

THE RELATIONSHIP BETWEEN THE USE OF MOBILE
APPLICATION AND JOB PERFORMANCES OF SUPPORT
STAFF AT KUCHING PORT AUTHORITY, SARAWAK

Prepared for:

DR. NORLINA BINTI MOHAMED NOOR (SUPERVISOR)
MISS AFFIANA BINTI KADRI (CO-SUPERVISOR)

Prepared by:

SYARFIEZA BINTI SHARIDAN
DEGREE IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA
FACULTY OF BUSINESS AND MANAGEMENT

JUNE 2018



اُونِيُوَرَسِيْتِي تِيكْنُولُوْجِي مَارَا
UNIVERSITI
TEKNOLOGI
MARA

“DECLARATION OF ORIGINAL WORK”

I, SYARFIEZA BINTI SHARIDAN (940325-09-5010)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and 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.

Signature: _____

Date: _____

ABSTRACT

In today's dynamic business environment, the usefulness of mobile application has increased greatly in recent years which it allows users to perform more tasks in a mobile context. It has huge impact towards employee's job performance. Poor usefulness of mobile application leads to many disastrous things such as lack of motivation, poor performance and poor communication.

This reduces work quality, job satisfaction productivity and inefficiency. The objectives of this study are to investigate the relationship between the perceived usefulness, perceived ease of use and behavioural intention of mobile applications (WhatsApp) and job performance among support staff in Kuching Port Authority. The target population of this research is 150 support staff of Human Resource and Development and Human Resource Management at Kuching Port Authority, Sarawak.

TABLE OF CONTENT

TABLE OF CONTENT	v
LIST OF TABLE	vii
LIST OF FIGURE.....	viii
LIST OF APPENDICES	ix
CHAPTER 1	1
INTRODUCTION.....	1
Background of the Study	1
Statement of the Problem	3
Research Objectives	4
Research Questions.....	4
Significance of the Study.....	4
Limitations of the Study	5
Definition of Terms	5
CHAPTER 2	7
LITERATURE REVIEW.....	7
Job Performance	7
Technology Acceptance Model (TAM)	8
Conceptual Framework.....	12
CHAPTER 3	14
METHODOLOGY	14
Research Design	14
Sampling Frame.....	14
Population.....	14
Sampling Technique	15
Sampling Size.....	15

CHAPTER 1

INTRODUCTION

Background of the Study

Job performance refers to the work performance of each worker that shows their attitude towards attaining their objectives (Nadeem, Ahmad, Abdullah, & Hamad, 2014). It is to know what and how the employees are willing to accomplish their work on time by looking at their attitude. Job performance displayed the attitude of employee who will complete a task on time, improve their skills, energetic in doing their work and achieve goals to be a productive employee.

The performance of the employee can be improved by workers reward, training, career protections and the use of the WhatsApp in organizations (Nadeem et al., 2014). It is because the employees can have learned easily through technology and they will be happy and energetic in doing their work. When their emotion is good, they will give their full attention and corporates in completing tasks. Thus, job performance is so important to be highlighted so that employees can have learned and improved their skills in order to achieve goals of the organizations.

Communication is important to employees so that they can improved their knowledge and achieved the organization's goals together and individually influence the job performance. According to previous studies, communication is the process of