

**A CASE STUDY OF INFORMATION OVERLOAD AT A GOVERNMENT  
ORGANIZATION**

**Prepared By:**

Ellyza Binti Maulan	2005358965
Maisarah Binti Kasmani	2005358901
Noor Ashira Binti Abd Rahman	2005505481

**November 2008**

**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF OFFICE MANAGEMENT AND TECHNOLOGY**

## ABSTRACT

Information overload means abundances of information that we receive from all sources which then we cannot handle it effective and efficiently. Information can come from many sources such as from the internet, newspaper, magazines, company documentation, records from interview, observations, and so on. If all these sources are not being handled properly, it will cause information overload that can effect an organization. Thus research has been done to find out the existence of information overload and its effects on employee performances. This research has been conducted at the District Office of Batu Pahat. In order to conduct this research, we have to find out literature review from internet about information overload as the proof to support our research. We have found out that the main problem that contribute to information overload are computer skills and technology. They are not experts in handling computers and are not updated the latest technology. This make them lack of skills to handle any information that comes from the internet. With that, we have conducted this research to find out what are the main causes that contribute to information overload in that place. For collecting data about the organization, we have prepared and distributed questionnaire to the staffs. The questionnaire has been divided into four sections which are demographic, computer handling and understanding, work culture, and the effect of information overload. This method is the best method in identifying the existence of information overload and its effect on staff performance. From the method that we use, we have collected data that will be analyzed in order to find the answer to our research questions. The findings that we get are almost all of the respondents doesn't know and understand information overload. Information overload brings disadvantages to people or organizational who experienced it. It may harm the people and organizational that are involved because of the effect of information overload such as the staffs will feel demotivated, delayed their work, and organizational productivity and operations effectiveness will decreased. To avoid information overload, we have recommend a few solutions which are time management, job sharing and training

## ACKNOWLEDGEMENT

The greatest thankful to the Merciful God, which with the blessing that He give, we can accomplish our research successfully.

It is with the deepest appreciation that we thanks to Puan Mas Anom Bt Abdul Rashid, who agreed to become our supervisor and advisor. Her expert guidance, moral support and encouragement, thoughtful suggestions for improvement and patience for us to completed this research in the time frame. We also would like to express our feeling to Dr Mohd Noor Azman B Othman who becomes our great co-supervisor. Thanks to you.

Lot's of appreciation also to Tn. Hj. Abdul Razak B Said as our lecturer that gives us advice until this research is completed. To all of them who are involved in this research directly or indirectly, thanks a lot from the bottom of our heart.

Last but not least, our sincere thanks to all the respondents of the questionnaires at District Office of Batu Pahat whose willing assistance made this study possible.

Thank you

## TABLE OF CONTENTS

	<b>Page</b>
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
LIST OF TABLES	vii
LIST OF FIGURES	viii
<b>CHAPTER 1</b>	
INTRODUCTION .....	1
1.0 Background of the Study.....	1
1.1 Statement of the Problem .....	5
1.2 Research Objectives .....	5
1.3 Research Questions .....	6
1.4 Significance of the Study .....	6
1.5 Scope and Limitations of the Study .....	7
1.6 Definition of Terms.....	8
<b>CHAPTER 2</b>	
LITERATURE REVIEW.....	9
2.0 Definition of Information Overload .....	9
2.1 Information Behavior .....	13
2.2 Organizational Culture.....	16
2.3 Job Performance.....	18
2.4 Information Technology due to Information Overload .....	19
2.5 Approaches to Handle Information Overload.....	20
2.6 Conceptual Framework .....	21
<b>CHAPTER 3</b>	
METHODOLOGY .....	22
3.0 Introduction .....	22
3.1 Research Design.....	22
3.2 Population .....	23

3.3 Units of Analysis.....	23
3.4 Data Collection Procedures.....	23
3.5 Instrument .....	23
3.6 Validity of Instrument.....	24
3.7 Data Analysis .....	24

## CHAPTER 4

FINDINGS AND DISCUSSIONS.....	25
4.0 Introduction.....	25
4.1 Response Rate.....	25
4.2 Demographic Profiles.....	26
4.2.1 Department .....	26
4.2.2 Position.....	27
4.2.3 Age .....	28
4.2.4 Gender.....	29
4.2.5 Education Level .....	30
4.2.6 Ability to Use Computer .....	31
4.2.7 Frequently Use Computer Software.....	32
4.2.8 Difficulty in Handling Computer Software.....	33
4.2.9 Working Experience .....	34
4.3 Computer Handling and Understanding .....	35
4.3.1 Using Computer in Official Work.....	35
4.3.2 Frequently Use Computer .....	36
4.3.3 Doing Work Manually .....	37
4.3.4 Staff Spent Much Time with Computer .....	38
4.3.5 Latest Software.....	39
4.3.6 Computer Make Work Easier.....	40
4.3.7 Staff Involved in Computer Training.....	41
4.3.8 Computer Training Increase Computer Skills.....	42
4.3.9 Handling Information Easily Through Computer.....	43
4.3.10 Expert in Handling Computer Software .....	44
4.3.11 Effect of Computer Handicapped.....	45
4.3.12 Handled Work without Help .....	46
4.3.13 Conclusion of Computer Handling and Understanding.....	47
4.4 Work Culture.....	49
4.4.1 Information Overload In Work .....	49
4.4.2 Office Policies Can Avoid Information Overload .....	50
4.4.3 Computer Can Avoid Information Overload .....	51
4.4.4 Staffs Use Computer to Finish Work Only.....	52
4.4.5 Computer Will Occurs Problems In Accomplish Tasks .....	53
4.4.6 Technology Contribute to Information Overload .....	54
4.4.7 Staffs Did Not Like to Delay Work .....	55
4.4.8 Work Culture Has Influence in Delaying Task Given.....	56
4.4.9 Staffs Delayed Not Urgent Matter .....	57