

THE JOINT VIRTUAL CONFERENCE OF AHRD-ARACD 2021

Advancing work practices in response to
emerging changes in work & life

CONFERENCE PROCEEDINGS

Editors:

Roziah Mohd Rasdi • Nurul Afiqah Zulkifly • Steven Eric Krauss

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Table of Contents

TABLE OF CONTENTS	III
FOREWORD.....	1
AHRD-ARACD 2021 ORGANIZING COMMITTEE	2
LIST OF REVIEWERS	3
THEME 1: NATIONAL, INTERNATIONAL, AND CROSS-CULTURAL HRD	6
<i>THE ROLE OF CULTURE IN ASEAN: IMPLICATIONS FOR REGIONAL HUMAN RESOURCE DEVELOPMENT.....</i>	<i>7</i>
<i>WOMEN'S LEADERSHIP IDENTITY DEVELOPMENT IN AZERBAIJAN AND CENTRAL EURASIAN COUNTRIES: A LITERATURE REVIEW</i>	<i>13</i>
<i>MALAYSIAN STUDENTS' STUDY AND POST-GRADUATION CAREERS IN JAPAN</i>	<i>28</i>
<i>REGIONAL HUMAN RESOURCE DEVELOPMENT WITHIN ASEAN AND MALAYSIA.....</i>	<i>41</i>
<i>THE IMPACT OF SHORT VIDEO LEARNING ON TRADITIONAL CULTURE OF THE NEW GENERATION ——ANALYSIS OF UTAUT MODEL BASED ON MODIFICATION.....</i>	<i>51</i>
THEME 2: HRD AND SUSTAINABLE DEVELOPMENT	69
<i>FACTORS CONTRIBUTING TO EARLY RETIREMENT INTENTION AMONG PUBLIC SECTOR EMPLOYEES IN KUCHING.....</i>	<i>70</i>
<i>PREDICTORS OF GREEN HUMAN RESOURCE MANAGEMENT PRACTICES IN PUBLIC SECTOR ORGANIZATIONS: A LITERATURE REVIEW</i>	<i>71</i>
<i>ANTECEDENTS OF JOB HOPPING AMONG MILLINEAL JOURNALIST IN MALAYSIA: A PROPOSED MODEL.....</i>	<i>87</i>
<i>EXAMINING THE RELATIONSHIP BETWEEN A COMPONENT OF CAREEREDGE MODEL, ENTREPRENEURIAL ORIENTATION AND EMPLOYABILITY AMONG UNIVERSITY STUDENTS IN NIGERIA.....</i>	<i>97</i>

<i>ASSOCIATIONS OF CAREER ASPIRATION, ORGANIZATIONAL SUPPORT, AND SELF-EFFICACY WITH SUBJECTIVE CAREER SUCCESS AMONG WOMEN MANAGERS DURING COVID-19 PANDEMIC.....</i>	<i>98</i>
<i>THAT'S JUST HOW I AM: DISPOSITION AND DISCRETIONARY EFFORT OF MANUFACTURING WORKERS.....</i>	<i>99</i>
<i>A CONCEPTUALISING THE EFFECT OF ORGANISATIONAL HUMAN RESOURCE PRACTICES ON ORGANIZATIONAL PERFORMANCE</i>	<i>116</i>
THEME 3: LEADERSHIP DEVELOPMENT	117
<i>PATERNALISTIC LEADERSHIP PROFILES IN INDONESIA: A PERSON-CENTERED APPROACH</i>	<i>118</i>
<i>PROFESSIONAL DEVELOPMENT THROUGH INNOVATION LEARNING CULTURE AND LEADERSHIP DEVELOPMENT AMONG CIVIL SERVANTS AT UNIVERSITI PUTRA MALAYSIA</i>	<i>130</i>
<i>DEVELOPING EDUCATION LEADERS IN MANAGING ADAPTATION OF TECHNOLOGY: FOCUS GROUP ANALYSIS.....</i>	<i>142</i>
<i>THE INFLUENCE OF INTERNAL HOTEL FACTORS ON SUCCESSION PLANNING AND LEADERSHIP QUALITIES IN MALAYSIAN FIVE-STAR HOTELS: A CONCEPTUAL FRAMEWORK</i>	<i>156</i>
<i>THE RELATIONSHIP BETWEEN DIGITAL LEADERSHIP AND KNOWLEDGE SHARING OF THE SCHOOL PRINCIPALS ACCORDING TO THE TEACHERS' PERSPECTIVE</i>	<i>172</i>
<i>ABUSIVE SUPERVISION, PSYCHOLOGICAL ENTITLEMENT, AND LEADER-MEMBER EXCHANGE: MEDIATION MODERATION MODELS OF EMPLOYEE ACCOUNTABILITY.....</i>	<i>200</i>
THEME 4: WORKPLACE LEARNING AND TRAINING	214
<i>THE BASIC CROSS-CULTURAL TRAINING PROGRAM DESIGN TO CIVIL SERVANT IN TAIWAN</i>	<i>215</i>
<i>WHAT MOTIVATES PUBLIC SERVICE MANAGERS TO SHARE KNOWLEDGE?.....</i>	<i>228</i>

<i>THE INFLUENCE OF SIMULATION TRAINING DESIGN ON PILOT COMPETENCY IN FLIGHT SIMULATORS CENTRE, SUDAN</i>	229
<i>WHAT MAKES REFLECTIVE LEARNING FOR INNOVATIVE BEHAVIORS OF SME WORKERS: THE MODERATING ROLE OF LEARNING CLIMATE TYPES</i>	249
<i>EMBEDDING DEGREE APPRENTICESHIP (DA) MENTORING MODEL IN A COURSEWORK: A STRATEGY FOR BRIDGING ACADEMIA & WORKPLACE PRACTICES AMONG HRD STUDENTS</i>	250
<i>THE QUALITY OF DANCE SPORT TALENTS TRAINING IN COLLEGES AND UNIVERSITIES IN SOUTH CHINA BASED ON FUZZY COMPREHENSIVE EVALUATION</i>	251
<i>BUDAYA ORGANISASI SEBAGAI PERANTARA HUBUNGAN DIANTARA PENGURUSAN SUMBER MANUSIA STRATEGIK DENGAN PRESTASI ORGANISASI</i>	266
<i>UNDERSTANDING GEN Z PREFERRED WORKING ENVIRONMENT IN MALAYSIA</i>	289
THEME 5: CAREER EDUCATION, DEVELOPMENT, AND COUNSELLING	343
<i>FACILITATING ACADEMICS' RESEARCH PERFORMANCE IN RESEARCH UNIVERSITIES</i> :	344
<i>CHALLENGES AND SUPPORT FOR CHINESE IMMIGRANT MOTHERS IN CAREER DEVELOPMENT</i>	345
<i>HOPE IN COVID-19 CRISIS: CAREER DEVELOPMENT OF CHINESE IMMIGRANT WORKING MOTHERS</i>	346
<i>FACULTY WORK-LIFE BALANCE DURING THE COVID-19 LOCKDOWN: A QUALITATIVE INVESTIGATION</i>	347
<i>THE EFFECTIVENESS OF HOPE-CENTERED LIFE DESIGN PROGRAM FOR COLLEGE STUDENTS IN TAIWAN</i>	356
<i>CAREER EDUCATION IN COVID-19 PANDEMIC: DESIGNING AN ONLINE CAREER PLANNING COURSE</i>	369
<i>CAREER PROGRESSION OF ACADEMICIANS FROM THE LENS OF THE SOCIAL COGNITIVE CAREER THEORY</i>	380

<i>PREDICTING PROTEAN EMPLOYEES' CREATIVITY AND PROACTIVITY: CONTEXTUAL MODERATORS FOR LEARNING GOAL ORIENTATION</i>	397
<i>A STRENGTHS-BASED LONGITUDINAL CAREER INTERVENTION FOR JUNIOR SECONDARY SCHOOL STUDENTS WITH SPECIAL EDUCATIONAL NEEDS: A MIXED-METHOD EVALUATION</i>	398
<i>IMPACT OF CAREER GUIDANCE PROGRAM ON SENIOR SECONDARY -LEVEL STUDENTS IN SRI LANKA</i>	399
<i>CAREER ASPIRATIONS OF GENERATION Z IN INDIA'S INFORMATION TECHNOLOGY INDUSTRY: A GROUNDED THEORY EXPLORATION</i>	416
<i>COMPARISON OF REALITY SHOCK BETWEEN TELEWORKING AND NON-TELEWORKING DURING COVID-19 IN JAPAN</i>	417
<i>FACTORS INFLUENCING CAREER DECISIONS AMONG MALAYSIAN MARRIED WOMEN PROFESSIONALS AND THE MODERATING EFFECT OF CAREER STAGES</i>	429
<i>THE RELATIONSHIP BETWEEN SOCIAL SUPPORT AND CAREER EXPLORATION AMONG CHINESE UNDERGRADUATES: THE MEDIATING ROLE OF BELONGING AND CAREER ADAPTABILITY</i>	457
<i>THE IMPACT OF WORK-RELATED SMARTPHONE USE AND OCCUPATIONAL BURNOUT ON WORK-LIFE CONFLICT: PERSONAL RELATIONSHIP SATISFACTION AS MODERATOR</i>	475
<i>THE MODERATING EFFECT OF ONLINE WORK DEMANDS ON THE RELATIONSHIP BETWEEN BOUNDARY MANAGEMENT BEHAVIOUR AND WORK FAMILY CONFLICT</i>	491
THEME 6: CORPORATE SOCIAL RESPONSIBILITY, POLICY, AND ETHICS IN HRD	492
<i>WHY DO FAMILY-FRIENDLY WORK PRACTICES REDUCE EMPLOYEE TURNOVER? RELATIVE IMPORTANCE OF THREE THEORY-BASED PATHWAYS</i>	493
<i>RESPONSIBLE APPROACH OF TALENT MANAGEMENT PRACTICES IN MALAYSIA PUBLIC SERVICE</i>	494

<i>EXPERIENCES OF CAREER TRANSITION AND CAREER GOAL PURSUITS OF SINGAPORE PROFESSIONAL MANAGERS, EXECUTIVES AND TECHNICIANS (PMETS)</i>	<i>495</i>
<i>FACTORS INFLUENCING MANAGERS' CSR DECISIONS: A RESEARCH FRAMEWORK.....</i>	<i>496</i>
THEME 7: ORGANIZATIONAL DEVELOPMENT AND CHANGE	497
<i>LEBANESE SEXUAL HARASSMENT LAW: TOWARDS AN EFFECTIVE IMPLEMENTATION AT THE WORKPLACE.....</i>	<i>498</i>
<i>PRESENT AND FUTURE OF COLLABORATIVE LEARNING IN HIGHER EDUCATION: AN INTEGRATIVE LITERATURE REVIEW.....</i>	<i>507</i>
<i>LONGITUDINAL EFFECT OF JOB DEMANDS ON HEALTH-RELATED BEHAVIOUR AMONG MALAYSIAN WORKERS.....</i>	<i>524</i>
<i>ARE OUR MALAYSIAN MANAGERS HAPPY AT WORK?.....</i>	<i>526</i>
<i>ORGANIZATIONAL LEARNING FROM FAILURE EXPERIENCE IN SMES: DIFFERENT PERSPECTIVES OF ORGANIZATIONS VERSUS INDIVIDUALS</i>	<i>527</i>
<i>THE INFLUENCE OF NEW WAYS OF WORKING (NWOW) ON WORK ENGAGEMENT WITH PROACTIVE PERSONALITY AND JOB CRAFTING AS MEDIATORS.....</i>	<i>532</i>
<i>WORK-LIFE CONFLICT DURING THE COVID-19 PANDEMIC:.....</i>	<i>541</i>
<i>A PRELIMINARY STUDY OF ROLE TRANSITION OBSTACLES WHILE WORKING FROM HOME</i>	<i>541</i>
<i>LEADER MOTIVATING LANGUAGE AS PREDICTOR OF COMMITMENT TO CHANGE</i>	<i>557</i>
<i>THE EFFECTS OF HR RETURNEES IN SOUTH KOREAN COMPANY: TRANSPOSITION AND SOCIAL CAPITAL.....</i>	<i>561</i>
<i>ARE CANCER SURVIVORS WELL ENGAGED WORKERS?</i>	<i>570</i>
<i>ASSOCIATIONS OF EMPLOYEE RESILIENCE, WORKPLACE SUPPORT, QUALITY OF WORKING LIFE AND WORKPLACE SPIRITUALITY WITH WORK ENGAGEMENT AMONG CANCER SURVIVORS IN MALAYSIA.....</i>	<i>571</i>
<i>TALENTS MANAGEMENT VIA EMPLOYER BRANDING</i>	<i>572</i>
THEME 8: TECHNOLOGY AND INNOVATION IN HRD	636

<i>EVALUATION ON SELF-REPORT DUTY METHOD AFTER THE END OF STUDY LEAVE PERIOD</i>	637
<i>TOWARDS DEVELOPING A THEORETICAL FRAMEWORK FOR MEASURING EMPLOYEES’ ACCEPTANCE OF ARTIFICIAL INTELLIGENCE TOOLS</i>	638
<i>SMART HR 4.0: PREREQUISITE FOR INNOVATION AMBIDEXTERITY IN INDUSTRY 4.0</i>	653
<i>BEAUTY AND UGLY OF ARTIFICIAL INTELLIGENCE IN HUMAN RESOURCE DIGITALIZATION</i>	654
<i>A CRITICAL LOOK AT THE USE OF PLS-SEM IN HUMAN RESOURCE DEVELOPMENT RESEARCH</i>	670
THEME 9: HRD ISSUES IN ASIA	667
<i>STRESS OF WORKING FROM HOME AMONG ACADEMICS : THE IMPACT OF PANDEMIC CRISIS</i>	668
<i>CHALLENGES AND SUPPORT FOR K-12 SCHOOL TEACHERS IN CHINA:</i>	669
<i>AN HRD PERSPECTIVE</i>	669
<i>IMPLICATIONS OF CHINA'S BELT AND ROAD INITIATIVE (BRI) IN HRD IN SRI LANKA’S MARITIME LOGISTICS SECTOR</i>	670
<i>REVIEW ON THE NEXUS BETWEEN PATERNALISTIC LEADERSHIP AND PRO- ENVIRONMENTAL BEHAVIOR VIA GHRM</i>	687
<i>GENDER DIFFERENCES IN SOCIO-DEMOGRAPHIC FACTORS OF CAREER COMPETENCIES IN MALAYSIAN PUBLIC MANAGERS</i>	695
<i>JOB MATCHING OF STUDENTS WITH SPECIAL NEEDS IN THE FIELD OF SKILL-BASED EMPLOYMENT</i>	696
<i>IMPLEMENTING STRATEGIES OF EXPANDED CORE CURRICULUM FOR EFFECTIVE ORIENTATION AND MOBILITY PRACTICES FROM PERSPECTIVES OF PARENTS AND TEACHERS OF VISUALLY IMPAIRED LEARNERS IN PAKISTAN</i>	711
THEME 10: ADULT EDUCATION, YOUTH, AND COMMUNITY DEVELOPMENT ...	712

<i>MODERATING EFFECT OF AGE GROUP ON INTERRELATIONSHIP BETWEEN KNOWLEDGE AND RETIREMENT PLANNING PREPARATION (RPP):.....</i>	<i>713</i>
<i>ONLINE ASSISTIVE LEARNING SYSTEM AS ACTUAL BEHAVIORAL CONTROL IN A PLANNED BEHAVIOR FOR NURTURING ORGANIZATIONAL INNOVATION</i>	<i>714</i>
<i>QUALITY LEARNING ENVIRONMENT AND PRESCHOOL COMMUNITY DEVELOPMENT ...</i>	<i>730</i>
<i>YOUTH MENTORING: A LITERATURE REVIEW OF PROGRAM EFFECTIVENESS MEASURES</i>	<i>745</i>
<i>MENTAL HEALTH LITERACY AMONG MALAYSIAN YOUTH: EXPLORING MULTIDISCIPLINARY PERSPECTIVES</i>	<i>757</i>
<i>THE INFLUENCE OF PROGRAMMING MOBILE LEARNING APPLICATIONS ON COLLEGE STUDENTS' ONLINE LEARNING READINESS</i>	<i>772</i>
<i>PROCESSES, CHALLENGES AND STRATEGIES FOR THE USE OF M-LEARNING AMONG ADULT STUDENTS OF DISTANCE LEARNING PROGRAMS, UNDERGRADUATE IN A PUBLIC UNIVERSITY.</i>	<i>780</i>
<i>CULTURAL CONTEXT AND INTERNATIONAL YOUTH-ADULT PARTNERSHIPS: CONSIDERATIONS FOR FUTURE RESEARCH</i>	<i>796</i>
<i>COMMUNITY OF PRACTICE AS A PRAXIS FOR PROFESSIONAL DEVELOPMENT IN DOCTORAL EDUCATION: A CASE OF DOCTORAL STUDENTS IN MALAYSIA</i>	<i>803</i>
<i>YOUTH AND MENTAL HEALTH PROBLEMS IN MALAYSIA</i>	<i>812</i>
<i>THE ROLE OF INFORMAL EDUCATION IN PROMOTING MENTAL HEALTH LITERACY AMONG MALAYSIAN YOUTH.....</i>	<i>813</i>
<i>MENTAL HEALTH LITERACY AMONG UNIVERSITY STUDENTS IN MALAYSIA DURING COVID-19.....</i>	<i>830</i>
THEME 11: GENDER, DIVERSITY, AND MIGRATION IN HRD	831
<i>A CONCEPTUAL MODEL OF WOMEN MANAGERS WORK WELL-BEING IN THE MALAYSIAN PUBLIC SECTOR.....</i>	<i>832</i>

<i>THE IMPACT OF WORK-LIFE CONFLICT RELATING TO SOCIOECONOMIC STATUS IN A MIDWESTERN UNIVERSITY.....</i>	<i>846</i>
<i>THE INFLUENCE OF WORK DISCRIMINATION, WORK ENGAGEMENT AND CAREER MOTIVATION TOWARDS CAREER SATISFACTION AMONG EMPLOYEES WITH DISABILITY IN PETALING</i>	<i>861</i>
<i>EMPLOYABILITY OF PEOPLE WITH DISABILITY (PWD) IN MALAYSIA: A FRAMEWORK</i>	<i>882</i>
<i>FACTORS THAT IMPACT WOMEN’S LEADERSHIP DEVELOPMENT</i>	<i>898</i>

THE IMPACT OF WORK-RELATED SMARTPHONE USE AND OCCUPATIONAL BURNOUT ON WORK-LIFE CONFLICT: PERSONAL RELATIONSHIP SATISFACTION AS MODERATOR

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Abstract

This study examines the association between work-related smartphone use and occupational burnout on work-life conflict, followed by moderating effect of personal relationship satisfaction (PRS). The researchers hypothesize that both work-related smartphone use and occupational burnout as job demands predict an increase in work-life conflict. Meanwhile, PRS as a personal resource is predicted to potentially buffer this stressor-strain model. It is anticipated that at high levels of PRS, the relationship between work-related smartphone uses and occupational burnout on work-life conflict is weaker than at low levels of PRS. 109 Malaysian Administrative and Diplomatic Officers (PTDs) participated in the study. Results indicated that work-related smartphone use, and occupational burnout significantly increases work-life conflict. Meanwhile, PRS is a significant moderator in buffering the relationship between work-related smartphone use and work-life conflict. By contrast, no support for the hypothesized moderating effect of PRS on the relationship between occupational burnout and work-life conflict was found.

Keywords: *work-related smartphone us, occupational burnout, work-life conflict, personal relationship satisfaction*

Introduction

In today's workplace, it appears nearly impossible to think of a typical workday without any mobile activities. The smartphones act as a facilitator at the workplace to enable an easier work-related process by managing smooth workflow and keeping on track at any time, at every location (Chen & Karahanna, 2014; Derks et al., 2015). This scenario has resulted in interconnected workplaces that are not fixed to one singular location and employees can be connected at any time, regardless of whether they desire to do so (Omar Lim, 2019; van Zoonen et al., 2020; Wang et al., 2019). In other words, the use of smartphone has facilitated teleworking that allows work to be done outside the employers' locations.

However, the flexibility of a smartphone that allows users to extend their working hours has been reported to blur the distinction between work and personal life (Omar Lim, 2019; van