THE FACTORS AFFECTING THE ADOPTION OF FLEXIBLE WORKING ARRANGEMENTS IN ORGANIZATIONS IN KLANG VALLEY

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KAMPUS BANDARAYA MELAKA

JULY 2016
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Submitted in Partial Fulfillment of the
Requirement for the
Bachelor of Business Administration with Honours (International Business)

FACULTY OF BUSINESS MANAGEMENT
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BANDARAYA MELAKA

JULY 2016
DECLARATION OF ORIGINAL WORK

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“DECLARATION OF ORIGINAL WORK”

We, Amir Amran bin Abd Rahim, (I/C Number: 931021-14-6531) and Nor Syahidatul Azimah binti Abu Bakar, (I/C Number: 930516-01-6574)

Hereby, declare that:

• This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.

• This project paper is the result of our independent work and investigation, except where otherwise stated.

• All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature: _________________________________ Date: _____________________

Signature: _________________________________ Date: _____________________
LETTER OF SUBMISSION

24 June 2016
Project Advisor
Mr. Mohamad Idham bin Md Razak
Bachelor of Business Administration (Hons) International Business
Faculty of Business Management
Universiti Teknologi MARA Kampus Alor Gajah Melaka

Dear Mr. Mohamad Idham,

SUBMISSION OF PROJECT PAPER (IBM663)

With reference to the above matter, enclosed herewith is a report of our project paper titled THE FACTORS AFFECTING THE ADOPTION OF FLEXIBLE WORKING ARRANGEMENTS IN ORGANIZATIONS IN KLANG VALLEY to fulfill the requirement as needed by the faculty of Business Management. It is with our very high hopes that this project paper has accomplished the requirements and expectations of the faculty and the desired objective of the course undertaken. Lastly, we would like to express our most sincere gratitude for the time, advice and guidance that you have rendered during the entire preparation right up to the completion of this project paper.

Thank You.

Yours Sincerely,

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AMIR AMRAN BIN ABD RAHIM
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CHAPTER 1

INTRODUCTION

1.1 Background of Study

Flexible working arrangements (FWAs) is defined as any of a range of work structures that adjusts the time or place that work completes on a regular basis. This includes flexibility in the planning of hours worked, for example, elective work routines such as flex time and compressed workweeks, and arrangements regarding shift and break schedules, flexibility in the total of hours worked as well as flexibility in the place of work such as working from home (Georgetown University Law Center, 2010).

Flexible working arrangements is part of the change made by organizations. The communication process, the policies, the planning process, the working environment as well as the organization culture are all become more flexible today than in the past. According to the Society for Human Resource Management (SHRM, 2008) worker solicitations were the top reason businesses offer flexible work plans, as reported by right around seven out of 10 HR experts.

One of the top performing companies in the world, Google, has been practicing flexible working since its establishment. Google first opened in Malaysia in January 2011, its second country in the region after Singapore in 2007 (Su-Lin, 2013). Reynolds (2014) stated that many studies have proven that flexible working improved performance, and from that 55% of managers experienced improved team communication, 53% had improved team interaction, 41% of