



## **THE IMPACT OF OPERATIONAL ENVIRONMENT, TECHNOLOGY DEPENDABILITY, AND INTER-AGENCY NETWORKING ON MALAYSIAN FRONTLINERS TEAM PERFORMANCE**

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## ABSTRACT

This study examines the impact of the operational environment, technology dependability, and inter-agency networking on Malaysian frontliners' team performance. Utilizing a purposive sampling method, data were collected through self-administered questionnaires distributed to frontliner teams. The findings indicate that while frontliners consistently perform in high-risk environments, the operational environment does not significantly influence their performance. Similarly, technology dependability does not directly impact team effectiveness, as Malaysian frontliners rely on basic but functional technologies rather than advanced systems. However, inter-agency networking plays a crucial role in enhancing team performance by facilitating communication, coordination, and resource sharing between frontliner units and other emergency response agencies. The study highlights the significance of structured collaboration and efficient networking in ensuring successful emergency operations. These findings suggest that future policy and training efforts should prioritize strengthening inter-agency relationships and communication frameworks. While technology plays a supporting role, investment in collaborative emergency response mechanisms may yield greater improvements in operational efficiency. The study contributes to the broader discourse on emergency response effectiveness, offering insights for policymakers and emergency management stakeholders to optimize frontliner performance through strategic networking and coordination.

**Keywords:** *Operational Environment; Technology Dependability; Inter-Agency Networking; Frontliners' Team Performance*