

IMPACT OF LEARNING AND FORGETTING
FACTORS ON ORGANIZATIONAL
LEARNING EFFECTIVENESS WITH THE
MODERATION OF INFORMATION SYSTEM
AND MOBILE TECHNOLOGY

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I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

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ABSTRACT

In this research project, the focus was on evaluating the impact of organizational learning and forgetting factors using information system and mobile technology as the moderator for organizational learning effectiveness. Due to the shift from paper based working environment to paper-less environment and under the directions of Commission of Higher Education of Pakistan (HEC), the learning organizations like universities faced several problems and loosed organizational knowledge. Many universities were facing organizational learning and preservation problems while changing from paper-based environment to the paper-less environment. This research explored the role of information system and mobile technology as a moderator with organizational learning and forgetting factors for the organizational learning effectiveness. Data was collected from 392 faculty members of the 160 public and private sector universities registered with Higher Education Commission (HEC). Cross-sectional survey, quantitative in nature, based on adopted questionnaire was designed to achieve the objectives of the study using stratified sampling at first phase and convenient sampling technique at the second phase. The findings showed that information system and mobile technology have significant role in organizational learning effectiveness. Information system was assessed with organizational learning and forgetting factors and it was proven as a supportive tool with greater impact for organizational learning effectiveness together with cognitive factors, behavioral factors and social factors with the information system as a moderator. Similarly, taking information technology as a moderator with organizational forgetting factors also resulted in a similar significant impact. Furthermore, taking mobile technology as a moderator with organizational cognitive, behavioral and social factors produced values that showed significant impact of the mobile technology on organizational learning effectiveness. The findings also recommend and suggest the deployment of information system to capture, store, and disseminate organizational knowledge for learning and development effectiveness. Information systems play their role in both learning and forgetting for their capacities to acquire and forget certain models, methods and techniques. Similarly, mobile technology was tested with the organizational learning factors as a moderator and the results showed that mobile technology has significant effect on organizational learning effectiveness. The study also contributed to the organizational theory, socio-cognitive theory and institutional theory by recognizing the work of information system and mobile technology. This research further recommends the idea to explore the organizational processes and outcomes under ambiguity. Similarly, leadership role can be explored for organizational learning and forgetting at different organizational level and also the use of block chain technology for organizational learning effectiveness.

ABSTRAK

Dalam projek penyelidikan ini, penumpuan adalah pada penilaian impak pembelajaran organisasi dan faktor-faktor kelupaan melalui sistem maklumat dan teknologi mudah alih sebagai moderator kepada keberkesanan pembelajaran organisasi. Kesan dari peralihan persekitaran pekerjaan berasaskan kertas kepada persekitaran nir kertas dan arahan dari Suruhanjaya Pendidikan Tinggi Pakistan (HEC), organisasi-organisasi pembelajaran seperti universiti-universiti menghadapi beberapa masalah dan kekurangan pengetahuan dalam organisasi. Banyak universiti yang menghadapi masalah pembelajaran dan pemeliharaan organisasi dalam perubahan dari persekitaran berasaskan kertas kepada persekitaran nir kertas. Penyelidikan ini mengkaji peranan sistem maklumat dan teknologi mudah alih sebagai moderator bagi faktor-faktor pembelajaran dan kelupaan organisasi untuk keberkesanan pembelajaran organisasi. Data diperolehi menerusi 392 ahli-ahli fakulti dari 160 universiti-universiti awam dan swasta yang berdaftar dengan Suruhanjaya Pendidikan Tinggi (HEC). Tinjauan keratan rentas yang bersifat kuantitatif berdasarkan dari soal selidik amalan telah direka untuk mencapai objektif-objektif kajian melalui pensampelan bersusun lapis pada fasa pertama dan teknik pensampelan praktis pada fasa kedua. Dapatan kajian menunjukkan bahawa sistem maklumat dan teknologi mudah alih mempunyai peranan penting dalam keberkesanan pembelajaran organisasi. Sistem maklumat telah dinilai melalui faktor-faktor pembelajaran dan kelupaan organisasi dan ia telah terbukti sebagai alatan sokongan yang mempunyai impak besar bagi keberkesanan pembelajaran organisasi di samping faktor-faktor kognitif, tingkah laku dan sosial dengan sistem maklumat sebagai moderator. Demikian juga bagi teknologi maklumat sebagai moderator dengan faktor-faktor kelupaan organisasi yang menghasilkan impak signifikan. Tambahan pula, penggunaan teknologi mudah alih sebagai moderator dengan faktor-faktor kognitif, tingkah laku dan sosial organisasi menghasilkan nilai-nilai yang menunjukkan impak yang signifikan terhadap teknologi mudah alih ke atas keberkesanan pembelajaran organisasi. Dapatan kajian juga memperaku dan mencadangkan untuk mengatur kedudukan sistem maklumat bagi menarik, menyimpan dan menyebarkan pengetahuan organisasi untuk keberkesanan pembelajaran dan pembangunan. Sistem maklumat memainkan peranannya bagi kedua-dua pembelajaran dan kelupaan di atas kemampuannya untuk mendapat dan kelupaan model-model, kaedah-kaedah dan teknik-teknik tertentu. Demikian juga bagi teknologi mudah alih yang diuji ke atas faktor-faktor pembelajaran organisasi sebagai moderator dan hasil menunjukkan bahawa teknologi mudah alih mempunyai kesan signifikan ke atas keberkesanan pembelajaran organisasi. Kajian ini turut menyumbang kepada teori organisasi, sosio-kognitif dan keinstitusian dengan mengakui tugas sistem informasi dan teknologi mudah alih. Kajian ini selanjutnya menyarankan idea untuk meneroka proses-proses organisasi dan hasilnya secara ketaksaan. Begitu juga peranan kepimpinan yang boleh diteroka bagi pembelajaran dan kelupaan organisasi pada peringkat organisasi yang berbeza dan juga penggunaan teknologi blok rantaian bagi keberkesanan pembelajaran organisasi.

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LIST OF ABBREVIATIONS

IS	Information System
MT	Mobile Technology
OLE	Organizational Learning Effectiveness
OLF	Organizational Learning Factors
OFF	Organizational Forgetting Factors
CLF	Cognitive Learning Factors
BFL	Behavioural Learning Factors
SFL	Social Learning Factors
CFF	Cognitive Forgetting Factors
BFF	Behavioural Forgetting Factors
SFF	Social Forgetting factors
KP	Khyber Pakhtunkhwa
AJK	Azad Jammu Kashmir

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