

COMPLETION REPORT

[Research Summary]

The research into the implication of technology use has been executed as planned. Associate Professor Ly-Fie Sugianto and her team reviewed literatures in two disciplines. In the Information Systems(IS) discipline, the literature review was focused on mobile technology (MT) studies. This includes social theory in Information Systems, technology appropriation and usability in social and occupational life, systems usage, interaction between technology and organization. In the Management discipline, the focus of the literature review was on selecting the most appropriate measurement for employees' satisfaction and well-being. Several well established measures were identified, including for job satisfaction, work attitude, psychological well-being, general health questionnaire, subjective well-being and employee well-being.

Informed by literatures from IS and Management disciplines, the research design was finalized. This includes definition of mobile technology in the context of this particular study. Mobile technology in this research is defined as: *portable IT artifacts encompassing hardware (devices), software (interface and applications) and communication (network services)*. MT devices include mobile phones, smart phones, iPads, and portable computers (e.g. tablet and notebook computer). The research aims to measure the user-satisfaction with MT and how MT usage affects the overall life-satisfaction of the user. Given that the research scope is concerned with the use of MT for both work and non-work purposes, research subjects have been full time employees of (at least) medium size organizations.

The research team obtained ethics approval to conduct this research in November 2011. By that time, the team had also obtained the contacts (email, website, telephone number) of Fortune's Top-20 Japanese companies. Regrettably the response from these companies was sluggish. It was decided that recruitment of participants should not be company-based. The team managed to obtain empirical data using online questionnaire and interview from Japanese professionals. The data collection protocol has been developed in English and translated to Japanese. The empirical data has been translated back to English.

Analysis of the empirical data indicate that the satisfactory experience in using mobile technology in different domains have positively affected the quality of life. For the Japanese workforce in particular, employees enjoy improved quality of life as a result of satisfactory use of mobile technology in their work, education, internet-related activities and managing their private life. The research also found that the prime motivator for mobile technology usage is the convenience the technology brought into the life of the users (or employees).

In relation to the deliverables of this research project, Associate Professor Ly-Fie Sugianto and her team have written a manuscript which has been peer-reviewed and accepted for presentation at the 2012 Australia New Zealand Academy of Management (ANZAM) conference. The team is currently working to extend the manuscript to be published as a journal article.

Publication of the Results of Research Project:

Verbal Presentation (Date, Venue, Name of Conference, Title of Presentation, Presenter, etc.)

Date: 5-7 December 2012

Venue: Perth Convention Exhibition Centre, Western Australia

Name of Conference: 2012 Australia and New Zealand Academy of Management (ANZAM)

Title of Presentation: "Mobile Technology Usage and Employee Life Satisfaction in Japan",

Presenter: Assoc Prof Ly Fie Sugianto

Thesis (Name of Journal and its Date, Title and Author of Thesis, etc.)

To be published the extended version of the manuscript of the captioned Presentation in a journal soon.

Book (Publisher and Date of the Book, Title and Author of the Book, etc.)