THE RELATIONSHIP BETWEEN INFORMATION TECHNOLOGY SKILL AND EMPLOYEES PERFORMANCE IN MAJLIS BANDARAYA KUALA TERENGGANU (MBKT)

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ABSTRACT

This research investigates the relationship between Information Technology skill and employee performance in Majlis Bandaraya Kuala Terengganu (MBKT). IT skills (email skill, electronic spreadsheets skill and word processing skill) were identified as independent variables and employee performance as the dependent variable. Data obtained from the research instruments was then statically analyzed. Techniques of data analysis are reliability, frequencies, descriptive and Pearson's analysis. IT skills are very important in the working environment this is because nowadays, IT skill is developed drastically. Lack of knowledge about IT skill can make the employee are outdated. So, knowledge and IT skill is need in their business operation. This is supported by Dayana, Noreha, Nalini and Adila, 2010, the business process more structured and systematically. Questionnaire was used as instrument to determine the relationship between the IT skill and employee performance. From this study, the finding is wanted to know how the IT skill are influence the employee performance. This is because IT skill is important to in industries, to individual and also organization.

Keyword: Email, Spreadsheet, Word Processing, Employee Performance, Information Technology (IT) skills.

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