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ABSTRACT

1.1 B Technology is one of the significant elements of internal service quality that organizations need to adapt nowadays. The study aimed to identify effectiveness of technological advancement in Sabah Credit Corporation, to study whether it is effective enough to the employees in this organization who uses it in daily office operation.

Key findings were that certain area in Sabah Credit Corporation was not efficiently designed. Responses from the employees tell that even though the most of the employee are satisfied with the current technology used in SCC but still quite a number of them were dissatisfied on certain matter especially the on the ICT technology. The paper concludes with suggestions for future research and managerial implications.

Supported by excellent infrastructures, multi-talented and multi-skilled human resources, the growth of the Corporation has been tremendous. From the humble beginnings of a RM1 million launching grant, the Corporation is now managing total assets worth of about RM800 million. There are varieties of financial products on offer, consisting of loans for personal, housing, refinancing, mortgage, professional, small and big businesses, agriculture, animal husbandry, bridging, small and medium scale projects, hawkers and those promoting good agricultural practices. SCC will continue to tailor new products and services in