UNIVERSITI TEKNOLOGI MARA

THE RELATIONSHIPS BETWEEN INFORMATION SECURITY MANAGEMENT PRACTICES AND ORGANISATIONAL AGILITY IN MALAYSIA INFORMATION TECHNOLOGY BUSINESS ORGANISATIONS

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ABSTRACT

Information Technology (IT) is perceived to play an essential role in organisational agility (OA), and often is regarded as an enabler for agility. The utilization of IT in providing organisation with sufficient information for rapid decision making for agility is the state-of-art strategy to works in today's turbulent business environment. Although beneficial, it is however apparent that the applications of these recent emerging and advance information technologies within organisation, could introduces IT related issues such as information security and cyber threats, rapid and continuous technological advancement and obsolescent that eventually inhibit organisations' agility. On the other side, several researchers found that practicing the information security management (ISM) could improve IT operational efficiencies and promotes OA. Looking at the possibilities of creating the conceptual links between ISM practices and OA as part of organisation strategy, this study focuses on the investigating the relationships between information security management ISM practices and OA of Multimedia Super Corridor (MSC)-status companies. A conceptual research model was first developed based on an extensive literature review, which then the final model was established and used to develop measures and instruments. A quantitative method research design has been employed in this research, which involved three phases of data collection methods, namely pre-testing and validity and reliability of instruments, pilot study and survey. This study was conducted throughout Malaysia with a total of 250 valid questionnaires were obtained from managers and executives from the MSC-status companies. Structured Equation Modelling (SEM) using Partial Least Square (PLS) was used to analyse the data and to test all nine hypotheses developed in this study. Based on the analysis of 250 responses, it was discovered that administrative security practices (ASP), technical security practices (TSP) and physical & environmental security practices (PESP) have positive influences on operational agility and customer agility, except the relationship between PESP on all OA dimensions were found to be insignificant on all agility constructs. The validation of the structural model of nine hypotheses developed for this study has demonstrated satisfactory results, exhibited six significant direct relationships, and three insignificant relationships. This research contributes to the existing literature as there has been little evidence found in the literature relating information security dimensions with organizational agility, especially in IT-based organisations. By considering the fairly high explanatory power the model, this study will benefit practitioners and policy makers of IT-based organisations on how information security practices could foster their organizational agility.

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