

**UNIVERSITI TEKNOLOGI MARA**

**CORRELATION BETWEEN  
TELECOMMUTING, WORK-LIFE  
BALANCE, VALUE AND  
EMPOWERMENT:  
A STUDY OF OIL & GAS COMPANY IN  
EAST COAST REGION**

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## ABSTRACT

In line with the industrial revolution 4.0, telecommuting becomes more robust and relevant to be implemented in Malaysia even though this working arrangement is not widely accepted by most of Malaysia's companies due to some hindering factors. There is a limited encouragement from the management and awareness of the benefit of telecommuting shared to the employer, employees, and organisation. For this reason, the researcher aims to determine the relationship of telecommuting among PETRONAS ICT employees in the East Coast Region which is consisted of Kelantan, Pahang, and Terengganu with work-life balance, value, and empowerment. Employee acceptance with regards to telecommuting is the independent variable, and work-life balance, value and empowerment are evaluated using a component of each dependent variables, which are: (i) more family time, (ii) increased productivity, (iii) reduced absenteeism, (iv) reduced turnover, (v) job satisfaction and (vi) time flexibility. The items in questionnaires are a closed-ended type using a five-point Likert scale and the sample of 70 respondents being selected from the PETRONAS ICT employee in the East Coast Region. The researcher distributed 70 sets of questionnaires and returned 60 questionnaires, with a return rate of 86%. The data gathered for this study have been analysed using the Social Sciences Statistical Package (SPSS), version 24. Correlation was applied in analysing and interpreting the collected data. The findings of correlation between telecommuting, work-life balance, value, and empowerment generally support the hypotheses in this study and eventually had answered the objectives for this study. As a conclusion, there is a significant correlation between telecommuting and work-life balance which is associated with the acceptance of telecommuting among Government-Linked Company (PETRONAS ICT employee) in the East Coast Region, Malaysia.

**Keywords:** Telecommuting; Correlation; PETRONAS ICT; Malaysia.

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