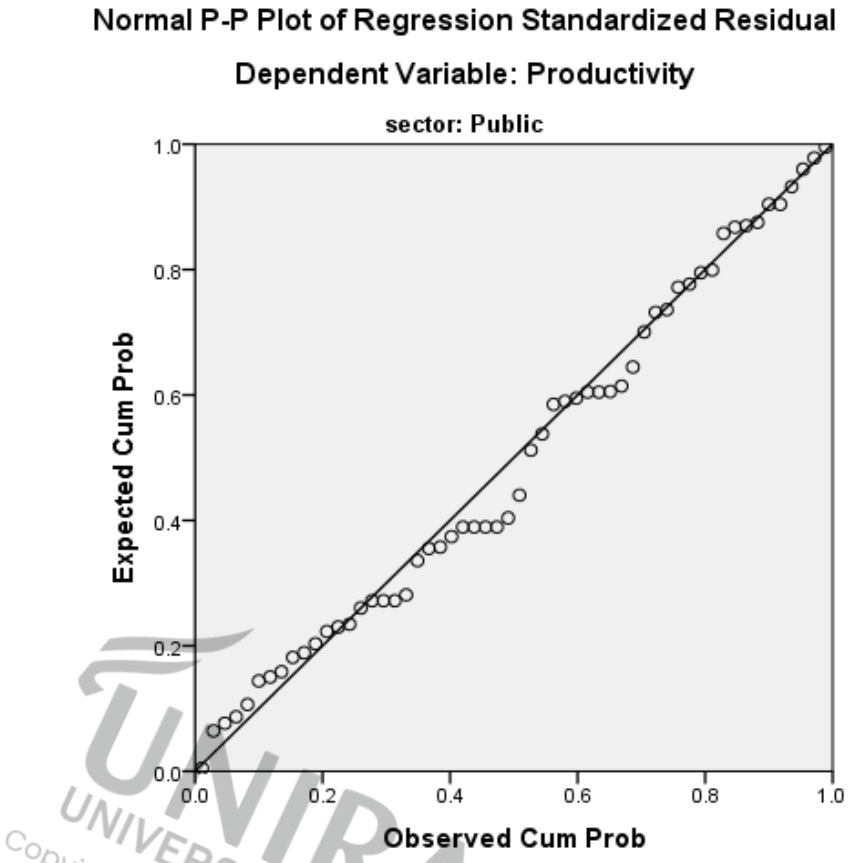
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	1.7002	4.3522	3.2768	.45785	56
Residual	-1.41903	1.41733	.00000	.53818	56
Std. Predicted Value	-3.444	2.349	.000	1.000	56
Std. Residual	-2.588	2.585	.000	.982	56

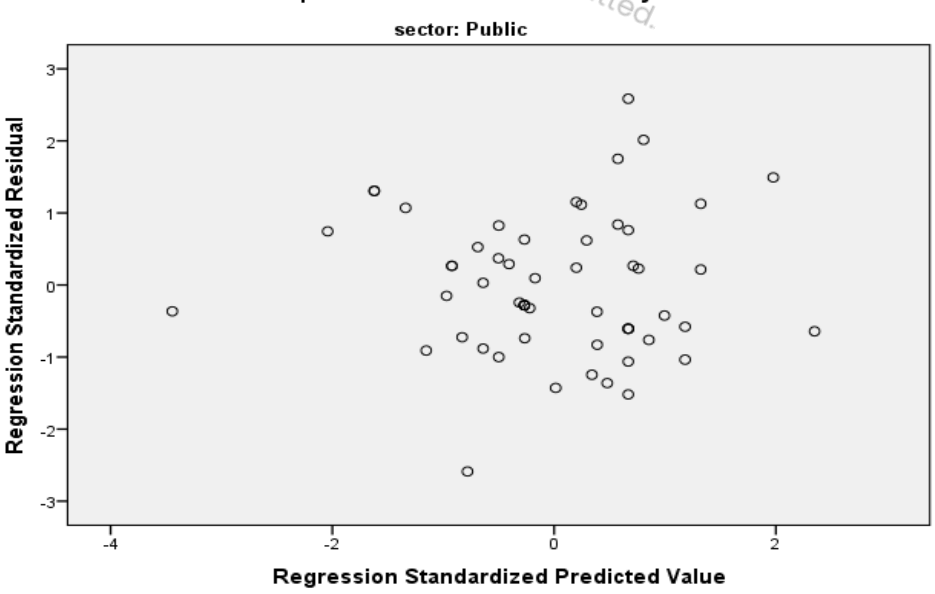
a. sector = Public

b. Dependent Variable: Productivity

Charts







B) Sector = Private

Variables Entered/Removed[a,b]

Model	Variables Entered	Variables Removed	Method
1	Organization factors, Work environment / work motivation[c]	.	Enter

a. sector = Private

b. Dependent Variable: Productivity

c. All requested variables entered.

Model Summary[a,c]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.276[b]	.076	.049	.79469	1.986

a. sector = Private

b. Predictors: (Constant), Organization factors, Work environment / work motivation

c. Dependent Variable: Productivity

ANOVA[a,b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.549	2	1.774	2.810	.067[c]
	Residual	42.944	68	.632		
	Total	46.493	70			

a. sector = Private

Collinearity Diagnostics[a,b]

Model	Dimension	Eigenvalue	Condition Index	Variance Proportions		
				(Constant)	Work environment / work motivation	Organization factors
1	1	2.951	1.000	.00	.00	.01
	2	.036	9.111	.01	.35	.74
	3	.014	14.595	.99	.64	.26

a. sector = Private

b. Dependent Variable: Productivity

c. Predictors: (Constant), Organization factors, Work environment / work motivation

Coefficients[a,b]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	2.688	.648		4.149	.000		
Work environment / work motivation	-.134	.138	-.114	-.976	.332	.989	1.011
Organization factors	.288	.128	.264	2.249	.028	.989	1.011

a. sector = Private

. Dependent Variable: Productivity

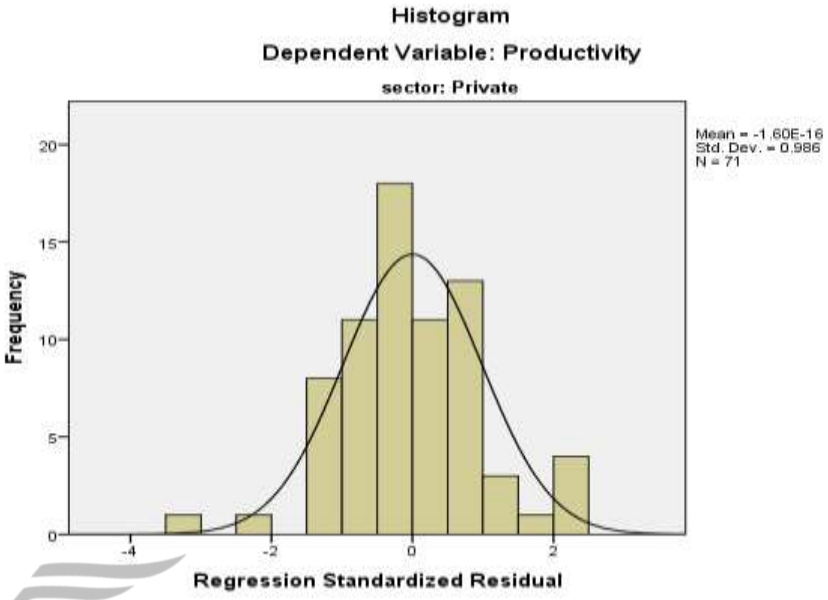
Residuals Statistics[a,b]

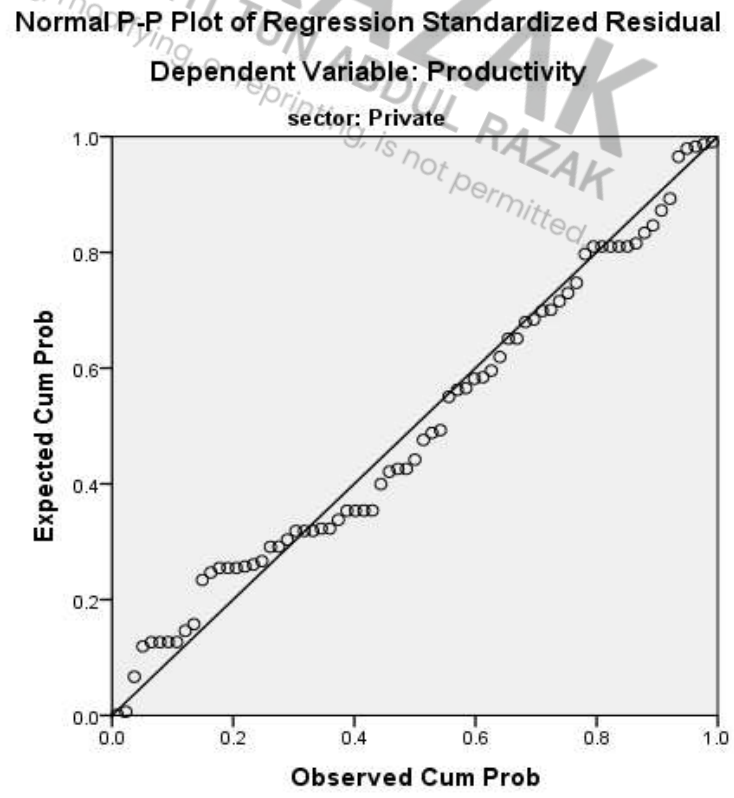
	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	2.6883	3.7863	3.1655	.22516	71
Residual	-2.39728	1.86094	.00000	.78326	71
Std. Predicted Value	-2.119	2.757	.000	1.000	71
Std. Residual	-3.017	2.342	.000	.986	71

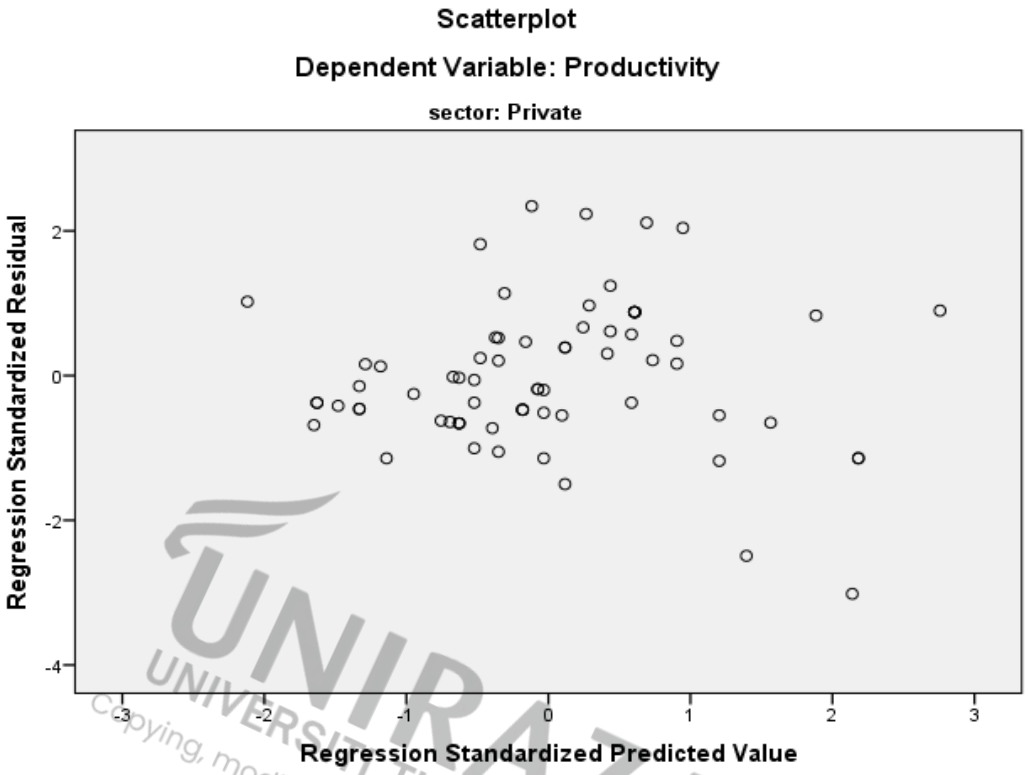
a. sector = Private

b. Dependent Variable: Productivity

Charts







APPENDIX C: Research Project Schedule

Activities	Time (week)											
	1	2	3	4	5	6	7	8	9	10	11	12
Literature review	√	√										
Initial framework development		√	√									
Research methodology			√									
Finalize research objectives			√									
Finalize research design			√									
Develop and distribution of questionnaires				√	√							
Data analysis						√	√	√				
Conduct findings									√			
Thesis write up										√	√	
Prepare for viva												√

APPENDIX D: Estimated Cost

Number	Activities	Estimation Cost
1.	Buy A4 paper and other related stationary	RM 25
2.	Laptop service	RM 100
3.	Download SPSS software version 23	RM 40
4	Transportation cost (fuel for distribute the questionnaire)	RM 20
5.	Souvenirs to respondent	RM 70
6.	Print articles, journals and questionnaires	RM 50
7.	Printing and binding the finalized research project hardcopy	RM 200
	Total estimation cost	**RM 505**

APPROVAL PAGE

TITLE OF PROJECT PAPER: **EFFECT BETWEEN PUBLIC AND PRIVATE ORGANIZATION IN WORK FROM HOME (WFH): A CASE STUDY AT SERI MANJUNG, PERAK**

NAME OF AUTHOR : NUR AZLINA BINTI OTHMAN

The undersigned certify that the above candidate has fulfilled the condition of the project paper prepared in partial fulfilment for the degree of Master of Business Administration.

SUPERVISOR:

Signature : _____

Name :

Date :

ENDORSED BY:

_____

Dean

Graduate School of Business

Date: