Faculty of Cognitive Sciences and Human Development

The Relationship between Work-life Integration and Well-being of E-hailing Drivers:

Mobile Technology as Moderator

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THE RELATIONSHIP BETWEEN WORK-LIFE INTEGRATION AND WELL-BEING AMONG E-HAILING DRIVERS: MOBILE TECHNOLOGY AS MODERATOR

Nur Farah Dayana Binti Suhaimi

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The project entitled **'The Relationship between Work-life Integration and Well-being of E-hailing Drivers: Mobile Technology as Moderator'** was prepared by **Nur Farah Dayana Binti Suhaimi** and submitted to the Faculty of Cognitive Sciences and Human Development in partial fulfillment of the requirements for a Bachelor of Science with Honours (Human Resource Development)

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ABSTRACT

This study is aimed at finding the relationship between the work-life integration and well-being (life satisfaction and job satisfaction) among e-hailing drivers and whether mobile technology moderates the relationship between the two variables. This research was done by using quantitative method where the data were collected by using questionnaires as the instrument. The data was collected form 60 samples who work as e-hailing drivers in Kuching, Sarawak. The data were then analysed by using both descriptive and inferential statistics. Besides, Spearman Correlation test procedure was used to measure the relationships between the independent variables and dependent variables. The findings have shown there is a strong positive and significant relationship between work-life integration and well-being of the e-hailing drivers. It was also found that the mobile technology does not moderates the relationship between work-life integration and wellbeing. As such, the researcher has recommended a focus on the study that may guide the organizations and future researches.

Keywords: Work-life integration, Well-being, E-hailing, Mobile technology

ABSTRAK

Kajian ini bertujuan untuk mencari hubungan antara integrasi kerja-kehidupan dan kesejahteraan (kepuasan hidup dan kepuasan kerja) di antara pemandu e-hailing dan sama ada teknologi mudah alih menjadi moderasi dalam hubungan antara dua pemboleh ubah. Penyelidikan ini dilakukan dengan menggunakan kaedah kuantitatif di mana data dikumpulkan dengan menggunakan borang soal selidik sebagai instrumen. Data dikumpulkan dari 60 sampel yang bekerja sebagai pemandu e-hailing di Kuching, Sarawak. Data kemudian dianalisis dengan menggunakan statistik deskriptif dan inferensi. Selain itu, prosedur ujian Spearman Correlation digunakan untuk mengukur hubungan antara pemboleh ubah bebas dan pemboleh ubah bersandar. Hasil kajian menunjukkan bahawa terdapat hubungan positif dan signifikan yang kuat antara integrasi kerja-kehidupan dan kesejahteraan pemandu e-hailing. Juga didapati bahawa teknologi mudah alih tidak memoderasi hubungan antara integrasi kerja-kehidupan dan kesejahteraan. Oleh yang demikian, penyelidik telah mengesyorkan fokus pada kajian yang dapat membantu organisasi dan penyelidikan pada masa hadapan. Kata kunci: Integrasi kerja-kehidupan, Kesejahteraan, E-hailing, Teknologi mudah alih

CHAPTER 1

INTRODUCTION

1.0   Introduction

This chapter identified the background of the study, the problem statement of the study in specific context, research objectives and the research hypothesis. Moreover, this chapter also explained the study's research framework, the significance of the study, limitation and scope, and definition of terms. The chapter ended with a summary.

1.1   Background of study

Over the past two decades, the boundaries between work and non-work life have become progressively blurred (Wepfer, 2018). Mobile technologies have facilitated a radical shift in work and non-work life which may positively or negatively affect employees' wellbeing especially in the 'gig economy' and the 'gig workers'. Smart phones, laptops and other forms of mobile communication technologies have changed the way employee perform their work. For several, work has become more flexible in terms of where and wii13hen the work or task can be done. As employees begin to use communication technologies for work-related tasks more frequently during their free time, this may contribute to an increase in work life conflict as well as related outcomes, such as job satisfaction, stress, and burnout (Wright, 2014).

In this study, we focus on one of the biggest components in the gig economy, which is the e-hailing services. Alongside to the proliferation of smartphones, smartphones-based e-hailing applications are experiencing fast growth globally. Besides, the ride-sharing platforms like Uber,

Lyft, Grab, GoJek, EasyTaxi, Hitch-a-ride, Didi Chuxing have grown significantly during recent years. In China, the number of registered users of two major e-hailing application, such as Kuaidi and Didi, have reached 60 and 100 million, respectively (He & Shen, 2015). According to Friedman, (2014) gig work frees workers to seek for themselves the best possible working conditions and wages even while upgrading their skills or setting up a business for themselves. Therefore, the booming gig economy has led a lot of people to do full-time or part-time e-hailing driving. According to the Land Public Transport Agency (APAD), Malaysia currently has 41 e-hailing firms

This research is conducted to better understand the relationship between work-life integration and the well-being of e-hailing drivers mediated by the use of technology. It is undeniable that employees experience great challenges in their abilities in order to be excellent in their work and career, to maintain good mental and physical wellbeing, as well as to maintain a great balance between their work life and private life. Therefore, this study is being conducted in order to give insight on the issues.

1.2   Problem Statement

Based on the previous research on e-hailing, most of the research focuses on the platform's business aspect, rather than the drivers' well-being. For instances, Ma et al. (2018) conducted a study to explore the impact of e-hailing competition on the urban taxi ecosystem. In addiction a study by He and Zou Jun (2015), studies the impact of broad adoption of e-hailing applications on the taxi network system. Most of the past research, however, did not address how the drivers use mobile technology to integrate their aspects of "work" and "life." E-hailing drivers are not excluded as they are also juggling between their family, work, and life demands. It continues to be important to study the impact associated with work–life challenges and their possible implications and impacts on job satisfaction and performance, as well as the well-being of e-hailing drivers.

It is likely that the societal relevance of employee wellbeing will also continue to grow in the most of the countries along with their economic development, as individuals are more and more able to satisfy their materialistic needs and turn their attentions towards the search for happiness and the fulfilment of their psychological needs at work. According to Ilies, (2015) scholarly and societal interest in the topic of employee well-being is perhaps mostly stimulated by people's increasing concern with issues of quality of life. Thus, there is a need to study on the impacts of mobile technologies on the integration of work and life as well as on the wellbeing and the quality of life of the employees in Malaysia in order to achieve life satisfaction beyond financial survival and economic prosperity.

1.3   Research Objectives

General objective

The general objective of this study is to determine the relationship between work-life integration and the well-being of e-hailing drivers and the mediating role of technology in this relationship.

Specific Objectives

The specific objectives for this study were to identify:

1. To determine the relationship between work-life integration and well-being among e-hailing drivers

2. To determine the relationship between work-life integration and the life satisfaction among e-hailing drivers.

3. To determine the relationship between work-life integration and the job satisfaction of e-hailing drivers.

4. To determine the moderating effect of mobile technology in the relationship between work-life integration and well-being of e-hailing drivers.

1.4 Research Hypothesis

H01: There is no positive significance relationship between the work-life integration and the wellbeing of e-hailing drivers.

H02: There is no positive significance relationship between the work-life integration and the life satisfaction of e-hailing drivers.

H03: There is no positive significance relationship between the work-life integration and the job satisfaction of e-hailing drivers.

Ho4: Mobile technology does not moderate the relationship of work-life integration with well-being among e-hailing drivers.
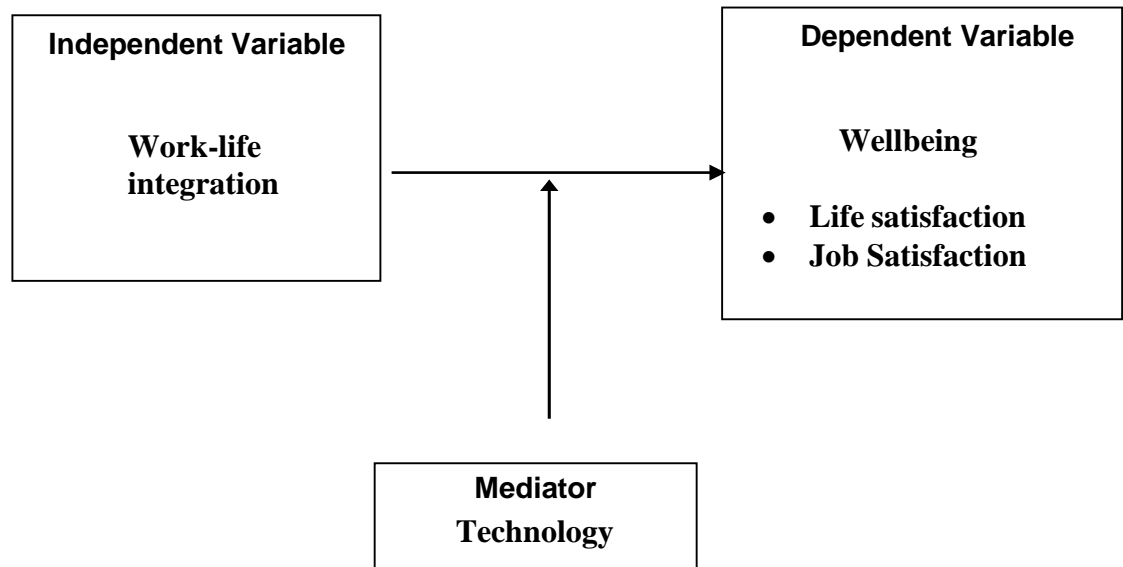
1.5 Conceptual Framework

Figure 1 Conceptual Framework

The purpose of this study was to determine the relationship between work-life integration and the well-being of e-hailing drivers and the role of technology in this relationship. Figure 1.1 showed the independent and dependent variables that have been developed for this study. The independent variables involved is work-life integration. The dependent variable for this study was the e-hailing drivers' well-being. Besides the mediating factor between the work-life integration and the drivers' well-being is, the usage of technology by thee-hailing drivers.

1.6   Significance of study

This research can discover and improve the knowledge on how 'new ways of working' due to advanced technology influence e-hailing drivers or employees and their families. Besides, this research contributes to make sense and answers people's increasing concern on the issues of employees' quality of life. Last but not least, this research can contribute towards the e-hailing drivers or those employees who embrace the 'new form of working' in order to handle and balance their work-life integration as well as to achieve well-being.

1.7   Limitations of study

The sample or targeted group involved in this study is limited to only the e-hailing drivers as well as the e-hailing companies/ organization involved are only a few and not involve all e-hailing companies available in Malaysia. Hence, the result of this study might only represents this particular organization/ companies. A total of 100 e-hailing drivers/ employees are identified respondents in this study as the sample size. The selection of respondents was based on their status as e-hailing drivers to answer the questionnaire. The subjects of the Chapter study are therefore not considered representative of the entire population and, at the same time, the results obtained cannot be

generalized and used to draw inferences about the population as a whole.

1.8　Definitions of terms

The definition of relevant items are expressed both in conceptual an operational forms in shown in the following Table 1.0

Table 1.0 Conceptual and Operational definitions of terms

Term	Conceptual Definition	Operational Definition
Work-life integration	A system of flexible and permeable boundaries that facilitates equal attentiveness among work-life, family-life, and community-life domains. (Ashforth et al., 2000; Bailyn et al., 2001; Christensen, 1997; Clark, 2000)	Work-life integration is an approach that creates more synergies between all areas that define life: work, family, community, personal well-being, and health.
Wellbeing	According to Litchfield (2016) Well-being can be thought as a Life satisfaction based on an individual's perception of their health, happiness and sense of purpose.	In this study, well-being focuses on the e-hailing drivers' life satisfaction and job satisfaction.

E-hailing	According to He (2015) E-hailing is a process of ordering a car, taxi, limousine, or any other form of transportation pick-up via a mobile device.	A transportation network company (TNC), sometimes also known as a mobility service provider (MSP) is a company that matches passengers with vehicles, via websites and mobile apps

Usage of Technology	According to Jarvenpaa and Lang (2005) technology is a hand held IT artefacts that encompass hardware(devices), software (interface and application) and communication (network services)	Devices to integrate the work and family domain, In the case for e-hailing drivers: (smartphones/ tablets)

1.9   Summary

This chapter discussed the major components of study includes background of study related This chapter discusses the important parts of the study which includes background of study related to work-life integration, well-being, e-hailing and mobile technology. A discussion regarding the statement of problem, objectives of the study, significance and the definitions of all the terms used during the entire study is also included in this chapter.

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

This chapter discusses and focuses on the related literature review which includes four sections. Firstly, it is the discussion of the concept and element of work-life integration and well-being. The second section will discuss the related theory or model. The third section is about the similar findings in the past previous study. The last section is a summary to conclude this chapter.

2.1 Pertinent issues related to the study

Work-life Integration

Work-life integration is typically an approach that provides more harmony in all aspects of life representing work, home or family, community, personal well-being and health. With the development of advance technology and the increasing reliance on electronic devices, it is becoming increasingly difficult to create a strict division between family life and work life Work-life integration seeks to merge personal and work life way that complements both domains as opposed to competing between the domains. According to Ashforth et al. (2000) integration can foster balance by reducing the cost of role transitions. Employees who able to reduce the issues of role transition by having great work-life integration as well could achieve better life satisfaction and well-being.

Well-being

Wellbeing is about a person's perception of health, happiness and prosperity. Well-being includes having good mental health, high life satisfaction, and a sense of meaning or purpose in life. To be more general, well-being is just the feeling or state of being well. In recent years, rapidly evolving working condition which include the enhancement of mobile technology have enabled employees to invest more of their time and effort in their job, where they tend to spent more time at work more heavily than before. Such developments require a deeper understanding of how heavy work investment influences well-being for employees as well as their job satisfaction and performance. According to Shimazu (2015) two types of heavy work investment can be distinguished, workaholism and work engagement. Strong investments by workers in their careers, for example in terms of time and energy that they spent at work, differentiate workaholism as well as work commitment. When employee work heavily and does not balance out their time for work, life and the time for their family, it could eventually lead to low level of well-being.

Workaholism is defined as ''the compulsion or the uncontrollable need to work incessantly'' (Oates, 1971, p. 11) whereas Schaufeli, Salanova, González-Romá, and Bakker (2002) define work engagement as a positive, fulfilling, work-related state of mind. While heavy work investment distinguishes both workaholism and work engagement, the underlying trigger for this investment varies from one another. Workaholism is characterized by high effort with negative outcome, whereas work engagement is characterized by high effort with positive affect. The distinctive characteristics between workhaholism and work engagement are empirically suggested in term of their relationship with various indicator of well-being and job performance For instance, due to the advancement of mobile technology, drivers/employees tend to work excessively hard and long hours, which eventually lead to workaholism and negatively affect their family, life and

job satisfaction. Whereas work engagement with (future) well-being involves low ill-health and high life satisfaction, as well as superior job performance. For example, engaged drivers/ employees who concerns a positive pattern of thoughts and feelings about their job will positively affect their family, life and job satisfaction.

Use of mobile technology in integrating family and life

In this era of technology-driven connections, work and life tend to be more permeable to each other than to function as separate spheres and domain. Mobile technology is a form of technology type that goes where the consumer goes. It consists of portable two-way communications devices, computing devices and the networking technology that connects them together. According to Jarvenpaa and Lang (2005) mobile technology is a hand held IT artefacts that encompass hardware (devices), software (interface and application) and communication (network services). The introduction of mobile technology has brought a new change towards the employees in terms of work-life balance. Quick and prompt communication, immediate access to both work and family life, breaks the boundary between home and working life.

The use of technology in life shapes an individual's sense of flexibility and permeability in terms of the work-life balance. According to the research done by Nam (2014) using internet and mobile technologies influences the dimensions (flexibility and permeability), types (integration, autonomy, interference, and segmentation), and consequences (job satisfaction, job stress, and overwork) of work-life balance. Some employees, due to the technological convenience, are willing to do more work during their personal time and are not reluctant to manage private affairs from the workplace or during working. Due to the presence of the advancement of mobile technology, employees/ drivers are willing to work out of the normal working hours. Many want a clear