

**THE RELATIONSHIP BETWEEN MOBILE APPLICATION AND JOB
PERFORMANCES OF EMPLOYEE AT LAND AND SURVEY
DEPARTMENT KOTA SAMARAHAN**

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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 displays 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 learn 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 learn and improve their skills in order to achieve goals of the organizations.

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

CHAPTER 2

LITERATURE REVIEW

The issue of this study is to identify the three major characteristics of Technology Acceptance Model (Davis, 1989) which are the perceived usefulness, perceived ease of use the technology and behavioral intention to use technology and job performance.

Job Performance

Job performance refers to behaviors that are directly involved in producing goods or service, or activities that provide indirect support for the organization's core technical processes (Jankingthong & Rurkkhum, 2012). Job performance can be shown by the employees whether it can be positive or negative.

A research done by Parmenter (2007) states that by developing and utilizing KPI's (Key Performance Indicators) at the workplace can indicate the level of employee performance. KPI helps to increase visibility of a more balanced performance and focuses attention on what matters, helps people see progress and motivates action, improves consistency performance, and helps to improve the understanding, decision making and execution.

Bratton and Gold (2007) stated that job performance indicator can be useful to measure the organization and employee effectiveness. The organization can measure

consists of five items and the type for this section was on the type of response choice in which it consists of five Likert Scale meaning on degree of agreement.

Validity of Instrument

In order to make sure the validity of instrument, face validity is done by the supervisor, Dr. Norlina Binti Mohamed Noor, a lecturer of Office System Management and Technology which included checking on the appropriateness of the items chosen, format and layout for the questionnaire. Miss Affiana Binti Kadri, a TESL lecturer is done a proofread. The pre-test process also will be done the potential respondents to test on the clarity and time spent to improve the questionnaires before researches are distributed to the respondents. The questionnaires will be distributed by the researcher according to the plan after all the processes are complete.

Plan for Data Analysis

In order to get the statistical result, Statistical Packaged for Social Science (SPSS) for Window's Version 20 is used. The analysis involved descriptive statistics that include mean and standard deviation. Pearson Product Moment Correlation was used to test the correlation between variables as well.