

**THE RELATIONSHIP BETWEEN WHATSAPP  
ACCEPTANCE AND JOB PERFORMANCE AMONG  
EMPLOYEE IN PERBADANAN USAHAWAN NASIONAL  
BERHAD (PUNB)**

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## AUTHOR'S DECLARATION



### **BACHELOR OF OFFICE SYSTEM MANAGEMENT (Hons.) FACULTY OF BUSINESS 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, and is not being concurrently submitted for this degree or any other degree.
- This project-paper is the result of many 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**

WhatsApp Application is a common communication software that had been used nowadays. ICT has become necessary and being a part of our life due to new era and advancement of new technology needed. The development of existing a new technology has made an impact on the individual as well as to the firm job performance. The used of this technology make a researcher job interesting to examine the relationship between WhatsApp acceptance and job performance among the employee. This research is using Unified Theory of Acceptance and Use of Technology (UTAUT) as a model for succeeding this research. UTAUT model is contained of four variables which are effort expectancy (EE), performance expectancy (PE), social influence (SI) and facilitating conditions (FC).

The method that have been used in this research is non-experimental which is used in the correlation research. The correlation is used to help and identify the variables of the relationship between WhatsApp acceptance and employee job performance among employee in the organizations. This research is using a questionnaire survey and is being distributed to 89 workers in Perbadanan Usahawan Nasional Berhad (PUNB), Kuala Lumpur. Based on the investigation, the relationship between effort expectancy, performance expectancy, social influence, facilitating conditions and job performance were existing and significant. All the Cronbach's Alpha is acceptable and in a good score.

## TABLE OF CONTENTS

|                                | Page |
|--------------------------------|------|
| AUTHOR’S DECLARATION.....      | ii   |
| ABSTRACT.....                  | iii  |
| ACKNOWLEDGMENT.....            | iv   |
| TABLE OF CONTENTS.....         | v    |
| LIST OF TABLES.....            | viii |
| LIST OF FIGURES.....           | ix   |
| LIST OF APPENDICES.....        | x    |
| CHAPTER 1.....                 | 1    |
| INTRODUCTION.....              | 1    |
| Background of the Study.....   | 1    |
| Statement of the Problem.....  | 1    |
| Research Objective.....        | 5    |
| Research Questions.....        | 5    |
| Significance of the Study..... | 6    |
| Limitations of the Study.....  | 7    |
| Definition of Terms.....       | 7    |
| CHAPTER 2.....                 | 10   |
| LITERATURE REVIEW.....         | 10   |
| Introduction.....              | 10   |
| Job Performance.....           | 10   |

## **CHAPTER 1**

### **INTRODUCTION**

This chapter deliberates the background of the variables that had been chosen for this study. This chapter also discusses the background of the study and problem statement. The research objective and research questions have been discussed and stated clearly in this chapter. Besides, the significance of the study, limitation of the study and definition of term are also included in this chapter.

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

Job performance is defined as the behavioral aspects on what people do while doing their work and the action towards itself. Job performance also can refer to the output that a person has contributed to the organization concerning his behavior to engage in, and which the organization may perceive it as productive or counterproductive (Jalagat, 2016).

The development of existing a new technology has made an impact on the individual as well as to the firm performance. According to Muhammad Nadeem (2014), job performance is important for every employee to improve their productivity in an organization especially when they are performing their work using technology. Technology is one of the elements that helps for running a job performance smoothly and easily especially to the works that need a revolution and something new or fresh (Muhammad Imran, 2014). Thus, with the existing of technology now days, it will help to improve the job performance of the employee. Besides, important for the employee