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**A STUDY ON THE ICT USAGE IN THE WORKPLACE: A  
FOCUS ON MANAGERIAL STAFF AT BAHAGIAN  
TEKNOLOGI PENDIDIKAN NEGERI SABAH**

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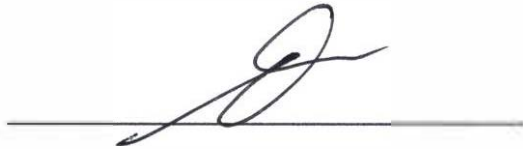
## ABSTRACT

The main objective of this study is to analyze the ICT usage by the managerial staff at Bahagian Teknologi Pendidikan Negeri Sabah. This paper is based on questionnaire surveys that were conducted among the managerial staffs that has used information and communication technology (ICT) in the workplace and have been involved in daily activity. The objectives of this research are to identify the knowledge captured from the use of ICT in the workplace and to know whether they know what is ICT are use for. The findings show that the managerial staff capture knowledge as the result of using ICT applications at work place and uses that knowledge for innovation activity. It is found that the frequency of ICT usage in the workplace contributes to the innovation activities at work place. The knowledge captured that contributes to the increase of innovation capabilities is positively related to the length of experience of using ICT in the workplace.

## DECLARATION

I hereby declare that the work contained in this research report is original and my own expect those identified and recognized.

Signature by,

A handwritten signature in black ink, consisting of a large, stylized 'D' followed by a horizontal line and a small flourish, is positioned above a solid horizontal line.

**(DIAN ADRIANA BINTI MOKHTAR)**

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# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Bahagian Teknologi Pendidikan Negeri Sabah (BTPNS) is an organization that plan, manage, monitor, evaluate and report on implementation of new educational technology; plan, manage and coordinate the implementation of ICT (Information and Communication Technology) and support services initiative in the state; plan, manage, monitor, evaluate and report the effectiveness of the Smart School and at the state level; assisting the preparation and publication of teaching and learning materials in different media according to specified standards; manage, coordinate, evaluate and report on the development of resource centers at the state and the culture of information literacy; to plan, implement the spread and use of various media published and promotion; designing and implementing audit the use of technology in teaching, learning and school management and plan implementation and provide expertise and coordinate educational technology innovation.

In an organization, ICT is very important medium to connect with other staff and also to deliver information from time to time. Distributed organizations are ones whose internal activities are geographically dispersed (Duarte and Snyder, 2006). Increasingly, such organizations are attempting to unify their scattered units into one integrated unit via ICT as well as via professional networks for knowledge