

## **CHAPTER FIVE**

### **CONCLUSIONS, DISCUSSIONS, AND RECOMMENDATIONS**

This chapter is divided into 5 parts: 1) summary of the study, 2) summary of the findings, 3) discussions of utilisation of SE in IT people's way of life, 4) conclusions, and 5) recommendations for further research.

#### **5.1 SUMMARY OF THE STUDY**

This study aims to ascertain the roles of SE that influence those who work in an IT organisation to live their lives. Thus, the state, employers, and even IT people themselves are aware of negative and positive aspects of employing SE in their way of life. On the one hand, IT people experience difficulties in living their lives when practicing SE so the state and employers come up with more sensible way that IT employee can adapt SE to their lives more effectively and suitably. On the other hand, apart from paying it forward by word-of-mouth, the areas that SE supports IT employees in conducting themselves very satisfactorily should be earnestly furthered by the state and employers so that other IT people are shown how to apply SE to these particular areas and also adjust themselves to the way of life in accordance with SE.

##### **5.1.1 Objectives of the Study**

- To determine the level of SE utilised in the behavior of spending money of IT people;
  - To find out how IT people employ SE in their way of life;
  - To examine the problems in applying SE in IT people's way of life;
- and
- To ascertain personal factors influencing the application of SE in IT people's way of life.

### **5.1.2 Subjects, Materials, and Procedures**

The subjects of this study are those who work in IT organisations. The respondents are Thai and foreign people who work in domestic and overseas IT organisations. The instrument employed in this study is a questionnaire composed of three parts as follows:

Part I concerns personal data of the respondents, which are gender, age, level of educational, marital status, salary, and awareness of SE.

Part II uses 63 closed-ended questions to measure the level of SE which are applied to IT people' way of life in different areas: spending money on necessities of life, utilising materials and consuming energy at the workplace and at home, and acquiring IT solutions.

Part III is where the respondents could describe any difficulty in putting SE to use in their way of life.

## **5.2 SUMMARY OF THE FINDINGS**

The results of the study can be summarized as follows:

### **5.2.1 Personal Information**

This study reveals that the majority of respondents are between 20-29 years old. The number of male respondents is greater than that of female respondents. Most respondents are single and hold a bachelor's degree. Regarding salary, most respondents get paid between 12,000-25,000 baht. From the study, it is found that the bulks of respondents do not have a conceptual knowledge of SE.

### **5.2.2 Spending Behaviour of Respondents**

The behaviour of spending of the respondents is explained as follows:

### **1) Money Spending in Necessities of Life**

On average, SE often applies to the majority of the respondents when spending money on things they need for living. They somewhat adapt SE to the recreational aspects. Yet, they seldom use SE for some matters like health concerns and future in old age.

### **2) Materials Utilisation and Energy Consumption in Workplace**

Overall, the respondents often apply SE to utilising materials and consuming energy. Most of the respondents always follow SE when utilising office materials like stationery, reused paper, and printing ink. Also, they always help the company save money on bills such as pesticide bills since they place or wash a dish in a kitchen sink after having a meal. Nonetheless, the respondents somewhat or seldom adapt SE to save electrical energy.

### **3) Materials Utilisation and Energy Consumption at Home**

The findings show that SE is often put to use in utilising materials and consuming energy at the respondents' residences. They always save their money on electricity bills and household items whereas they somewhat save water energy when deciding on hand-washing and a washing machine.

### **4) IT Solutions Acquisition**

From the study, it is found that the respondents often practise SE when acquiring IT solutions. SE is always applied to the stage of vendor selection which is the vital step in the acquisition of IT solutions and where they need to compare quotations for software from different vendors. However, the respondents somewhat rely on SE when handling multiple projects at the same time. They tend to look for a new project even though they have ongoing projects in hand already.

### **5.2.3 Problems in Applying SE to Respondents' Way of Life**

Although it is proved that SE is favourable for a way of life of the respondents, they experience difficulties in utilising it somehow. The problems result

from this study are classified into four areas: (1) lack of dissemination of SE notion, (2) impracticality, (3) lack of serious practicing, and (4) individualism. The majority of the respondents claim that SE is not practical and reasonable or can not be applied to a way of life in some aspects. For example, due to a company's regulations, they can not turn off a light during a lunch break even though they intend to do so. Even so, some respondents do not find any problems respecting the application of SE.

#### **5.2.4 Hypothesis Testing**

Testing the study's hypotheses about an application of SE in spending behaviour of IT people based on different personal factors result in as follows:

***Hypothesis 1*** *IT people who earn less are more likely to succeed in adapting SE to their spending behaviour than those who earn more.*

Since the results show an insignificant difference in the behaviour of spending money consistent with SE between IT people who earn a high salary and those who earn a low pay, this hypothesis is rejected. In other words, IT people who earn less are not more successful in adapting SE to their spending behaviour than those who earn more.

***Hypothesis 2*** *Women working in IT are more likely to succeed in applying SE to their spending behaviour than men.*

This hypothesis is rejected as the results illustrate no significant difference in the behaviour of spending money consistent with SE between women and men who are working in IT.

***Hypothesis 3*** *Young people who are working in IT are more successful in applying SE to their spending behaviour than those who are older.*

This hypothesis is rejected and the results show a significant opposite effect. Thus, the senior people working in IT are more successful in applying SE to spending money than the younger ones.

***Hypothesis 4*** *IT people who know the conceptual framework of SE are more likely to utilise SE to their spending behaviour than those who do not know.*

This hypothesis is proved because the results reveal a significant difference in spending money between IT people who know and do not know the conceptual framework of SE. Therefore, IT people who have background knowledge of SE achieve the utilisation of SE compared to those who do not have it.

***Hypothesis 5*** *Single people who are working in IT are more successful in adapting SE to their spending behaviour than those who are married.*

According to the findings, not only does this hypothesis get rejected, but they show a significant reverse effect. That is, compared to those who are single, married people working IT successfully adapt SE to spending money.

### **5.3 DISCUSSIONS**

This section discusses about the aspects of respondents' spending behaviour and difficulty towards the application of SE.

#### **5.3.1 Money Spending in Necessities of Life**

According to the result of Item #1 in Table 10, the respondents just "often", rather than "always", apply SE to control their spending even though they should have salary available to pay throughout a month. The result is relatively astonishing because some respondents who got paid a high salary rated a level of SE given to this item "sometimes" or "rarely". They are likely lacking in the idea of *moderation*. The respondents mistakenly think that they earn well so they indulge in something wasteful or expensive. They eventually wake up to the fact that their salary ran out too soon.

It is quite relieving to see that only a handful of respondents (12.8%) do not or have not yet put away money for either unplanned expenses or their old age. Although it is highly advisable to save only a quarter of their salary according to the former Government's saving campaign, the respondents view that it is still too soon to

think about it. Such a misleading impression is opposed to the need of *self-immunity*. They tend to take the easy way out and borrow some money from somebody when needed. They finally become a debtor.

The fact that over half of the respondents (55.5%) do not go about keeping a balance between income and expenses is disappointing and worrying. They feel it is fussy to jot down such payments and receipts. They are pained when attempting to recall what they had paid sometimes back then. This is against the principle of *reasonableness* and fell short of self-immunity. The respondents hardly estimate how much money has been spent since the beginning of a month and how much money is left for the rest of a month. It is likely that they paid out mindlessly – especially, those who use credit cards. When starting to record a ledger, they can track both expenses and incomes. The ledger will provoke them to think about senseless payment items. It helps create a ‘saving’ mind without knowing it by either avoiding such expenses or keeping the number of them minimal. Furthermore, the respondents’ money remains over a month and later on.

Almost all respondents (98.3%) feel stressed and get a headache when continuously being on a computer all day long, causing chronic illnesses. They find it easy to take a painkiller to relieve the pain despite the fact that it harms their liver. By following the idea of *moderation*, they can pause for a moment to find some relaxing stuff and then resume their work. A number of the respondents accounting for 39.7% are members of a fitness center, but have rarely or never been there. They do it just because other people do so. Moreover, 62.2% of the respondents sought a short cut such as an “instant” slimming center which is very costly, causing them to pay a lot. Based on *moderation and reasonableness conditioned by health knowledge*, the respondents simply eat a combination of nutritious meals from the five food groups as well as having exercise so that they get healthy and have a good figure.

Only 23.1% of the respondents are aware that their way of life is exposed to pollutants, whereas due to a lack of knowledge and carefulness, the rest of them think they are young and unlikely to contract diseases. With the principle of self-immunity, they should have regular checkups and insurance for their health.

### 5.3.2 Material Utilisation and Energy Consumption in the Workplace and at Home

79% of the respondents opt to put on a coat or suffer from cold weather in an office even though they know very well that the lower the temperature is, the harder an air-conditioner is working and the more it consumes electrical power. Without the idea of *reasonableness* in mind, they probably think that a company pays for it and asking the office administrative division to adjust the temperature is out of the question. Therefore, in addition to their company uniform, the respondents who are sensitive to cold weather have to bring a coat from home.

Given *moderation and reasonableness*, less than half of the respondents (48%) set the temperature in a bedroom appropriate so that they do not need to tug on a blanket and have a high electrical bill. On the contrary, the rest of them claim that doing so could not give them a sense of sleeping in an air-conditioned bedroom.

Consistent with *SE*, the majority of the respondents accounting for 35.8% always turn off a light when leaving a room in an office, whereas 60.1% of the respondents always do so at home. In comparing with that at home, the room in the office is likely being used by someone else. Additionally, whilst they need to pay a home electrical bill themselves, a company does so for the office.

The least number of respondents (17.5%) always hand wash some sort of clothes. Most respondents view that using a washing machine is much more convenient. While it is working, they could do other work.

### 5.3.3 IT Solutions Acquisition

Most respondents (97.1%) experience the problem of unclear user requirements due to a variety of reasons such as time limit, uncooperative users, and poor requirement gathering skill, and so on. This results in a lot more problems as a project was going. When user requirements are not accurate, software deliverables do not meet the requirements and get past the User Acceptance Test. According to *SE*, a project manager should determine what tasks need to be done and set an *appropriate*

time frame. S/he and teammates need to have the same understanding of the project. They should get to know the characteristics of a company's client and learn how to make friends and obtain the requirements from tough users.

The fact is that over half of the respondents (56.4%) acquire new projects as much as possible even though they are overloaded with ongoing projects which are apparently against the principle of *moderation*. As they hardly focus their efforts on one project fully, the quality of solutions delivered to their clients became mediocre and the company's credibility deteriorated, making the clients no longer loyal to the company.

Relative to the idea of *self-immunity*, the majority of the respondents (95.9%) include a fallback plan in a proposed IT solution because it could assure clients of the business continuity and it illustrates how much the respondents care for the clients' business. However, regarding *moderation and knowledge* of the clients' existing system, it depends on how critical their system is. Investing heavily in a fallback plan in a small-scale IT solution would be overkill.

### **5.3.4 Problems in Applying SE to Respondents' Way of Life**

Most respondents view that SE is not practical to put to use in some contexts. Reliance on imported goods should be decreased provided that those with similar features are produced and found domestically. In fact, some technological products like high-end hardware and software had to be imported from overseas. Also, the respondents need to keep themselves updated on new technology which changes rapidly. In most IT organisations, there are regulations, policies, procedures, and standards with that the respondents need to comply. These regulations are likely opposed to SE. The respondents who work in such organisations need to follow the predefined procedure even though they come up with more reasonable ideas. The IT organisations should encourage employees to initiate the change of the existing regulations to be more consistent with SE. Furthermore, from their points of view, sometimes SE is demonstrated in overstated, understated, or distorted ways. For instance, being moderate becomes mean or stingy.



Some respondents do not take the rationale of SE seriously. They could not repress their desire for wasteful items. In some cases they practise SE loosely just because they want to socialise with and get accepted by a group. Although the respondents practise SE regularly, their loved ones and relatives who do not do it seriously could spell trouble for them as well. Nevertheless, the middle point which is mutually accepted by all of them could be established.

A certain amount of respondents think that how SE is applied to their way of life is individual respect. The spending behavior of two IT individuals can be different even if they have the same level of salary. Given that both follow SE, whilst the price of one item is afforded by one, it could be considered too expensive by the other one. As long as they do not feel tolerable and uncomfortable and are not negatively affected by their spending behaviour, they have discretion over their money. They should, however, ensure that it does not go to extremes.

Last but not least, the state and a steering committee of SE facilitation should educate people on the essence of SE as well as encouraging them to put it into practise. They can illustrate how to follow SE, how it affects the way of life by telling the true story of IT people who are consistent with SE and live their life happily ever after.

## 5.4 CONCLUSIONS

The New Theory is one of the applications of SE which is widely used for agriculture so most people think SE is aimed at those who work especially in agricultural business. In fact, SE is a universal philosophy that people from every walk of life can practise. As a citizen, IT people can definitely live their life according to SE. This matches the findings of this study which reveals that SE *often* has a role in the way of life of the respondents who are IT people, in terms of spending behaviour in different matters: (1) necessities of life of these days such as food, health concerns, transport, communications, and recreational pastimes; (2) materials and various kinds of energy in the workplace and at home; and (3) IT solutions.

Diverse personal factors of the respondents such as gender, age, marital status, educational background, and level of salary, are not influential in how successfully they apply SE to their way of life. Nevertheless, the only factor which enters into it is awareness of SE. The respondents who have the fundamentals of SE succeed in putting it to use in their way of life compared to those who does not know about it.

Some respondents, however, experience problems of applying SE to their way of life. Firstly, SE is difficult to be turned into practise. Secondly, SE is not practised seriously. Thirdly, the dissemination and education of SE are not given to IT people adequately and reasonably. Fourthly, putting SE to use in a way of life is considered as individual respect. Even so, a certain number of the respondents do not have any difficulties in following SE.

## **5.5 RECOMMENDATIONS FOR FURTHER RESEARCH**

Based on the findings and conclusions of this study, the following recommendations are made for further research.

1) It is worth looking for other possible factors which might have an impact on how successfully IT people apply SE to their way of life such as a major which they graduated. The hypothesis about the major could be defined and tested. For example, IT people who majored in business most likely succeeded in adapting SE to their way of life compared to those who majored in non-business.

2) Asked to give some sensitive personal information like level of salary, some respondents felt reluctant to do so. It is a regulation of the company where they work for, that the salary figure could not be disclosed. Moreover, regardless of sensitive information, it is difficult to have senior samples fill out the questionnaire because most of them are at management level and have busy schedules. As a result, the hypothesis that required the data of senior IT people could not be tested.

3) Compared with all those who work in domestic and overseas IT organisations, the number of respondents recruited in this study is relatively slim. IT people by nature like to continuously sit and program computers to function as user

requirements until late at night. They work off-site in customers' office very often. They do not either have time or stay in a place to fill in and return an electronic questionnaire even though they could just simply send it back via e-mail or interactive messaging applications. Most respondents complain of the lengthy questionnaire which they could not just take a short time to complete. Hence, the questionnaire of this study should be revised to be four to five pages by eliminating some questions. Not only is the shortened questionnaire favourable to the higher possibility of filling the questionnaire, it matches the nature of IT people's working style.

4) On account of the small number of respondents, the results of the survey might not be generalised. It is recommended trying a type of the study on qualitative research in which a large number of samples are not needed. In doing so, a principal of the study could conduct an interview with or observe the way of life of a few different IT people rather than conducting a survey. The principal could prepare an interviewing guide composed of detailed questions. In this case, in-depth data could be collected from the samples.