

UNIVERSITI TEKNOLOGI MARA

THE RELATIONSHIP BETWEEN INFORMATION  
TECHNOLOGY (IT) RESOURCES AND EMPLOYEE'S JOB  
PERFORMANCE AT POLITEKNIK MELAKA

NOR ANIS BINTI MAT ARIS

BACHELOR IN OFFICE SYSTEM MANAGEMENT ( HONS.)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA

2014

## **ABSTRACT**

This study is carried out to identify the level of employee's job performance affected by information technology (IT) resources at Politeknik Melaka and at the same time to identify whether there is correlation between information technology (IT) resources and employee's job performance. The final objective of this study is to investigate which information technology (IT) resources has a greater influence on employee's job performance.

In getting relevant data, 86 samples of questionnaires were distributed to all level of employee's management at each department or units at Politeknik Melaka. Data collected were analyzed by using Statistical Package for Social Science (SPSS) program. The analysis includes frequency, reliability, mean and standard deviation as well as correlation analysis.

The study showed that the level of employee's job performance determined by existence of information technology (IT) resources at Politeknik Melaka. All of the independent variables in the study (IT infrastructure, IT application and IT knowledge) are significant toward employee's job performance. There was moderate relationship between information technology (IT) infrastructures and employees job performance. Information technology (IT) application relationship toward employee's job performance resulted stronger correlation. Information technology (IT) had a greatest correlation with employee's job performance rather than other variables in this study. Thus, (IT) knowledge gives greatest contribution toward employee's job performance at Politeknik Melaka.

Recommendations are included in this project paper so that employees may perform their work better.

## ACKNOWLEDGEMENT

Firstly, I would like to show my gratitude to Allah S.W.T for His blessing on me to finish report within the time give.

A lot of thank to my beloved research advisor, Mr. Sulaiman bin Mahzan for his help, guidance, comments and suggestions to help me to fully complete this report research perfectly.

Thank you to my families and friends for their unconditional love and support and for being helpful in giving me ideas to help make this report more understandable.

Last but not least, thank you to all respondents at Politeknik Melaka who have spared some time tolerating me in answering questionnaires and giving responses. Thank you also to those who have helped us in any ways to complete this report.

**Nor Anis binti Mat Aris**

**January 2014**

**Bachelor of Office System Management (Hons)**

**Faculty of Business Management**

**Universiti Teknologi MARA, Malacca City Campus**

## TABLE OF CONTENTS

	Page
LIST OF TABLES	vi
LIST OF FIGURES	vii
CHAPTER 1	
INTRODUCTION.....	1
Background of the Study	1
Statement of the Problem.....	2
Research Objectives.....	3
Research Questions.....	3
Significance of the Study.....	3
Limitations of the Study.....	5
Definition of Terms.....	5
CHAPTER 2	
LITERATURE REVIEW.....	8
Sub-Topics.....	9
Conceptual Framework.....	14
Hypotheses.....	14
CHAPTER 3	
METHODOLOGY.....	16
Research Design.....	16
Sampling Frame.....	17
Population.....	17
Sampling Technique.....	19
Sample Size.....	19
Unit of Analysis.....	20
Measurement.....	20
Data Collection Procedures.....	21
Instrument.....	23
Reliability Analysis.....	23
Validity of Instrument.....	25
Plan of Data Analysis.....	26
CHAPTER 4	
FINDINGS.....	29
Survey Return Rate.....	29
Analysis on Demographic.....	30
Correlation Analysis.....	33
CHAPTER 5	
CONCLUSIONS AND RECOMMENDATIONS.....	40
Conclusion.....	40
Recommendations.....	43
REFERENCES.....	45
APPENDICES	48
A    Cover Letter.....	49
B    Questionnaire.....	50
C    Data Analysis.....	56
D    Follow-Up Letter.....	67