# THE COMMON SOCIAL INTERRUPTIONS AND THE WAYS TO HANDLE THEM AT BANGUNAN PERSEKUTUAN TEMERLOH

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# ABSTRACT

"The Common Social Interruption and the Ways to Handle Them" Is a study that focus to find out what is the social interruption that faced by employees in the organization or workplace and also the ways to overcome this problem. Interruptions at the workplace can be a minor cause to manage time effectively that will reduce the employee's productivity and performance. This research identifies the amount of social interruption that occurs in the organization and how staffs cope with the problem. The method used to carry this study is by using a questionnaire. The questionnaire was distributed to be answered by the staff. The types of interruption are divided into two which is interruption from human and from machine. In term of human interruption, colleagues, customer and immediate call from manager are the factors that cause interruption for employee. . According to the finding, in term of human interruption it's obviously exhibit that colleagues are major cause of interruption for employees. For the machine interruption incoming call is the main cause of interruption. Everyday in each office received so many call and the sound of phone ringing is disturbing others worker who doing the task and drag their focus and attention toward their works. The others cause like incoming e-mail, music and sound that produced from fax machine is not likely to be the cause of interruption in the office. Both interruptions from human and machine give an effect to the staffs in term of task performance, work productivity and their focus toward their work. Out of that effect, the most affected are the focus and concentration of workers from their task. According to the finding, most of the respondent chosen to stay focus on their task even they been interrupted neither by human nor machine. Suggestion and recommendations like turning off cell phone or set in silent mode during working

hour, making partition at workstation and putting a warning sign can be applied to minimize the problem.

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| TABLE OF CONTENTS | PAGE |
|---|---|