

ASSESSMENT 1

LEVEL 5 ASSESSMENT SPECIFICATION

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Submission method:	All written assessments, where practical and possible, must be submitted via Turnitin unless otherwise instructed by the Lecturer. (Please DO NOT put this assessment specification into Turnitin or it will match many similarities with other students' submissions.) Alternative submission method (if applicable): Late submission of the assessment will result in a late penalty mark: Work which is submitted up to 1 week late will be capped at 40% for the first attempt and will be awarded a mark of 0% for re-assessment. Late submission penalties may be lifted only if there is an approved extenuating circumstances claim. Work submitted more than 1 week late will be considered as a non-submission and will not be marked. The work may be considered as a submission for reassessment if offered by an Examining Board or if there is an approved extenuating circumstances claim.
Academic honesty / referencing:	Academic honesty is required. In the main body of your submission you must give credit to authors on whose research and ideas your work is based. Append to your submission a reference list that indicates the books, articles, etc. that you have used, cited or quoted in order to complete this assessment.

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TASK 1

RESEARCH TOPIC

“What The Impact of Flexible Working Arrangements on Employee Job Satisfaction”

INTRODUCTION

Flexible Working Arrangements (FWAs) are becoming increasingly common around the world, with many companies giving them to their employees (Choi 2020). Employees using flexible working arrangements can modify the quantity, location, and timing of their work (McCartney, 2021). Since the late 1980s, numerous organizations have advocated various types of FWAs. Variable work arrangements (FWAs) include flexible hours and days, remote work, and non-standard start and end times (Almer and Single, 2024). According to research, work-life policies such as part-time work, job sharing, shift work, annualized hours, compressed hours, remote work, and career breaks can boost job satisfaction (Oludayo et al. 2021). Numerous studies have shown that FWAs have a positive impact on organizational and employee outcomes, such as work-life balance, commitment, engagement, productivity, retention, motivation, and job satisfaction (Andrade, Westover, and Kupka, 2021). According to Aziz-UrRehman and Siddiqui (2020), flexible work arrangements (FWAs) assist employers in meeting the changing expectations of their employees and customers, while also providing benefits that promote job satisfaction, such as work-time flexibility, reduced work-life conflicts, and reduced stress.

PROBLEM STATEMENT

Previous research has shown that functional work arrangements (FWAs) have a considerable influence on the level of job satisfaction experienced by employees in a variety of industries across Malaysia. Few studies have investigated the impact that gender inequalities and different types of FWAs have on the level of job satisfaction experienced by employees. Some of these studies, on the other hand, have solely looked at one gender, typically those of women.

Numerous organizations place a high value on FWAs because of their capacity to improve the outcomes of both the organization and its employees, as well as to assist in the retention and attraction of a diverse pool of human resources. The purpose of this study is to provide unique insights on the influence that FWAs have on employee job satisfaction, with a specific focus on the employees in Malaysia. It is a well-known fact that companies in Malaysia provide their employees with the opportunity to work full-time as well as part-time roles, which are often part-time jobs (Jiang et al., 2023).

VALUE OF RESEARCH

This study contributes to the academic literature on FWAs and employee job happiness by identifying existing categories, gender differences and their implications for employee job satisfaction. This study will help companies understand how FWAs affect employee job satisfaction. This research will help store managers determine the most flexible work arrangements for their staff. This study aims to raise employee understanding of the impact of FWAs on job satisfaction and to help them choose businesses based on the FWAs supplied. According to the study's findings, implementing FWAs may result in more satisfied employees, leading to improved efficiency and production for retail enterprises.

RESEARCH APPROACH

Saunders et al. (2019) identified three methods for theory development: deduction, induction, and abduction. Saunders et al. (2019) define a deductive strategy as the formulation and evaluation of research hypotheses based on literature theory. Induction is a research strategy that includes developing a theory by evaluating previously collected data. The inductive approach seeks to better understand how people interpret events (Saunders et al. 2019). According to Saunders et al. (2019), the abductive technique incorporates both deductive and inductive reasoning. The procedure entails experiencing an unexpected event and providing a credible explanation for its cause.

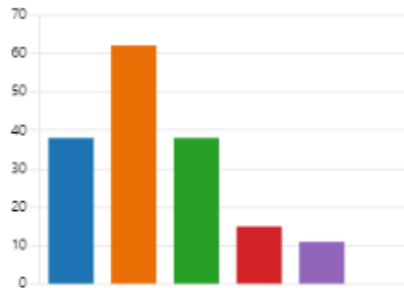
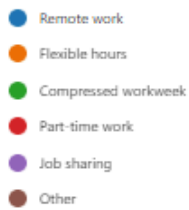
This study followed a logical method, which is typical of positivist research (Saunders et al., 2019). This technique is best suited for explaining the relationship between FWAs and employee job satisfaction, as it is supported by extensive literature.

DATA COLLECTION METHOD

There are two (2) types of data collection: primary and secondary data. Primary data is data that researchers obtain directly, whereas secondary data is information that has already been gathered. Primary data is gathered using questionnaires. Respondents are guaranteed that their personal information will be kept strictly confidential and used only for research purposes. Secondary data refers to information obtained from books, journals, and articles. These sources of information are usually reliable and authentic. After gathering the data, it is thoroughly evaluated, and a solution to the problem is proposed. The data collection used in this study is primary data collection.

4. What type of flexible working arrangements are available to you? (Select all that apply)

[More Details](#)



As from the data that has been collected through the survey that was conducted, out of 90 respondents have selected flexible hours, remote work and compressed workweek. Adaptable hours allude to a plan for getting work done that permits representatives to work anything hours they need. This implies they can begin or end their day sooner or later than typical business hours. With this kind of timetable, representatives can frequently work from where they need, make a timetable that turns out best for themselves and timetable their work day in anything that way they need. This sort of timetable can assist representatives with adjusting their work and everyday life or make it feasible for them to work seasonal work. It likewise empowers them to plan their most elevated work during the calmest times so they can achieve more (Waltower, 2023).

Remote work is on the ascent and there are no signs that will dial back. While being able to work from beyond a corporate office has been possible for years and years, working remotely has kept on turning out to be more standard every year with additional representatives requesting work adaptability from managers and organizations.

For instance, certain individuals have the potential to turn out from a distance for most of the working week, yet need to drive to face to face gatherings at the workplace one day seven days.

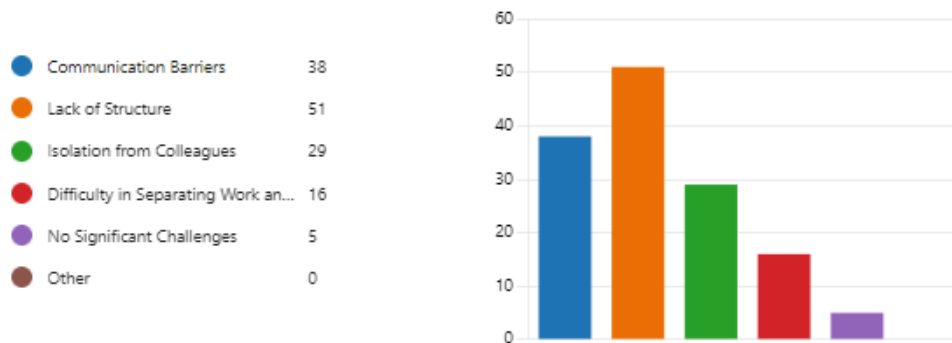
On a run of the mill day, these distant representatives work from their work spaces or close by bistros and can work from their organization's office when it's important.

A compressed workweek's worth of work by and large means working four days rather than five.

This timetable might include working less all out hours every week or moving your daytime hours to a four-day term, e.g., working four 10-hour days.

13. What is the most significant challenge you face with flexible working arrangements?
(Select all that apply)

[More Details](#)



Lack of structure and communication barriers has been the most significant challenges that have been faced by employees. Lack of structure been an issue because comparing to FWA employees and normal working employees, they have lack of structure due to not a permanent job and also not been organized probably the company they are working and also communication barriers also been a big cause due to multiracial people working and have difficulty in communicating and sharing ideas and this has been the major issues that has been collected from the survey been conducted and many of the responses from woman 55% and men 35% from age range 25-34 with one to three years working experience.

SAMPLE SIZE

The study's target audience is people living in Malaysia and also working adults. The sample could comprise retail employees of all genders and origins aged 18 and up who work in Malaysia, with or without FWAs. The sample size is the proportion of the total population chosen for analysis (Zikmund et al., 2013).

The sample size for this study was 100 participants. The sample size was justified by prior study with 100 participants (Wadhawan, 2019; Bukhari et al., 2018). Due to time limits, only 90 replies were received.

SAMPLING CONSIDERATION

The primary goals of sampling will be to assure sample variation, reduce bias, and achieve a sample size large enough for valid statistical analysis. To address potential biases, participants will be drawn from a wide range of institutions and specialities, with the purpose of ensuring that the sample represents the impact of flexible working arrangements on employee job satisfaction.

CONCLUSION

FWAs affect employee job satisfaction in Malaysia. This study examined how FWAs affect Irish retail worker satisfaction and gender variations in FWA types. A thorough literature review and quantitative research approach met research objectives and questions. This Irish retail FWA and employee job satisfaction study adds to the literature. The study enhanced Malaysia employees' job satisfaction and FWA comprehension (Zerhouni, 2022).

Only one of the three assumptions was supported by the Malaysian employees' quantitative study. Malaysia workers with and without FWAs had significantly different employee satisfaction ratings, according to the t-test. Previous study confirms this. Our study discovered surprising gender differences in how FWAs affect Irish retail employee job satisfaction. The study's data test shows no significant gender or FWA type effect on Malaysia workers' job satisfaction. This study revealed no substantial influence of FWAs on Malaysian employees' job happiness, but it can assist businesses design FWAs that benefit both employees and the company (Ray & Pana-Cryan, 2021) .

TASK 2

The process of obtaining new data directly from its source is known as primary research.

Stakeholder-specific objectives can be met with this method's real-time insights and specific data. Surveys, interviews, and observational studies are examples. Employees in a variety of industries who take advantage of flexible work schedules can be surveyed for Primary Research. A Likert scale would be used to quantify responses to closed-ended questions about things like work-life balance, job autonomy, and overall job satisfaction. The survey could reach a large number of people to get data that is statistically significant. This would help find patterns and connections between job satisfaction and flexible working arrangements (Mulikita, 2024) .

In contrast, secondary research entails analyzing existing data, which is typically collected and presented by others. Understanding broader trends, providing context, and validating hypotheses all benefit greatly from this kind of research. Academic articles, industry reports, and data compilations are all common sources. A review of existing literature, such as case studies, academic journals, and industry reports, would be part of secondary research. The existing understanding of flexible working arrangements and their effects on employee satisfaction would be provided by this study. The evolution of flexible work practices, theoretical frameworks that explain the connection between work flexibility and job satisfaction, and an examination of previous empirical studies could be key areas of focus. The validity and dependability of the research conclusions can be enhanced by comparing the results of the primary research with the existing literature (Adebayo & Ibrahim, 2023). This will assist in determining whether there are

consistency issues or gaps in understanding. This method ensures a comprehensive comprehension of how employee job satisfaction is affected by flexible working arrangements by integrating primary and secondary data (Wadhawan, n.d.) .

TASK 3

I received valuable feedback from stakeholders following my presentation of my elevator pitch, which significantly influenced my research strategy. The need to emphasize the variety of employee experiences with flexible working arrangements (FWAs) was one of the most important points brought up. Stakeholders pointed out that not all employees benefit from flexibility in the same way. Age, gender and even personality traits can affect how people perceive and benefit from flexible work. For instance, younger workers may place a different emphasis on work-life balance than older workers, and managers may encounter FWAs in a different way than entry-level workers. This feedback made it clear that these demographic variables should be taken into account in my research to ensure a more nuanced and comprehensive analysis. The suggestion to provide employers with more suggestions that can be implemented was another significant piece of feedback. Stakeholders were eager to comprehend not only the theoretical implications of my findings but also the practical application of these insights in organizational contexts. They suggested that the research could investigate specific approaches to putting FWAs into practice in a way that improves job satisfaction for all employee groups. This could include more robust remote worker support systems or flexible options that are tailored to the needs of employees. I was also encouraged by stakeholders to investigate the potential drawbacks of FWAs, such as feelings of isolation or difficulty maintaining boundaries between work and personal life. The research could provide a balanced

perspective by addressing these obstacles and assisting organizations in mitigating potential disadvantages while enhancing FWA benefits. Overall, the feedback I received has led me to broaden the scope of my research, place an emphasis on demographic diversity, and prioritize practical, actionable outcomes that employers can directly use to increase job satisfaction through flexible working hours.

TASK 4

What Impact of Flexible Working Arrangements on Employee Job Satisfaction

by Zahara Begum

INTRODUCTION

Flexible working arrangements (FWAs), including options like remote work, flexible hours, and compressed workweeks, have become increasingly prevalent in today's workplace. This research explores the impact of flexible working arrangements on employee job satisfaction, aiming to understand how flexibility in the workplace affects employee attitudes, well-being, and overall job satisfaction.

AIM

The aim of this research is to investigate the impact of flexible working arrangements on employee job satisfaction. Specifically, the study seeks to identify the aspects of flexible work that contribute positively or negatively to job satisfaction and to understand how these arrangements influence employees' overall experience and commitment to their jobs.

MESSAGE

The findings of this research have important implications for both employees. For employees, understanding how flexible working arrangements affect job satisfaction can inform decisions about pursuing or advocating for such arrangements in their own work lives. By identifying the key factors that drive job satisfaction in flexible working environments, organizations can better tailor their workplace policies to meet the needs of their workforce, ultimately leading to improved employee satisfaction and organizational performance.



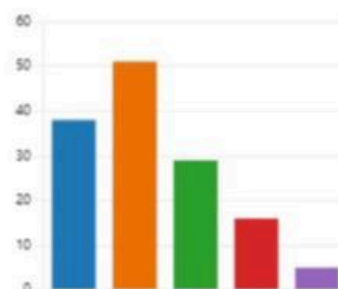
CONCLUSION

The impact of flexible working arrangements on employee job satisfaction is a complex and multifaceted issue. This research underscores the importance of carefully considering the design and implementation of flexible work policies to maximize their positive impact on job satisfaction. The findings of this research contribute to a deeper understanding of the relationship between work flexibility and employee satisfaction, providing a foundation for future studies and practical applications in the workplace.

13. What is the most significant challenge you face with flexible working arrangements?
(Select all that apply)

[More Details](#)

● Communication Barriers	38
● Lack of Structure	51
● Isolation from Colleagues	29
● Difficulty in Separating Work and Life	16
● No Significant Challenges	5
● Other	0



Bar chart of the challenges face by employees with flexible working arrangements

Communication barriers and lack of structure is the most faced challenges by employees

APPENDICES

The Impact of Flexible Working Arrangements on Employee Job Satisfaction

90 Responses

00:39 Average time to complete

Active Status



Sync results to Excel for the web automatically and analyze with more detail and flexibility.



Open results in Excel



Results Summary

View results



1. Gender

[More Details](#)

Woman	55
Man	35
Prefer not to say	0



2. Age

[More Details](#)

Under 25	16
25-34	44
35-44	29
45-54	1
54 and above	0



3. How long have you been employed at your current organization?

[More Details](#)

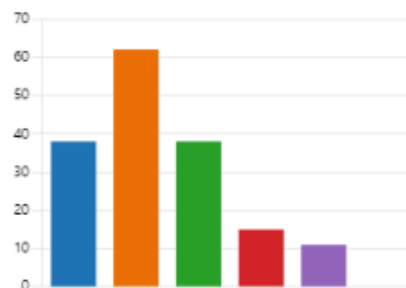
Less than 1 year	11
1-3 years	45
3-5 years	22
5-10 years	10
More than 10 years	2



4. What type of flexible working arrangements are available to you? (Select all that apply)

[More Details](#)

Remote work	38
Flexible hours	62
Compressed workweek	38
Part-time work	15
Job sharing	11
Other	0



5. How often do you utilize flexible working arrangements?

[More Details](#)

Daily	21
Several times a week	47
Weekly	13
Monthly	9
Rarely/Never	0



6. How satisfied are you with the flexible working arrangements provided by your organization?

[More Details](#)

Very satisfied	22
Satisfied	39
Neutral	28
Dissatisfied	1
Very dissatisfied	0



7. How would you rate your overall job satisfaction?

[More Details](#)

Very satisfied	13
Somewhat satisfied	52
Neither satisfied nor dissatisfied	23
Somewhat dissatisfied	2
Very dissatisfied	0



8. Do flexible working arrangements improve your work-life balance?

[More Details](#)

Yes	63
No	23
Maybe	4



9. To what extent do you believe flexible working arrangements contribute to your job satisfaction?

[More Details](#)

 Insights

Very satisfied	22
Somewhat satisfied	55
Neither satisfied nor dissatisfied	10
Somewhat dissatisfied	3
Very dissatisfied	0



10. How has the availability of flexible working arrangements affected your productivity?

[More Details](#)

Increased significantly	22
Increased slightly	48
No change	17
Decreased slightly	3
Decreased significantly	0



11. Have flexible working arrangements affected your communication with colleagues and supervisors?

[More Details](#)

Improved significantly	19
Improved slightly	52
No change	15
Worsened slightly	3
Worsened significantly	0



12. Do you feel that flexible working arrangements impact teamwork and collaboration?

[More Details](#)

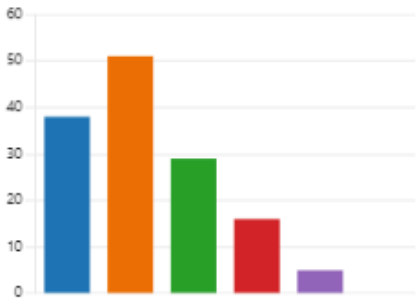
Positively	51
Negatively	11
Maybe	25
No impact	1



13. What is the most significant challenge you face with flexible working arrangements?
(Select all that apply)

[More Details](#)

Communication Barriers	38
Lack of Structure	51
Isolation from Colleagues	29
Difficulty in Separating Work an...	16
No Significant Challenges	5
Other	0



14. Overall, how would you rate your job satisfaction with the presence of flexible working arrangements?

[More Details](#)

Very satisfied	38
Satisfied	26
Neutral	22
Dissatisfied	3
Very dissatisfied	1



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