

UNIVERSITI TEKNOLOGI MARA

RELATIONSHIP BETWEEN THE FEATURES OF
INFORMATION SYSTEM (IS) QUALITY AND JOB
SATISFACTION AMONG STAFF AT RISDA , MELAKA

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CHAPTER 1

INTRODUCTION

Background of the Study

RISDA are one of the Federal Statutory Bodies under the Ministry of Rural and Regional Development. The date of January 1, 1973 that RISDA was established under the authorities endorsed by Parliament:

1. RISDA Rubber Industry Smallholders' Development Authority Act 85, 1972.
2. Rubber Industry (Replanting) Fund Ordinance 1952.

RISDA was established as the Government sees the importance of new policies and strategies for the development of the smallholder sector. The RISDA establishment is specifically developed to guide the progress, both social and economic development of the smallholder sector. RISDA takes responsibility in the process of developing new attitudes and conceptualizations based on the current demands of the market. Smallholders are exposed to the complete application of research and technical

advancements in rubber cultivation and processing. Thus, RISDA cooperates with MARDEC in creating an efficient marketing system for the smallholder.

Hence, the elements of modernization are clear to enable all smallholders in utilizing modern practices to increase the quality of rubber production quality to earn higher returns. This will make the nation's natural rubber industry become stronger and much more stable. RISDA will give its full cooperation to all related government agencies. Undoubtedly, RISDA will play a very important role in the execution of the "Dasar Ekonomi Baru (DEB)", particularly in the restructuring of society. This research will look into how the Information System will affect the effectiveness of RISDA and their employees. This research will also investigate whether the Information System have any implications towards the effectiveness of RISDA. Therefore, this study proposes to investigate the relationship between the features of Information System (IS) quality and job satisfaction among staff at RISDA.

Problem Statement

RISDA, Melaka allows all employees to use technology such as the Information System during working hours. All employees use the Information System to perform their job as it is effective and efficient to be used in the work processes involved within the organization. It plays a very important role because it affects the job satisfaction of the employees in an organization. This can make the staff feel satisfied of using the Information Systems in their work processes initiating a continuous usage within the organization. All employees require information to complete and comprehensively aid