

# Intrapreneurship Among Malaysian Organizations in Retail Industry

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**Abstract:** Innovation within the organizational parameters is a trend that is getting attention and is commonly known as intrapreneurship. It is important to assess the opinions of individuals working within the organizations to perceive the feasibility of entrepreneurial endeavors and their reception from the management. A qualitative study is undertaken with interviews from various individuals working in different organizations in Malaysian retail industry. Based on their opinions regarding the measures taken by the management to promote the intrapreneurial environment within the organizations, several conclusions are reached. Still Malaysian retail sector organizations are not keen on instilling a culture of innovation because of cultural reasons and any initiative taken by an employee brings a consequences of uncertainty along with appraisal.

**Key Terms:** Intrapreneurship, entrepreneurship, retail organizations, qualitative analysis, Malay culture.

## I. INTRODUCTION

### A. Organizational Intrapreneurship

Product innovation, development and the enhancement of innovative endeavors are essential to each economy. Innovation and business improvement can be started by people or by present intrapreneurial ventures. The last is alluded to as organizational intrapreneurship and is perpetually considered as an important device for reviving and rejuvenating existing organizations. It is "brought into training as an instrument for business innovativeness, revenue development, and productivity improvement, and for spearheading the improvement of new ideas regarding products and services and relevant procedures" [1]. An assortment of systems has been created to complement the comprehension of, and the achievement of, intrapreneurship inside an association.

Thus, we will investigate:

- Organizational intrapreneurship as a feature of the culture of organization
- How organizational intrapreneurship is guided, energized and compensated
- Impediments to powerful organizational intrapreneurship

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- The significance of intrapreneurship as a component of organizational practice.

### B. Defining Terms

1. Johnson (2001) endeavors to understand the utilization of the terms venture, intrapreneurship and development, as these terms are frequently utilized reciprocally no comprehension of what they suggest. There are various ideas which will be utilized such as;

2. Innovativeness can be viewed as "a procedure with particular stages extending from conception to action" [2]. Inside this definition, [3] has recognized different types of innovativeness, including R+D, product and service improvement, new use of product and services or, changes in business sectors operated in, operational and strategic development, and plan of action innovativeness.

3. Inventiveness is considered "as that piece of the procedure which prompts, and assimilate, the conception in the innovativeness procedure" [2].

4. The business visionary is, as indicated by [3], "a person who takes office and activity; who accepts accountability and control for getting things going; is both open to and ready to create ingenuity; who deals with the hazards of the procedure; and who has the diligence to oversee things to some recognized end-point, when looked upon with obstructions and troubles"

5. Intrapreneurship "in its simplest sense, includes conceptions, changing them into product and services, and the structure to take the product and service to a market platform" [3]. Organizational intrapreneurship can be characterized as "a procedure that goes on inside a current firm and that may prompt new business adventures, the improvement of new product and services, and the restoration of competitive strategies" (Maes, 2004). At the end of the day, it very well may be viewed as a procedure of organization restoration.

6. As indicated by Thornberry (2003) there are 4 classes of organizational intrapreneurship. These are: organizational venture, intrapreneurship, organization shift and industry rule-bending.

- Organizational venture includes the beginning of organizations inside a business, as a rule exuding from a center expertise or procedure.

- Intrapreneurship is an endeavor to take the mentality and practices that outer business visionaries use to make and manufacture organizations and carry these attributes to shoulder inside a current and generally partnership setting.

- Intrapreneurs are essential people with the capacity to distinguish openings and endeavor the association's assets to fulfill new needs and better fulfill existing needs [4].

## Intrapreneurship Among Malaysian Organizations in Retail Industry

Organization shift includes "organizational recharging" or change. This kind of intrapreneurship possibly fits the first Schumpeterian definition if the change includes innovativeness, another plan or mix of assets, and produces sustaining financial value.

- Industry rule-bending is a division of shift, yet includes change of the undertaking as well as "the competitive condition of the business into something altogether not what it was" [5].

7. Organization culture can be characterized as "the profoundly situated (frequently subliminal) qualities and convictions shared by a group of individuals in an association" [6].

### C. Organizational Intrapreneurship As A Culture

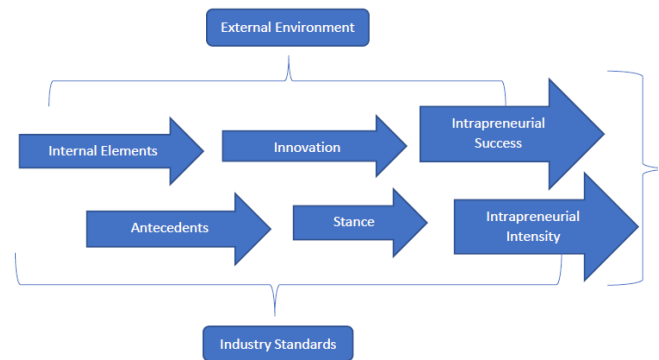
Martins and Terblanche (2003) contend that organization culture can animate or ruin imagination and innovativeness. "In endeavoring to make a culture strong of imagination and innovativeness, it has been discovered that a standout amongst the best ways to deal with depict organization culture depends on the open framework approach". This is on the grounds that it offers an all-encompassing methodology that permits the examination of reliance, association and interrelationship.

As indicated by Parsons, Liden, O'connor, & Nagao (1991) creative organizations show three key qualities:

1. They center around client valuation instead of mechanical innovativeness or crafty showcasing.
2. They improve over the entirety of their capacities and enhance all over the business framework with their providers and merchants.
3. They further have higher yield. They accomplish progressively, quicker, and regularly.

Thompson (2004) points out that fruitful endeavors and compelling organizational intrapreneurship need conceptions and individuals, not just new product and service improvement and procedures of innovativeness, to be effective. Thompson expresses that it is debatable whether a similar level of consideration for the individual side of innovativeness as for the product and service improvement aspect of innovativeness. To comprehend our inventive reasoning procedures, we have to get "inside the brain" of the creator. Martins and Terblanche (2003) state little concurrence on the kind of organization culture expected to expand imagination and innovativeness. Additionally, there is a mystery as in organization culture can animate or impede imagination and innovativeness.

It has been discovered that the best reactions depend on the open frameworks approach. As per Ashforth & Johnson (2001) as "with all assessment frameworks, one intended to deal with the innovativeness procedure must be immovably attached in and adjusted to culture, mission and technique". Estimating the positive effect on the association decides if innovativeness has been a triumph or disappointment. The way this is characterized will again rely upon the idea of the innovativeness and on the association's objectives and targets. Burström & Wilson (2014) propose that creative firms are commonly increasingly effective in consumer and industrial markets. The factors making firms inventive are frequently subtle and multifaceted, as every firm allocate importance to intrapreneurship on their own grounds, and no set guidelines work for all organizations.



**Fig. A. Intrapreneurial Activity process flow**

### D. How Organizational Intrapreneurship Is Guided, Encouraged, And Rewarded

Burström & Wilson (2015) pose the inquiry "what does it take to get individuals to act in an enterprising way"? and reason that two conceivable fundamental speculations ought to be considered:

1. That specific individuals are destined to be innovative, that they are proposed to move toward becoming business visionaries, and that they will do as such when they are set.
2. That everybody, or if nothing else most of individuals, have characteristic innovative potential. Individuals basically need to acknowledge and route that potential, and things should be possible to en route.

These two speculations altogether manifest different ramifications for an association to advance intrapreneurship. With hypothesis one, the organization that needs to help intrapreneurship must explore and utilize innovative individuals. Inside, senior administration must, as a result, pick the champions, which means they should endeavor to recognize the innovative workers and put resources into or supply assets to those people. On the other hand, hypothesis two proposes that the activity of senior administration is to create a workplace that is very vulnerable to intrapreneurship and that workers will normally evolve into intrapreneurial individuals.

Chan et al., (2017) trust that intrapreneurs are not really "conceived" and that huge numbers of the key attributes related with innovative conduct are an element of an individual's experience and encounters. Then again, whenever presented to a situation which gives the best possible arrangement of motivating forces, influences, assets, control frameworks and structures, business visionaries can bloom. With the goal for intrapreneurship to thrive it should be guided, empowered and compensated. In help of this contention, Draebye (2016) offers the counsel that the substance of remuneration bundles may assimilate one or the majority of the accompanying:

- Encouraging contacts with the aid of partners ready to give intellectual inspiration
- Encouragement of innovative people to go out on a limb
- The opportunity to pioneers to work in the wide regions that intrigue them, given the association's main goal is appropriately engaged and imparted
- Recognition, as acknowledgment can be significantly more critical to the person than cash

Heinze & Weber (2016) proceed to give a few instances of what a few organizations are doing with respect to fulfilling and empowering innovative conduct among their workers. Organizations appear to get increasingly innovative, and are utilizing motivating forces traversing from getting an offer of stock as acknowledgment respecting individuals who have indicated innovativeness. Mindaugas, Vainiene, Miliute, Varniene, & Jakimavicius (2014) takes note of the significance of underscoring achievement instead of disappointment. Further, taking chance and testing, supporting change, resilience of contention in the method for recognizing various conceptions, just as observations and manners by which data is prepared and assessed, are likewise factors which support innovativeness in association.

### E. Obstacles to Effective Organizational Intrapreneurship

"Numerous individuals part of vast companies convey the conviction that once an company achieves a specific size, it unavoidably loses its ability to act innovatively and to invigorate and cultivate innovativeness" [16]. Molina & Callahan (2009) state that many CEOs and ranking directors are scared by innovativeness as they see it as a surprising expense that guarantees unsure yields. Accordingly, the longing to enhance lessens. A response to this issue, as indicated by Kuczmarski, a CEOs must exhibit leadership and be considered responsible for effective innovativeness and be focused on and introduce in others an enthusiasm for innovativeness.

### F. The Importance of Intrapreneurship As Part Of Organizational Practice

To comprehend the significance of intrapreneurial practices in bigger companies, it is first important to find the idea of business endeavor inside the bigger structure of organizational intrapreneurship. The significance of this bigger idea was initially distinguished by Drucker (1998), who expressed that "enterprising procedures are as significant as intentional innovativeness and enterprise management". Together, the three make up innovativeness and intrapreneurship. It is Drucker's conviction that enterprising procedure has increasing possibility of achievement the more it initiates with the client, their benefits, their traits and their experiences.

In any case, Lumpkin & Katz (2011) points out that not every person will have the stuff to turn into a business visionary. Individuals may need inspiration, motivation and drive. "They may not be prepared to have an independent mind, settle on decisions or go out on a limb to the degree required by a venture culture". It is additionally basic that top administration must lead and be considered responsible for effective innovativeness and must themselves be focused on and introduce in others an energy for innovativeness with the goal for it to occur.

## II. RESEARCH METHODOLOGY

As this examination inclines more towards the interpretivism, a qualitative configuration was picked to research the key question: "To what degree do organizations in Malaysia consider organizational intrapreneurship?" According to de Ruyter & Scholl (1998) "qualitative research gives a top to bottom understanding; it is adaptable, limited scale and exploratory, and the outcomes are genuine and loaded with

conceptual ideas". It may very well be a scrutinizing look and a scan for inquiries as qualitative methodology can be described by the utilization of slight examples. "It offers an understanding into inquiries that address the manner in which individuals consider a specific subject and why they feel that, it doesn't respond to questions like what number of individuals share a specific sentiment". Significant knowledge may result from few meetings with individuals. In quantitative method it is endeavored to utilize an example that mirrors the populace satisfactorily. In qualitative method, the issue is to encompass the question of investigation completely.

As per Arsenault, Anderson, & Swedburg (1998) "contextual analyses are a subjective type of request that depends on various origins of data", however the interview is the prime source of information.

This examination was exploratory in nature and was chosen on the premise that there is limited data on enterprising conduct among organizations in Malaysia. Investigating multifaceted innovative conduct in companies requires accumulation of rich qualitative information. In-depth interviews were picked as a choice than telephone interviews or mail surveys, as a result of the unpredictability and profundity of the exploration issue.

The objective populace for this exploration was organizations picked in light of the fact that they met three fundamental conditions:

- They fulfilled the Malaysia meaning of a big company, one with 100 representatives or more
- They expected to work on an across the nation premise, on the grounds that the aim of the examination was to gauge Malaysian dispositions rather than local frames of mind
- They ought to be Malaysian and is conducted so as to catch the "Malay-ness" that has not recently been explored

As Malaysia is for the most part a service economy, many of the organizations meeting the above characteristics belonged to the retail industry. Having picked the retail segment as an examination location, the wide research question turned into the degree to which bigger Malaysian companies in the retail industry consider intrapreneurship. Nonetheless, due to comfort and expense considerations, field work was done in the Kuala Lumpur offices of the said organizations.

Although the area was confined to the Kuala Lumpur locale, the responses to the exploration questions were relied upon to mirror the mindsets of organizations with a country wide access to deal with business. Thus, 10 organizations in the retail industry were chosen and accessed for authorization to carry out the interviews. The conditions for choosing these organizations were:

- They utilize 100 individuals or more
- They work on a country wide premise
- They are largest Malaysia-ownership and operation
- They sell product and services directly to customers
- They have an accessible Kuala Lumpur office

It was interesting that organizations were catering to different portions of the retail industry. Finding and accessing such organizations was not a simple assignment since out of the 10 companies shortlisted, just four management personnel consented to take part in the study.

# Intrapreneurship Among Malaysian Organizations in Retail Industry

The four recognized organizations were vast businesses working in the Malaysia retail industry and with an effectively available office in Kuala Lumpur. While they differed in size and field of enterprise, all companies were accepted to hold meaning of an enterprising organization by being "inventive and innovativeness focused"[22].

- Company A is a noteworthy retail chain of stores selling a wide scope of products
- Company B is market pioneers in the general store industry
- Company C is a countrywide chain of outlets in the soft drinks area
- Company D is store predominantly centered around tourism

## II. DATA COLLECTION

A comprehensively indicated interview format was utilized to accumulate rich qualitative information on organizational intrapreneurship from interviewees through individual interviews. This guaranteed adaptability as far as explanation, as the clarification given about the importance and expectation of the things and prompts was the equivalent for all interviewees, bringing about negligible perplexity with respect to the aim of the examination. (The meeting aide is exhibited as Appendix 1).

The interview aide was created based on the current previous studies on organizational intrapreneurship and were intended to cover the pivotal research topics which made up the study question. The guide was partitioned into four principle regions of importance and comprised of 19 questions. The four principle regions were.

- accurate data (3 inquiries)
- acknowledgment of enterprising conduct in the company (9 inquiries)
- assessment of enterprising conduct inside the company (4 inquiries)
- results of innovative conduct inside the company (3 inquiries).

As an extra method for acquiring data on the interviewees' perspectives, sentiments and encounters on organizational intrapreneurship, the poll and a document of working definitions for key terms and ideas was appropriated to the management personnel in the companies for contemplation of their responses ahead of time and additionally get any significant data they required so as to address the inquiries as would be prudent.

A portion of the inquiries included a rating scale made by the expert, requesting the interviewees rate their conduct. The poll was additionally planned to ensure that there was minimal possibility it would take more than the evaluated 45-an hour initially assessed. After the pilot test, the proprietors or somebody from top administration of the chosen organizations were reached and talked with at their premises. Altogether, 8 interviews were directed; each interview endured roughly 40 minutes.

Toward the start of the conversations, interviewees were approached to peruse the Participant Information Sheet in connection to secrecy matters. Further, the interviewees were inquired as to whether they would affirm of the dialogue being recorded. Footage was viewed as significant for precise and comprehensive securing of the material given just as an

avoidance of diversions which may happen during note taking.

The second information gathering strategy utilized was report investigation. As indicated by Gillham (2010), archive search and investigation "embodies the case study examination technique". The expert directed a formal examination and assessment of the copy and online information from the chosen organizations.

## III. DATA EVALUATION

The interviews proceeded with recorded material being interpreted. To keep up privacy and in accordance with classification matters, the members' names and company names were not utilized. The organizations were allotted letters, and figures were utilized instead of interviewee's names.

As indicated by Manjunatha (2006) content examination includes "dissecting content regarding its substance, with the components of interest regularly identified with importance, or how often (the recurrence with which) specific expressions/terms show up". As recommended by Jankowicz (1995) the essence of the interviewees' reactions was deliberately coded, depicted, and arranged into various classes. As per system of Collis & Hussey (2013), the investigation encompassed six noteworthy measures:

1. A topic was recognized as a unit of investigation inside the crude information.
2. A group of classifications were characterized for arranging units of investigation, obtained from both the interview transcripts and the previous studies.
3. Articulations were coded into classifications.
4. The information was composed as tables.
5. The introduced information was represented and gave verbal portrayal. Chosen exact quotes were highlighted to support findings.
6. key themes were identified, interpreted and analyzed within the framework parameters of previous studies reviewed.

### A. Results: Factual Information

As referenced, the research comprised of four organizations from various sections in the retail industry.

- a store chain retailer
- a market pioneer in the general store industry
- an organization with a countrywide chain of soft drinks
- an organization with a tourism related service

**Table 1: Interviewee Data**

Interviewee	Company	Employer	Title	Gender	Age	Time in company	Degree	Other Duties
1	A	Retail store	General Corporate Affairs Manager	Male	30-40	3 years	Degree level	Member of the Malaysia executive team
2	A	Retail store	Buyer	Female	30-40	13 years	Degree Level	No
3	B	Supermarket	Owner, Operator	Male	40-50	6 years	No	No
4	B	Supermarket	Operations Manager	Male	40-50	4 years	No	No
5	C	Soft drink outlet	Managing Director	Male	40-50	12 years	Degree Level.	Makes all the decisions
6	C	Soft drink outlet	Store Manager	Male	20-30	2 years	Diploma Level	No
7	D	Tourism	Owner, CEO, Managing Director	Female	40-50	10 years	No	No
8	D	Tourism	Manager	Male	40-50	13 years	No	No

Altogether, eight individuals (two from each organization) took an interest in this inquiry. They comprised of two proprietors, two administrators, two directors, an operational supervisor and a chief purchaser. The gender orientation of the interviewees was mix with six interviewees being male and two females. Ages ran from thirty to fifty years, with an expected normal of forty-five years. As far as interviewees' education was concerned, four of the interviewees had a college degree, though the others depended upon broad retail involvement. The scope of to what extent individuals had been engaged in the companies shifted from two to fourteen years. Five of the interviewees said that they didn't have some other obligations in the company other than what their title suggested. The other three (or 38%) had different obligations

in the company, comprising being an official boss and fundamentally having "a final say in every matter"! An outline of statistic data of the interviewees and their associations are depicted in Table 1.

**B. Different Insights**

As referenced before, a wide range of definitions are available, just as perspectives, on the concept of intrapreneurship. To explain the term and maintain a strategic distance from disarray, the members were furnished with a rundown covering pivotal terms and ideas from the previous studies. Here are the attributes given:

- Conceptions
- Giving individuals what they need
- Idea Pooling
- Initiative
- Assessing errors
- Risk taking
- Dream catching
- Taking a dive
- Having a dream
- Transforming vision into reality
- Passion
- Effective Communication

As per Conway & Huffcutt (2003) it is acknowledged that building up clear directions, defining objectives and achieving vision are among urgent elements that improves execution, and interviewees' remarks demonstrated extensive backing for that stance.

**C. Recognition of Intrapreneurial Behaviour**

One of the significant areas that has been investigated in this analysis is how organizations consider organizational intrapreneurship. One method for attempting to help answer this inquiry is by taking a glimpse at the degree to which innovative conduct is perceived as significant by the partaking companies. Most of the interviewees said that innovative conduct somewhat was viewed as basic by their company, as Table 2 proposes.

For the innovative impact to completely work, there must be suitable procedures around it. Interviewee 1 (Company A) gives a genuine model utilizing sport strategies to outline his point:

*"It resembles, for what reason are the certain teams so great at the sport? Since they have energy and they simply do stuff in a situation, however it works when they play in that situation? When the situation changes, they can perform because they are set in those ways and Since they don't have design and control around how to respond to new unprecedented situation. Being a collectivist society, assorted variety and innovativeness has been a piece of the Malay society since the days of colonialism as a way of life, the Malay disposition is to "live for the present and disregard what's to come".*

**Table 2: Intrapreneurial conduct as a feature of Organizational Culture**

Interviewee	Company	Is entrepreneurial behaviour part of your organization's culture?
1	A	Yes
2	A	Yes
3	B	No, but working on it
4	B	Yes
5	C	Yes
6	C	Yes
7	D	Yes
8	D	Is being developed now

Structure and control aren't viewed as objective, essentially because of the nation's social structure and the agreeable and relaxed nature of society when all is said and done. Similar ramifications may remain constant for the impact of organization culture.

As indicated by Heinze & Weber (2016), "culture is a company's essential convictions and suppositions about what the organization is about, how its individuals carry on, and how it characterizes itself in connection to its outside condition". As referenced before, there has been much discussion in the previous studies with respect to whether organization culture can invigorate or impede intrapreneurship in an association. Whenever inquired as to whether enterprising conduct was viewed as significant by the company, or more explicitly, that it was a piece of their way of life, six interviewees (or 75%) said "yes".

In any case, an intriguing disclosure was that two individuals from the executives in a similar organization had dissimilar perspectives on the issue. Interviewee 3 from Company B, said

*"we need it; truly we don't have it, the test is to get it going and that is the place my head is at the present time".*

Though interviewee 4 from Company B, said

*"Indeed, we engage individuals to get out there and get things done".*

On the off chance that companies have conflicting qualities and practices, in what manner can their individuals be relied upon to share conceptions regarding what their way of life speaks to? Or on the other hand as Molina & Callahan (2009), puts it; organization culture is "a mosaic of organization substances instead of a uniform organizational culture".

For the sharing of conceptions to happen, and intrapreneurship to succeed, Draebye (2016) trust that administration needs to follow up on two facades at once. One includes offering motivations for enterprising conduct and making assets accessible, the other focuses on decreasing the expenses of disappointment and making representatives alright with attempting ideas that have probably some opportunity of not evolving.

**Table 3: Policies and Processes**

Common practices for encouragement of intrapreneurial behaviour
Autonomy to choose
Responsibility
"Open-door policy"
Brainstorming sessions

When inquired what approaches, assuming any, the companies had set up to energize innovative conduct, various answers and precedents were given by the interviewees. As interviewee 2 from organization A put it

*"we give our customers opportunity to go out and filter the world for magnificent great compositions, while most by far of firms are unquestionably conventional".*

Responsibility was an additional subject which was viewed as significant by the companies. As interviewee 2 from organization A put it:

*"you are viewed as responsible for your very own region, you're treated as if you're a smaller part of business all alone, regardless you have the board that have stores and inventory network and advertising that they counsel with, yet toward the day's end the product and service that they purchase is our choice reflected".*

Additionally, having an "open-door approach" was viewed as a noteworthy route for workers to voice their conceptions. Interviewee 3 from organization B projects it along these lines:

*"we empower that, I really state at acceptance we have a best practice strategy as a business, on the off chance that you have any conceptions whatsoever my office is open, I need to find out about them and if it's off the track I'll reveal to you why it's off track and it may be that it's not allowed under the company's understanding or it doesn't fit into the financial structure of the equation that makes our organization effective".*

Interviewee 5 from organization C referenced discussions to generate new ideas as another procedure to help support innovative conduct in their company. The interviewee said this is done to incite new conceptions, set up client preferences and supply new product and services. As indicated by [28] "the point is to energize the free progression of ideas divergent thinking-and however many conceptions as could be allowed".

During these sessions, this isn't just adequate, it is additionally supported. Further, there are no "impractical notions". As indicated by Burns all conceptions are, in any event, springboards for different conceptions. Interviewee 5 from Company C gave a certain case of a procedure the organization had thought of to empower the free progression of conceptions. I composed a program called 'Zero Defects'. It is about doing it right in the first attempt.

The utilization of proper reward frameworks has been distinguished by a few researchers as being fundamental to the developing of conceptions in an association [29].

Burström & Wilson (2014) trust that, customarily, organizations don't really remunerate workers for being creative. But the organizations which took part in the study utilized various sorts of remuneration and motivation frameworks so as to empower enterprising conduct.

Some examples were:

- Acknowledgment and commendations
- Appraisal for a well-done job
- Best employee gets monetary reward every week
- Confectionary items
- Dinning privileges
- Take in their proposals
- Seeing final product as a reward

It was the case that every one of the members imagined that a reward or was vital to empowering innovative conduct in their company. It was fascinating to take note of that, as outlined above, just one of the organizations utilized money related motivations to help support creative conceptions. The interviewees were then inquired as to whether there were any boundaries to organizational intrapreneurship practice in the company. Organization structure and approaches were referenced. A few of the organizations furthered that poor correspondence acts as an impediment to successful intrapreneurship. Different components referenced were absence of support to speak up, absence of autonomy and inner disagreement.

**Table 4: Barriers**

Generic barriers	Malaysia "specific" barriers
Structure of company	Society in general
Policies overload	Pessimistic perception and bias of entrepreneurs
Poor communication	"Tall poppy" syndrome
Interpersonal misunderstandings	Significance of the "Malay lifestyle"
No encouragement to voice opinions	
No independence	
Internal disagreement	
No relevant training	
Anxiety of job loss	

Additionally, the absence of suitable training because of constrained assets was likewise recognized as an obstruction. Society (however this idea was not plainly characterized) and individuals' negative recognitions and partiality to business visionaries were further a few components referenced. The "tall poppy" disorder (an apparent propensity to chop down the individuals who reach for the top) and the "Malay way of life" (business being viewed as a change specialist that undermines Malaysia way of life) were additional hindrances which arose during the sessions. A surprising revelation was that a portion of the interviewees imagined that a significant obstacle to intrapreneurship was the dread of loss of employment.

As interviewee 4 from organization B put it "Such a large number of individuals are worried about losing their positions in an association since they don't have the foggiest idea where to go from that point". The interviewee focused on the point that this affected more seasoned individuals and particularly lower administration and staff.

#### D. Value of Intrapreneurial Behaviour

Every one of the members said that their associations complimented innovative conduct, albeit interviewee 3 from organization B presently believed that they didn't have enough individuals showing such conduct. The equivalent was referenced by interviewee 8 from organization D, who said that the company was taking a shot at creating innovative conduct right now. At the point when asked how this was made known by the company, a large number of the interviewees trusted that it was essential that top administration demonstrated that they were focused on appreciating such conduct by taking note of worker conceptions, making a move when a smart conception was brought forward and treating each conception in a similar manner.

Further, the support to discuss was referenced as a way top administration could demonstrate their promise to intrapreneurship. A large portion of the interviewees trusted that there were benefits to be reaped from considering innovative conduct. The favorable circumstances referenced were regard, innovative conduct as a way to competitive upper hand and differentiation point.

**Table 5: Value Influences**

How commitment of management unraveled	Advantages of Intrapreneurial behaviour	Disadvantages of Intrapreneurial behaviour
Management's interest in employee ideas	Respect	Too much independence can lead to chaos
Acting when a good idea is put forward	Competitive advantage	Continuous innovation can make you overlook the core service or business
Showing every idea, the same respect	Point of differentiation	

the interviewees were approached to rank themselves, on a scale from 1-10 (1 being the least and 10 being the most), so as to help build up perceptions regarding how innovative the members saw the company's staff to be in contrast with how innovative they assumed their company was. The outcomes were to some degree unexpected, with five out of eight interviewees (64%) seeing themselves to be more innovative than their association. Interviewee 3 (Company B) was particularly basic.

#### E. Key Recommendations

As a major aspect of the interview procedure, interviewees were approached to give a few experiences and proposals on future organizational intrapreneurship practice. Top administration eagerly gave conclusions and proposed various profitable suggestions.

A portion of the opinion is mentioned underneath:

- "The test for intrapreneurs is getting monetary support to underwrite, to get their conception off the ground, organizations give access to that and that is an incredible route for it to begin. At that point you need to give them the opportunity to get them out"
- "You must have vitality and vision, and you can propel others with that vitality, yet you must have an adoration for what you want to do"
- "You need to prepare your directors not to punish individuals for attempting and failing to understand the situation, so you urge individuals to step up"
- "Administer your intrapreneurs into positions of authority"
- "Show others how it's done"
- "Intrapreneurship isn't really about having the conception, but remembering another person's conception and where it could go"

One specific task that was referenced was the significance of proper correspondence. As interviewee 1 from organization A put it "where I think really enterprising individuals battle in enormous situations is they can have conceptions, they can execute them, however they don't have the foggiest idea how to offer them and impart them in a manner a organizational thinks". The interviewee proposes the utilization of incubation centers to aid remove this hurdle.

**Table 6: Individual versus Organizational Intrapreneurial Behavior**

Interviewee	Company	Individual rating	Rating of organization
1	A	8	8
2	A	7	9
3	B	8	3
4	B	9	7
5	C	6	8
6	C	8	9
7	D	8	6
8	D	6	7

## IV. DOCUMENT ANALYSIS

It was planned that a report investigation be done so as to fortify the case of the researcher. An official examination and assessment of the print and online material from the organizations was directed to evaluate the more extensive setting of the case. Some issues were identified with this methodology. Just one out of the four companies investigated had a ready website at the time the study occurred, and members from each of the four organizations said that their sites would not contain any applicable data with respect to this analysis.

Also, most of previous studies given were restricted in degree and added slightly to the examination. One organization proposed the expert entry to additional top to bottom material, but time limitations did not allow further research. Subsequently, the investigation is hampered by an absence of triangulation and this is a documented limitation of the investigation.

## V. DISCUSSION

### A. Intrapreneurial Behaviour In the Organization

With respect to the acknowledgment of innovative conduct in the company, various themes were found in the information gathered. Companies demonstrated that innovative conduct was viewed as significant by their association, but different associations put uneven accentuation on its significance. This was underscored by the evaluations the companies gave their organization regarding how innovative the organization was (appeared Table 6). Organization A was the most elevated positioning with a total of 9 out of 10, while organization B was the least with a total of 2 out of 10. It was likewise uncovered that, for such conduct to be created, there must be proper designs and procedures set up to help it.

This outcome is in perspicuity with the perspective of Echols & Neck (1998); Sciarelli (1999); Echols & Neck (1998); Toftoy et al., (2001) and Johnson (2001); Paicu & Tantau (2012); Chan et al., (2017), who all trust that organization structure and procedures which help bolster intrapreneurship is imperative to the association in the event it is to be fruitful. The companies understood the significance of structure and procedures so as to animate innovative conduct, use of the "hypothesis" isn't simple because of expenditure plan and resource requirements. For instance, as referenced beforehand, one of the interviewees referenced restricted assets in the organization's training division, due to rebuilding, as an impediment to the practice of intrapreneurship.

### B. Organizational Culture

A basic information was the significance of an organization culture which bolstered and grasped innovative conduct. As expressed before, a greater part of the interviewees trusted business was their way of life. It was anyway amazing to locate that two individuals from various dimensions of the board in a similar organization had clashing perspectives on whether innovative conduct was in reality seen as a component of the organization's way of life.

This finding is particularly fascinating on the grounds that, in the expressions of [14], culture is an "example of underestimated suspicions and convictions shared by people about how they are". These perceptions unmistakably compare with the previous studies noticing the significance of an organization culture which favors intrapreneurship, for example Mindaugas et al., (2014) and Nina Afriyie, Melyoki, & Nchimbi (2019).

Besides, Mindaugas et al., (2014) found that despite the fact that there is little congruity with respect to the kind of organization culture expected to improve imagination and innovativeness, a standout amongst the best methodologies depends on the open frameworks approach that features the determining factors that advance inventiveness and innovativeness. These determinants in organizational system, organization structure and conduct that energize innovativeness and interaction. These determinants cover and connect with each other and how they work will either strengthen or restrain innovativeness in the company.



Accordingly, unique learning of these angles could be a supporting component to facilitate clarify why two interviewees from a similar organization had various perspectives on their organization culture.

Miranda et al., (2014) further that an innovative culture has the accompanying components:

- People and reinforcing center
- Dedication and moral duty
- "Making the right decision"
- Value formation through innovativeness and transformation
- Practical administration
- Autonomy to develop
- Attention to fundamentals
- Stress on the opportunity and a feeling of criticalness

These angles were recognized as significant by the companies. One of the interviewees said that the company concentrated on empowering individuals to have an independent perspective, the same number of individuals don't have trust in self and in this way underselling themselves. A similar interviewee trusted that the company's accentuation was on getting ready for the forthcoming is just as working currently. Another interviewee trusted that the organization gave their workers the opportunity to commit errors yet stated that "slip-ups can occur, however you have to gain from them. An error once is alright, yet a similar misstep twice isn't generally pardonable".

### C. Approaches Which Advance Innovative Conduct

It was discovered that the organizations had various arrangements and strategies to animate and advance innovative directly.

The two most normal strategies were the two-last mentioned. Having an "open door strategy" guarantees that everybody's assessment is heard and is an extraordinary route for the board to collect conceptions from their representatives. Conceptualizing is a standout amongst the most broadly utilized systems for producing new conceptions and can help make a torrential slide of conceptions and urges individuals to open their brains. A minority of the members referenced normal formal or casual gatherings as a method for advancing innovative conduct. Manjunatha (2006) underlines the significance of having standard and efficient gatherings for encouraging execution and prescribes the utilization of the "PATIO" process. PATIO represents plan, agenda, time, information and outcomes. This system was particularly produced for groups inside larger associations.

Trommelmans, De Wachter, De Cleyn, De Roy, & Daems (2013) trust that dimensions of intrapreneurship are higher in organizations with preparing programs, and these creators further trust that preparation ought to be tweaked and vocation arranged with abnormal amounts of worker investment.

"Changing occupation needs and the necessity to stay up to date with the most up to date innovativeness recommends a requirement for constant training that is less organized or institutionalized and which spotlight on individualized information needs".

Furthermore, none of the interviewees set forward their organization design as a basic reason to impact innovative action. Nonetheless, as indicated by Lumpkin & Katz (2011) there is no "best" design, the most suitable design is contingent upon various components which consist of:

- The idea of the company

- The methodologies in utilization
- The undertakings to be assimilated
- The ecological circumstances for company working
- The span of the company

Researchers rely on that magnitude does make a difference and proposes that so as to be enterprising, "an company needs to discover methods for stalling down into various sub organizations with fluctuating degrees of independence". Draebye (2016) likewise said that innovative conduct inside an association is decidedly connected with execution when structures are progressively natural. As it were, vast companies should structure themselves to bargain littler "units".

It can be contended that adaptability and the capacity to adjust quickly to change could really compare to structure so as to advance innovative conduct. This view is embraced by Sadikin & Yusuf, (2018), who underlines the significance of progress and assortment as opposed to inflexibility and congruity. In this regard, it was intriguing to see that few of the interviewees referenced innovativeness as a major aspect of their technique.

Risk taking was another factor which was not so much advanced as being a piece of the organizations' approach. This could be on the grounds that the adjustments in innovativeness identifying with the organizations are probably going to include manners by which a product and service could be progressively viable at fulfilling client requirements and that these progressions are consequently gradual and include negligible hazard.

At last, "Malay creativity" was not referenced as a part to help innovative conduct in the company. Verifiably, as a result of individuals' provincial foundation and disengagement, Malaysians were compelled to be astute to get by numerous product and services that simply weren't accessible, and it was just a question of managing with what you had. To handle any issue and attempt and illuminate it, they are logical in their methodology and not scared by disappointment. As a general rule they work out an answer; however, this arrangement isn't generally an ideal one, rather regularly being an impermanent reaction that does only enough to "pass" and carry out the responsibility.

### D. Reward Systems

The proper utilization of remunerations and motivating forces are basic to help develop innovative conduct. Edwards & Rahman (2016) trust that a reward framework ought to be accessible and reasonable and that the individuals who merit it ought to be compensated.

All the participating companies utilized incentives as a way to support innovative conduct, in spite of the fact that the prizes differed from organization to organization. The most generally utilized reward framework was acknowledgment or evaluation, albeit one organization additionally included financial prizes. Kenney et al., (2011) says that the assortment of remunerations that trend-setters are probably going to benefit from may be impressively more extensive than that of a financial type.

Acknowledgment of accomplishment is an incredible and noteworthy gesture and is frequently a corresponding impetus looked for after by inventors.

This was observed to be the situation among the greater part of the interviewees as one individual pointed out, it was the seemingly insignificant details like just a "thank you" for work very much performed that filled individuals' heart with joy and invigorated them.

Particularly one company utilized prizes for any individual who had gone that smidgen further for the client or who had a smart conception. This company utilized financial rewards just as dinners, wine and chocolates. Despite the fact that the previous studies propose that acknowledgment is a solid helper, the utilization of money related prizes cannot be ignored as it is an incredible spark for empowering innovative conduct. As one interviewee said, "seeing the final product is a reward in itself, yet I would lean toward the cash".

### E. Intrapreneurship

Kerchner & Boyd, (1987) characterizes intrapreneurs as key people with the capacity to recognize openings and endeavor the company's assets to fulfill new needs and better fulfill existing needs.

At the point when asked how the interviewees evaluated their own presentation contrasted with that of their organization, by far most considered themselves as being more innovative than their company. This was a fascinating and startling revelation. Herbig, Golden, & Dunphy (1994), state that the best intrapreneurs are "driven, judicious, focused and curious", and it tends to be contended that these qualities can likewise be utilized to depict the managers in the companies examined, as they appeared to be truly proficient innovators and having characters.

In spite of the fact that it is simpler to categorize oneself instead of ranking a vast organization with an incredible number of individuals, the discoveries recommend that presence of people who show intrapreneurial attributes among top administration in the Malaysian retail industry. In the meantime, it could be inferred that a larger part of these interviewees observed the firm in itself to be a hindrance to intrapreneurship as opposed to be a guide to its innovativeness.

### F. Impediments to Efficient Practice

It was discovered that a few limitations were present to powerful organizational intrapreneurship practice in the companies explored. The outcomes demonstrated that a portion of these hindrances were "organization design, plenitude of strategies, ineffective correspondence, mistaken assumptions, absence of consolation to dialog, absence of autonomy, inner clashes, absence of suitable training, social pressure, negative discernments and preference towards intrapreneurs, the tall poppy disorder, the "Malay way of life" and the "she'll be correct" demeanor.

Moving toward the issue in a progressively deliberate manner, Toftoy et al., (2001) trusts that boundaries to organizational intrapreneurship can be characterized into six categories:

1. Frameworks
2. Designs
3. Key focus
4. Plans and methodology
5. Individuals
6. Culture

Improper frameworks of any sort can go about as a deterrent for intrapreneurs. In the event that frameworks are excessively solid, they can go about as a boundary to powerful

organizational intrapreneurship practice. Further, so many levels thus called top-down administration, limited correspondences, and absence of responsibility are likewise generally acknowledged variables blocking intrapreneurship [39].

Kathryn & David,(2003) state that three approaches can be adopted for these hindrances; overlook them, working around them or expel them. The last two are the proposed method for managing these hindrances to accomplish the best result. For the eight interviewees in this study, a portion of the significant obstructions referenced were plainly observed to be explicit for the Malaysia condition. In this regard, the "she'll be correct" mentality was referenced as a typical "Malay" discernment and a hindrance to getting intrapreneurship going in Malaysia. This is a hazardous view as business does not simply occur. It should be supported, directed, organized and energized with the end goal for it to achieve its maximum capacity. Or then again in the expressions of Paicu & Tantau (2012) organizational intrapreneurship "requires significant time and venture, and there must be persistent support".

### G. The Value of Intrapreneurial Behaviour

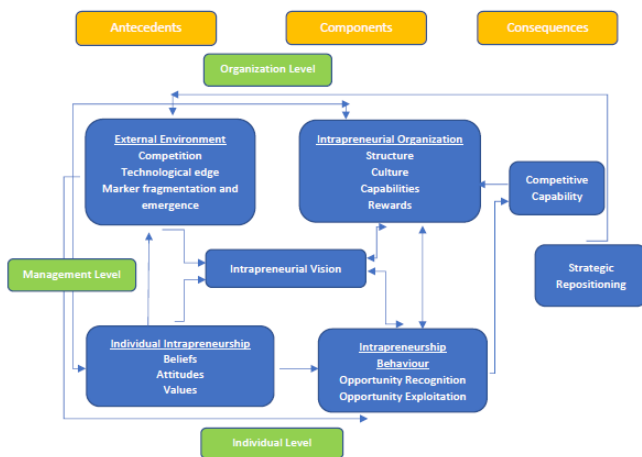
A fundamental purpose of the examination was to explore how pioneering conduct was appreciated by the company, awareness, and potential advantages and disadvantages of valuation in such conduct. The purpose was to find the significance the companies put on such conduct. Every one of the members trusted that their company did appreciate such conduct. A minority of the interviewees said that they did not have enough representatives showing innovative conduct, however this was something they were taking a shot at. In spite of the fact that it is legitimate and a verifiable truth that not every person has the stuff to turn into an organizational intrapreneur [34], there are a few things the executives can do with respect to empowering innovative conduct among workers.

As indicated by Burström & Wilson (2014) a portion of these empowering opportunity chasing, innovativeness, scrutinizing the norm, vision, learning, quick exchange of learning and data, going out on a limb, permitting disappointment, tolerating and grasping change.

It is pivotal that top-administration demonstrate that they appreciate and are focused on empowering and grasping innovative conduct by showing others how it's done. Heinze & Weber (2016) trusts that top administration must show leadership and be considered responsible for effective innovativeness and must themselves be focused on and introduce in others an energy for innovativeness. Heinze & Weber (2016) further state that innovative supervisors "create free, innovative thinking by expecting and urging others to discover and address their very own blunders and to tackle their own issues".

The interviewees said that they trusted top administration passed on this by demonstrating an enthusiasm for worker conceptions, making a move when a smart conception was advanced and by demonstrating everyone's conception a similar regard. Consolation to dialogue was additionally observed as an approach to empower the progression of conceptions and innovativeness.

This is as per the perspective on [36] who, says that there are no "ill-conceived notions" and in any event a conception is a springboard for different conceptions.



**Fig. A. Proposed Model of Intrapreneurial Activity**

In help of this idea, Perez-Franco (2017) recommends three unique strategies to empower innovativeness inside a company:

1. Venture once from the everyday exercises and take a gander at the master plan
2. Be tolerating of remote conceptions or those of the challenge
3. Focus on the fringe of the company, as this is the place a significant number of the best conceptions originate from.

**H. Outcomes of Intrapreneurial Behaviour**

It was discovered that few results had just happened as a hidden outcome of innovative conduct in a majority of the companies looked into. Various predominant and inventive precedents were advanced identifying with explicit occasions. Individuals don't begin a chocolate manufacturing plant so as to satisfy organization needs, create another administration program to support worker conceptions, or modify the counter zone of a noteworthy market so as to improve both proficiency and laborer fulfillment, except if they show innovative conduct. A significant number of these results were an immediate aftereffect of the administration's craving to improve a procedure. As indicated by Perry-Smith & Mannucci (2017)"organizational intrapreneurship grasps change, urging it to the point where it supposedly is the standard and people persistently question existing conditions".

**VI. CONCLUSIONS AND SUGGESTIONS FOR FUTURE RESEARCH**

The essential point of this examination was to investigate the degree to which various bigger organizations appreciate organizational intrapreneurship, and to explore business endeavor as a major aspect of organizational intrapreneurship practice. To consider this key subject, various in-depth up close and personal interviews were done with individuals from the top management of four unique enterprises working inside the retail industry in Kuala Lumpur, Malaysia.

The survey distinguished that bigger organizations appreciate innovative conduct to an alternate level, contingent upon various variables. Organization culture, arrangements, procedures, intrapreneurship endeavor and reward

frameworks were referenced as the primary impacts to control and empower innovative conduct in the companies. The exploration likewise uncovered various basic issues or boundaries to compelling organizational intrapreneurship work on, including both general hindrances and obstructions which can be progressively explicit to the Malaysian condition. The general boundaries included design, arrangements, inadequate correspondence, mistaken assumptions, absence of consolation, absence of autonomy, inside clash and absence of training. The more Malaysia-explicit hindrances included society when all is said in done, negative recognitions and partiality towards intrapreneurs, the "tall poppy" disorder, and the "Malay" way of life.

These hindrances demonstrated to be normal to most of companies. The examination additionally distinguished explicit results which had happened due to innovative conduct. Results which were referenced included beginning up a confectionary production line to fulfill market need, rebuilding the counter territory to accomplish proficiency for the client, propelling another administration framework to support new conceptions and limit deformities, and building an effective vacationer business idea around transport stops.

In general, the study found that bigger companies see intrapreneurship as significant, yet their way to deal with the issue contrasts and the assets assigned to the issue are restricted. The general example that rose up out of the information is that much of the time top administration saw themselves to show progressively innovative conduct (intrapreneurship endeavor) than their company. In addition, top-administration's pledge to organizational intrapreneurship should be always strengthened and shown in all that they do. Gilson & Litchfield (2017) trusts that it is fundamental that top management must exhibit leadership and be considered responsible for effective innovativeness and must be focused on and introduce an enthusiasm for innovativeness with the end goal for it to happen.

Subsequently it is prescribed that top-administration continually attempt to endeavor to discover better approaches to initiate in workers a fervor for innovativeness and consider intrapreneurship to be a substantial device for getting upper hand. As substantiated by Heinze & Weber (2016), "the journey for upper hand can never again be found essentially in lower costs, or higher quality, or better administration". Rather, Heinz and Weber's trust it rests in the consolidated ideas of versatility, flexibility, speed, forcefulness and ingenuity as these five words together characterize business. In view of the discoveries of this investigation and the previous studies on organizational intrapreneurship, it is prescribed that top-administration employ the accompanying systems for upgrading organizational intrapreneurship and empowering the propagation of intrapreneurial practices among members:

- Recognize, and evacuate obstructions to intrapreneurship practice
- Integration of the innovative soul into the mission, objectives, techniques, design, procedures of the company
- Keep correspondence open to support a progression of conceptions

- Recognize and embrace the requirement for nonstop transformation
- Create suitable training programs
- Provide workers the opportunity to trial and empower determined risk taking
- Safeguard that workers are considered responsible for their very own working environment
- Foster imagination, innovativeness, and persistent learning
- Encourage and reward accomplishment
- Introduce an adaptable structure
- Reward exertion as opposed to punishing disappointment
- Make wide utilization of groups inside the work environment

These examination discoveries have hypothetical as well as useful ramifications for the experts and specialists. In embarking to research the manners by which bigger firms appreciate organizational intrapreneurship, its connection, and the hindrances to progress, the essential motivation behind this exploratory examination was to draw the consideration of the scholars and professionals and urge them to explore in profundity.

In this specific circumstance, note that by far most of research on organizational intrapreneurship has been led in the United States, prompting an absence of decent variety in the geographic extent of organizational intrapreneurship inquiry about for instance, in Malaysia. Along these lines, the commitment of this examination is to investigate issues which have barely been inquired about in Malaysia previously and to add to the current restricted learning of organizational intrapreneurship in Malaysia.

Regardless of these bits of knowledge, in any case, the exploration has some significant constraints. Initially, given its status as an exploratory venture, the examination comes up short on any genuine factual meticulousness, and further investigation is plainly expected to research the distinguished subjects more profoundly.

Also, the four chosen companies are in no way, shape or form illustrative of all retail companies in Malaysia. While the modest number of organizations allowed the accumulation of valuable qualitative data, the outcomes cannot say to be at all demonstrative of the retail industry as a rule.

Further investigation will obviously look past this little example of executive management, and a conceivable road of inquiry is directing a huge scale study for deciding the degree to which execution of the organizations is influenced by the issues featured in this examination.

In this regard, coming up next are a couple of conceivable research statements that may support future exploration endeavors:

- What are the significant issues influencing organizational intrapreneurship in Malaysia?
- What are the distinctive qualities of effective intrapreneurs versus ineffective innovators?
- How would we be able to best defeat explicit hindrances to viable organizational intrapreneurship practice?
- How would we be able to best animate, support and ensure organizational intrapreneurs?

Given the significance of organizational intrapreneurship to the accomplishment of bigger organizations, further study will add to clearer comprehension of how executive management can utilize organizational intrapreneurship as an instrument for innovativeness and accomplish upper hand.

## VII. RESEARCH LIMITATIONS

It is basic to perceive that all investigation has specific shortcomings. A portion of the crucial restrictions of this investigation are abridged beneath.

Up close and personal interviews are known to be inclined to off base verbalization and are here and there conception to be excessively abstract and having limited control [44]. To tackle this restriction, the analyst worded every query as conceivable as possible during the interview procedure, and to rethink interviewees' reactions on the off chance that it was important to explain any significant data.

Despite impediments that are ordinary to up close and personal conversation, this investigation has a few different deficiencies. Despite the fact that the organizations were haphazardly chosen, they are still, as referenced prior, something of a convenient sample. The discoveries can subsequently not be viewed as being illustrative of bigger companies. Moreover, this examination centers around the retail segment and the discoveries are not really generalizable to companies outside that segment. Be that as it may, it tends to be viewed as a sign of significant parts of human conduct and convictions [45] and as distinguishing qualities and conceptions in relations to organizational intrapreneurship practices in the Malaysia retail industry which may some way or another never have been found.

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