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Perception towards Cloud Computing in Logistics Company

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Abstract

One of the most distinct characteristics of today's world is technological advancement. Cloud computing is widely used by all sectors including transportation logistics companies since it gives many benefits. However, the rapid technological change not only brings benefits but also affects the use of employees. This change is involved in the way of performing tasks, which has to be known by the employees. Thus, older workers are unable to adapt well, which in turn has indirect impact on the decision of the company to continue hiring older workers. In addition, the gender gap is still a concern in this sector. This study involved a total of 125 respondents. A quantitative research method using a questionnaire survey was utilised in data collection. In conclusion, the results demonstrated that the company gives preference to employing younger workers over those of a more senior age. In the meantime, there was a significant rate of employee turnover among those who had been with the company for between one and five years. Aside from that, past study has shown that there is a gender gap in this industry, which is contradict to the findings of this research, which showed that women are active participants.

Keywords: Cloud Computing, Logistics, Gender, Older Workers, Turnover Employee

Introduction

Logistics and operational activities are increasingly being used as a competitive instrument to combat market share and economics (Ragmani et al., 2016). Logistics, for instance, is concerned with the control of a wide diversity of processes among organisation operations. Meanwhile, numerous technological and economic benefits of Cloud Technology have pushed several firms to move all or a portion of their data infrastructure to the cloud.

As technology develops, companies have changed from manual transaction recording to embracing technologies like the Internet of Things, Big Data and Cloud Computing to gain additional advantages. Since the sector has developed via Industry 4.0, the focus of

industrialisation has shifted to the linkage of physical and virtual infrastructures (Ilin and Groznik, 2013 cited in Ilin et al., 2019).

The client and storage centres should be included in establishing national networks. These centres have a form of cyber-physical entities that communicate, generate and administer themselves automatically (Maslaric et al., 2016 cited in Ilin et al., 2019). Chung et al (2019) cited in Ilin et al (2019) stated that the logistics business is transformed by the power of data-driven insights. The essential logistic operations are focused on the IoT, cloud logistics, big data, AI, robotics and blockchain technology (Ilin et al., 2019).

Nowadays, the changes in technology not only give an impact on companies but also on the use of employees. As suggested by Brambilla et al (2022), technological change does affect some jobs, tasks and employment opportunities. In mechanical and repetitive jobs, robots and technology can simply replace low-skilled and unskilled human labour (Alcover & Depolo, 2021). In addition, Frey and Osborn (2017) cited in Alcover and Depolo (2021) showed that human work can be replaced.

Exploration of the moderating influence of age on technological change has been discussed in many earlier studies. Since elderly people have difficulty adjusting to new technology, their utilisation in the workforce will continue to decline. This is agreed by Tripathi (2018) who conducted an analysis using multi-group analysis. According to data from the Survey of Adult Skills cited in Alcover and Depolo (2021), about 55 per cent of adults aged 55–65 lack basic ICT skills. Thus, the change in technology will cause companies to prefer hiring young employees. Also, the logistics company is concerned about the gender of employees. Despite progress, women continue to be underrepresented in the academic field of science, technology, engineering, and mathematics (STEM) (Lerchenmueller & Sorenson, 2018). This is supported by the findings of Holman et al (2018) which demonstrate that men make up more than half of the workforce in STEM-related fields. As the result, the purpose of this study is to investigate the perspectives of employees working in the logistics industry in Kuala Lumpur, Malaysia, with particular attention to explore the relationship between age, gender and length of service affect their perspectives on cloud computing.

Literature Review

Davis and Olson (1985) mentioned in Tripathi (2018) that bringing up any technology development in the organisation may be considered as a support for business operations via tools and practises specific to that technology. Earlier, strategic logistics choices were made solely to lower expenses and improve the quality of service. As of now, it is clear that no company is resistant to the rising cost of petrol and other forms of energy for transportation. Therefore, businesses are becoming increasingly aware of energy and green concerns and that they must redesign their operations to cut costs while increasing productivity.

The transportation industry performs a vital role in almost every industry. Transportation requirements are affected by a range of components, including the availability of commodities, customer flexibility and logistics. As a result, transportation logistics represent a critical component of supply chain management. Many experts in the logistics industry now see the cloud as a modern method for optimising the operations, which can

come in the form of specific applications or full software solutions that are all cloud-hosted (Benotmane et al., 2018).

Many researchers have studied the factors or benefits of using cloud computing in logistics companies. Changes in the work environment of the 21st century have created new demands on people's knowledge, skills and abilities (Raymundo & Castro, 2020). Also, the constant growth of ICT transforms the work environment and requires employees to adapt their abilities to the changing environment (Soja & Soja, 2020). Traditionally, the use of technology relied on young entrants (Savrina & Martisune, 2021). Tams et al (2021) showed that the use of mobile devices increases the barrier for older workers. This is also agreed by Raymundo and Castro (2020), which mentioned that older workers' ability to adapt new skills to this rapid change of technologies is at an alarming rate. According to Hardy and Castonguay (2018); Marquie et al (2002) cited in Soja and Soja (2020), older employees find it more challenging to adapt to new work practices since their technological anxiety grows with age, apart from their less confidence in their own computer skills than younger workers.

Based on Ramnath et al (2018), loss in muscle mass and cognitive function are two physiological changes that occur as people age. Fisher (2019) cited in Kumar et al (2022) stated a decrease in cognitive function such as different mental abilities including thinking, learning, language, reasoning, attention and concentration, as well as visuospatial functioning. This will cause older workers to be less competitive compared to young workers as older workers have a low ability to learn new skills. This has been agreed upon by Boring and Grogaard (2021) who conducted a comparison study on individual productivity between older and young employees. The study used PIAAC data across 27 European and non-European nations to measure personal attributes associated with skill utilisation at work and found that the oldest workers have a lower individual productivity rating than the middle-aged workers in 17 of the 27 countries.

Furthermore, with cloud computing acting as part of the ICT, the company require workers know how to use cloud computing. However, compared with younger workers, the older workers have a lower level of education, new technology skills and flexibility (Soja & Soja, 2020). Hunsaker et al (2019); Quan-Haase et al (2018) cited in Hecker et al (2021) mentioned one of the most common reasons, which is that older people have inferior digital skills leading to a lack of confidence in the technology.

One of the most pressing and perplexing challenges facing businesses today is the so-called talent gap (Zinn et al., 2018). Women are defined according to their culture, class, and race, among several others, which shape their roles in society. This makes women all over the world have comparable characteristics in terms of how institutional structures (Adom & Anambane, 2020). Although the fifth goal of the United Nations Sustainable Development Goals (SDG) is "*to achieve gender equality and empower all women and girls*", this is a challenge for the private companies to voluntarily comply with the standard as it may also limit their potential contribution (Rasche, 2020). Based on Burnson (2015) cited in Larson (2020), in today's global economic climate, logistics managers should deal with not just gender discrimination but also corruption. They identify men and women as separate, complementary qualities in the job, assuming that males are better at tasks requiring intelligence and decision making like in STEM (science, technology, engineering, math) field,

while women succeed at abilities such as empathy and nurturing. This is also the same in the side of logistics sector where men are better compared to women.

Maloni et al (2019) mentioned that the underrepresentation of women in logistics highlights the importance of evaluating the logistics working environment. The underrepresentation of women workers might be due to some reasons such as stereotypes (Sabolova et al., 2021). According to Sabolova et al (2021), gender equality does not eliminate differences between men and women, but eliminates the structure in which they are placed in societies. Gonzalez et al (2019) researched the stereotype of gender in hiring percentages using correspondence testing in Madrid and Barcelona. The results showed higher proportions of men who were called back for interviews than women. Other than that, the study also revealed that although women have high qualifications and no children, men are still more advantageous in getting the job. This shows that the company prefers to hire men compared to women although women fulfil the work requirement.

Other than that, Ruel et al (2020) cited in Ruel and Jaegler (2021) shows that women have a low statistical presence in logistics management. Ruel and Jaegler's (2021) research on the role of gender and expatriation decisions on supply chain management career paths revealed that gender has a considerably bigger impact on career development than expatriation choice, as well as the number of years invested at each stage in the career hierarchy and the level achieved. Furthermore, women have been underrepresented where not only do the company prefer to hire men but women might not be chosen to work. This is because the pay for women is lower than that of men despite sharing the same work responsibilities. A study by Leonard (2020) shows that although the salary gap between men and women is closing, female supply chain professionals aged 30 to 39 still earn about 93 per cent of what male supply chain professionals earn (Zotti, 2021). In addition, women need to consider the work-life balance more than men. Due to the old worldview, in which the woman is primarily responsible for managing the family's day-to-day activities, regardless of her job profile and formal tasks, work-life balance is perceived as a women's issue (Tahani, 2020).

Methodology

This research used a survey approach by distributing questionnaires to evaluate the perception towards cloud computing in logistics company. Each question is closed-ended in nature.

The population of interest for this study was those involved in the decision-making process for implementing cloud computing in the transportation logistics industry, as these considerations and their potential effects on the effectiveness of delivery play a significant part in modern transportation logistics organisations. The population focussed to employees in company which provide logistics services in Kuala Lumpur, Malaysia. The study's participants were selected from logistics company that use a cloud computing in their job, which is crucial in transporting goods. Employee from courier services company, were among those who took part in this survey. The questionnaire was distributed thorough WhatsApp and e-mails. The questionnaires were written in English and Malay language as it will help respondents to understand the questions. Only 125 feedback was return. Frequency analysis and single level statistical analyses is used as part of descriptive analysis study to provide data that would aid in describing responses to each item in the questionnaire.

Results and Discussion

Respondents' Demographic Profile

In this study, both male and female employees were involved; 44% of the respondents were males and 56% were females. This implies that the majority of participants in this study were female. The respondents consisted of an age range between 20 to 55 years old. It shows that in the total of 125 respondents, the majority, almost 46.40% who responded to the survey were at the age of 26-35. 24.80% were 20 to 25 years old, 23.20% were 36 to 45 years old and 5.6% were 46-55 years old. As depicted, 72.8% of the respondents were in between 1 to 5 years, 24% is 6 to 10 years and 3.2% were above 16 years. Respondents' demographic profile is depicted in Table 1.

Table 1
Respondent's Demographic Profile

Characteristics	Frequency	Percentage
Gender		
Male	55	44
Female	70	56
Total	125	100
Age Group		
20 – 25	31	24.8
26 – 35	58	46.4
36 – 45	29	23.2
46 - 55	7	5.6
Total	125	100
Period of Service		
1 – 5 Years	91	72.8
6 – 10 Years	30	24
Above 16 Years	4	3.2
Total	125	100

Relationship Between Age Group and Period of Service

Table 2
Relationship Between Age Group and Period of Service

Relationship Between Age Group and Period of Service Crosstabulation						
			Period Of Service			
			1 – 5 Years	**6 – 10 Years**	**Above 16 Years**	**Total**
Age Group	20 – 25	Count	31	0	0	31
		Expected Count	22.6	7.4	1.0	31.0
		% within AgeGroup	100.0%	0.0%	0.0%	100.0%
		% of Total	24.8%	0.0%	0.0%	24.8%
	26 – 35	Count	46	12	0	58
		Expected Count	42.2	13.9	1.9	58.0
		% within AgeGroup	79.3%	20.7%	0.0%	100.0%
		% of Total	36.8%	9.6%	0.0%	46.4%
	36 – 45	Count	10	18	1	29
		Expected Count	21.1	7.0	.9	29.0
		% within AgeGroup	34.5%	62.1%	3.4%	100.0%
		% of Total	8.0%	14.4%	0.8%	23.2%
	46 – 55	Count	4	0	3	7
		Expected Count	5.1	1.7	.2	7.0
		% within AgeGroup	57.1%	0.0%	42.9%	100.0%
		% of Total	3.2%	0.0%	2.4%	5.6%
Total		Count	91	30	4	125
		Expected Count	91.0	30.0	4.0	125.0
		% within AgeGroup	72.8%	24.0%	3.2%	100.0%
		% of Total	72.8%	24.0%	3.2%	100.0%

According to Figure 1, in the age group of 20-25 years, all of them (31 respondents) work in the range of 1-5 years, representing 24.8% in total. Next, for respondents who were 26-35 years old, 46 respondents (36.8%) showed their period of service from 1-5 years. Only 12 respondents (9.6%) worked for 6-10 years. Then, respondents who provide service in the age of 36-45 years old mostly served from 6-10 years (14.4%), followed by 1-5 years (8%). Only 1 respondent whose age range was 36-45 years stated that his period of service was more than 16 years. Furthermore, for respondents aged 46-55 years old, 4 respondents work for 1-5 years (3.2%) and 3 respondents remained committed to their work above 16 years (2.4%).

Overall, 72.8% of respondents only served for 1-5 years, which were in the age of 26-35 years while the second-highest were respondents aged 20-25 years old. Other than that, the overall age showed that most of the respondents were 26-35 years old. Thus, this shows that most of the respondents are young and they accept the use of cloud computing as a tool

to work. These results supported EUROSTAT (2011) cited in Tripathi (2018) observing that the younger workers accepted to use of technology compared to older users. This was due to the perceived usefulness, perceived ubiquity and perceived benefits in which older workers may be limited by technological change and development since they are unprepared or unable to adapt to evolving technologies (Tripathi, 2018). Furthermore, only 7 respondents were in the age range of 46-55 years old. This shows that most of the older workers were unable to continue working with the use of technology. This is well agreed by Lippmann (2008) cited in Smith (2020) stating that employees aged 55 to 64 are more common among younger employees to be dismissed. Other than that, the demography of respondents was unbalanced as 71.2% of respondents were less than 35 years old. This indicates that the employees working with cloud computing are mostly young. García-Tadeo et al (2022); Smith (2020), Wachanga and Ndiege (2018) as well as Tripathi (2018) also conducted their studies with respondents mostly in the range of age less than 36 years old. As a result, research demonstrates that older workers have a disadvantage in the logistics business.

Employee turnover refers to a procedure where personnel stay with the company for the longest possible time (Sishuwa & Phiri, 2020). Table 2 shows 72.8% of employee period of service in the range of 1-5 years only. This does not rule out that most employees are young and have just entered social work, but might be the reason for job satisfaction and job stress. Djamil et al. (2018) proved this by researching the turnover intention at Pt. American President Line Logistics (Distribution Centre Cakung), which displayed job satisfaction with a value of 0.211 and job stress with a value of 0.6 influenced employee turnover. Furthermore, role overload, role conflict and role ambiguity on both psychological strain and sleep disturbances force the employees to quit (Tucker et al., 2018).

Relationship Between Gender and Period of Service

Table 3

Relationship Between Gender and Period of Service

Relationship Between Gender and Period of Service Crosstabulation						
			Period Of Service			
			1 – 5 Years	**6 – 10 Years**	**Above 16 Years**	**Total**
Gender	Male	Count	40	13	2	55
		Expected Count	40.0	13.2	1.8	55.0
		% within Gender	72.7%	23.6%	3.6%	100.0%
		% of Total	32.0%	10.4%	1.6%	44.0%
	Female	Count	51	17	2	70
		Expected Count	51.0	16.8	2.2	70.0
		% within Gender	72.9%	24.3%	2.9%	100.0%
		% of Total	40.8%	13.6%	1.6%	56.0%
Total		Count	91	30	4	125
		Expected Count	91.0	30.0	4.0	125.0
		% within Gender	72.8%	24.0%	3.2%	100.0%
		% of Total	72.8%	24.0%	3.2%	100.0%

As per Figure 2, 56% were female respondents (70) and 44% were male respondents (55). Also, the respondents who work for 1-5 years have the highest percentage, which takes up 72.8% (Male 32%, female 40.8%) in total. Next, 24% employees work in 6-10 years (Male 10.4%, female 13.6%) and 3.2% (Male 1.6%, female 1.6%) work above 16 years. This shows that women are now interested to involve in technologies career. Price et al (2019) agreed with this by stating that females nowadays have a higher interest to involve in STEM careers compared to males. However, Zinn et al (2018) revealed that typically, logistics is a male-dominated sector with few women in top positions. As per Zinn et al (2018), although it has been rising, the proportion of women in management positions in logistics and supply chains at the manager and above levels is significantly lower than that of overall men in the sector. This is also the reason why women are mostly still more in the traditional view and have barriers (Del Carpio & Guadalupe, 2018) including challenges such as work-life balance (Zinn et al., 2018; Maloni et al., 2019), lack of family support (Kosgoda & Jayasundara, 2019) and lower pay (Maloni et al., 2019). Furthermore, women's career motivation depends on their financial and family status such as work that has flexible hours (Kosgoda & Jayasundara, 2019).

According to the findings, there are a greater number of younger people working in the logistics industry since there are more opportunities for them to benefit from the usage of technologies. Aside from that, it is surprising that the result shows that there are more women employees involved, which indicates that the gender gap in the logistics sector is

becoming closer in the modern day. The majority of those employees have been with the company for between one and five years, which contributes to the high employee turnover rate.

Conclusion

The purpose of this study is to provide a contribute to the technology that is currently being utilised in the transportation logistics company in Malaysia by investigating the relationship between age group, gender and lengths of service. The use of technology to increase the efficiency of delivery in logistics transportation companies is becoming important. Information efficiency is expanding quickly as a result of the increased need for software and application in logistics. However, challenges such as the turnover of employees and the gender gap are still persistent. This had been proved in this study as the respondent age group of 26-35 years old has the most percentage (36.8%) and the second-highest was 20-25 years old respondents. Furthermore, the turnover of employees was high with 72.8% of respondents working in a range of 1-5 years only. In addition, as per the result, the gender gap was seen getting closer, where there were 51 female respondents and 40 male respondents in this study. Although Fui Yee (2019) reported that Malaysia's females involved in transportation and storage were only 82,200 compared to males with 532,900 in 2015, this study showed some different findings that would enrich the people, employees' and employers' understanding of the current situation of logistics company demography status in the use of cloud computing. Since this study was only done in Kuala Lumpur, it is recommended to explore a deeper relationship between the change in technology, gender gap and turnover of employees in bigger areas.

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