European Journal of Molecular & Clinical Medicine
ISSN 2515-8260 Volume 07, Issue 02, 2020

Determinant For Working From Home Facilities During The Covid-19 Movement Control Order In Malaysia

Irwan Mohammad Ali[#1], Md Yusof Hamid[#2], Mohd Azian Zaidi[#3], Mohd Fadzil Mat Yasin[#4], Mohd Asrul Hasin[#5]

[#]*Faculty of Architecture, Planning and Surveying, Universiti Teknologi MARA, Perak Branch, Seri Iskandar Campus, Seri Iskandar, 32610 Perak, Malaysia.*
[#1]*irwan9471@uitm.edu.my*

Abstract: The spreading of pandemic COVID-19 worldwide has change the way of life today.Since WHO announce COVID-19 as a pandemic, nearly all countries in the world also declare lockdown to stop the spreading.In Malaysia, the government announced Movement Control Order(MCO) whichrequiring closure of all businesses except those providing essential services and items. This resulting, most business operations change to Working From Home (WFH). This paper aim to identify the determinant for WFH facilities during the MCO in Malaysia. The scope of this study pertains to the Malaysian citizens. The methodology employed in this research was cross-sectional by employingsimple random sampling technique to achieve the required minimum sample size. Data collected were analysed using Statistical Package for the Social Sciences (SPSS) 26 version. A total of 500 questionnaires was distributed via a web-based self-administered questionnaire using Google Forms survey. Out of 500 questionnaires distributed, only 363 sets were replied and completed. This clearly shows the response rate is 73%, which is considered high responses.The findings of the study show that Work-related Family (WF) scored high eigenvalue (11.248) and total variance (33.081%) in this study. The result shows that there are six group could explain 65% for all items in this research. The total of 34 items was grouped together into six determinant factors named Work-family Related (WF); Organisational Support (OS); Working Culture (WC); Job Autonomy (JA); Modern Technology (MT); and Social Media (SM).
Keywords: working from home, working facilities, movement control order, pandemic COVID-19

1 Introduction

The pandemic COVID-19 began in Hubei Province of the People's Republic of China, has spread worldwide. The World Health Organization (WHO) Emergency Committee declared a global health emergency based on escalating case notification rates at numerous international locations (Velavan & Meyer, 2020). In addition, on March 11, 2020, WHO has declared the COVID-19 outbreak as a global pandemic (Shah et al., 2020). As a respond to COVID-19, most country response strategies include varying levels of contact tracing and self-isolation or quarantine; promotion of public health measures, including handwashing, respiratory etiquette, and social distancing; preparation of health systems for a surge of severely ill patients who require isolation, oxygen, and mechanical ventilation; strengthening health facility infection prevention and control, with special attention to nursing home facilities; and postponement or cancellation of large-scale public gatherings (Bedford et al., 2020).

In an attempt to mitigate the outbreak of COVID-19, many countries have enforced drastic lockdown, movement control or shelter in place orders on their residents. The effectiveness

of these mitigation measures is extremelydependent on support and compliance of the public(Azlan, Hamzah, Sern, Ayub, & Mohamad, 2020). Public health and social measures are measures or actions by individuals, institutions, communities, local and national governments and international bodies to slow or stop the spread of COVID-19. In China, the drastic control measures implemented significantly mitigated the spread of COVID-19 (Kraemer et al., 2020).Meanwhile, Malaysia had initiated the Movement Control Order (MCO) on 18 March 2020. Thisrequiring closure of all businesses except those providing essential services and items. MCO enforcement resultingactive COVID-19 cases started showing evident downtrends indicating its effectiveness and compliance(Tang, 2020). These measures secure physical distance between people (of at least one metre), and reduce contact with contaminated surfaces, while encouraging and sustaining virtual social connection within families and communities. Measures for the general public include introducing flexible work arrangements such as teleworking, distance learning, reducing, and avoiding crowding, closure of non-essential facilities and services (WHO, 2020).

The execution of working from home (WFH) and how it will influence the employee, organization and the overall business environment is essential to understand. During pandemic COVID-19, it is clear that the workforce and the approach of work are changing significantly and keep increasing (Ahmadi, Helms, & Ross, 2000; Montenovo et al., 2020).In United States, most working sector including management, professional and related occupations were more likely to shift toward WFH (Brynjolfsson et al., 2020). While WFH is a temporary response to the pandemic for some individuals, for others this transition might serve as the impetus for a new way of doing business for years to come (Deng, Morissette, & Messacar, 2020). It is no doubt that WFH led to a 13% performance growth, improved work satisfaction, and their attrition rate lowered. This emphasises the advantages of adopting WFH (Bloom, Liang, Roberts, & Ying, 2015).Nevertheless, WFH produceschallenges in the context of administrative control. There is a need in generating a variety of methods and social disciplines that together comprise loose networks of control(Felstead, Jewson, & Walters, 2003). Meanwhile, the pandemic also increase women experienceextraresponsibilities associated with paid and unpaid work (McLaren, Wong, Nguyen, & Mahamadachchi, 2020).

The integration of people, space, and technology with a direct focus on business operational is necessary in WFH. The ultimate aim of work facilities is to help organizations break out of their conventionalclassification of work and shiftahead to an ecosystem that is more flexible, empowering, communicative and pleasing. Work transformation is based on facilities management, human resources and information technology all cooperating to create more creative ways of handling space for work(Hassanain, 2006; Robertson, 2000).In the cases of home facilities for offices and mobile workplaces, service provision should highlight functionalities such as efficient virtual connectivity and accessibility (Kojo & Nenonen, 2015).Thus, this research aim is to identify the determinant for WFH facilities during pandemic COVID-19 MCO in Malaysia.

2 Determinant for Working From Home Facilities

a. Work-family Related

Work-family related can be defined as an accomplishment of role-related expectations that are negotiated and shared between an individual and his or her partners in the work and family domains(Grzywacz & Carlson, 2007).The work-familyrelated variables included manage work obligations, doing jobs while relaxing at home, emotional support from family, isolate work and family priority, and resisting lifestyle with the current situation.In line with Noor (2003) study, these work-family related variables were expected to be related to work-family conflict and well-being during the pandemic COVID-19.

b. Organisational Support

Organisational support is widely defined as the employees' 'beliefs concerning the extent to which the organisation values their contribution and cares about their well-being'(Eisenberger, Lynch, Aselage, & Rohdieck, 2004; Satardien, Jano, & Mahembe, 2019). The organisational support variables included employer understanding, assisting with family-friendly, responsive, improve skills and on-job training, treated with trust and respect. During pandemic COVID-19, organisational support is vital for employees' to perform at the same time as working environment is changing (Halcomb et al., 2020).

c. Working Culture

Work culture as a set of informal norm values and norms that control the way people or groups in an organization interact with each other inside and outside the organization (Akbar, Akbar, & Mukhtar, 2019). The working culture variables included working extra time, two-way communication, regular feedback, positive environment, flexible location to do jobs, and sufficient workload to do.Apart from that, working culture is anticipated to generates values and beliefs in the organisation(Ali, Zaidi, Ismail, & Ariff, 2019), definitely during pandemic COVID-19.

d. Job Autonomy

Job autonomy defined as "the degree to which the job provides substantial freedom, independence, and discretion to the individual in scheduling the work and in determining the procedures to be used in carrying it out" (De Spiegelaere, Van Gyes, & Van Hootegem, 2016). Job autonomy can be devided into two main dimensions: job schedule (having autonomy to schedule the work) and work procedures (having autonomy to choose approach) (Khoshnaw & Alavi, 2020). The job autonomy variables included precise job criterion, detail work procedure, sufficient timeframe, input in decision-making, and personal initiative.In advanced, job autonomy improved the effect of balancedemotion on employee voice, which, in turn, enhanced the mediated relationship between empowering leadership and employee voice via harmonious passion(Gao & Jiang, 2019).

e. Modern Technology

Thedemands of modern technology and science which are defined by the potential of industrial processes automatization and appropriate presentation of information(Beliaeva & Chernyavskaya, 2019).Technology has certainly changed the way people live. It has impacted different facets of life and redefined living (Raja & Nagasubramani, 2018). The modern technology variables included surveillance camera, video and audio recordings, internet netwok, supporting computer devices, mobile gadgets, and work-related mobile applications.During pandemic COVID-19, the modern technology has contributed in improving people's lives(Kumar, Gupta, & Srivastava, 2020).

f. Social Media

Socialmedia define as a series of both hardware and software technological innovations (Web 2.0) that facilitate creative online users' inexpensive content creation, interaction, and interoperability (Berthon, Pitt, Plangger, & Shapiro, 2012; Wang & Kim, 2017). The social media variables that contributes in job performance included Facebook, Instagram, WhatsApp, YouTube, Google Scholar, and Researchgate. During the ongoing outbreak of COVID-19, people working on the social media to acquire and exchange different types of information at a large and extraordinary scale(Li et al., 2020).

3 Methods and Results

The main objective of this study is to identify the determinant factors for Working From Home (WFH) Facilities during the COVID-19 Movement Control Order (MCO) in Malaysia. A set of a web-based self-administered questionnaire (SAQ) has been designed specifically to be completed by the respondents without the intervention of the researchers in collecting the

data. Then, the collected data are analysed using statistical analysis software well-known as SPSS Statistics – Version 26. The SPSS software package was specifically created for the management and statistical analysis of social science data(Rovai, Baker, & Ponton, 2013). All results from the data are explained below.

3.1 Sample Size

A sufficient sample size from the local population was properly identified using a simple random sampling technique. The simple random sampling technique is a popular type of random or prospect sampling(Al Ghayab, Li, Abdulla, Diykh, & Wan, 2016; Gupta & Shabbir, 2008). In this technique, each sample of the population has the same chance of being selected as a subject. The sampling unit of analysis for this research was a Malaysian citizen. Therefore, the minimum sample size for this research is between 271 for a 90% confidence level with a 5% confidence interval (error margin); and 385 for a 95% confidence level with a 5% confidence interval.

3.2 Respondents' Profile

Throughout the simple random technique, potential respondents were randomly identified and invited to take part in this study. Then, the frequency descriptive analysis was carried out to attain the demographic profile of the respondents who answered the questionnaire. The demographic data consist of several categories such as age, gender, academic qualification, occupation, and time allocation for WFH of the respondent. The questionnaires were answered by respondents from who are WFH during the COVID-19 MCO. A total of 500 questionnaires was distributed via a web-based self-administered questionnaire. Out of 500 questionnaires distributed, only 363 sets were replied and completed. This clearly shows the response rate is 73%, which is considered high responses.

Table 1: Respondent profile

Category	Indicator	Frequency	Valid Percent	Cumulative Percent
AGE	21 - 30 years old	157	43.3	43.3
	31 - 40 years old	136	37.5	80.7
	41 - 50 years old	58	16.0	96.7
	51 – 60 years old	10	2.8	99.4
	Over 61 years old	2	0.6	100.0
	Total	363	100.0	
GENDER	Male	165	45.5	45.5
	Female	198	54.5	100.0
	Total	363	100.0	
ACADEMIC	SPM/STPM/Certificate	56	15.4	15.4
	Diploma	51	14.0	29.5
	Bachelor Degree	96	26.4	55.9
	Master	107	29.5	85.4
	PhD	53	14.6	100.0
	Total	363	100.0	
OCCUPATION	Student	111	30.6	30.6
	Government Sector	130	35.8	66.4
	Private Sector	106	29.2	95.6
	Business	16	4.4	100.0

	Total	363	100.0	
TIME WFH	1 - 4 hours	1	0.3	0.3
	4 - 8 hours	185	51.0	51.2
	8 - 12 hours	131	36.1	87.3
	12 - 16 hours	36	9.9	97.2
	More than 16 hours	10	2.8	100.0
	Total	363	100.0	

A detailed overview of the demographic profiles of the respondents is presented in Table 1. Based on the feedback carefully gathered through the proper distribution of questionnaires, most of the respondents are from the age group of 21 to 30 years old (43.3%) and 31 to 40 years old (37.5%), and minimal respondents within the range of 41 to 50 years old group (16%). Male respondents slightly outnumber female respondents, total numbers of 54.6 percent as against 45.5 percent, respectively. The majority of the respondents have Master's Degree with 106 respondents (29.5%), followed by Bachelor's Degree with 96 respondents (26.4%), SPM/STPM/Certificate with 56 respondents (15.4%), and Ph.D. with 53 respondents (14.6) as their highest educational qualification.

In terms of occupation, the questionnaire was mostly answered by the government servants with a total of 130 respondents (35.8%). Then followed by internship students (including the SLIM program) and from the private sector with 111 respondents (30.6%) and 106 respondents (29.2%), respectively. In general, the allocation time for WFH shows most of the respondents spent time within 4 to 12 hours daily. Specifically, 4 to 8 hours and 8 to 12 hours are highly rated with 185 respondents (51%) and 131 respondents (36.1%), respectively.

3.3 Reliability and Validity

In most data analysis, Cronbach's Alpha reliability test was conducted to determine the reliability of the responses for each respondent answers the questionnaire. The closer the coefficient to the Cronbach alpha of 1.0, the higher the reliability of these items measure the same concept. Generally, the reliability under 0.6 is weak, 0.7 is reasonable to accept and value exceeds 0.8 is considered good (Cavana, Delahaye, & Sekaran, 2001; Comrey & Lee, 1992; Mohammad Ali, Zaidi, Ismail, & Mohamed Ariff, 2018).

Table 2: Reliability Statistics	
Cronbach's Alpha	N of Items
0.929	34

In this study, Cronbach's Alpha reliability value of 0.8 has been set as the benchmarks which demonstrate high reliability. The results of the reliability test are presented in Table 2. The analysis shows that all items are thoroughly reliable which exceeds a predetermined value of 8.0. The results of Cronbach's Alpha reliability value of 0.929 show that the instrument used to obtain research data demonstrates high reliability and acceptable because such values indicate that the internal relationship between each determinant factor was highly interconnected.

Next, the discussion will focus on validity of this research. The purpose of conducting validity test realistically is to properly examine whether the key questions in the questionnaire are tapping into the valid concept (Cavana et al., 2001). There are two critical

issues to consider in deciding whether a particular data set of a sample is appropriate for factor analysis which is sample size and the strength of the relationship among the items (Pallant, 2001). The sample size for this analysis is 385 with 34 items. According to Comrey and Lee, (1992), sample size 50 cases is significantly poor, 100 is poor, 200 is fair, 300 is good, 500 is very good, and 1,000 or more is excellent. But, as a established rule of thumb a minimum of 10 observations per item is necessary to overcome computational difficulties.

3.4 Preliminary Analysis

In preliminary analysis, there are two statistical procedures were typically performed which in common is the Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy, and Bartlett's test of Sphericity. The minimum value for good factor analysis 0.60 for the KMO and Bartlett's test of Sphericity should be significant ($p< 0.05$) in order for the factor analysis to be considered appropriate (Pallant, 2007). The results of the KMO and Bartlett's Test are demonstrated in Table 3. The KMO value is 0.908, greater than the minimum value of 0.60 (Kaiser & Rice, 1974) and Bartlett's Test of Sphericity is statistically significant ($p<0.00$), so, the data is suitable for a factor analysis (Bartlett, 1954; Meyers, Gamst, & Guarino, 2013).

Table 3: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.908
Bartlett's Test of Sphericity	Approx. Chi-Square	8069.297
	Df	561
	Sig.	.000

The next analysis is to examine the anti-image correlation matrix. It is important to examine the diagonal elements of the anti-image correlation matrix where the values should be above 0.50 (Hair, 2009). From Table 4below, all items are maintained as the values is greater than 0.50.

Table 4: Anti-image Correlation

Items	Initial		Items	Initial	
WF1	1.000	.917[a]	JA1	1.000	.879[a]
WF2	1.000	.885[a]	JA2	1.000	.892[a]
WF3	1.000	.908[a]	JA3	1.000	.938[a]
WF4	1.000	.919[a]	JA4	1.000	.925[a]
WF5	1.000	.909[a]	JA5	1.000	.925[a]
WF6	1.000	.922[a]	MT1	1.000	.865[a]
OS1	1.000	.931[a]	MT2	1.000	.935[a]
OS2	1.000	.923[a]	MT3	1.000	.925[a]
OS3	1.000	.932[a]	MT4	1.000	.880[a]
OS4	1.000	.945[a]	MT5	1.000	.886[a]
OS5	1.000	.944[a]	MT6	1.000	.914[a]
WC1	1.000	.504[a]	SM1	1.000	.763[a]
WC2	1.000	.926[a]	SM2	1.000	.734[a]
WC3	1.000	.932[a]	SM3	1.000	.953[a]
WC4	1.000	.946[a]	SM4	1.000	.880[a]

WC5	1.000	.950[a]	SM5	1.000	.776[a]
WC6	1.000	.954[a]	SM6	1.000	.788[a]
a. Measures of Sampling Adequacy (MSA).					

3.5 Factor Extraction

After preliminary analysis process is done, the analysis continues with factors extraction. This stage starts with communalitiesas shown in Table 5. A communality of 1.000 in "Initial" column means that all the variance in the model is explained by the factors (Bartlett, 1954). While in the "Extraction" column, when the communality is higher than 0.50, this indicates that the variable has a lot in common with the other variables taken as a group. Only items exceeding value 0.50 is maintained from this analysis.

Table 5: Communalities

Items	Initial	Extraction	Items	Initial	Extraction
WF1	1.000	.616	JA1	1.000	.772
WF2	1.000	.725	JA2	1.000	.728
WF3	1.000	.729	JA3	1.000	.663
WF4	1.000	.633	JA4	1.000	.658
WF5	1.000	.728	JA5	1.000	.647
WF6	1.000	.678	MT1	1.000	.500
OS1	1.000	.840	MT2	1.000	.542
OS2	1.000	.864	MT3	1.000	.757
OS3	1.000	.856	MT4	1.000	.830
OS4	1.000	.544	MT5	1.000	.815
OS5	1.000	.736	MT6	1.000	.707
WC1	1.000	.879	SM1	1.000	.802
WC2	1.000	.714	SM2	1.000	.851
WC3	1.000	.700	SM3	1.000	.580
WC4	1.000	.724	SM4	1.000	.648
WC5	1.000	.500	SM5	1.000	.864
WC6	1.000	.552	SM6	1.000	.825
Extraction Method: Principal Component Analysis.					

Table 6 shows the eigenvalues of total variance explained for all items. According to Bartlett, (1954) and Meyers et al., (2013) the eigenvalues which are greater than 1.0 is maintained. For this analysis, sixcomponents can be extracted which are component 1 = 11.248; component 2 = 3.157; component 3 = 2.866; component 4 = 2.095;component 5 = 1.578; and component 6 = 1.143. The other component which is less than 1.000 is removed. The percentage of variance explained must be at least 65% of the total variance. The total variance explained by the six components solution is 64.959% which is considered high.

Table 6: Total Variance Explained									
	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
Component	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	11.248	33.081	33.081	11.248	33.081	33.081	5.314	15.629	15.629
2	3.157	9.285	42.366	3.157	9.285	42.366	4.255	12.515	28.144
3	2.866	8.429	50.794	2.866	8.429	50.794	4.096	12.048	40.192
4	2.095	6.162	56.957	2.095	6.162	56.957	3.832	11.270	51.462
5	1.578	4.642	61.599	1.578	4.642	61.599	2.845	8.368	59.830
6	1.143	3.361	64.959	1.143	3.361	64.959	1.744	5.129	64.959
↓	↓	↓	↓						
33	.134	.393	99.657						
34	.117	.343	100.000						
Extraction Method: Principal Component Analysis.									

3.6 Factors Rotation

Table 7: Rotated Component Matrix[a]

	Component					
Items	**1**	**2**	**3**	**4**	**5**	**6**
WF1	.726					
WF2	.784					
WF3	.790					
WF4	.756					
WF5	.818					
WF6	.767					
OS1		.846				
OS2		.842				
OS3		.842				
OS4		.595				
OS5		.739				
WC1			.504			
WC2			.604			

WC3			.634			
WC4			.592			
WC5			.528			
WC6			.581			
JA1				.672		
JA2				.716		
JA3				.745		
JA4				.733		
JA5				.727		
MT1					.504	
MT2					.601	
MT3					.740	
MT4					.837	
MT5					.848	
MT6					.754	
SM1						.500
SM2						.590
SM3						.542
SM4						.736
SM5						.847
SM6						.806

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.
a. Rotation converged in 6 iterations.

A significant factor loading must be 0.50 and above (Bartlett, 1954; Hair, 2009). Therefore, factor loadings which are less than 0.50 is removed. Table 7 below shows there are six group could explain 65% for all items in this analysis. This percentage is sufficient as the recommended value for social science research (Hair, 2009). The total of 34 items was grouped together into six determinant factors. Group one consists of six items namely (i) WF1; (ii) WF2; (iii) WF3; (iv) WF4; (v) WF5; and (vi) WF6. All these sixitems have been grouped together into one determinant factor which is "Work-family Related" with the eigenvalue 11.248 and total variance of 33.081%. Group two consists of fiveitems namely (i) OS1; (ii) OS2; (iii) OS3; (iv) OS4; and (v) OS5. All these five items have been grouped together into one determinant factor which is "Organisational Support" with the eigenvalue 3.157 and total variance of 9.285%. Group three consists of six items namely (i) WC1; (ii) WC2; (iii) WC3; (iv) WC4; (v) WC5; and (vi) WC6. All these six items have been grouped together into one determinant factor which is "Working Culture" with the eigenvalue 2.866 and total variance of 8.429%.

Group four consists of five items namely (i) JA1; (ii) JA2; (iii) JA3; (iv) JA4; and (v) JA5. All these five items have been grouped together into one determinant factor which is "Job Autonomy" with the eigenvalue 2.095 and total variance of 6.162%. Group five consists of six items namely (i) MT1; (ii) MT2; (iii) MT3; (iv) MT4; (v) MT5; and (vi) MT6. All these six items have been grouped together into one determinant factor which is "Modern

Technology" with the eigenvalue 1.578 and total variance of 4.642%. Group six consists of six items namely (i) SM1; (ii) SM2; (iii) SM3; (iv) SM4; (v) SM5; and (vi) SM6. All these six items have been grouped together into one determinant factor which is "Social Media" with the eigenvalue 1.143 and total variance of 3.361%.

4. Conclusion

In conclusion, this research discovered that there are six determinant factors for WFH facilities during the pandemic COVID-19 MCOin Malaysia.These six determinant factors are interconnected to each other.The determinant factors for WFH facilities can be summarised as work-family related, organisational support, working culture, job autonomy, the application of modern technology, and the impact of social media. Consequently, this research have established six hypotheses for future research:H1). There is a significant relationship between determinant factor of 'Work-family Related' for WFH Facilities during pandemic; H2). There is a significant relationship between determinant factor of 'Organisational Support' for WFH Facilities during pandemic; H3). There is a significant relationship between determinant factor of 'Working Culture' for WFH Facilities during pandemic; H4). There is a significant relationship between determinant factor of 'Job Autonomy' for WFH Facilities during pandemic; H5). There is a significant relationship between determinant factor of 'Modern Technology' for WFH Facilities during pandemic; and H6). There is a significant relationship between determinant factor of 'Social Media' for WFH Facilities during pandemic.Next, as for recommendationthe authors will further analysis using inferential statistical methodsbased on the stated research hypotheses.

5. Acknowledgement

This research is sponsored under GeranAnugerahAkademikUniversiti. The authors would like to express their deepest gratitude to UniversitiTeknologi MARA, Cawangan Perak.

6. Reference

[1] Ahmadi, M., Helms, M. M., & Ross, T. J. (2000). Technological developments: Shaping the telecommuting work environment of the future. *Facilities*, *18*, 83–89. https://doi.org/10.1108/02632770010312204

[2] Akbar, M. F., Akbar, M., & Mukhtar, M. (2019). The Effect of Supervision, Work Culture, and Trust to the Performance of Elementary Public-School Principal of West Jakarta City (pp. 35–40). Atlantis Press. https://doi.org/10.2991/picema-18.2019.7

[3] Al Ghayab, H. R., Li, Y., Abdulla, S., Diykh, M., & Wan, X. (2016). Classification of epileptic EEG signals based on simple random sampling and sequential feature selection. *Brain Informatics*, *3*. https://doi.org/10.1007/s40708-016-0039-1

[4] Ali, I. M., Zaidi, M. A., Ismail, K., & Ariff, M. I. M. (2019). Influences of Knowledge Sharing in Improving Facilities Management Performance of Private Finance Initiative Projects. *International Journal of Academic Research in Business and Social Sciences*, *9*(2), 971–988. https://doi.org/10.6007/IJARBSS/v9-i2/5655

[5] Azlan, A. A., Hamzah, M. R., Sern, T. J., Ayub, S. H., & Mohamad, E. (2020). Public knowledge, attitudes and practices towards COVID-19: A cross-sectional study in Malaysia. *PLOS ONE*, *15*(5), e0233668. https://doi.org/10.1371/journal.pone.0233668

[6] Bartlett, M. S. (1954). A Note on the Multiplying Factors for Various $\chi 2$ Approximations. *Journal of the Royal Statistical Society. Series B (Methodological)*. Wiley Royal Statistical Society. https://doi.org/10.2307/2984057

[7] Bedford, J., Enria, D., Giesecke, J., Heymann, D. L., Ihekweazu, C., Kobinger, G., … Wieler, L. H. (2020, March 28). COVID-19: towards controlling of a pandemic. *The*

Lancet. Lancet Publishing Group. https://doi.org/10.1016/S0140-6736(20)30673-5

[8] Beliaeva, L., & Chernyavskaya, V. (2019). Technical writer in the framework of modern natural language processing tasks. *Journal of Siberian Federal University - Humanities and Social Sciences*, *12*(1), 20–31. https://doi.org/10.17516/1997-1370-0377

[9] Berthon, P. R., Pitt, L. F., Plangger, K., & Shapiro, D. (2012). Marketing meets Web 2.0, social media, and creative consumers: Implications for international marketing strategy. *Business Horizons*, *55*(3), 261–271. https://doi.org/10.1016/j.bushor.2012.01.007

[10] Bloom, N., Liang, J., Roberts, J., & Ying, Z. J. (2015). Does working from home work? Evidence from a chinese experiment. *Quarterly Journal of Economics*, *130*(1), 165–218. https://doi.org/10.1093/qje/qju032

[11] Brynjolfsson, E., Horton, J., Ozimek, A., Rock, D., Sharma, G., & TuYe, H.-Y. (2020). *COVID-19 and Remote Work: An Early Look at US Data* (No. 27344). *National Bureau of Economic Research*. Cambridge, MA. https://doi.org/10.3386/w27344

[12] Cavana, R. Y., Delahaye, B. L., & Sekaran, U. (2001). *Applied Business research: Qualitative and Quantitative Methods | QUT ePrints*. *John Wiley & Sons Australia*. Retrieved from https://eprints.qut.edu.au/10523/

[13] Comrey, A. L., & Lee, H. B. (1992). *A first course in factor analysis* (2nd ed.). Lawrence Erlbaum Associates, Inc.

[14] De Spiegelaere, S., Van Gyes, G., & Van Hootegem, G. (2016). Not All Autonomy is the Same. Different Dimensions of Job Autonomy and Their Relation to Work Engagement & Innovative Work Behavior. *Human Factors and Ergonomics in Manufacturing & Service Industries*, *26*(4), 515–527. https://doi.org/10.1002/hfm.20666

[15] Deng, Z., Morissette, R., & Messacar, D. (2020). Running the economy remotely: potential for working from home during and after COVID-19. *NCVER's International Tertiary Education Research Database*.

[16] Eisenberger, R., Lynch, P., Aselage, J., & Rohdieck, S. (2004). Who takes the most revenge? Individual differences in negative reciprocity norm endorsement. *Personality and Social Psychology Bulletin*, *30*(6), 787–799. https://doi.org/10.1177/0146167204264047

[17] Felstead, A., Jewson, N., & Walters, S. (2003). Managerial Control of Employees Working at Home. *British Journal of Industrial Relations*, *41*(2), 241–264. https://doi.org/10.1111/1467-8543.00271

[18] Gao, A., & Jiang, J. (2019). Perceived Empowering Leadership, Harmonious Passion, and Employee Voice: The Moderating Role of Job Autonomy. *Frontiers in Psychology*, *10*(JULY), 1484. https://doi.org/10.3389/fpsyg.2019.01484

[19] Grzywacz, J. G., & Carlson, D. S. (2007). Conceptualizing Work—Family Balance: Implications for Practice and Research. *Advances in Developing Human Resources*, *9*(4), 455–471. https://doi.org/10.1177/1523422307305487

[20] Gupta, S., & Shabbir, J. (2008). On improvement in estimating the population mean in simple random sampling. *Journal of Applied Statistics*, *35*(5), 559–566. https://doi.org/10.1080/02664760701835839

[21] Hair, J. (2009). Multivariate Data Analysis. *Faculty Publications*. Retrieved from https://digitalcommons.kennesaw.edu/facpubs/2925

[22] Halcomb, E., Williams, A., Ashley, C., McInnes, S., Stephen, C., Calma, K., & James, S. (2020). The support needs of Australian primary health care nurses during the COVID-19 pandemic. *Journal of Nursing Management*, *28*(7), 1553–1560. https://doi.org/10.1111/jonm.13108

[23] Hassanain, M. A. (2006). Factors affecting the development of flexible workplace facilities. *Journal of Corporate Real Estate*. https://doi.org/10.1108/14630010610714880

[24] Kaiser, H. F., & Rice, J. (1974). Little Jiffy, Mark Iv. *Educational and Psychological*

Measurement, *34*(1), 111–117. https://doi.org/10.1177/001316447403400115
[25] Khoshnaw, S., & Alavi, H. (2020). Examining the Interrelation Between Job Autonomy and Job Performance: A Critical Literature Review. *Multidisciplinary Aspects of Production Engineering*, *3*(1), 606–616. https://doi.org/10.2478/mape-2020-0051
[26] Kojo, I. V. I., & Nenonen, S. (2015). Places for multi - locational work–opportunities for facilities management. *Facilities*, *33*, 20–37. https://doi.org/10.1108/F-05-2013-0043
[27] Kraemer, M. U. G., Yang, C. H., Gutierrez, B., Wu, C. H., Klein, B., Pigott, D. M., … Scarpino, S. V. (2020). The effect of human mobility and control measures on the COVID-19 epidemic in China. *Science*, *368*(6490), 493–497. https://doi.org/10.1126/science.abb4218
[28] Kumar, A., Gupta, P. K., & Srivastava, A. (2020). A review of modern technologies for tackling COVID-19 pandemic. *Diabetes and Metabolic Syndrome: Clinical Research and Reviews*, *14*(4), 569–573. https://doi.org/10.1016/j.dsx.2020.05.008
[29] Li, L., Zhang, Q., Wang, X., Zhang, J., Wang, T., Gao, T. L., … Wang, F. Y. (2020). Characterizing the Propagation of Situational Information in Social Media during COVID-19 Epidemic: A Case Study on Weibo. *IEEE Transactions on Computational Social Systems*, *7*(2), 556–562. https://doi.org/10.1109/TCSS.2020.2980007
[30] McLaren, H. J., Wong, K. R., Nguyen, K. N., & Mahamadachchi, K. N. D. (2020). Covid-19 and women's triple burden: Vignettes from Sri Lanka, Malaysia, Vietnam and Australia. *Social Sciences*, *9*(5), 87. https://doi.org/10.3390/SOCSCI9050087
[31] Meyers, L. S., Gamst, G., & Guarino, A. J. (2013). *Applied multivariate research : design and interpretation*. SAGE.
[32] Mohammad Ali, I., Zaidi, M. A., Ismail, K., & Mohamed Ariff, M. I. (2018). Determinant Factors for Knowledge Sharing in Facilities Management of Private Finance Initiative Procurement. *International Journal of Supply Chain Management*, *7*(5), 520–528.
[33] Montenovo, L., Jiang, X., Rojas, F. L., Schmutte, I., Simon, K., Weinberg, B., & Wing, C. (2020). *Determinants of Disparities in Covid-19 Job Losses* (No. 27132). *National Bureau of Economic Research*. Cambridge, MA. https://doi.org/10.3386/w27132
[34] Noor, N. M. (2003). Work- and family-related variables, work-family conflict and women's well-being: Some observations. *Community, Work and Family*, *6*(3), 297–319. https://doi.org/10.1080/1366880032000143474
[35] Pallant, J. (2001). *SPSS Survival Manual* (Version 10). Philadelphia: Open University Press. Retrieved from https://www.mheducation.co.uk/openup/chapters/0335208908.pdf
[36] Pallant, J. (2007). *SPSS survival manual—A step by step guide to data analysis using SPSS for windows* (3rd ed.). Maidenhead: Open University Press. Retrieved from www.openup.co.uk
[37] Raja, R., & Nagasubramani, P. C. (2018). Impact of modern technology in education. *Journal of Applied and Advanced Research*, *3*(S1), 33. https://doi.org/10.21839/jaar.2018.v3is1.165
[38] Robertson, K. (2000). Work transformation: Integrating people, space and technology. *Facilities*, *18*, 376–382. https://doi.org/10.1108/02632770010349600
[39] Rovai, A. P., Baker, J. D., & Ponton, M. K. (2013). *Social science research design and statistics: A practitioner's guide to research methods and IBM SPSS.* Watertree Press LLC.
[40] Satardien, M., Jano, R., & Mahembe, B. (2019). The relationship between perceived organisational support, organisational commitment and turnover intention among employees in a selected organisation in the aviation industry. *South African Journal of Childhood Education*, *17*. https://doi.org/10.4102/sajhrm.v17i0.1123
[41] Shah, K., Kamrai, D., Mekala, H., Mann, B., Desai, K., & Patel, R. S. (2020). Focus on Mental Health During the Coronavirus (COVID-19) Pandemic: Applying Learnings from

the Past Outbreaks. *Cureus*, *12*(3). https://doi.org/10.7759/cureus.7405

[42] Tang, K. H. D. (2020). Movement control as an effective measure against Covid-19 spread in Malaysia: an overview. *Journal of Public Health (Germany)*, 1. https://doi.org/10.1007/s10389-020-01316-w

[43] Velavan, T. P., & Meyer, C. G. (2020). The COVID-19 epidemic. *Tropical Medicine and International Health*, *25*(3), 278–280. https://doi.org/10.1111/tmi.13383

[44] Wang, Z., & Kim, H. G. (2017). Can Social Media Marketing Improve Customer Relationship Capabilities and Firm Performance? Dynamic Capability Perspective. *Journal of Interactive Marketing*, *39*, 15–26. https://doi.org/10.1016/j.intmar.2017.02.004

[45] WHO. (2020). *Infection prevention and control during health care when novel coronavirus (nCoV) infection is suspected*. Retrieved from https://www.who.int/publications/i/item/infection-prevention-and-control-during-health-care-when-novel-coronavirus-(ncov)-infection-is-suspected-20200125