THE FACTORS AFFECTING THE ADOPTION OF FLEXIBLE WORKING

ARRANGEMENTS IN ORGANIZATIONS IN KLANG VALLEY

AMIR AMRAN BIN ABD RAHIM

2014453592

NOR SYAHIDATUL AZIMAH BINTI ABU BAKAR

2014268666

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS

(INTERNATIONAL BUSINESS)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

KAMPUS BANDARAYA MELAKA

JULY 2016

THE FACTORS AFFECTING THE ADOPTION OF FLEXIBLE WORKING

ARRANGEMENTS IN ORGANIZATIONS IN KLANG VALLEY

AMIR AMRAN BIN ABD RAHIM

2014453592

NOR SYAHIDATUL AZIMAH BINTI ABU BAKAR

2014268666

Submitted in Partial Fulfillment of the

Requirement for the

Bachelor of Business Administration with Honours (International Business)

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA

BANDARAYA MELAKA

JULY 2016

DECLARATION OF ORIGINAL WORK

BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDARAYA MELAKA
"DECLARATION OF ORIGINAL WORK"

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

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: _____

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,

_____   _____

AMIR AMRAN BIN ABD RAHIM   **NOR SYAHIDATUL AZIMAH BINTI ABU BAKAR**

2014453592   **2014268666**

BBA HONS   **BBA HONS**

INTERNATIONAL BUSINESS   **INTERNATIONAL BUSINESS**

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 flexibilty 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