

# **A STUDY OF LIFELONG LEARNING AND EFFECT TO WORKER PERFORMANCE**

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**A STUDY OF LIFELONG LEARNING AND WORKER PERFORMANCE**

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## SUPERVISOR DECLARATION

I hereby declare that I have checked this project and in my opinion, this project is adequate in terms of scope and quality for the award of the degree of bachelor of project management with honors.

Signature

Name of Supervisor: EN AZIZAN BIN HJ. AZIT

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## STUDENT DECLARATION

I hereby declare that the work in this project is my own except for quotations and summaries which have been duly acknowledged. The thesis entitled “*Lifelong Learning Concept and Effect to Worker Performance*” is the result of my own research except as cited in the references.

Signature

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## DEDICATION

I dedicate my work to my parents for their support and encouragement which have allowed me to regain confidence and continued in completing the task. I dedicate my work to my entire sibling who also expects a success from me. Besides that, I also dedicated my full thanks for all my friends who always stood beside me with great commitment and supporting throughout the process to complete my thesis. I hope that I will make them be proud with my thesis succeed.

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## ABSTRACT

Lifelong learning is one of the concepts that can help employee to make improvement of them in working life. These concept also make realized all worker that education is most important to change or improve their performance in organization and also can give effect to others surrounding. The aim of study is to know the effectiveness of lifelong learning and to know it will effect to worker performance or not. The factors that will involved in lifelong learning which is factor of skill, improvement of knowledge and factor of qualification. This study will help employee to involve in continuing education to get more benefit such as can be more proactive and can improve confident level in negotiation during managing the project or business. The other objective is to identify the most dominant factor that will contribute to worker performance. So respondent comprising the student that further studies in Open University Malaysia (OUM) were selected as a samples. The targeted respondent is 66 of people as a samples. The anlysis has been testing by using Pearson correlation to know the relationship between two variables. The result of the analysis show that there are relationship of lifelong learning and effect to worker performance This research done with the regression analysis for hypothesis testing. The researcher would like to suggest some recommendation for further studies to prove that lifelong learning is very important in working life. It include quality of work or confident level in proposed more language in working life. Hopefully that these factor can help in to give effect to worker performance in future.

## ABSTRAK

Pembelajaran sepanjang hayat adalah salah satu konsep yang boleh membantu pekerja untuk membuat penambahbaikan daripada mereka dalam persekitaran kerja. Konsep ini juga membuat semua pekerja sedar bahawa pendidikan adalah yang paling penting untuk mengubah atau meningkatkan prestasi mereka dalam organisasi dan juga boleh memberi kesan kepada orang lain di sekitarnya. Tujuan kajian adalah untuk mengetahui keberkesanan pembelajaran sepanjang hayat dan tahu ia akan memberi kesan kepada prestasi pekerja atau tidak. Faktor-faktor yang akan terlibat dalam pembelajaran sepanjang hayat yang merupakan faktor kemahiran, peningkatan pengetahuan dan faktor kelayakan. Kajian ini akan membantu pekerja untuk melibatkan diri dalam pendidikan berterusan untuk mendapatkan lebih banyak faedah seperti boleh menjadi lebih proaktif dan boleh meningkatkan tahap yakin dalam rundingan dalam menguruskan projek atau perniagaan. Objektif lain adalah untuk mengenal pasti faktor yang paling dominan yang akan menyumbang kepada prestasi pekerja. Jadi responden yang terdiri daripada pelajar yang melanjutkan pelajaran di Universiti Terbuka Malaysia (OUM) telah dipilih sebagai sampel. Responden yang disasarkan adalah 66 orang sebagai analisis sampel. Kajian ini telah dikaji dengan menggunakan korelasi Pearson untuk mengetahui hubungan antara dua pembolehubah. Hasil analisis menunjukkan bahawa terdapat hubungkait antara pembelajaran sepanjang hayat dan kesan kepada prestasi pekerja. Kajian ini dilakukan dengan menggunakan 'regression analysis' untuk ujian hipotesis. Penyelidik ingin mencadangkan beberapa cadangan untuk kajian lanjut untuk membuktikan bahawa pembelajaran sepanjang hayat sangat penting dalam persekitaran kerja. Ia termasuk kualiti kerja atau tahap keyakinan dalam penggunaan bahasa di dalam persekitaran kerja. Mudah-mudahan bahawa faktor ini boleh membantu dalam memberi kesan kepada prestasi pekerja pada masa akan datang.

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## **CHAPTER 1**

### **INTRODUCTION**

#### **1.0 INTRODUCTION**

This chapter consists of background of study, problem statement, research objectives, research questions, and research hypotheses, scope of study, significance of study, operational definition and expected result.

#### **1.1 BACKGROUND OF STUDY**

The aim of study is to find out the relationship of Lifelong Learning and effect to the worker performance. Based on the previous studies, there are effects of performance to the worker related with this concept because of their aim to help worker to improve themselves in managing the project. The function of finding solution which is to update the learning process to become more innovative and then to impress other to joining the educational programmed.

The sources of studies can be found from several sources such as article, journal, news paper and others. The sources can be helping to identify the problem or issues related with lifelong learning. According the source by Gerhard Fischer, lifelong learning can create the challenges to understand, explore and support a new essential of learning in education to expert in learning on demand and self-directed learning. The lifelong learning also requires understanding of the worker in manage the activity in the project and related with interdependencies such as about practices, innovative system uses and integration new

theories to manage their work. This education programmed can help the worker to be more proactive and success during dealing with their client.

## **1.2 PROBLEM STATEMENT**

Based on the studies, the aim of research is to identify the problems that are related with these concepts. Lifelong learning education involves the education for individual to make improvement such as the knowledge can improve the individual to communicate and sharing their idea with confident among other. The improvement can help them to transform the information during working with other.

That why the research is developing to determine the problem include in the education. These concepts of lifelong learning develop to help adult to get more information and improve themselves through this education especially to the worker. Sometime the worker failure to make changes in their career because of lack of knowledge, low level of confident and so on.

These concepts also focus on how to change the perception of adult worker about the basic skill. The basic skill in work which is language uses, literacy and poor participation among other worker if they work in group. Literacy means the ability of people to written information to function in society to achieve goal and to develop knowledge.

According Dr Nik Hasnaa N. Mahmood, (2011) the education of learning faced with issues of effective implementation such as English language, poor participation, lack of training and assessment and recognition issues.

The lifelong learning also consist the issues of point of lifelong learning for democratic or policies because of the past of lifelong learning is develop based on democratic but now, it is changes because of the important of this concept based on learning economy. The aim of the development is formation of human capital to change the investment in economic development (Gert Biesta, 2006).

The education for adult also concern about problem in the information age which is they has lack of creativity and innovation, lack in technology, and coping with change. So this concept must be supporting to make changes to the people, especially worker in overcome the problem to improve the quality in their life.

### **1.3 OBJECTIVE OF STUDY**

- 1) To determine relationship between lifelong learning and worker performance
- 2) To identify the most dominant factor that contribute to worker performance

### **1.4 RESEARCH QUESTION**

1. Does a lifelong learning concept will give impact to worker performance?
2. What the most dominant factor those contribute to worker performance?

### **1.5 HYPOTHESES**

As specific statement of expected outcomes of an experiment, the hypotheses explain the correlation between two variables in such way testable predictions in the study.

HO: there is no significant relationship between independent variables and dependent variables

H1: there is significant relationship between independent variables and dependent variables

### **1.6 SCOPE OF STUDY**

This study will examine the relationship of lifelong learning concept and effect of worker performance. The workers who are joining part-time studies will be choosing as respondent in the studies. Then, the scope of study that we choose located in Open University Malaysia (OUM) at Kuantan, Pahang. Worker involve will be responsible for the questionnaire session to evaluate the level of effectiveness of lifelong learning concept and it will effect to worker performance or not. This studies also to know about worldview of lifelong learning from worker that further studies at OUM.

## **1.7 SIGNIFICANCE OF STUDY**

The study focuses about correlation between the concepts of lifelong learning with worker performance. The aim of study to know the effectiveness of lifelong learning to worker and either it will be effected to worker performance or not. Then, the aim of study is to improve quality of work among worker in organization.

Besides that, the research also to identify the problem and issues related with the concept of lifelong learning and then can give impact to the worker performance. The study also can explain in specific about the problem and the ways to reduce the problem related with the worker.

There are so many factors that affect to the result of the studies such as the skill, improvement of knowledge and qualification factor. Then the learning programmed is developing to help the worker to reduce the problems that often occur in the workplace. Therefore, the study developed to know the effectiveness of this concept among worker.

## **1.8 OPERATIONAL DEFINITION**

### **1.8.1 Concept of lifelong learning**

#### ***Education for employability and national economic growth***

One approach to conceptualizing lifelong learning claims it is concerned with promoting skills and competences necessary for developing general capabilities and specific performance in work situations. Skills and competences developed through programs of lifelong learning such as through training or full time education and are vital for workers performance in their tackling of precise job responsibilities and how

well they can adapt their general and particular knowledge and competences to new tasks. This analysis found that more highly educated and skilled workforce will contribute to a more advanced and competitive economy.

However, there is much more to be derived from stressing the necessity of lifelong learning for all than merely its economic imperatives. As Smethurst, (1995) said, what does not come out of the statistics is that, in order to succeed in life, in the world, in history, you need not just academic skill but personality, independence of mind, and autonomy of spirit Lifelong learning also covered about knowledge, skill, attitude and behavior that people acquire in their day experiences to improve their learning. (Dunn, E., 2003)

Generally, the concept of lifelong learning is one of ways to learning especially to adult worker. Older people learning means they can continue in developing and achieve themselves on personal level, also have greater autonomy and be more active and productive to give as contribution in society. The concept of learning can give influence to your quality of life. It was one way to improve the quality of work and to look the opportunities to learn more about the scope of work. The programmed start implemented to give changes to people to achieve their objective.

Lifelong learning concept also provided an intellectual basis for a comprehensive understanding of education as a continuing aspect of everyday life. The concept of Lifelong learning also important because the concept as supportive process to people which is to develop more knowledge and build some new skill, values and understanding about their scope of work. Then the worker that interested with the learning can try to upgrade their confident level and creativity about how to handle the job with better.

### **1.8.2 Worker performance**

The job related activities expected of a worker and how well those activities were executed. Many business personnel directors assess the employee performance of each staff member on an annual or quarterly basis in order to help them identify suggested areas for improvement. According Campbell, (1990) job performance also can be

defined as the behavior or action of the worker do in their job to achieve the goal in organization.

## **1.9 EXPECTED RESULT**

The outcome of this research is to analyze relationship between lifelong learning and effect to worker performance and also to determine the most dominant factor that contribute to worker performance. The research will be contribution to all of worker to grab the opportunity to improve them to achieve the best performance at workplace because of the education can make changes in person life. For example, they can be influenced about skill, knowledge and qualification, language and behavior of worker. Besides that, this study can give contribution to worker to improve their quality of working to improve their performance.

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.0 INTRODUCTION**

This chapter will discuss about literature review of these research. The literature review in this research is about the past research on lifelong learning concept and related to effect of worker performance. The research focus more about adult education which is how the worker can improve their quality of work it is had effect to their performance if involve in these education. The research also will allow the worker to improve their skill in manage the job with more confident. These learning can help them to be knowledgeable worker.

#### **2.1 DEFINITION OF LIFELONG LEARNING**

The concept of lifelong learning provided an intellectual basic to increase understanding of education as a continuing aspect in daily life. Now, this concept provided as mechanism for exclusion and control. Means there are issues about less of knowledge in economic which is those who are low in level of skill and lack of updating about surrounding will difficult to find the job (Eduard Lindeman, 1926).

The adult worker with age of 25-40 who were enrolled for short- term learning at educational institution or undertaking part-time courses such as distance learning or had been involved in vocational training (Hillage *et al.*, 2000).

A successful country with advance economy and society needed citizens with strong foundation of general education to enabling them to become more progressively qualified

in a lifelong learning process. An individual should have goal and desire to continue the education to learn about personal development and growth in which to improve them to create a stronger economy to the country (Cerrero, Wilson & Associates, 2001).

Lifelong learning is keys for educational development and it as guiding principle in education and training policies. According Lisbon European Council, (2000) European government has been creating several strategies as to become dynamic and improve competitive economy in their country. Others, they want to introduce the best of economic growth and social cohesion to other country. Then they introduce lifelong learning concept as element to develop long-term strategy and core component in European as model to success in economic growth.

Based on European Union (EU) memorandum, lifelong learning is very important because North Country assume that this concept basically to promoting active citizenship through their knowledge, skill, values and attitude in employment and work.

The concept of lifelong learning divided by three type such as formal, informal and non-formal of education. According Rose Maria Torres (2002), formal education is the larger coverage in North Country which includes childhood education and adult education for the average of citizen choose while non-formal education usually the ways that learner should practice in their own right. For example they have been attending the seminar or short-term training to gain more knowledge or to share some idea with other. Informal education also becomes part of organized learning. Based on Tissot, P.,(2004) non-formal learning is planned activities that are not fully focus on learning, but which contain an important learning scope such as vocational skills that we use at workplace. The aim of lifelong learning is personal purpose to improve their adaptability and to fulfill personal objective, social purpose and civic purpose such as to be more active citizenship and increase employability (Irakli Gvaramadze, 2007).

Lifelong learning also became key concept in educational to guiding and training the learner to improve their performance. These concept of learning can be learn through informal, formal and other studies to gain more knowledge and improve the new skill. The formal learning encompasses school, joining training institution and studies at universities

while informal learning which is structured on the job training. This concept is applicable in multicultural learning society based on theory practices approach of learning. Informal learning also include under twelve month and employee will received any training such as courses, private lessons, correspondence courses, workshop, on-the-job training and so on (International adult literacy survey (IALS), 1994/95).

This concept also related with pillar of lifelong learning such as learning to how, learning to be, learning to do and learning to learn and ability of each learner to keep learning the knowledge that they has to practices in their workplace.

Lifelong learning also reliable can update and upgrade the knowledge of its citizen to meet their challenges of globalization such as how they manage their job especially related with modern information communication and technology (ICT) with their customer. According Gerhard Fischer, Lifelong learning also include approach training and then pass over them by supporting learning of realistic, open- ended and ill defined problem. The approaches can support multiple learning opportunities include to explore more about practical application of knowledge, informal of learning, professional and industrial training.

### **2.1.1 Definition of Learning**

According A. Jenkins, A. Vignoles, A. Wolf and F. Galindo- Rueda, (2002), learning can be relate with practicing, reading or studying about something to know in deeply. Learning also related with taught, guided or instructed by other people to help the individual to understand about what they learn. The learning can be effect to you to help develop new skill, gain more knowledge, understanding and ability to understand of something. Process of learning can be dividing by 3 ways such as face-to-face, by technology and feedback.

Learning also means as education or training because it can be learn to improve yourself in gain some knowledge or to do practice in your life such as in business or during manage something. Learning can be use or practice in two ways such as short term or long term ways. The aim of learning is to promote high performance to the worker based on

their achievement at work. The learning can help them to create some innovation in process of product or service in industry because they can expose some idea based on training or during practices in education.

## **2.1.2 Element of Lifelong learning**

### **2.1.2.1 Skills**

Skill means ability and capabilities obtain through deliberate and the systematic ways by effort to smoothly and adaptively carryout tough activities or job function involve ideas such as cognitive skill, technical skill or interpersonal skill. (Business dictionary.com)

According (Merriam - Webster.com) skill is the ability or special behavior that person have to use knowledge with effectively and readily in execution or performance. Lifelong learning is one of ways to improve knowledge and effectiveness. So we need to develop skill to change the behavior to be better and to fulfill personal objective. Besides that, improvement of skill is to increase ability to achieve successful in working environment.

Based on European view, the skill not only to keep the specific job related skill to upgrade, but possess the general competence also contribute to job satisfaction and strongest the workplace. The skill can be improved by training or workshop to learn more about technical skill, understanding and ways to improve the skill. (Jan Figel', 2006)

Skill also to improve communication ways such as oral and writing skill in fact to communicate with other as formally and to monitor and adapt the way of communication in requirement. The training of skill will test of ability in using different types of text, how to search and collect information and then how to formulate and express the information to other in special way to attract the attention of other.

Essential skill for communication in foreign language is important to the worker because they can show their ability in spoken message, to understand and fulfill other individual needs such as during negotiation with client. Individual also should know to use and learn various languages as part of lifelong learning.

According European older platform (2007) adult worker also need the essential of skill such as language, numeracy and literacy to use information and communication technology for their importance. There are statement said that skill formation is important as one aspect in lifelong learning during in labor market to create some strategy to dealing or purchasing in marketplace (Andrew Jenkins & Anna Vignoles, 2002).

According to Dato' Seri Mohamed Khalid Nordin (2009), today's challenging situation is the new graduate student no longer sufficient to have knowledge only but it necessary for student to gain more skill that will enhance their performance and to fulfill prospects of employment.

#### **2.1.2.2 Knowledge**

Learning of various language will improve knowledge of vocabulary and functional of grammar as main type of verbal interaction and register of language. The knowledge can help employee to facing with problem in smoothly. For example, dealing with international client or competitor need more experience in knowledge to handle them to run the project or business easily (Jan Figel', 2006).

According to Wilson & Briscoe, (2004) they said that strong relationship between education and output level are related to future employees with necessary knowledge and skill are important for economic growth.

#### **2.1.2.3 Qualification**

Assessment of lifelong learning is to establish the qualification and try to assess the benefit of qualification in economic through later learning. They are discuss to make analysis and monitor the situation in labor market to know either qualification-oriented is prioritize or not. The situation will effect to adult learning in employment and their wages. This is enabling us to develop this learning to help worker get qualification in job.

The other sources stated that those who left full-time education with qualification more than those who are do not have qualification to have involved in vocational learning. In addition, probability of participation to involve in education is increased to obtain

qualification. Green, (1999) conclude that some 23 per cent of employee with degree level qualification had received training and 20 per cent of those who had A-level qualification received the training at vocational training in Britain.

However, the qualification factor can't be a one factor that contributes to worker performance. According Employment, Labor and Social Affair Committee (2001), they were investigating the link between qualification and lifelong learning. Most of educational believe about the link between it but until today the link never been proven. This is because the middle ground has been unexplored in detailed.

## **2.2 Definition of Worker performance**

Worker performance is a core function to assess the knowledge, skill and ability that individual has as superiority and talent that they have. Worker performance also includes the mission, values and practice standard adopted by the employee to achieve their objective with strengthening job performance. The performance can be assessing usually in training, coaching and mentoring to help the worker to establish and achieve their goal and engage worker in this process. Performance usually indicated by a worker through their talent and advantages. Then, assessment will be conducted to determine the level of ability that they have.

Based on Hunter & Hunter, (1984) job performance is important in organization because of the importance of productivity produced by capabilities of worker in workplace. Performance also should focus on worker attitude or behavior that will affect to their performance and capabilities. Performance can be seen as the impact from the activity over a given period in individual (Dr. Stefan J.Illmer, 2011).

Performance also is affected by positive leadership of worker in organization. Maritz, 1995; Bass, 1997 and Charlton, (2000) said performance of many individual will influence their personality and style of leadership in organization to achieve something or goal that will give satisfaction to them. In South Africa, performance is very important in businesses because performance will changes anything will occur based on how the individual will try to influence others in business.

Worker performance also influenced by confident level of employee during faced with client. The spirit and confident that instilled in themselves will be improve their performance to be success in workplace. The courage should be applied in self by attend the training or soft skill seminar to change the confident level.

### **2.2.1 Measurement of job performance**

As we know, job performance is one of the most important thing in organization because of usually the organization will evaluate the job performance through employee appraisal to all of worker in their company. The organization often measured and then gives most attention because of the success or failure of an organization is depend on performance of its employee.

Job performance can be measured through job performance criteria (Austin & Villanova, 1992). Performance criteria mean ways to measures of job performance that are easily quantified. It's the one of specific element from job analysis and to develop the means to assess level of successful or failure performance. A Job criterion is dividing into objective and negative measures of job performance or Means hard and soft performance criteria (Smith, 1996; Viswesvaran, 2001).

Objective performance criteria mean how to measure job performance that can be quantified such as time needed to process information. While subjective performance criteria which is consist of rating or judgment that are made by individual in organization such as manager. Objective performance criteria has main advantages such as less to bias and distortion that subjective criteria and more directly tied to bottom line assessment of organization success such as number of sales are figure.

Worker performance can be appraisal to know the level of performance and to improve employee performance. Subjective performance criteria will be used when objective criteria is unavailable.

A performance appraisal should follow KSAOs to make sure job perform is successful. KSAOs consists knowledge, skill, ability and organization. Other than that, performance also related with criterion contamination. Which is performance that extent to

performance appraisal that contain element to detract from the accurate assessment of job effectiveness.

### **2.2.2 Sources of performance rating**

Performance rating is important roles in performance assessment to determine the level of worker performance. We also focus on process and method in rating performance. Performance will be doing by a worker peer, supervisor, worker themselves or customer to know the different perspective on performance assessment. Type of appraiser such as supervisor, self, subordinate, peer and customer will give different views and aspect about worker performance and maybe offer unique perspective (Conway, Lombardo, & Sanders, 2001).

### **2.2.3 Type of Appraisals**

#### **2.2.3.1 Supervisor Appraisals**

In fact, employee performance has been evaluate by supervisor because of supervisors are quiet knowledgeable about job requirement. Supervisor also often provide reward for effective worker to give suggestion to improve in job performance. According Salgado, Moscoso & Lado, (2003) the test reliability of supervisor rating is quite high.

#### **2.2.3.2 Peer Appraisals**

Despite the peer rating in performance is quite rare, there are evidence exist that are good agreement between performance rating of peers and supervisors (Conway & Hufcutt, 1996). This is because both of peer and supervisor have opportunity to evaluate worker on their job. Since they are emphasize on coordinated work teams, so peer assessment of performance may be most important for now and future because tem member exactly know about their member performance and will be evaluate with honest. However, there are problem arise in peer appraisal of performance such as there is potential for conflict among employees who are evaluating each other, especially when peer are compete to scarce job rewards (DeNisi, Randolph & Blencoe, 1983).

### **2.2.3.3 Self Appraisal**

Self appraisal also has been used in many companies especially in conjunction with supervisor appraisals. Self appraisal means rating or evaluation is made by the workers or themselves. This appraisal usually to be more lenient and tolerant and also focus on effort exerted rather than performance accomplishment (Wohlers, Hall & London, 1993). There are large conflicts exist which how supervisor rate performance compare with worker self evaluation. There is more suggestion to minimize the conflict between self and supervisor appraisal through trained and more compromise about how performance system will be working (Schrader & Steiner, 1996).

Self – appraisal of performance also useful in encourage all employee to be more committed and enthusiastic in achieve good performance. However, based on research by Farh, Dobbins & Cheng, (1991) peer appraisal of performance shows “modesty bias” among Chinese worker. Chinese worker usually evaluate themselves in lower rating of job performance than did their supervisor. But the appraisal always changes depend on different country and culture.

### **2.2.3.4 Customer appraisal**

Customer appraisal also important to evaluate worker performance in customer service position that are rating by customer. Although customer evaluation not are usually include in method to evaluate performance, but they can show an interesting perspective to do appraisal for employee performance to make sure employee are doing the best job. Customer evaluation of individual performance is appropriate to established when employee and customer had significant such as supplier evaluated by customer. Thus, lifelong learning is developing to know their rating from customer satisfaction during dealing with customer. According Johnson, 1996; Schneider & Bowen, (1995) statement, there is evident that organization prioritizes customer service to train employees to always improve their performance and also to receive more favorable evaluation from customer.

## **2.2.4 Method of Rating Performance**

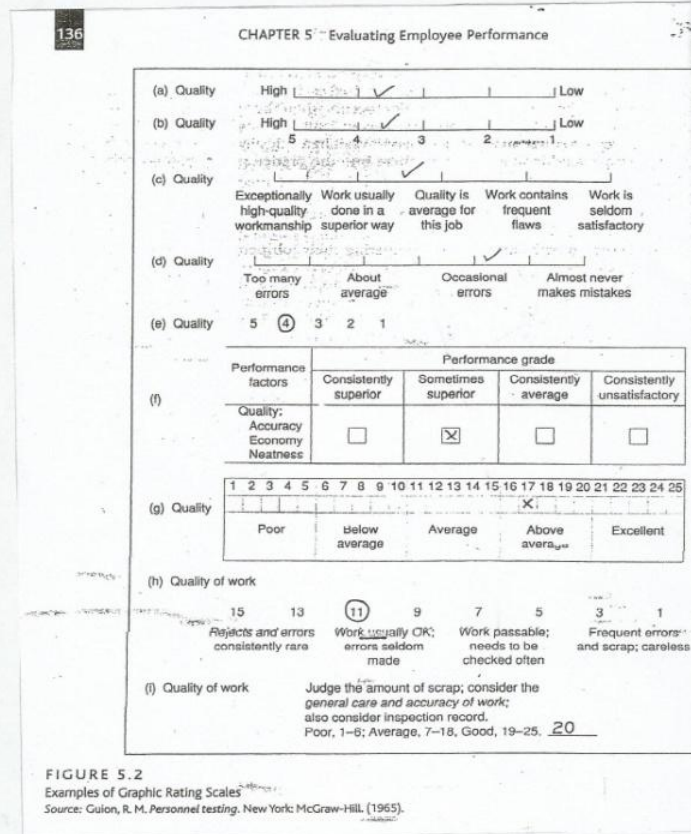
This method is dividing into two categories such as comparative method and individual method. This method used to distinguish the method used to rank the employee performance.

### **2.2.4.1 Comparative Method**

Comparative method of performance includes some form of comparison among worker performance and the performance of other. These method also easy to be implemented in organization with using ranking, pair comparison and forced distribution to evaluate the performance of employee.

### **2.2.4.2 Individual Method**

Individual method will be use to evaluate an employee by himself or herself without explicit reference to other worker. However, this method still using comparison ways to an individual employee rating with individual rating of other employees. This method also used graphic rating scale in performance rating.



**Figure 2.1:** Example of Graphic Rating Scale

## **2.3 CONCLUSION**

As a conclusion for chapter 2, the literature review of this research focus on gathering information that related with this project based on past research from various sources. This chapter also include about all element are related with this research. By referring to the reading in literature review, we can get more information about lifelong learning that will effect to worker performance. The entire element in lifelong learning will be used to analyze to know the effectiveness to worker performance.

## **CHAPTER 3**

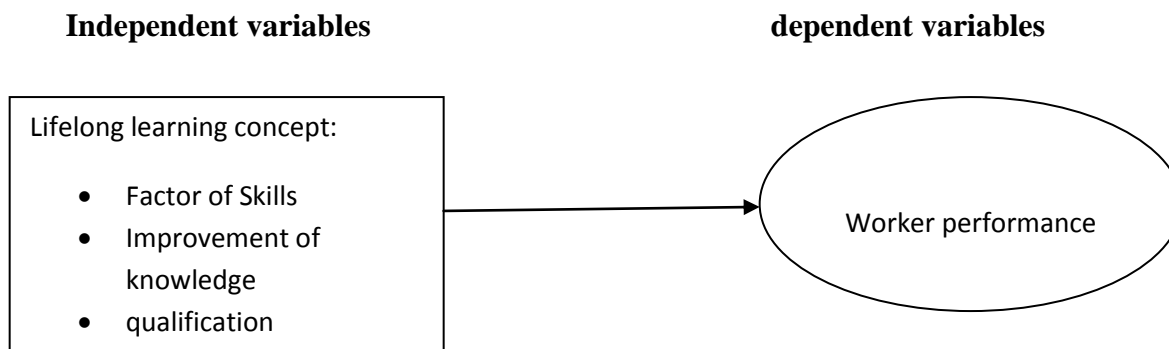
### **RESEARCH METHODOLOGY**

#### **3.0 INTRODUCTION**

In this chapter, the research will focus about research methodology of project research that are include relevant topic in this chapter. Then, this chapter consists about the stages and element of research methodology used in this research. The design of this research methodology is consist by some stage such as:

- 1) Theoretical framework
- 2) Research design
- 3) Research method
- 4) Population and sampling
- 5) Data collection technique
- 6) Design questionnaire
- 7) Statistical technique
- 8) Pilot study

### 3.1 Theoretical frameworks



**Figure 3.1:** Theoretical Framework

The type of learning require these element such as factor of skill, improvement of knowledge and qualification will effected to improvement of employee performance. The elements as a key to make changes to adult worker in implementation of their level of performance to get some benefit from this improvement. Usually the improvement depend on requirement of an organization to make better in perform their self during manage the project.

According these three independent variables, there are very important to influence the worker performance. The most important element to give effect to worker performance is skill; systematically need an essential skill to change their performance such as language, ways to communicate and negotiation in business. Lifelong learning also familiar in uses information and communication technology (ICT) to help employee ease to learn in this education.

### 3.2 Research Design

The research design of this study is related with co-relational study. This study is designed to find out a relationship between the two variables which exist or not. It is a study about collection of two or more set of data from a group of subject with the attempt to identify the relationship between those set of data from two variables.

Example:         $O_1$          $O_2$

$O_1$ - measurement of lifelong learning concept

$O_2$ - measurement of effect to worker performance

Correlations between all measures were obtained to determine the relationship.

### 3.3 Research Method

Research methods refer to the various specific ways or tools that data can be collected and analyzed. For example questionnaire, interview checklist or data analysis software. (Collis & Hussey, 2003)

In this chapter, research method is classified into two types such as quantitative and qualitative method with their output data. Quantitative method is consist about to quantify the data and process the result from a sample of the population. This method also to measure the data in based on chosen sample from aggregate results. For example, the type of question will be such as how long, how much or degree to which. This method also will be used questionnaire that are conducted for random sample.

While, qualitative method focus on quality of information and try to existed more understanding of the underlying reasons and motivations for action. This method also establish about the way people interpret their experiences or past studies around them. The types of method also provide the value to solve problem, to produce more idea or to create hypotheses.

This research is related with the ones of this method which is quantitative method. The method is including in descriptive method which is focuses on present event and process of description. In addition, the descriptive research also to determine the relationships between two variables.

For the purpose of research, I will use the type of method survey which is using questionnaire collect the data from the respondent that we have choose. The data will be collect in specific area that related with this research.

### 3.4 Population and Sampling

Population of this research involves the employees who are currently continuing their studies and pursuing involve in short course at Open University Malaysia. The population of this study is 80 of student. Mean the total is refer to student that still active involve in part-time studies at OUM in this semester. The employee involves have various position that will further their studies to be more professional and improve their skill during managing the business. The respondent has been choose after considered with percentage of 66 employee that further study in the specific area such as in OUM. A sample size of respondents was chosen for the data collection sample. The respondent will be given questionnaire as well as with time given to complete this study.

**Table 3.1: Morgan Table**

Table for Determining Sample Size for a Given Population									
N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	246
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	351
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	181	1200	291	6000	361
45	40	180	118	400	196	1300	297	7000	364
50	44	190	123	420	201	1400	302	8000	367
55	48	200	127	440	205	1500	306	9000	368
60	52	210	132	460	210	1600	310	10000	373
65	56	220	136	480	214	1700	313	15000	375
70	59	230	140	500	217	1800	317	20000	377
75	63	240	144	550	225	1900	320	30000	379
80	66	250	148	600	234	2000	322	40000	380
85	70	260	152	650	242	2200	327	50000	381
90	73	270	155	700	248	2400	331	75000	382
95	76	270	159	750	256	2600	335	100000	384

Note: "N" is population size  
"S" is sample size.

Source: Krejcie & Morgan, 1970

### 3.5 Data collection technique

Data collection is one of important stage in research because it will be used gathering the data to complete the study. Data collection will be started with planning and follow their stage to complete the research successfully. Then, determine what kind of data requires based on their categories of sample from certain population. The most important issues that related with data collection is selecting of related information to answer the question. Means less of information or not relevant will be affected to the question asked which is we cannot achieved the information about this research from respondent. Thus, we have to choose the right sources with suitable method that address important question.

In this research, I have decided to use survey by using questionnaire based on descriptive method in my research. The aim of questionnaire is to collect the information from respondent about this research and to analyze and finding the relationship between two variables.

According Sharp & Howard, (1996) questionnaire is the one of method to gathering information. It can be defined as pre-formulated written set of question to record the answer from respondent about that related with this research. Usually, questionnaire method include demographic question such as gender, age and other information about respondent and also related with objective of study.

- Paper- pencil questionnaire

This type of questionnaire can be process through face-to-face with respondent to answer the question in time given without waste the money and time. Besides that, people are more truthful in give feedback about the questionnaire regard the controversial issues.

- Web based questionnaires

The new technique for the questionnaires is web based questionnaires. The questionnaires that provided are the same with paper-pencil-questionnaires. Web based questionnaires mean receiving an e-mail on which you would click on an

address link that would take you to a secure web-site to fill in a questionnaire given.

This type of research is often quicker and less detailed.

### **3.6 Design Questionnaire**

The questionnaire that I proposed in this research to the 66 person of respondent will be dividing into five parts. There are section A, section B, section C and section D and also E. all of the part will provides a numbers of question to be answered. One of them is about demographic criteria. Then, other section will focus about objective one and two based on this research.

#### **Section A: demographic**

The demographic criteria are consisting of 5 questions by using dichotomous instead of categorical as rating scales. The common question in demographic categories includes age, gender, academic qualification and work experience.

#### **Section B: factor of skill**

These sections contribute about the factor of skill that important to know their effectiveness to worker performance. There are 10 questions are related with the variables. This section using type of Likert scales for questionnaires.

#### **Section C: improvement of knowledge**

The question focuses about the knowledge that will effect to quality of work among worker. The section also consists of 10 questions only to answer the study. The section also using Likert scales to answer the questionnaire. The respondent must choose the one of 5 point scale. The measuring perception will be scored using 5 scales like: strongly disagree (1), disagree (2), neutral (3), agree (4) and strongly agree (5). The neutral means neither agreed nor disagreed.

#### **Section D: qualification**

This section focuses about importance of qualification in working life such as certificate or other proof to know the effect to worker performance. The section also using likert scales to answer the questionnaire. Respondent must choose the one of 5 point scale. The measuring perception will be scored using 5 scales like: strongly disagree (1), disagree (2), neutral (3), agree (4) and strongly agree (5). The neutral means neither agreed nor disagreed.

#### Section E: worker performance

These sections focus on dependent variable which worker performance to know it will relate with independent variable or not. The section also using likert scales to answer the questionnaire. Respondent must choose the one of 5 point scale. The measuring perception will be scored using 5 scales like: strongly disagree (1), disagree (2), neutral (3), agree (4) and strongly agree (5). The neutral means neither agreed nor disagreed.

Example of likert scale:

Strongly disagree	Disagree	neutral	agree	strongly agree
1	2	3	4	5

**Figure 3.2:** Likert Scale

### 3.7 Statistical Techniques

For this research, the method will be used for analyze the collected data from respondent is statistical package for the social sciences (SPSS). The software will be used in statistical method in dissertation data from any type of file to analysis. It will be used to

assign a numerical value to processing each variable in questionnaire. The software is useful to calculate the frequency of median, mean, mode and range of the data result.

### **3.7.1 Cronbach's Alpha**

Cronbach's alpha which is a measure of internal consistency that is related a set of item as a group. The value of alpha always been used with statistical measure as evidence for item measure. The method to check dimensionality used exploratory factor analysis. Cronbach's alpha also is a tool to assessing reliability analysis. For this research, the value of Cronbach's is 0.70 to state that variable is reliable. When the value of alpha is below of 0.70, some item will be deleted from the column of Cronbach's alpha to maintain the value and to be more reliable. In addition, the closer coefficient value of alpha is 1.

### **3.7.2 Reliability**

Reliability commonly used in quantitative measure to test hypothetical generalizations. It's also emphasizing the analysis and measurement of relationship between two variables (Denzin & Lincoln, 1998). There are three type of reliability used in research such as the degree to which measurement given repeatedly, stability of measurement over time and measurement within specific period (Kirk & Miller, 1986). The Cronbach's alpha coefficient used in this research as multi-point scale that will be consider as internal consistency reliability to test the variables.

### **3.7.3 Hypotheses testing**

#### **3.7.3.1 Correlation analysis**

The Pearson correlation analysis is used in the research to find relationship between independent variable and dependent variable. Positive value means the two variables are correlated, while negative value means independent and dependent variable is not correlated. The absolute value of the Pearson correlation coefficient show how strong the

relationship between two variables tested. The analysis will do the process to find data of

Correlation Coefficient	Explanation
0.81 and above	Strong relationship
0.61- 0.80	Moderate to strong
0.41-0.60	Moderate relationship
0.21-0.40	Weak to strong relationship
0.20 and below	Weak relationship

coefficient correlation and significance variable. The symbol of correlation coefficient determines either correlation is positive or negative. The magnitude of correlation is to know their strength.

**Table 3.2:** Correlation Coefficient

### 3.7.3.2 Multiple Regression Analysis

Regression analysis is a statistical method in research to assess the relationship between independent variable and dependent variables. In the regression study, one formulates can build a hypotheses to know the two variables is correlate or not (Alan O. Sykes, 1986)

A regression with two or more explanatory variable is called multiple regression analysis. Mean that the predicting variable used to predict another variable. The predicting variable is called independent variable while the predicted is dependent variable.

Based on this study, the data analysis will be process using hypotheses testing to know the result of this study. Multiple regression analysis will be performed to know the relationship between lifelong learning with worker performance is effective or not.

The multiple regression analysis can be shown in ANOVA table to know the relation between two variables is significant or not. The acceptance of significant level is the value must be more 0.05.

### **3.8 Pilot study**

Before starting to collect data, pilot study need to be carried out to the reliability prior to distribute to respondent to answered. The 6 of respondent from UMP will be involves as an initial respondent. Majority of them responded that the questionnaire were appropriate.

### **3.9 CONCLUSION**

In this chapter, the research methodology provides workflow that related with method, population and sample, method of questionnaire and statistical techniques. This workflow will explain about the method that will be used in research finding and to analyze the data collected. The framework also include in this chapter to know the factor relate in lifelong learning.

## **CHAPTER 4**

### **RESEARCH FINDING**

#### **4.1 INTRODUCTION**

This chapter extant the findings of data analysis for the purpose of finding answer to the research questions. The purposes of this study are to identify the relationship between lifelong learning concept and effect to worker performance. Descriptive analysis was performed to measure the demographic characteristics of the respondent while inferential analysis such as Cronbach Alpha, Pearson Correlation test, Multiple Linear Regression test and hypotheses testing were conducted prior to reliability.

Since the study is designed to answer the research questions, this chapter is structured by showing the profile of the respondent through descriptive statistic followed by the reliability of the variables in this study.

Pearson correlation test is tabulated to show the relationship between the four variables in this study. There are three independent variables and dependent variables. The independent variables are factor of skill, improvement of knowledge and qualification while the dependent variable is worker performance. Followed by the result of the hypothesis testing which is used multiple regression to predict the best model that explain the relationship between lifelong learning concept and worker performance.

## 4.2 PRE-TESTING QUESTIONNAIRES

In this study, pre-testing was conducted to test the items of questionnaires whether it is valid or not. Here, the pilot study was applied in this research.

### 4.2.1 Pilot study

A total of 6 samples of respondents were used as pilot study for the survey questionnaire. The respondents were post graduate student from Open University Malaysia (OUM).

The pilot study is to see the respond from the workers that further their studies about the effectiveness of lifelong learning. The total of sample for pilot study was excluded from the main sample of the study. The reliability was conducted by using the Cronbach's Reliability Alpha. For this study, the validity of value in Cronbach's Alpha coefficient must be 0.7 and above to be accepted. The value of less than 0.7 is not accepted.

Based on the result in table 4.0, the value of Cronbach Alpha is 0.765. Means the value is valid for reliability analysis. The item also is not deleted because it already achieves the acceptance level.

**Table 4.1: Reliability Statistics (pilot study)**

Cronbach's Alpha	N of Items
.765	29

### **4.3 QUESTIONNAIRE RESPONSE**

The questionnaire has been distributed by using closed- ended method. The questionnaire also has been approved by supervisor and be passed to distributed to targeted. Respondent Based on this study, the questionnaire distributed to targeted respondent which is the student from Open University Malaysia (OUM) at Kuantan, Pahang to collect the data. The chosen of the university as a respondent is more suitable and related with my research to know about the effectiveness of lifelong learning programmed.

Based on Morgan table, the 66 set of questionnaire should be distributed to the respondent as a sample to run this research. There are two method has been used to collect the data such as paper pencil and web based questionnaire. After one month, the data has been collected with successful as needed with the two ways of collection method. The 66 sets of questionnaire distributed to OUM student exclude 6 sets of questionnaire as pilot study.

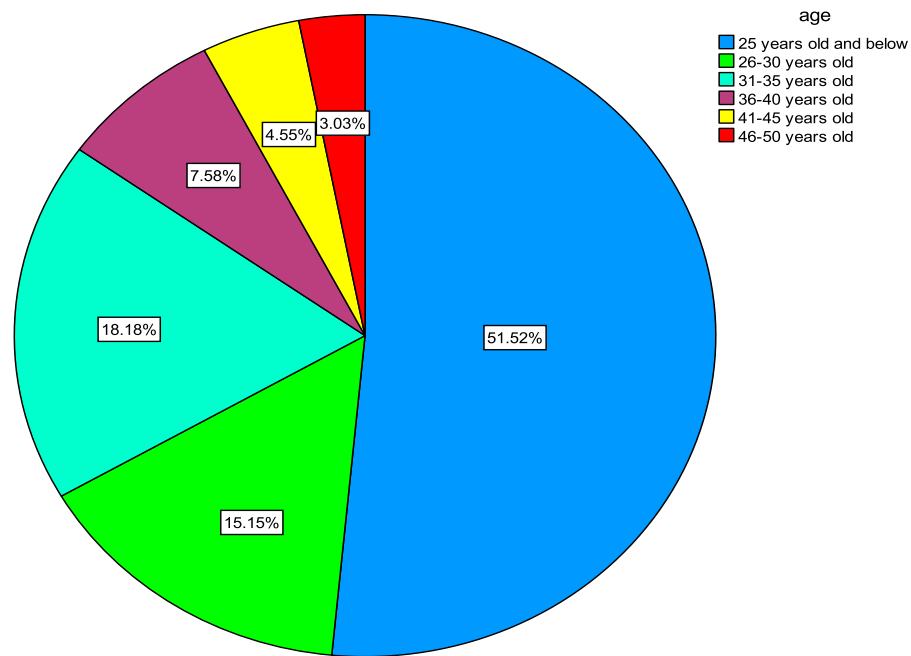
Furthermore, the respondent feedback is very good because of they can cooperate as well during the data collection process. At the end, these two methods are effective to use as a data collection in the research.

### **4.4 DESCRIPTIVE ANALYSIS**

#### **4.4.1 Demographic Analysis**

There were five sections of questionnaire that the respondent must answer. The section A provides demographic criteria which are formulated to collect respondent's descriptive information which is age, gender, academic qualification and working experience. Another than that, section B,C and D which as a independent variable are designed to know the effectiveness of lifelong long learning concept and are they will be affected the worker performance. Lastly, section E is about effect of worker performance which as dependent variables.

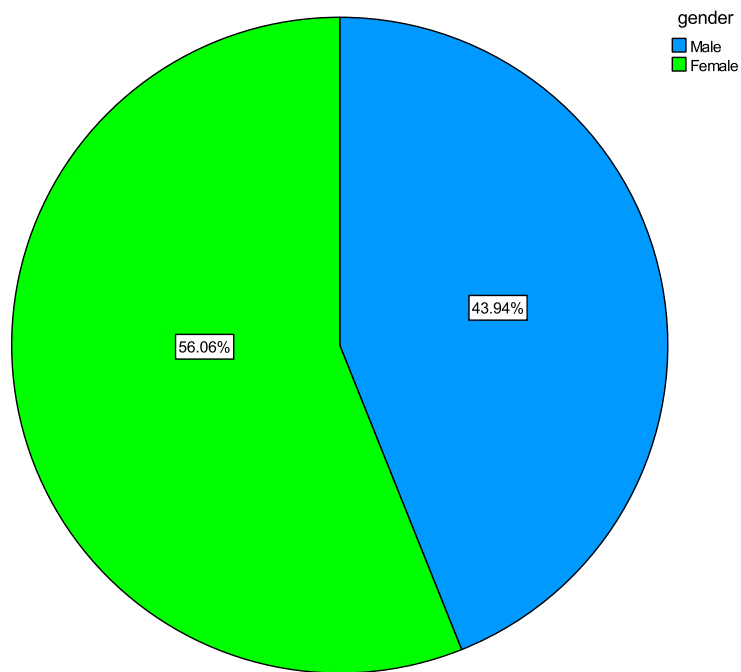
#### 4.4.1.1 Age



**Figure 4.1:** Age of Respondent

According to the figure above, majority of the respondents is age of 25 years old and below (51.52%). Followed by (18.18%) of respondent is age of 31-35 years old. Then, (15.15%) of respondent is age 26-30 years old. Only (7.58%) of respondent is age of 36-40 years old that answer the questionnaire. (4.55%) of respondent in range of age 41-45 years old. Lastly, only (3.03%) of respondent is age 46-50 years old that involve in this collection data process.

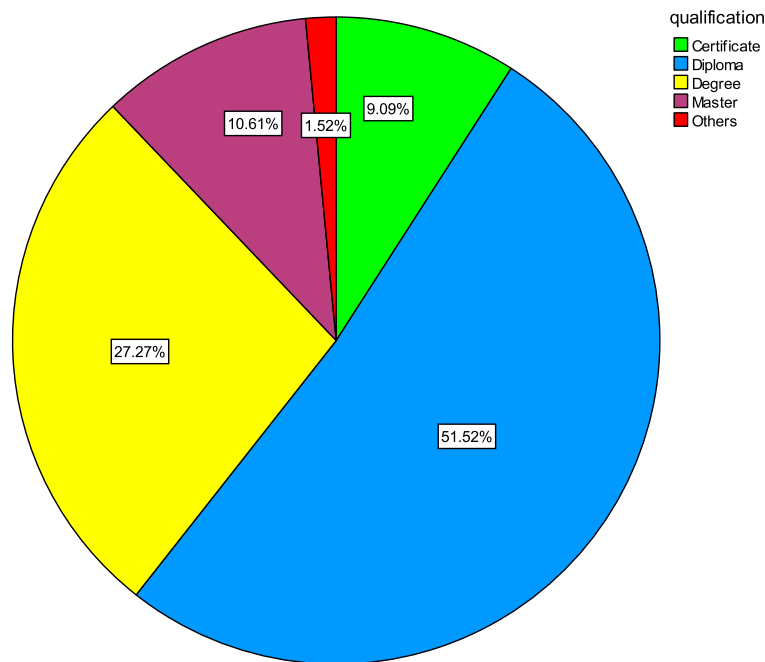
#### 4.4.1.2 Gender



**Figure 4.2:** Gender of Respondent

In this study, majority of the respondent that answers my questionnaire is female. The total of female is (56.06%), whereas other (43.94%) respondents are male. So, the education programmed is majority participated by woman to improve their educated status.

#### 4.4.1.3 Academic Qualification

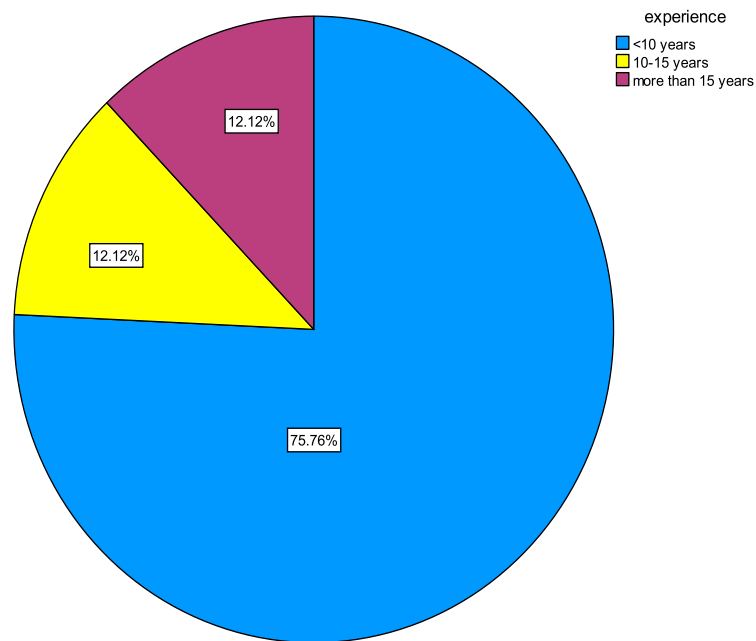


**Figure 4.3:** Academic Qualification

Most of the respondent that participated in education programmed is undergraduate diploma level. It consists of (51.52%) respondent. Besides that, there are (27.27%) respondent in degree level, (10.61%) respondent in level of master that studying at Open University Malaysia (OUM), and then (9.09%) of respondent in certificate level. Lastly, (1.52%) of respondent are completed under other education level such as doctorate (PHD) level and Advance Diploma.

Based on Malaysian context, the aims of student during enroll in a school, college or university is to acquire their academic qualifications as first time entrants into labor force. Every individual has equal opportunity to participate actively in social and economic in shaping country in future (Malaysian National Blueprint, 2011).

#### 4.4.1.4 Work Experience



**Figure 4.4:** Work Experience

Besides that, there are (75.76%) respondents have less than 10 years of working experience that continuing their studies at OUM. It constitutes the highest percentage of respondent based on work experience in this study. Next, it followed by 10 until 15 years and more than 15 years of working experience of respondent have. These two level has the same of percentage which is (12.12%) for both of part. As conclusion, mostly worker has been continuing their study although in working to improve their skill, get some knowledge and to show their improvement in working life. The experience only not assured that they can prove their knowledge and power in organization. So, this research can show the relevant of lifelong learning to all employee and others.

#### 4.4.2 Mean of Lifelong Learning Concept

**Table 4.2 Mean Of Lifelong Learning concept**

LLL	N	Mean	Std. Deviation	ranking
Factor of skill	66	4.4830	.24893	1
Improvement of knowledge	66	4.4186	.43715	2
Qualification	66	4.3258	.42055	3
Valid N (list wise)	66			

Based on table 4.2, there are three factors that involve which is factor of skill, improvement of knowledge and qualification. By using this technique, it can determine the mean and standard deviation for each independent and dependent variables. The highest means also can be identify by ranking method such in the table. The dimension with highest mean and standard deviation can strong influence the effectiveness of lifelong learning concept. Based on the table above, the mean for factor of skill with 4.4830 is most influential in lifelong learning concept to know their effectiveness or not. Then, mean for factor improvement of knowledge with 4.4186. The third ranking of mean is qualification with value 4.3258.

#### 4.5 RELIABILITY OF MEASURE

The reliability is defined as the extent to which a questionnaire or survey, observation or any measurement procedure produces the same result on repeated trials. Similarly, the degree to which an individual's responses in survey would stay the same over time is also a sign of reliability (Michael J. Miller, 1979). The Cronbach's Alpha is a tool to assessing reliability analysis. The Cronbach's Alpha is a measure of internal consistency

that it related with another item. In this study, The Cronbach's Alpha coefficient of 0.7 or more than 0.7 is accepted and valid.

The result of cronbach's alpha reliability coefficient is shown on table 4.3. The cronbach alpha of all variables is more than 0.7 (at accepted level). There has no any item has been deleted.

**Table 4.3:** reliability statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.887	.879	29

#### 4.6 PEARSON CORRELATION ANALYSIS

**Table 4.4 Pearson Correlations Analysis**

		DV	IV 1	IV 2	IV 3
DV	Pearson Correlation	1			
	Sig. (2-tailed)				
	N	66			
IV 1	Pearson Correlation	.678**	1		
	Sig. (2-tailed)	.000			
	N	66	66		
IV 2	Pearson Correlation	.008	.575**	1	
	Sig. (2-tailed)	.951	.000		
	N	66	66	66	
IV 3	Pearson Correlation	.107	.483**	.734**	1
	Sig. (2-tailed)	.391	.000	.000	
	N	66	66	66	66

\*\*. Correlation is significant at the 0.01 level (2-tailed).

The correlation is to measure of relationship between two variables. In this study, the correlation tests were used to test strength of relationship between lifelong learning and effect to worker performance.

For this research, there are 3 correlations which include IV 1 (factor of skill) and worker performance, IV 2 (improvement of knowledge) and worker performance and also IV 3 (qualification) and DV (worker performance). A positive Pearson value with significant of  $p < 0.01$  indicate that there is positive relationship exist between two variables.

Based on table 4.4, the value of Pearson correlation for factor of skill and worker performance is 0.678 and the P-value for two-tailed test of significant is 0.000 which is less than 0.05. There is moderate to strong relationship of correlation between factor of skill and worker performance and that correlation is significance at the 0.01 level. Means the relationship is positive and there is effect between two variables.

Besides that, the value of Pearson correlation between factor of improvement of knowledge and worker performance is 0.008. The P-value of two-tailed test of significant is 0.951. Means, there is weak relationship between factor of improvement of knowledge and worker performance. However, the p-value is no significance because of more than 0.05.

From the table 4.4 above, the value of correlation of qualification and worker performance is 0.107. Then, the p-value is 0.391 which is more than 0.05. Means there value is no significance. The correlation coefficient is also in weak relationship between two variables.

As a conclusion, there is one factor of moderate to strong relationship and other is weak relationship between two factors of variable. There is positive and negative correlation between the variables.

**Table 4.5:** Correlation Coefficient

Correlation Coefficient	Explanation
0.81 and above	Strong relationship
0.61- 0.80	Moderate to strong
0.41-0.60	Moderate relationship
0.21-0.40	Weak to strong relationship
0.20 and below	Weak relationship

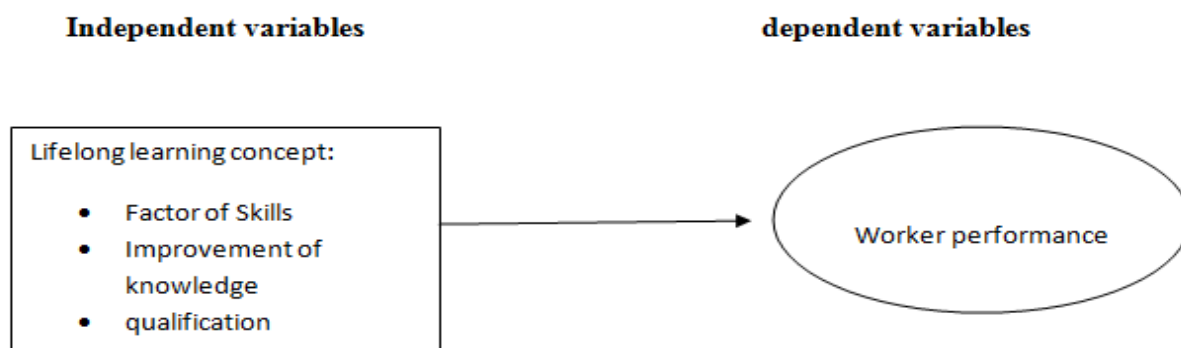
## 4.7 HYPOTHESIS TESTING

### 4.7.1 Multiple Regression Analysis

As the correlation analysis shows the positive or negative relationship, the regression analysis is next steps to show the significance relationship between two variables. Multiple regression analysis was performed in this study to know either lifelong learning concept will effect to worker performance or not.

As a mention earlier, there are three hypotheses of the study. All the hypotheses were tested by using multiple regression analysis. Regression analysis is a statistical method in research to assess the relationship between independent variable (factor of skill, improvement of knowledge and qualification) and dependent variables (worker performance). The result is shown in table 4.6, 4.7, 4.8, 4.9, 4.10 and 4.11.

#### 4.7.1.1 The Regression between Lifelong Learning Concept and Worker Performance

**Figure 4.5:** Framework of relationship

#### 4.7.1.2 The Relationship between Factor of Skill and Worker Performance

HO: there is no significant relationship between factors of skill with worker performance

H1: there is significant relationship between factors of skill with worker performance

**Table 4.6: model summary factor of skill**

model	R	R Square	Adjusted R Square	Std. Error Of The Estimate	Durbin-Watson
	.678 <sup>a</sup>	.460	.452	.21901	2.499

Predictor: factor of skill

Dependent variables: worker performance

In table 4.6, it shown that the R Square value is 0.460. It represented that the independent variables in the model can predict 46% of the variance in the dependent variables. Other than that, the Durbin- Watson value is 2.499.

Other than that, the Multicollinearity testing can be evaluated by using Durbin-Watson. Based on the table 4.6, the value of Durbin-Watson is 2.499 which are more than 2.0. Its mean there is no Multicollinearity problem.

**Table 4.7: Coefficient of Factor Skill**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.939	.490		1.917	.060
B	.806	.109	.678	7.384	.000

a. Dependent Variable: worker performance

Based on the result, it shown that the significance value of factor of skill is 0.000 and the standardized coefficient of beta is .678. The significance value is less than 0.05 and the value of beta is positive. Thus, the hypothesis is accepted H1.

#### **4.7.1.3 The Relationship between Improvement of Knowledge and Worker Performance**

HO: There is no significant relationship between improvements of knowledge with worker performance

H1: There is significant relationship between improvement of knowledge and worker performance.

**Table 4.8:** Model Summary (Improvement of Knowledge)

Model	R	R Square	Std. Error Of The Estimate	Durbin- Watson
1	.008 <sup>a</sup>	-.016	.29803	2.534

a. Predictors: (Constant), improvement of knowledge

b. Dependent Variable: worker performance

In table 4.8, it shown that the R Square value is -.016. It represented that the independent variables in the model can predict -1.6% of the variance in the dependent variables. Other than that, the Durbin- Watson value is 2.534.

Besides that, the Multi Collinearity testing can be evaluated by using Durbin-Watson. Based on the table 4.8, the value of Durbin-Watson is 2.534 which are more than 2.0. Its mean there is no Multi Collinearity problem.

**Table 4.9:** Coefficient (Improvement of Knowledge)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	4.529	.375		12.062	.000
C	.005	.085	.008	.061	.951

a. Dependent Variable: DV

From figure 4.9, it can see that the significant value of improvement of knowledge is 0.951, whereas the standardized coefficient of beta is 0.008. The beta value is positive but the significant value is more than 0.05. So the H1 hypotheses are rejected.

According Dato' Seri Mohamed Khalid Nordin (2009) today's challenging situation is the new graduate student no longer sufficient to have knowledge only but it necessary for student to gain more skill that will enhance their performance and to fulfill prospects of employment.

#### 4.7.1.4 The Relationship between Qualification and Worker Performance

HO: there is no significant relationship between qualification and worker performance

H1: there is significant relationship between qualification and worker performance

**Table 4.10:** Model Summary (Qualification)

Model	R Square	Adjusted R Square	Std. Error Of The Estimate	Durbin-Watson
1	.012	-.004	.29632	2.522

Predictor: qualification

Dependent variable: worker performance

In table 4.10, it shown that the R Square value is 0.012. It represented that the independent variables in the model can predict 1.2% of the variance in the dependent variables. Other than that, the Durbin- Watson value is 2.522.

Besides that, the Multicollinearity testing can be evaluated by using Durbin-Watson. Based on the table 4.10, the value of Durbin-Watson is 2.522 which are more than 2.0. Its mean there is no Multicollinearity problem.

**Table 4.11:** Coefficient (Qualification)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	4.225	.380		11.125	.000
D	.075	.087	.107	.863	.391

a. Dependent Variable: DV

Based on table 4.11, it listed out that the qualification's significance value is 0.391. Then, the standardized coefficient of beta value is 0.107. Means the value of beta is positive. However, the significance value is more than 0.05. Thus, the H<sub>1</sub> hypotheses are rejected.

The H<sub>1</sub> hypotheses of this factor have been rejected. Means the qualification is not main factor that will effect to worker performance. The statement has been prove by employment, labor and social affair committee which most of academicians believe there are link between qualification and lifelong learning but the statement never been prove until now because of it never unexplored in detailed.

The result shows that the factor of skill is the most dominant factor that contributes to worker performance. The result also supported by (Latifah Abdol Latif, Mansor Fadzil and Norlia Goolawally, 2012).

## 4.8 CONCLUSION

All the data gathered was analyzed and full explanation has been discussed in this chapter. Within data analysis, the research objectives have been achieved. The table 4.10 also showed the summary of hypotheses testing result. These result above have been answered both of objective in this study.

**Table 4.12:** Summary of Hypotheses Testing

No	Hypothesis	Analysis	Discussion	Result
1	H <sub>0</sub> : there is no significant relationship between factor of skill and worker performance.	Significant value is 0.000 Coefficient value is	Since the significant value is 0.000, then we should reject H <sub>0</sub> and accept H <sub>1</sub> .	Rejected
	H <sub>1</sub> : there is significant relationship between factor of skill and worker performance.	0.678		Accepted
2	H <sub>0</sub> : there is no significant relationship between improvement of knowledge and worker performance.	Significant value is 0.951 Coefficient value is	Since the significant value is 0.951, then we should reject H <sub>1</sub> and accept H <sub>0</sub> .	Accepted
	H <sub>1</sub> : there is significant relationship between improvement of knowledge and worker performance.	0.008		Rejected
3	H <sub>0</sub> : there is no significant relationship between qualification and worker performance.	Significant value is 0.391 Coefficient value is	Since the significant value is 0.391, then we should reject H <sub>1</sub> and accept H <sub>0</sub> .	Accepted
	H <sub>1</sub> : there is significant relationship between qualification and worker performance.	0.107		Rejected

## **CHAPTER 5**

### **CONCLUSION AND RECOMMENDATION**

#### **5.1 INTRODUCTION**

This chapter consists of three sections which is conclusion, limitation and recommendation. A complete summary or conclusion for the whole study will be provided. The study is completed with some recommendations.

#### **5.2 CONCLUSION**

As stated in chapter one, this study is to measure the relationship between lifelong learning and effect to worker performance. Besides that, this study also to identify the most dominant factor that contributes to worker performance. These research objectives have been achieved. Based on the result given, the result of this study is valid based on questionnaire response. The mean of independent variable shows that factor of skill is the highest level of mean than other factors. The correlation coefficient also shows that factor of skill achieved moderate to strong relationship compare with other that only have weak relationship between two of variables. The results prove that the second objective has been achieved.

The result of data shows validity with 0.887. The value is valid based on feedback and participate of respondent in answering the questionnaire. Means, the survey is related with their education.

The result of correlation analysis shows the Pearson correlation coefficient is moderate to strong relationship between the two variables for one of independent variable. The result is based on the value of correlation. The significant two-tailed value also less than 0.05 which the value is significance. Lastly, the regression analysis shows the relationship between the two variables. Hypotheses has been generate to know the relationship is significant or not in this study. The hypothesis tested to know the result is accepted or rejected and level of correlation coefficient to test the most dominant factor that contribute to dependent variable The result of hypotheses can be referring in table 4.10.

### **5.3 LIMITATION**

During the progress of this research, some potential limitation that we should faced to collect the data. The crucial limitation in this study is the time constraints due to the period of time given to complete this research. However, after using some ways to getting the data, the questionnaire can be distribute in smoothly. The response from respondent also is positive in process of collection data. At the end, the questionnaire has achieved the targeted as needed which are 66 people. But, sincerely, the method of web based questionnaire more difficult compare with paper pencil method because not all off employee always focus on their e-mail to seen for our survey. Then, we should remind them through called to spend a much time to answer the survey in honestly.

The next limitation that occur along the progressing this research is relate with the nature of the subject. The objective of this research was to have an insight whether the lifelong learning concept will effect to worker performance or not. Besides that, the objective to improve quality of work among worker is effective or not. So the result will be showed in hypotheses testing.

Furthermore, the other limitation in this study is about respondent feedback to our survey. There are respondent who didn't not answer all the question because of they have

limited time to answer the question since they are also employee at the same time have to studies. As we know, the part time student is only attending to class in weekend every two time in month. We don't have enough time to see them to collect the data.

#### **5.4 RECOMMENDATION**

There are several recommendation for the further study. It includes:

- i. Due to the narrow scope of this study, the total questionnaire distributed is limited because of the student that still active in the OUM that related with our scope is in small scale. Then, the sample sizes become small because of it depend on population of respondent in this study. The further study can expand more the scope of study such as choose the all branch of Open University Malaysia as sampling in the study. Thus, the larger sampling can be obtained the get a better result.
- ii. In this study, the factor of lifelong learning only focus on skill, qualification and knowledge. In the further study, we also can focus more about confident level or quality in proposes more language in working life. Thus, the can improve their performance in organization. Then, it can influence other employee to involve in education to improve their performance.
- iii. The education programmed also can influence the strategies in organization and they can give some profitability to company because of their experience and knowledge can be improved through the continuing studies.
- iv. This study shows that there are other factor can be affected to worker performance such as factor of economic growth. As we know, the economic growth for our country is increasing. These factor can be used in future studies to know either it will effect to worker performance or not. The skill and other competence workforce is one of major factor that will contribute to success economic performance in international level. So, in context of economy, there is positive relationship between continuing education with economic growth (OEGD, 2007)
- v. This study also shows that attitude is important for further study because it can be relate with factor of skill to change and improve learning style. They should be open with new ideas, decision, skill and behavior to acquire process and transfer the

knowledge. Then, they know what they want to learn and how to come up with their learning plans.

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## APPENDIX A

### Survey questionnaire



#### FACULTY OF INDUSTRIAL MANAGEMENT

#### **A Study of Lifelong Learning Concept and Effect to Worker Performance**

The purpose of this questionnaire is to collect data for fulfillment of the final year project.

The objectives of this questionnaire are:

1. To determine relationship between lifelong learning and worker performance
2. To improve quality of work among of worker

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All data will be kept confidential and used anonymously for research purpose only.



Faculty of Technology

## Survey on Lifelong Learning Concept and Effect of Worker Performance

### Section A: Demographic

Kindly, tick whichever particular is applicable

1. Age

- |   |  |
|---|--|
| <input type="checkbox"/> 25 years old and below | <input type="checkbox"/> 41-45 years old |
| <input type="checkbox"/> 26-30 years old        | <input type="checkbox"/> 46-50 years old |
| <input type="checkbox"/> 31-35 years old        | <input type="checkbox"/> above 50        |
| <input type="checkbox"/> 36-40 years old        |  |

2. gender

- |                                 |                               |
|---------------------------------|-------------------------------|
| <input type="checkbox"/> Female | <input type="checkbox"/> Male |
|---------------------------------|-------------------------------|

3. Academic qualification

- |                                      |                                  |
|--------------------------------------|----------------------------------|
| <input type="checkbox"/> Certificate | <input type="checkbox"/> Diploma |
| <input type="checkbox"/> Degree      | <input type="checkbox"/> Master  |

Others: .....

4. Work experience

- |                                    |                                      |   |
|------------------------------------|--------------------------------------|---|
| <input type="checkbox"/> <10 years | <input type="checkbox"/> 10-15 years | <input type="checkbox"/> more than 15 years |
|------------------------------------|--------------------------------------|---|

Using the following scale, please answer each of the following statements (section B) by ticking ( / ) the appropriate scale to show the extent to which you agree or disagree with them.

1= Strongly Disagree

3= Neutral

2= Disagree

4= Agree

5= Strongly Agree

#### SECTION B:

<b>Factor of skills</b>	<b>Strongly disagree (1)</b>	<b>Disagree (2)</b>	<b>Neutral (3)</b>	<b>Agree (4)</b>	<b>Strongly agree (5)</b>
1. The way of communication can be improve with joining the educational programmed such as part time education.					
2. Continuing education highly encouraged to adult worker to upgrade their skill and competence in performing tasks.					
3. Involvement in lifelong learning can help us to improve our ability and work performance.					
4. Skill and technique should be priority to improve employee performance.					
5. Skill and practices is important in negotiation with client.					
6. The continuing education program can improve your confident level to show your skill in work.					
7. Soft skill also important to enhance our appearance in working life.					
8. Skill in communication can be proven with self-assessment test to know the level of communication is good or not.					

## SECTION C:

<b>Improvement of knowledge</b>	<b>Strongly disagree (1)</b>	<b>Disagree (2)</b>	<b>Neutral (3)</b>	<b>Agree (4)</b>	<b>Strongly agree (5)</b>
1. Lifelong learning has positive impact on employee performance through knowledge and practices.					
2. Continuing Learning will improve quality of work.					
3. Factor of experience had a great impact in improving the quality of work.					
4. Quality of work will be evaluated based on their knowledge.					
5. Extensive knowledge can help to change and improve the quality of work, especially when it involves cooperation with other parties.					
6. Improvement of knowledge is important to make big decision in certain situation.					
7. Creation of new knowledge is important to improve quality of work among the worker.					
8. Quality of work can be measure with the competencies and improvement of knowledge in worker performance.					

## SECTION D:

<b>qualification</b>	<b>Strongly disagree (1)</b>	<b>Disagree (2)</b>	<b>Neutral (3)</b>	<b>Agree (4)</b>	<b>Strongly agree (5)</b>
1. Continuing learning is important to obtain certification.					
2. Lifelong learning can give improvement to employee through their qualification.					

3. The certification will effect to learner in employment and their wages.					
4. The program such as lifelong learning should be developed to help worker get qualification in job.					
5. Average of participation in part time education is increased to obtain qualification.					
6. The certificate can help to get a job easily compared with others that do not have any certification.					
7. Certificate is important to provide recognition of an individual's competencies and capabilities in professional courses.					
8. Certificate also to clarify that the skill, knowledge is important in the practice of education.					

## SECTION E:

<b>WORKER PERFORMANCE</b>	<b>Strongly disagree (1)</b>	<b>Disagree (2)</b>	<b>Neutral (3)</b>	<b>Agree (4)</b>	<b>Strongly agree (5)</b>
1. Employee can improve their personality and style of leadership in organization.					
2. Confidence level of an employee may also influence the performance of employees during confront with others.					
3. Gained a lot of experience.					
4. Can improve their skill, level of knowledge and qualification in job performance.					
5) Can give profitability to themselves and organization.					





## APPENDIX C

### RELIABILITY STATISTIC

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
B1) The way of communication can be improve with joining the educational programmed such as part time education.	124.06	64.581	.216	.888
B2) Continuing education highly encouraged to adult worker to upgrade their skill and competence in performing tasks.	124.12	65.093	.153	.889
B3) Involvement in lifelong learning can help us to improve our ability and work performance.	124.02	64.231	.263	.887
B4) Skill and technique should be priority to improve employee performance.	123.85	65.423	.133	.889
B5) Skill and practices is important in negotiation with client.	124.08	65.302	.127	.890
B6) The continuing education program can improve your confident level to show your skill in work.	124.24	61.325	.429	.884
B7) Soft skill also important to enhance our appearance in working life.	124.12	62.416	.436	.884
B8) Skill in communication can be proven with self-assessment test to know the level of communication is good or not.	124.26	60.286	.655	.879
C1) Lifelong learning has positive impact on employee performance through knowledge and practices.	124.06	61.904	.524	.882
C2) Continuing Learning will improve quality of work.	124.12	60.447	.555	.881

C3) Factor of experience had a great impact in improving the quality of work.	124.06	62.612	.437	.884
C4) Quality of work will be evaluated based on their knowledge.	124.29	59.131	.675	.878
C5) Extensive knowledge can help to change and improve the quality of work, especially when it involves cooperation with other parties.	124.18	60.305	.602	.880
C6) Improvement of knowledge is important to make big decision in certain situation.	124.09	60.638	.612	.880
C7) Creation of new knowledge is important to improve quality of work among the worker.	124.24	60.494	.625	.880
C8) Quality of work can be measure with the competencies and improvement of knowledge in worker performance.	124.21	60.324	.581	.880
D1) Continuing learning is important to obtain certification.	124.38	60.454	.495	.883
D2) Lifelong learning can give improvement to employee through their qualification.	124.29	61.070	.523	.882
D3) The certification will effect to learner in employment and their wages.	124.27	63.309	.318	.886
D4) The program such as lifelong learning should be developed to help worker get qualification in job.	124.18	62.151	.505	.883
D5) Average of participation in part time education is increased to obtain qualification.	124.23	59.255	.697	.877
D6) The certificate can help to get a job easily compared with others that do not have any certification.	124.27	60.232	.607	.880

D7) Certificate is important to provide recognition of an individual's competencies and capabilities in professional courses.	124.17	60.787	.603	.880
D8) Certificate also to clarify that the skill, knowledge is important in the practice of education.	124.21	60.970	.626	.880
E1) Employee can improve their personality and style of leadership in organization.	124.06	64.581	.216	.888
E2) Confidence level of an employee may also influence the performance of employees during confront with others.	124.12	65.093	.153	.889
E3) Gained a lot of experience.	124.02	64.231	.263	.887
E4) Can improve their skill, level of knowledge and qualification in job performance.	123.85	65.423	.133	.889
E5) Can give profitability to themselves and organization.	124.08	65.302	.127	.890

Since the Cronbach's Alpha is 0.887, so there no item is deleted.

## ANOVA Table for Hypothesis Testing

ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2.615	1	2.615	54.523	.000 <sup>a</sup>
	Residual	3.070	64	.048		
	Total	5.685	65			

a. Predictors: (Constant), factor of skill

b. Dependent Variable: DV

ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.000	1	.000	.004	.951 <sup>a</sup>
	Residual	5.685	64	.089		
	Total	5.685	65			

a. Predictors: (Constant), improvement of knowledge

b. Dependent Variable: DV

ANOVA<sup>b</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.065	1	.065	.745	.391 <sup>a</sup>
	Residual	5.619	64	.088		
	Total	5.685	65			

a. Predictors: (Constant), qualification

b. Dependent Variable: DV