

An Exploration of Cognitive Flexibility in Nonverbal Communication: An Examination of Nonverbal Behavior from a Cognitive Perspective

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Abstract 23V\FKRJUDSKLFLVDSV\FKRORJLFDQVWXG\ RIYDOXHV DWLWXGHVLQWHUHVVDQGLWLXVHGPRVWO\L QSUHGLFWLRQRSLQLRQ UHVHDFKDFRFLDOUHVHDFK7KLVVWXG\SUHGL FWWVKHLQIOXHQFHRI SHUIRUPDQFH[SHFWDQF\HIIRUWH[SHFWDQF\VRFL DOLQIOXHQFHDFDQ IDFLDLWDLQJFRQGLWLRQRQHJRYHUQPHQWDFH SWDQFHDPRQJoDOD\VLDQ FLWLJHQV7KHVXUYH\UHVSRQVHVRIHJRYHUQPHQW XVHUVKDYHEHHQ YDOLGDWHGDQGDQDO\JHGE\PHDQVRIFRYDULDQFH EDVHG6WUXFWXUDO (TXDWLRQ oRGHOLQJ 7KH ÷QGLQJV LQGLFDWH WKDW HJRYHUQPHQW DFFHSDQFHDPRQJ oDOD\VLDQFLWLJHQV DUH PDLQO\ LQÀXHQFHG E\ SHUIRUPDQFH[SHFWDQF\ù W SDQGVFLDO LQIOXHQFHù W S6XUSULVLQJo\WKHUHLVQR VLJQL&FDQWHIHFWRIDFLDLWDLQJFRQGLWLRQD QGHIIIRUWH[SHFWDQF\RQH JRYHUQPHQWFRQWLQXDQFHLQWHQWLRQù W S!ù W S!7KLVVWXG\RIIHUVJRYHUQPHQWQGYHQGRUVD IUDPHRIUHIHQFHWRDQDO\]HFLWLJHQV\VLWXD WLRQEHIRUHLQLWLDWLQJQHZ LQQRYDWLRQV,QFDVHRIoDOD\VLDQHJRYHUQPHQW WHFKQRORJ\DGRSWLRQ VWUDWHJLHV VKRXOG EH EXLOW DURXQG IRVWHULQJ OHYHO RI FLWLJHQV\ WHFKQRORJLFDQ H[SHFWDWLRQ DQG VRFLDO LQIOXHQFH RQ HJRYHUQPHQW XVDJH

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A. E-Filing

B. Human Resource Management Information System (HRMIS)

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A. Sample

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B. Instrument Development

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C. Data Analysis

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A. Data Screening and Multivariate Assumption

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B. Test of Measurement Model

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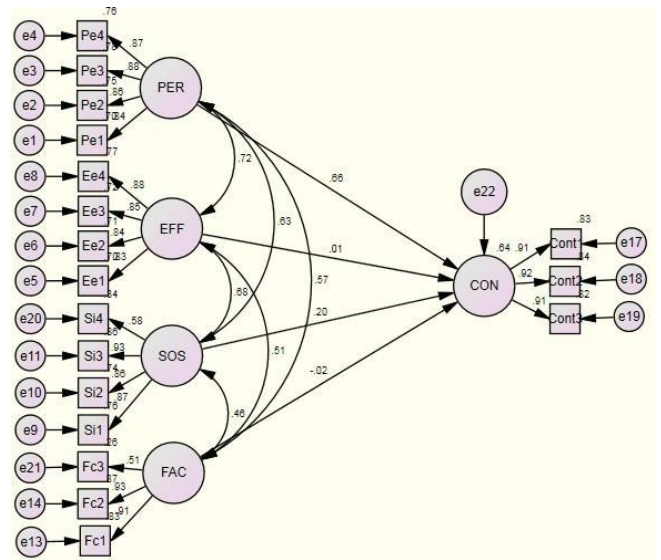
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C. Structural Model and Hypothesis Testing

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 K\SRWKHVHV+DQG+WKH RWKHUWZRK\SRWKHVH
 VZHUH WREH IRXQG VLJQL&FDQW 7KH PRV
 LPSRUWDQW IDFWRU LQÀXHQFLQJ
 FRQWLQXDQFHQWHLQWHQWLRQWRDGRSWHJRYHUQP
 HQWVHUYLFBV3(5
 6WURQJDVVRFLDWRQEHWZHHQ3(5DQG&21KDVE
 HHQOLVWHGLQ
 OLWHUDWXUH>@>@>@ZKLFKLVVXSSRUWHGE\RX
 UVWDWLWVLF
 UHVXOWV7KHVHFRQGLQÀXHQWLDIDFWRUWKD
 WLPDFWVRQWKH
 FRQWLQXDQFHQWHLQWHQWLRQWRDGRSWHJRYHUQP
 HQWVHUYLFBV626 \$ VLJQL&FDQW
 UHODWLRQV KLS EHWZHHQ 626 DQG EHKDYLRUDO
 LQWHQWLRQ KDV DOVR EHHQ UHSRUWHG LQ

OLWHUDWXUH >@ >@ +RZHYHU WKLW VWXG\
 LQGLFDWHV WKDW () GRHV QRW DIIHFW
 FRQWLQXDQFH LQWHQWLRQ WR XVH
 HJRYHUQPHQW VHUYLFBV

D. Implications for Research

)URP D WKHRUHWLFDQ SHUVSHFWLYH WKLW
 UHVHDUFK DSSOLHV
 87\$87LQSRVWDGRSWLRQVVDJHWRH[SODLQXVHU
 DGRSWLRQRIH
 JRYHUQPHQWVHUYLFBVHLQWKHODOD\VLDQVHWWL
 QJ:HIRXQGKDW
 WZR87\$87¶VSUHGLFWRUQDQPHO\SHUIRUPDQFH[
 SHFWDQF\DQG
 VRFLDOLQIOXHQBKDYHDLVJLILFDQWHIIHFWR
 QXVHUDGRSWLRQ
 7KLVVQRZVWKDWZKHQH[DPLQLQJWKHIDFWRUVD
 IIFWLQJH
 JRYHUQPHQWVXVHU¶DGRSWLRQZHQHGWREHFR
 QFHUQHGZLWK ERWK WHFKQRORJ\
 SHUFHSWLRQV DQG HQYLURPHQWDO IDFWRUV
 ORUHRHUWKHPRGHOGHPRQVWUDWHGKJJKH[S
 ODQDWRU\SRZHU
 7KH5VTXDUHRIWKHFRQWLQXDQFHQWHLQWHQWLRQF
 RQVWUXFWZDV
 RURIWKHYDULDQFHQVHUFRQWLQXDQFHQWHLQWH
 QWLRQRDGRSW
 HJRYHUQPHQWVHUYLFBVZDVH[SODLQHGZLWKRX
 UPRGHO

E. Implication for Practice

F. Limitations

WKLWUHVHDUFKLODOD\VLDQFRXQWU\ZKRVID
 VWGHYHORSLQJH
 JRYHUQPHQWVHUYLFBVWVWLOOLQLWVLQIDQF\2
 XUHVXOWVVD\QRW
 JHQHUDOL]H WR RWKHU FRXQWULHV ZLWK
 UHODWLYHO\ PDWXUH H
 JRYHUQPHQWVHUYLFBV)RXUWKWKHPRGHOGHSOR
 \HGLQWKLZRUN
 LJQRUHGWKHPRGHUDWRUVLQWKHRULJLQDO87\$
 87PRGHO)XWXUH UHVHDUFK FDQ LQYHVWLJDWH
 WKHLU UROHV LQ HJRYHUQPHQW
 DFFHSWDQFHUHVHDUFKSDUWLFXODUO\LQWKHS
 RVWDGRSWLRQVVDJHLQ
 GHYHORSLQJFRXQWULHV)LIWKLWVWKHXVHRIFRQ
 YHQLHQFHVDPSOLQJ
 ZKLFKPLJKWDIIHFVWKHVLJLILFDQFHRIUHODW
 LRQV KLSVRIWKH
 YDULDEOHV\$IXUWKHUVWXG\XVLQJSUREDELOLW
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 YHU\LQWHUHVWLQJLQRUGHUWREHWWHUXQGH
 UVWDQGWKHHJRYHUQPHQW
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7KHJUHDSRWHQWLDORIHJRYHUQPHQWLVWR
 SURYLGHFLWLJHQV
 DQGRUJDQLJDWLRQVZLWKPRUHFQRQYHQLHQWDF
 FHVVWRJRYHUQPHQW
 LQIRUPDWLRQ DQG VHUULFHV %DVHG RQ WKHVV
 DGYDQWJHVV H
 JRYHUQPHQWVHUULFHVVKRXOGDFTXLUHDZLGH
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 +RZHYHUWKHUHDOLW\LVWWDWVWKFVXUHQWV
 VHUDGRSWLRQOHHYHORI
 HJRYHUQPHQWVHUULFHVLPXFKORZHU%\XVLQJ
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 UHVHDFKQDQDO\JHGIDFWRUVGHWHUPLQLQJXV
 HUDGRSWLRQRH
 JRYHUQPHQW2XUHVXOWVVKRZHGWDWVXVHU
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 > &HJDUUD1DYDUUR-3DFKyQ-5& &HJDUUD-/0(
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International Journal of Information Management, 32
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 People, Process and Policy, 3*
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>@ 6XNL 1 0 5DPD\DK 7 8VHU \$FFHSWDQFH RI WKH (*RYHUQPHQW 6HUULFHV LQ 0DOD\VL 6WUXFWXUDO (TXDWLRQ 0RGHOOLQJ \$SSURDFK *Interdisciplinary Journal of Information, Knowledge & Management, 5* &KHOOLDK 0 . ()LQJ %HKDYLRXU DPRQJ \$FDGHPLFV LQ 3HUDN6WDWHLQ0DOD\VL *Technology and Investment, 2014*
 >@ .DVVLP 1 0 5DPD\DK 7 .XUQLD 6 \$QWHFHGHQWV DQG RXWFRPHV RI KXPQ UHVXUFH LQIRUPDWLRQ V\WHP +5,6 XVH *International Journal of Productivity and Performance Management, 61*
 >@ <DK\D 0 1DG]DU) 5DKPDQ % \$ ([DPLQLQJ XVHU \$FFHSWDQFH RI (6\DULDK 3RUWDO \$PRQJ 6\DULDK XVHU LQ 0DOD\VL *Procedia - Social and Behavioral Sciences, 67* >@ %KDWW - . 5ROH RI LQIRUPDWLRQ WHFKQRORJ\ LQ WKH 0DOD\VLQJ MXGLFLDOV\WHP,VVXHVDQGFVXUHQWVWUHQGV *International Review of Law, Computers & Technology, 19 Human Decision Processes, 83*
 >@ +HQQLQJWRQ \$ -DQ] % ' ,QIRUPDWLRQ V\WHPV DQG KHDWKFDUH ;9, SK\VLFLDQ DGRSWLRQ RI HOHFWURQLF PHGLFDO UHFRUGV DSSO\LQJWKH87\$87PRGHOLQDKHDWKFDUHFRQWH[W] *Communications of the Association for Information Systems, 19*
 >@ /LQ 3& /X + /LX & 7RZDUGV DQ HGXFDFWLRQ EHKDYLRUDO LQWHQWLRQ PRGH IRU HOHDFULQJ V\WHPV \$Q H[WHQVLRQ RI 87\$87 *Journal of Theoretical and Applied Information Technology, 47*
 >@ 0DUWLQV & 2OLYHLUD 7 3RSRYLb \$ 8QGHUVWDQGLQJ WKH ,QWHUQHW EDQNLQJ DGRSWLRQ \$ QLILHG WKHRU\ RI DFFHSWDQFH DQG XVH RI WHFKQRORJ\ DQG SHUFHLYHG ULVN DSSOLFDFWLRQ *International Journal of Information Management, 34*
 >@ +XDQJ 7 & /LX && &KDQJ '& \$Q HPSLULFDO LQYHVWLJDWLRQ RI IDFWRUV LQIOXHQFLQJ WKH DGRSWLRQ RI GDWD PLQLQJ WRROV *International Journal of Information Management, 32* >@ \$M]HQ , 7KH 7KHRU\ RI 3DQQHG %HKDYLRU *Organizational Behavior and Human Decision Processes, 50*
 VPDUW SHGDJRJLFDQ WRROV ,PSOLFDFWLRQV IRU VPDUWSKRQHV DV XOHDFULQJ GHYLFHV *Computers in Human Behavior, 27*
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 >@ :HHUDNNRG\ 9 (0+DGGDGHK 5 \$06REKL) 6KDUHHI 0 \$ 'ZLYHGL < . ([DPLQLQJ WKH LQIOXHQFH RI LQWHUHQGLDULHV LQ IDFLOLWDLQJ HJRYHUQPHQW DGRSWLRQ \$Q HPSLULFDO LQYHVWLJDWLRQ *International Journal of Information Management, 33* >@ %KDWWDFKHUMHH \$ 8QGHUVWDQGLQJ ,QIRUPDWLRQ 6\WHPV &RQLQXDQFH \$Q ([SHFWDWLRQ&RQILUPDWLRQ 0RGHO *MIS Quarterly, 25*
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 >@ %URZQH 0 : &XGFN 5 \$OWHUQDWLYH ZD\V RI DVVHVVLQJ PRGHOLW *Sociological Methods & Research, 21* >@ +DLU -) %ODFN : & %DELQ - \$QGHUVRQ 5 (*Multivariate Data Analysis* 3HDUVRQ3UHQWLFH+DQO <RUNoF*UDZZ+LOO ,QF

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 >@ .LP % \$Q HPSLULFDO LQYHVWLJDWLRQ RI PRELOH GDWD
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