

**THE RELATIONSHIP BETWEEN WHATSAPP  
MESSENGER ACCEPTANCE AND ACADEMICIAN JOB  
PERFORMANCE AT SEKOLAH MENENGAH  
KEBANGSAAN HAJJAH LAILA TAIB IN ASAJAYA,  
SARAWAK**

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## **AUTHOR'S DECLARATION**



### **DEGREE IN OFFICE SYSTEMS MANAGEMENT (Hons.) FACULTY OF BUSINESS AND MANAGEMENT**

#### **“DECLARATION OF ORIGINAL WORK”**

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, that is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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## ABSTRACT

The purpose of this study is to seek the relationship between the WhatsApp Messenger applications acceptance and the high school academician's job performance based on the construct presented by the UTAUT Model. WhatsApp Messenger is one of the common and most used smartphone applications by Malaysian. The use of WhatsApp Messenger application among the high school academicians in Sarawak has not yet, been researched thoroughly. 113 questionnaires were distributed to respondents who are academicians in Sekolah Menengah Kebangsaan Hajjah Laila Taib in Asajaya, Sarawak. The questionnaire consists of six (6) questions on demography and 16 questions that categorized by three independent variables and one dependent variable which uses the Likert Scale. The variables are some that were taken out from the UTAUT Model which are Performance Expectancy, Effort Expectancy and Facilitating Conditions for the independent variables and Job Performance is the dependent variable. The respondents were academicians who are familiar with using WhatsApp Messenger applications. The data was analysed using SPSS to get the descriptive statistics and to find the coefficient correlation. The findings showed that there was a positive significant relationship between Performance Expectancy and Effort Expectancy while Facilitating Conditions towards the academicians Job Performance by accepting the WhatsApp Messenger application into their work. The positive significant value for Performance Expectancy is  $r = .737$  while for Effort Expectancy significant value is  $r = .708$  and lastly the acceptable significant value, the Facilitating Conditions significant value is  $r = .624$ .

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter describes the background of study, statement of problem, research objectives, research questions, research hypotheses, the significant of the study, limitation of the study and definition of terms.

#### **Background of the Study**

Job performance is defined as the total expected value to organization of the discrete behavioral episodes that an individual carries out over a standard period. The development of technology has an impact on firm performance. As cited in Sabine Sonnentag (2018), Campbell (1999) have mention that job performance can be referred to behavioral aspect on what people do while at work, the action itself .

According to Muhammad Nadeem (2014) job performance is important for every employee in order to improve their productivity in an organization especially when they are performing their work using technology. Technology can accomplish the task of employee in easiest way, safe time and energy. As academicians, they always have to update with every matter that related to them which includes the academics such as subject syllabuses or students' academic plan. In addition, they also have meetings and seminars to attend to fulfil their Key Performance Indicators (KPI) as academicians. The academicians needed to keep on update with the dates and information which with using