

SOLUTION OF PHYSICAL OFFICE THROUGH THE TRANSFORMATION
INTO DIGITAL OFFICE.

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The thesis is submitted in partial fulfilment of the requirement for the award of
bachelor's degree of Technology Management (Innovation) with Honours.



FACULTY OF TECHNOLOGY MANAGEMENT AND TECHNOPRENEURSHIP

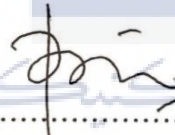
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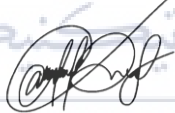
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DEDICATION

Every challenging job requires self -effort and guidance as well as strength from Allah SWT as well as parents. My humble efforts I dedicate to: Allah SWT, respected lecturers, mothers, friends, and seniors who provided guidance, strength, and skills to the researcher in completing this thesis.



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Abstract

The COVID-19 pandemic has affected many sectors of organizations around globe especially in employment sector where there has a lot of issues. During the pandemic, traditional working place like an office immediately shifted to working remotely from home. We can see a lot of issues of unemployment rises when Covid-19 Pandemic are attack the world. Because of that, this research is running to understanding the solution of physical office through transformation of digital office. The main objective of this research is to analyse significant relationship between application of digital tools into working place and effectiveness of digital office in term of productivity or performance. The independent variables in this research framework are Internet, IT Devices, Software, Cloud Services, and Digital Training while the dependent variables is Transformation Into Digital Office. The methodology that researcher uses in this research is the quantitative method and the researcher sampled a total of 235 respondents to acquire data. And for the data analysis researcher uses descriptive analysis, reliability analysis, Pearson Correlation analysis and linear regression analysis to analyse the data. Researchers use Statistical Software Package for Social Science (SPSS) to calculate the result acquire. In result and discussion, the calculated data been presenting in table and figures and been supported by literature review where the independent variables and dependent variables are calculated. The result of findings been discussed in chapter 4 including to determine the hypothesis to be accept or rejected based on methodology. This result has generated the idea for future research on such topic as well as idea to implementing transformation into digital office.

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CHAPTER 1

INTRODUCTION

1.1 Background of Study.

An office management is viewed as important place or location, section, area of conduct of any works, jobs, business, or transaction (Radhika Kapur, 2018). Office is the place for workers to work or in other say is workstation where there has enough facilities that included in the office to maintain workers performance in delivering services or businesses. Based on Merriam-Webster, office is a place where a particular business is transacted or a service is supplied such as a place which a function of public officer is performed or a directed to a headquarters of an enterprise or organisation, or the place where professional's person conducts businesses.

According to Morgan (2020), the early concept of office is a shape or form of a person, body of people that conduct an official administrative business. The word 'office' itself come from Roman Latin language which is officium where it means 'bureau' or a human staff position. Then it became a first modern office when East India House was built in 1729 on Leadenhall Street in the City of London as Headquarters (HQ) which they understood the necessity for centralised administration and the efficiency of delivering the work. In the next modern office keep evolving in early 20th century where has a lot of facilities such as electric lighting and more modern equipment that save time in delivering the work such as typewriter and calculation machine and manual database system that enabling the processing of vast amount of information. In this era, the use of device such as

telegraph, or telephone been use widely to communicate with operation office building and factories building to deliver fast information on changes that make by HQ so it will deliver more efficiently according to time responses from HQ to factories.

Nowadays in developed country, we can see the trend where there became more less people who working in office not because the demand for office job is decreasing but it moved from traditional standardize type of working environment into working remotely from anywhere either the work at home, or in café, or any place other office that suitable for the workers deliver their best performance for company. It is because the vast of technology evolve that make most of office work been digitalize where make the workspace more structured and give a peace of mind place to work. According to Aram (2015), as changes in the labour market have shifted a significant portion of the workforce from the factory floor to the office environment, the focus of work-environment research has shifted from unfavourable physical working conditions to a concern with the psychosocial work environment. In order to cope with current technology, the implementation of internet that mostly digitalize almost everything that causing management system became more structured.

1.2 Research Problem/Problem Statement.

The term "office management" refers to a company's administrative positions. Office management entails organising office activities and assisting in the retention of employees. The essential terms here are efficiency and effectiveness such as business is well-managed, it has control over office activities, lowers expenses, has pleasant staff, and coordinates all business activities. According to Katherine (2020), Office management involves the planning, design, implementation of work in an organization and its offices. This includes creating a focused work environment and guiding and coordinating the activities of office personnel to achieve business goals. These activities are evaluated and adjusted to improve and maintain efficiency, effectiveness, and productivity.

The current situation that just happened in a few year (two and half years to be exact) has made the digital system takeover real event such as workplace especially in management. Digitalize organizational job scope in rapid scale has made quite a

scenery in industry where there have many problems that occur because of people do not familiar with working remotely and there also has job that not suitable the online approach at the first implementation. According to Hewlett (2022), the digital ecosystem, certain office activities or functions are done virtually, and often these accommodate specific industry or security needs, select teams, and personal preferences. While digital workplaces can be deployed for small, local groups of employees, they can also be set up for multiple offices or branches, whether they are located in different cities, states, or countries.

The pandemic Covid-19 not only attack industry where we can see management sector mostly employees can work remotely and has resources to keep in touch to tracking how much progress by using online platforms such as WhatsApp, E-mail, Microsoft Teams, and many more to ensure all work can be done remotely and can be accessed anywhere and anytime. After the use of internet in management sector forcibly, we can see the pros and cons of internet implementation and things that can be a solution for traditional office that can be solved via digital office.

1.3 Research Question

RQ1: What is the effectiveness of digital office in term of productivity or performance?

RQ2: Is there has significant relationship between digital implementation among employees in term of employee's life balance?

RQ3: What is the ideate of dominant transformation from traditional office variables into digital office that can impact the role of management sector?

RQ4: How the correlation between independent variable and dependent variables?

1.4 Research Objective

RO1: To examine the effectiveness of digital offices in term of productivity or performance.

RO2: To analyse the digital implementation among employees in term of employee's life balance.

RO3: To ideate the dominant transformation from traditional office variables into digital office that can impact the role of management sector.

RO4: To examine the correlation between independent variables and dependent variables.

1.5 Scope and Limitation

The scope of this research revolves around the three major parts: level, territory, and time. This research focuses on the solution of physical office through the transformation into digital office in curb in Covid-19 Pandemic. The group targeted for the sake of research are people of age 20 to 45 years old. These are the most suitable age group as these people are mostly in the management sector that working in office and need to work remotely while government implementing limit people in closed environment in same time. The selected area for this research is proposed in Melaka because it ease for researcher to get respondent and researcher are focusing on management area either in Bandaraya Melaka or Ayer Keroh that is known as the administration centre of Melaka. This research is conducted within the time frame of two semester beginning in March 2022 until January 2023.

1.6 Summary

In conclusion, background of study that was concluded in this chapter which related the solution of physical office through the transformation into digital office in curb in Covid-19 Pandemic where we state the problem statement, objective and research question and set up the limitation of the research so it will be as guidance to keep us on track. The question of why the research is conducted is already discussed and total of three research question and objectives are laid out in this chapter which these questions and objectives has been discussed in this chapter. The scope and limitation


for this study has been set up as indicator for this research are based on time constraint and area of research. Also, a group of targeted respondent has been decided for the quality findings so this research will provide a more proven answer for other researcher.



CHAPTER 2

LITERATURE REVIEW

2. Literature reviewed



This chapter describes an overview of existing literature on the technological innovation of physical office through the transformation into digital office. In these segments, a researcher may discuss previous research that have its relation to the topic of the research. The materials used in these segments will help researcher to scrutinise and initiate the foundation and the framework of the research topic and the theory been reviewed in the corresponding review. The purpose of this analysis serves to provide textual support and materialize a clear view on the current report, the innovation of physical office through the transformation into digital office, where issue pandemic Covid-19 has triggered the technology to fully utilise by users and workers from world. This segments also includes previous researcher's hypostases that has been collected to develop the research paradigm. The structures of the analysis would have both independent and dependent variables where independent variables include internet, IT devices, software, cloud server, and training. Meanwhile dependent variables are the digital office transformation where it combines all independent variables into a digital office transformation.

2.1 Internet.

As we know in general, internet is one of the medium connectivity people with other people across the world where the use of internet helps us to communicate with other people in real time. The internet has been widely used not only to communication but also for education, businesses, quickly find information, manage finances, shop from home, entertainment such as listening to music or watch video and movies etc. The other term of internet is sometimes it called as “the Net” where it is a computer network across the world where it is connecting millions of computers by network. Network is a group of two or more computer system are linked together by internet.

According to Kaushalya (2014), Internet is a global system of interconnected computer networks that use the standard internet protocol suite (TCP/IP) to serve billions of users worldwide where it is a network of networks that include a million of private, public, business, government network, public, academic from local into global scope that are linked. Physically, the Internet consumes a share of the entire resources of the currently available public telecommunications networks. Technically, what separates the Internet is its usage of a set of protocols known as Transmission Control Protocol/Internet Protocol (TCP/IP). The TCP/IP protocol is also used by two newer adaptations of Internet technology, the Intranet, and the Extranet.

The Internet is composed of two fundamental components: network protocols and hardware. Protocols, such as the TCP/IP suite, define sets of rules that devices must adhere to fulfil jobs. Machines would be unable to communicate without this shared set of rules. The protocols are also in charge of converting a message's alphabetic text into electrical signals that may be conveyed across the Internet, and then back into legible, alphabetic text.

Internet connected by a broad array of electronic, wireless, and optical networking technology and optical networking technology that using light signals for send information between two or more computer instead of electronic ones such as fibre optic. The Internet provides a large array of information resources and services, such as the World Wide Web's (WWW) interlinked hypertext texts and the infrastructure to enable electronic mail (e-mail). But all of this cannot operate without a hardware.

2.1.1 IP Address.

Each computer connected to the Internet is given a distinct IP address that enables it to be identified. When one device seeks to transmit a message to another, the data is transferred in manageable packets through the Internet. Each packet is given a port number that will be used to link it to its destination.

By travelling through the levels of the OSI model from the top application layer to the bottom physical layer, a packet with both a unique IP address and port number can be transformed from alphabetic text into electronic impulses. The message is then delivered over the Internet and received by the router of the Internet service provider (ISP). The router will check each packet's destination address to determine where it should be sent.

The packet eventually reaches the client and travels in reverse from the OSI model's bottom physical layer to the top application layer. The routing data (the port number and IP address) is stripped from the packet during this step, allowing the data to be transformed back into alphabetic text and the transmission process to be completed.

2.1.2 Uses of internet

The internet has shown to be the most valuable technology of our day, assisting us not only in our daily lives, but also in the development of our personal and professional life. The internet aids us in this work in a variety of ways. The internet can be used to communicate over long or short distances, to share information from anywhere in the world, and to obtain information or answers to practically any issue in a matter of seconds.

The following are some concrete examples of how the Internet is used:

- Social media and content sharing,
- E-mail and other forms of communication, such as Internet Relay Chat (IRC), Internet telephony, instant messaging, video conferencing

- Education and self-improvement through access to online degree programs, courses and workshops and
- Searching for jobs -- both the employer and applicant use the Internet to post open positions, apply for jobs and recruit individuals found on social networking sites like LinkedIn.

For the students and educational purposes, the internet is widely used to gather information to do the research or add to the knowledge of various subjects. Even the business professionals and the professionals like doctors, access the internet to filter the necessary information for their use. The internet is therefore the largest encyclopaedia for everyone, in all age categories. The internet has served to be more useful in maintaining contacts with friends and relatives who live abroad permanently (Kaushayla, 2014).

2.1.3 Advantages of internet.

There has a lot of advantages using internet in our daily life such as,

E-mail: In today's corporate world, email is a must-have communication tool. E-mail allows users to send and receive messages in real time. Electronic communications are similar to letters in that they are sent electronically. Messages are sent to people all over the world in real time. Unlike regular mail, which takes a long time to deliver, this service is available all over the world. When compared to other forms of communication, email is free, quick, and inexpensive. Telephone, fax, and mail services are all available.

Information: Without a doubt, the most significant advantage that the internet provides. On the internet, users may get a broad of information on just about any topic, including government law and services, trade shows and conferences, market information, new ideas, and technical help. Using search engines such as Google, Yahoo, and MSN, you can nearly find any form of info on almost any subject you're looking for.

Online Chat: There are numerous 'chat rooms' available on the internet that can be used to meet new people, make new friends, or keep in touch with old ones. For example, Facebook such a nearest communication tools that users can access through smartphones where not only users can use online chat to be chatting each other but also can be a hub of knowledge where users tend to share real life experiences and information related to real life hacks. WhatsApp also communication platform that use online chatting as main features to users keep in touch each other's.

Service: Many services are available on the internet, including net banking, job seeking, ticket purchasing, hotel reservations, webinar such as Google Meet, Zoom and Webex and instruction on a wide range of topics that affect every part of life.

E-commerce: Users can shop online as well as receive information on the Internet. There are numerous online stores and sites where you may search for things and purchase them with your credit card or online banking. User won't have to leave your house and will be able to complete all of your shopping from home. It offers an incredible and diverse choice of things ranging from everyday necessities to gadgets and leisure. For example, Amazon is one of the largest e-commerce platforms that help customer shopping online.

Entertainment: The Internet allows users to access a broad variety of audio/video music as well as plays and films. Many of these are available for download. YouTube is one such well-known website.

Software Downloads: Users can get a lot of software for free on the Internet, including utilities, games, music, videos, and movies.

2.1.3.1 The use of internet into digital office.

The internet has made big chance in our daily life including how we work. Internet implementation on job scope has made us became more productive which it increased our performance during work. By implement digital office into work culture, it really helps workers to work remotely either from home, café, or while on outstation that keep people focussed on what's going on.

As researcher said earlier on how internet help us keep connecting with each other's, digital office has all the function to us connect with co-workers, and make things look easier with getting files on the go with the use of cloud server where it usually the place to store all data about working. By that, people work less with paper when digitalization of document been implementing in a job. The culture in the office also changing where we can see how different office layout in 1980 and 2022 where now the office layout is not too complex with files on desk, the crowded in the office because of cubical for each worker for workstation and many more.

We can see the implementation of digital office can change how we work and more focussed on socialise worker where all people can work and socialise together at same time. This is what we call modern office.

2.1.3.2 Advantage of modern office.

Modern office tends to be contrast with traditional office space where the design is more to have open-plan layout and contemporary interiors, not like traditional office that are usually closed-plan and feature old-fashioned decorations. According to Teknion (2022), the modern office represents office cultures that are fluid and flexible, with an emphasis on openness and communication to encouraging collaboration and creativity with fewer division and physical barriers Modern office tends to be equipped with high-end office furniture such as ergonomic desk chairs and glass boardroom tables. Usually, high-end office furniture will boost brand image and enhance the reputation of company. Not only that, a high-quality ergonomic furniture will support employees while work and minimise the risk of work-related injuries like neck and back pain. With that, the all-day comfort has become priority to workers to prevent tiredness where usually leading to a lack of concentration and productivity. According to Teknion, a well-designed modern office can boost worker's productivity by 20% where their believe that office furniture and layout play important role in workplace productivity and engagement.

2.1.4 Speed Internet

A faster internet connection can provide a better connection for work by allowing for faster file downloading and uploading, as well as smoother streaming of video conferencing and other online collaboration tools. A fast internet connection can also cut the time it takes to load webpages and programmes, increasing overall productivity. It is also crucial to remember that a fast internet connection is not enough to provide a good connection for business, since other factors such as network congestion, router quality, and device compatibility can all have an impact on performance.

According to Steven *et.al* (2010), The speed advertised and set by a broadband provider is an important metric for characterizing the broadband service and does provide a useful first-level indicator of the expected “speed” of traffic carried by the network. A corporation that offers consumers with Internet connection is known as an internet provider. Cable companies, telephone companies, satellite providers, and wireless Internet service providers are examples of popular types of Internet providers (WISPs). ISPs can be further distinguished by the services they provide, such as the types of connections they offer (such as DSL, fibre, or cable), as well as the speeds and data allotment they provide. Because of that, worker need to decide which courier that has more stable internet connection in order to do work remotely.

In general, a location with higher internet coverage is more likely to have a wider variety of connection speeds accessible, since more infrastructure to enable high-speed connections is in place. Even in locations with good coverage, however, the real connection speed may not always be as fast as the highest available due to other reasons such as the number of users. The idea is that coverage and speed are related but not mutually exclusive; a location with strong coverage may not have the best speed, and vice versa.

2.1.5 Quota Internet

A sufficient internet quota is the amount of data or bandwidth that an Internet Service Provider (ISP) allocates to a customer or account as part of their service package. It denotes the amount of data that can be transferred in a certain amount of time, which is typically measured in gigabytes (GB) or terabytes (TB). When a user approaches the limit of their quota, they may be charged more, have their speed lowered, or be unable to use the internet until the following billing month. But now, lot of ISP in Malaysia has introduced unlimited internet quota with speed cap according to package that been subscribed by customers.

2.2 IT Devices.

As we discuss earlier, Internet cannot function without a device and worker cannot access internet without device. One of important thing to succeed the digital office is IT devices. IT devices is a tool to transcript the data in internet into text, images, or sound. As researcher said, devices are an end point of data transfer. IT devices usually are form of computer, laptop, smartphones, tablet, printer, router, server, and any electronic devices that can create, store, processes, or exchanges state information. IT devices also been referred as hardware where user can physically touch and use to achieve the data needed.

2.2.1 Hardware.

The important component for the access into internet is hardware, which encompasses everything from the computer or smartphone used to access the internet to the wires that transport data from one device to another. Satellites, radios, cell phone towers, routers, and servers are examples of additional gear.

This diverse sort of hardware is the network connection such as device (computer, handphones, laptops, and tablets) are end point or "client." Servers are the machines

that store information. The data transmission lines can be wireless signals from satellites or 4G and cell phone towers, or physical lines like cables and fibre optics. The process of transferring information from one device to another device are relies on packet switching.

2.2.2 Why IT devices are important in digital office.

In era of technology savvy, workplace that implement digital office are really important because devices are tools that make user work in any place in any time. Without devices, all things related with digital office cannot be done because devices are platform to, we achieve all data that been stored in servers. Employees need devices to access the data for job related to do work which make business more efficient and productive. It is because by using devices, we not only can-do basic things like edit file with ease but also the electronic bookkeeping system that pull data just with a keystroke can help user to schedule sales, call and appointment, track employees time and perform many tedious task that usually took hours in a minutes only.

Also, the devices help employees to ensure computational accuracy. The modern spreadsheet like Excel with its hundreds of computational formulas helping in ensure accuracy. Device also help people to key in the data such as inventory, recorded sales, manage and pay bills and handle payroll by using software programme. With that, employees can maintain the book in software program and financial statement can be generated in a moment.

2.3 Software.

We always heard software in our daily life especially people in IT company. According to Cambridge Dictionary, software is the instructions that control what computer do, computer programs. Linda (2017) said that software is a set of instructions, data or programmes that are needed to run machines and complete specified tasks. It is the opposite of hardware, which refers to a computer's physical

components. Applications, scripts, and programmes that operate on a device are all referred to as software.

Practically, software cannot operate without a hardware to transcript data from internet and internet can't be created without hardware. The used of software is for user to control their computer or devices to ease human workload because the set of instruction in a software literally help user to do work faster and smarter with minimal amount of time where indicate the efficiency of work. Employees that practicalize the use of software usually tend to have much faster decision to finish the task that been assigned to them.

2.3.1 Software help employees that implementing digital office.

In implementing the digital office, software is one of important thing that needed by employees to do work or job that been assigned from their employers. First of all, to implementing a digital office, a company must have a collaborative suite as a digital office tool. Richard (2019) has stated that to develop and grow digital workplace – office, company must need to learn how to successfully adapt using a collaborative suite.

For example, Google's G Suite, which includes a few well-known digital transformation products such as Gmail, Docs, Drive, and Calendar, can assist in sharing information in real-time and provide access to a comprehensive range of tools to improve communication and collaboration at work.

Furthermore, Office 365 provides a collaboration suite that promotes corporate communication, exchange, information, storage, and commercial activity management in the Microsoft globe. Word, Excel, Teams, Outlook, and OneDrive are essential productivity tools in today's digital workplace. As a result, a collaboration suite provides significant benefits, allowing employees to manage data, perform important business functions, organise activity across the organisation holistically, and prepare for the new digital era.

The second category focuses of communication tools. A good working relationship between co-workers is the key to any company's success, as it affects productivity