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Workplace incivility and employee engagement: A study amongst employees engaged in the public health care sector in Mahé, Seychelles.

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Abstract

Purpose and Problem Identification

In today's challenging environment of rapid globalisation, workplace incivility is posing a greater challenge to business organisations. In addition, incivility is continuously showing an increasing uptrend. The aim of this paper is to provide additional understanding of the impact of workplace incivility on employee engagement. Past research on workplace incivility have examined a variety of personal and contextual factors associated with prevalence of incivility in the workplace. However, the effect of supervisor incivility, co-worker incivility and customer incivility on employee engagement has not been empirically tested in health sector. In addition, there is a paucity of research on workplace incivility in Seychelles.

Design/methodology/approach

This was a basic research to add further knowledge to the existing knowledge base. The researcher's assumption was about the development of knowledge and a positivism research philosophy was selected. A deductive approach was more appropriate to study. This was a quantitative study and data was collected from a sample of 100 respondents. A hybrid approach using e-mail and direct deliver and collect method was used to collect primary data from a target sample of 100 respondents. The data was analysed using SPSS software tool.

Findings

The results of this study revealed that co-worker incivility was significantly related to employee engagement in the health sector in Seychelles. This study further showed that co-worker incivility had a slightly higher influence than customer incivility on employee engagement. The impact of customer incivility was also significant but slightly lower than co-worker incivility. Uncivil acts or behaviours instigated by customers especially for frontline employees can affect their health and job performance. The findings from this study revealed that the relationship between supervisor incivility and employee engagement was not significant. This may be due to the high percentage of the older respondents who may encounter lesser level of supervisor incivility.

Practical implications

From the practical perspective, the results of this study highlighted the importance of managing and handling customer and coworker incivility. This study provided policy makers and leaders in the health sector with new insights. In the health sector, there is a lot of interaction with patients and uncivil behaviors by patients or customers can result in stress and burnout of employees. Therefore, leaders should provide training on team-working and managing conflict. Human resource managers should include managing incivility into performance management systems.

Originality/value

This research is one of very few to pursue this line of research and makes important contributions to theory and practice. This is the first research of its kind in Seychelles and understanding how customer incivility, supervisor incivility and co-worker incivility affect work engagement will be valuable for designing interventions to mitigate the risk associated of incivility and the related outcomes including employee engagement.

A preliminary study on retention factors affecting millennial employees

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Abstract

Purpose and Problem Identification

Millennials are deemed to make up 50% of the work force by the year 2020 as per the estimated global distribution of employment. This makes them an important group to investigate especially in this era of globalisation and digitalisation where employee retention is an issue as organisations compete to acquire and retain the most talented individuals in the job market. The cost of employee turnover of the key resources is high in both financial and non-financial terms. Therefore, there is a need to understand what are the factors that underpin the retention of millennial employees. This research will examine the influence of training and development, work-life balance, rewards and recognition, and talent management towards retention of millennials.

Design/methodology/approach

A quantitative survey approach was used in this research and the questionnaire was distributed to 202 millennials aged between 18 to 37 years old. The target population were millennials in Klang Valley, Malaysia. Based on convenience sampling, questionnaires were distributed electronically. The SPSS statistical tool was used to generate descriptive and inferential statistics. The analysis includes descriptive analysis, reliability testing, normality testing and multiple regression analysis.

Findings

This research revealed that training and development and work-life balance were positively and significantly related towards retention of millennials. However, reward and recognition and talent management were not significantly related to retention of millennials. The findings are consistent with past studies that underpin the importance of work-life balance and development needs of the younger generation.

Practical implications

There are several practical implications of this study. According to this study, organisations should focus on work-life balance and development of millennials. These insights are relevant for managers dealing with the retention of millennial employees. Business organisations need to develop policies and provide more programmes for employees' developmental and support work-life balance especially for millennials retention. Specifically, the findings may be used in the planning, development, implementation and evaluation of the current retention programs used at the organisations.

Originality/value

This paper fills a gap in literature as it investigates the impact of retention factors specifically on millennials. Furthermore, existing studies on employee turnover and retention have been carried out in the Western context whereas this study is differentiated as it is carried out within Klang Valley, Malaysia. Additionally, as previous studies focus merely on pay, benefit and supervisors as retention drivers for employees, this study fills a literature gap as it investigates different variables.

Factors affecting online purchasing decision for fashion brands among generation Y in Klang Valley, Malaysia

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Abstract

Purpose and Problem Identification

In 2018, an estimated 1.8 billion people worldwide purchase goods online. During the same year, global e-retail sales amounted to 2.8 trillion U.S. dollars. The growing use of information technology has significantly contributed towards the popularity of online shopping. Online shopping has grown in Malaysia and is expected to reach RM22.6 billion by 2020. Online purchasing shopping has become prevalent and it provides large reservoirs of market potential for e-commerce which calls for further investigation into the subject matter. Although a few previous studies have provided insights regarding online purchasing, the existing literature on online purchasing behaviour is inadequate, particularly among generation Y in the Malaysian context. Thus, this study examined the effects of perceived quality, perceived risk and price consciousness on online purchasing behaviour among Generation Y in Malaysia.

Design/Methodology/Approach

This research was done using a quantitative method and includes the analysis of the three factors that affect or influence the purchasing decision for fashion brands online. The target population were generation Y consumers in Kuala Lumpur. Convenience sampling was used. The questionnaires were distributed electronically, and data was collected from 120 respondents. Multiple regression analysis was conducted to test the hypotheses.

Findings

Two main findings emerged from the data: the importance of perceived quality and price consciousness. Findings suggest perceived quality and price consciousness had a significant influence on the dynamics of purchasing decisions among generation Y consumers. Perceived risk had an insignificant relationship with purchasing decision.

Practical Implications

This research expands the online shopping literature and provide several practical implications. The results of this study provide guidance for marketing managers who seek to understand the purchasing decision by generation Y consumers. Findings illustrate the crucial role of perceived quality and price consciousness among generation Y consumers.

Originality/value

This study offers insights into the purchasing decisions of generation Y in the context of online purchases. Furthermore, generation Y has been neglected in the marketing literature. This paper addresses this gap and illustrates the significant impact perceived quality and price consciousness has on the behavior of generation Y consumers.

An empirical research on the impact of sexual harassment, gender inequality and gender stereotype towards job satisfaction among female employees

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Abstract

Purpose and Problem Identification

Gender-based discrimination, stereotyping and sexual harassment are common in the workplace. These are prevalent and costly occurrence in the workplace. Our understanding of this phenomenon has been greatly enhanced by the increasing amount of research conducted. However, these concerns have received relatively little attention within the broader study of female employees, a gap that the present study attempts to address. In addition, there is a dearth of studies on the influence of these constructs towards job satisfaction among female employees in Kuala Lumpur. This study will investigate the impact of sexual harassment, gender inequality and gender stereotypes towards job satisfaction among female employees in Kuala Lumpur

Design/methodology/approach

This is a quantitative study and a survey strategy was used to collect data. The study population were academicians in Malaysian Private Higher Educational Institutions. The number of respondents was 100 for this study. The hypothesis analysis was conducted using the Multiple Regression to determine the impact of all those independent variables towards the dependent variable namely job satisfaction.

Findings

The results of this study revealed that gender inequality and gender stereotype were positively and significantly related to job satisfaction. However, the findings of this study showed that sexual harassment was not significantly related to job satisfaction.

Practical implications

This study revealed that employees' job satisfaction is affected by gender inequality and stereotyping. Therefore, organisations must place greater importance on gender equality and gender stereotyping policies and practices in the workplace. Organisations must realize that gender stereotyping and inequality can have negative consequences and may result in job dissatisfaction. Organisations need to implement policies to manage gender inequality and stereotyping.

Originality/value

This study is one of the few efforts to investigate the impact of sexual harassment, gender inequality and gender stereotype towards job satisfaction among female employees. This paper fills the gap in the literature by explaining how sexual harassment, gender inequality and gender stereotype affect job satisfaction among female employees.

An empirical research on factors affecting employee absenteeism in an Airline Industry: A relook on job stress, work-life balance and job satisfaction as predictors.

Djafarov Geydar

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Abstract

Purpose and Problem Identification

In today's world, employee absenteeism became a huge burden for many organisations as it decreases efficiency and effectiveness of the company. The costs of absenteeism to organisations and society are believed to be substantial. Researchers' interest in absenteeism is in part due to the potentially important organisational and individual consequences of this behavior. It is important, therefore, to understand and predict employees' absence behavior. The present study focuses on the factors that influence higher rates of absenteeism among airline employees. The impact of job stress, work-life balance and job satisfaction towards employees' absenteeism was empirically tested.

Design/methodology/approach

For this quantitative study, data were gathered from 100 employees through a cross-sectional field survey. Self-administered questionnaires were distributed electronically. The hypotheses were tested using SPSS tool. Multiple regression testing showed the significance of the relationships between the predictor variables and the dependent variable.

Findings

The results from multiple regression analysis suggest that absenteeism of employees is significantly related to job stress and work-life balance. Increase in job stress and employees need for work-life balance results in higher absenteeism among employees. The results further suggest that job satisfaction is not a positive predictor of absenteeism among employees.

Practical implications

The knowledge derived from this study can mobilize organisational practices and interventions designed to minimize absenteeism. Management should plan and implement prevention techniques, based on those factors found most conducive to absence behavior. The implication of the study is that a lower level of employee absenteeism is achieved by managing the employees' job stress and higher work-life balance. Therefore, stress coping mechanisms and improving work life balance of employees by organisations can be most useful in alleviating the high absenteeism. When employees experience lower levels of job stress and better work life balance, they are healthy and happy to work and perform well.

Originality/value

By supporting the hypothesis, the present study suggests that absenteeism is an important measure of employee stress, work-life balance and job satisfaction. Although considerable research has been completed on employees' absenteeism, relatively few studies have investigated the combined effect of job stress, motivation and work life balance on employees' absenteeism among airline employees.

Determinants of debt behavior. A quantitative study among generation Y individuals in Tashkent, Uzbekistan.

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Asia Pacific University of Technology and Innovation, 57000 Kuala Lumpur

Abstract

Purpose and Problem Identification

The aim of this paper was to examine the determinants of debt behaviour by generation Y. As reported by CNBC, millennials have \$42,000 in debt in 2018. One of the key challenges faced by generation Y or millennials is high debt caused by high cost of education. Student debt accounted for 16 per-cent of the debt and credit card debt balances. Despite various studies done on savings and debt behaviour of students, the relationship between financial education, debt attitude, peer influence and power prestige towards debt behaviour among generation Y in Uzbekistan is still unclear. Despite the growing negative consequences of debt behaviour, there is a dearth of studies that have examined the combined influence of financial education, attitude, peer influence and power prestige on the debt behaviour of generation Y individuals. This study further acknowledges that additional effort needs to be undertaken to enhance financial literacy of generation Y individuals and determine the factors that influence their debt behaviour.

Design/methodology/approach

This quantitative research collected primary data using self-administered questionnaires. The target population were generation Y employees individuals in Tashkent, Uzbekistan. A deductive approach and a survey strategy allowed the researcher to collect quantitative data on the research questions of this study. This was a cross-sectional study where data was collected only once representing a snapshot of one point in time. There were 107 good questionnaires that provided the data for analysis. The researcher used SPSS to analyse the data.

Findings

Based on multiple regression analysis, it was found that only power prestige had a significant impact on debt behaviour of generation Y individuals. Financial education, debt attitude and peer influence did not show a significant influence on debt behaviour.

Practical implications

This study will provide additional knowledge to authorities and policy makers to implement measures and programs to tackle the growth of debt among generation Y individuals. The findings shed further light on the role of financial education, attitude, peer influence and power prestige on debt behaviour. The information provided by this research can help authorities to develop measures to address the rising level of debt.

Originality/value

This study addressed the deficiency in research by examining the determinants of debt behaviour among generation Y individuals that will be useful for authorities who intend to help generation Y individuals to change their behaviours' and reduce debt. To the knowledge of the researcher, this is the first study of its kind that examined the determinants of debt behaviour among generation Y individuals in Uzbekistan. This study provided additional knowledge to authorities and marketers to implement measures and programs to tackle the growth of debt among generation Y individuals.

Factors affecting the adoption of cloud computing by the SMEs in

Kuala Lumpur

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Asia Pacific University of Technology and Innovation

Abstract

Purpose and Problem Identification

Currently, the term “cloud computing” has been recognised by business organisations as an important area for IT innovation and cost savings. SMEs in Malaysia are an essential segment of the nation's economic development and represent 98.5% of all businesses. Cloud computing is offered at a lower cost and consumed as a service on demand. The SMEs would find cloud computing to be an attractive solution as an enabler for business. However, there is little research on the factors that influence the adoption of cloud computing by SMEs in Malaysia. Therefore, there is need to carry out further research in the adoption of cloud computing by SMEs in Malaysia. The purpose of this paper was to investigate the factors that affect the adoption of cloud computing by SMEs. The factors examined in this study were relative advantage, cost savings, external support, top management support, technology readiness and security/privacy risks. Owing to the lack of exploratory studies that explain the adoption of cloud computing, this research is to understand the process of adoption of cloud computing decision by SMEs in Malaysia.

Design/methodology/approach

This was a quantitative study. A questionnaire-based survey was used to collect data from 147 SMEs in Kuala Lumpur. The research questionnaire of the current study consisted of two parts. The first section of the questionnaire was intended to collect demographic information. The second part was designed to collect data on the factors that influence adoption of cloud computing. Descriptive and inferential statistics were generated using the SPSS statistical tool. The relevant hypotheses were tested by using multiple regression analysis.

Findings

The findings revealed that relative advantage, cost saving, external support, top management support and technology readiness had a significant correlation with the adoption of cloud computing by SMEs. Security/privacy risk had an inverse correlation with adoption of cloud computing and was the strongest predictor of the adoption of cloud computing.

Practical implications

The research was conducted only among SMEs in Kuala Lumpur which may limit the generalisability of the findings. The findings offer cloud computing service providers with a better understanding of what affects cloud computing adoption by SMEs. For decision makers in the organisations considering cloud-based initiatives, the findings provide a sound basis for gauging the factors to be considered before adopting cloud technologies. This study also contributed to existing literature by providing further empirical evidence for practitioners in the context of cloud computing adoption by SMEs.

Originality/value

The research contributes to the adoption of cloud computing adoption among SMEs through the examination of six variables. The findings highlighted the strength of relationship between the independent variables and the adoption of cloud computing.

Influence of job performance, job satisfaction and employee engagement towards organisational citizenship behavior among employees in the textile industry Karachi, Pakistan.

Jagdish Kumar

Shamini Arumugam

Asia Pacific University of Technology and Innovation

Abstract

Purpose and Problem Identification

The textile industry of Pakistan is the vital player in the advancement of Pakistani economy, and it contributes more than 60 percent (US \$ 9.6 billion) to the country's total exports. Past research has revealed that employees with high job performance, satisfaction and engagement focus their physical effort on the pursuit of role-related goals and are also cognitively vigilant and emotionally connected to the endeavour. In contrast, employees who are highly disengaged and with lower levels of job satisfaction and job performance are passive and detached. Despite the importance of job satisfaction, job performance and employee engagement, there is a dearth of studies that examine the effect of job performance, job satisfaction and employee engagement towards organisational citizenship behaviour (OCB). This study attempts to examine the influence of employee engagement, job performance and job satisfaction towards OCB among employees in the textile industry in Karachi.

Design/methodology/approach

This study used self-administered questionnaires that were distributed to collect data on the respondents. The survey took approximately three months. The target population were employees in the textile industry in Karachi. Respondents were assured of anonymity and completed the survey during working hours. Data was collected from a sample of 150 respondents. This study adopted a quantitative methodology to collect primary data. Convenience sampling was used. Multilevel regression analyses were conducted to test the hypothesis.

Findings

The findings of this study revealed that job performance and job satisfaction had a significant relationship with organisational citizenship behaviour among employees in textile industry Karachi. However, employee engagement did not show a significant relationship with organisational citizenship behaviour.

Practical implications

This study was able to reinforce the critical role of job satisfaction and job performance in promoting organisational citizenship behavior among employees. The empirical results of this study would encourage employers and practitioners to enhance the job satisfaction and performance of employees. Management efforts devoted to enhancing the perception towards job satisfaction and performance may offer positive outcomes in terms of higher organisational citizenship behavior.

Originality/value

This study extends the conceptualization of organisational citizenship behavior to include job satisfaction and job performance. The influence of job satisfaction and job performance on OCBs highlights the importance of providing employees with the motivation to engage in these behaviors. This study is one of the few efforts to investigate the predictors of organisational citizenship behavior of employees in the textile industry in Karachi.

Impact of employee engagement, work-life balance, and career development on employee retention: evidence from banking sector in

Djibouti, East Africa

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Anusuiya Subramaniam

Asia Pacific University of Technology and Innovation

Abstract

Purpose and Problem Identification

Retention of employees in the banking sector is a source of concern for employers. The cost of employee turnover is high and depending on the employee level, may average one and half times the employee's total annual compensation. Past research has revealed that employee replacement costs can range between 90 to 100% of an employee's annual salary. Therefore, in view of the substantial costs associated with employee turnover, organizations need to develop policies that enable them to retain their employees. Past research has identified several predictors of employee retention that include financial rewards and employee benefits, job enrichment initiatives, career advancement, training and development opportunities, a supportive work environment, and other initiatives to improve retention of employees. However, there is a dearth of research on the combined influence of employee engagement, work-life balance, and career development on employee retention in the banking sector in Djibouti. The purpose of this paper was to examine the impact of employee engagement, work-life balance, and career development on employee retention.

Design/methodology/approach

This was a quantitative research that used a survey method. The targeted population were employees in the banking sector in Djibouti. Based on convenience sampling, data was collected from 100 respondents by using a pre-tested structured questionnaire containing questions measured on a 5-point Likert scale. Regression analysis was used to examine the impact of the independent variables on retention.

Findings

This research revealed that the employee engagement and career development had a positive and significant relationship with employee retention. Employee engagement had the strongest impact on employee retention while the impact of career development was much smaller. However, the results revealed that work-life balance had an insignificant relationship towards employee retention. This may be due to other factors that are more significant.

Practical implications

This study provided human resource professionals with additional insights pertaining to the impact of employee engagement and career development on retention practices. The results of this study indicate that employee engagement should be considered as a central factor for employee retention. In addition, HR managers should also put effort in retention policies relating to the career development of employees. In contrast, retention policies focusing work-life balance appear to be little effective.

Originality/value

Although prior research has investigated a number of these issues separately on various types of samples, this paper was the first to combine employee engagement, work-life balance, career development and retention of employees in Djibouti into one study.

Effect of leadership behaviours on employees' job satisfaction in private telecommunication sector in N'Djamena city.

Hadje Akhaye Idriss Dokony

Jugindar Singh Kartar Singh

Asia Pacific University of Technology and Innovation

Abstract

Purpose and Problem Identification

Leaders play a pivotal role in the performance of organisations and much literature is available on the effectiveness and outcomes of different leadership styles. However, a key question left largely unanswered, is the preferred leadership style that can improve job satisfaction of employees in the telecommunications sector in a third world country like Chad. Therefore, the purpose of this research was to identify the leadership styles associated with employee job satisfaction in a third world country. More specifically, this study empirically tested the relationships between the four leadership behaviours stated in the Path-Goal Theory namely supportive, directive, participative and achievement-oriented leadership behaviours towards job satisfaction of employees in the telecom sector in Chad.

Design/methodology/approach

This was a quantitative study and the target population were employees engaged in the telecommunications sector in Chad. A questionnaire was developed specifically for this study and distributed by hand. Participation in the survey was entirely voluntary. Total confidentiality was assured, and participants were promised feedback. Questionnaires were completed by 100 employees. In this cross-sectional study, the data was analysed using Statistical Program for Social Sciences (SPSS). Multiple regression (with the leadership style variables as independent variables and satisfaction as the dependent variable) were performed to determine the extent to which these variables predicted significance of the relationships.

Findings

The results showed a positive relationship between supportive, participative and achievement-oriented leadership and employees' satisfaction. However, directive leadership behavior showed an insignificant relationship with employees' satisfaction in the Telecom industry. The results of this research revealed that supportive leadership had the strongest and significant relationship with job satisfaction of employees in Chad. Therefore, supportive leadership improves the job satisfaction of employees' and creates a friendly and supportive environment.

Practical implications

The findings have significantly contributed to the advancement of knowledge on the preferred style of leadership to improve job satisfaction. This study demonstrates that employees in Chad prefer supportive leadership. Therefore, management must realize that the right leadership style should be used based on the situation that encompasses the employee's abilities, experience and the working environment.

Originality/value

The paper's primary contribution is that it provides an understanding that most effective leadership style in a large business organisation in a developing country. This study is one of the few efforts to investigate the preferred leadership style in the telecommunications sector in Chad.