A STUDY ON THE RELATIONSHIP BETWEEN OFFICE
AUTOMATION ACCEPTANCE AND EMPLOYEES'
PERFORMANCE AMONG EMPLOYEES AT DEPARTMENT OF
REGISTRY, NATIONAL UNIVERSITY OF MALAYSIA, BANGI,
SELANGOR

Prepared for:
EN. AZMI BIN SALIM

Prepared by:
NURFATINI BINTI MOHAMAD
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

December 2016

ABSTRACT

The office automation system plays the main roles in the organization whether in private or public sector in order to assist employees in performing job. The study was conducted to investigate the relationship between office automation acceptance and employees' performance at Department of Registry, National University of Malaysia. It also aims to investigate the level of office automation acceptance among employees and measures the level of employees' performance at National University of Malaysia. The study is also conducted to determine the most significant factor that affects office automation acceptance and the most significant factor that affects employees' performance. This research also wants to investigate the relationship between office automation acceptance and employees' performance. 50 questionnaires were distributed to the employees at Department of Registry, National University of Malaysia. The data analysis shows that there is a significant relationship between office automation acceptance and employees performance among employees at National University of Malaysia.

ACKNOWLEDGEMENT

بِسْمِ اللهِ الرَّحْمَنِ الرَّحِيمِ

First of all, I would like to express my highest gratitude to Allah S.W.T for His guidance, blessing and for giving me the strength to perform my responsibilities as a trainee and complete this research report within the stipulated time.

My grateful thanks to Department of Registry, National University of Malaysia for giving me the opportunity to conduct the study on the relationship between office automation acceptance and employees' performance during my industrial training in this institution for 4 months period. A big contribution from staff as respondents of my research and help me to collect the data smoothly.

The special thank goes to Encik Mursidi Ahamad as Senior Manager Department of Register in National University of Malaysia. The supervision and supports that he gave me truly help the progress and smoothness of the internship program.

Great appreciation to En Azmi bin Salim my supervisor who has helped and gave me guidance to complete my research. He always reminds me about the important things that I need to do in completing my research. Not to forget, my grateful thanks to Madam Dalila binti Musa my Industrial training Coordinator who takes responsibility very patiently to help us from the beginning until the completion of our industrial training period.

TABLE OF CONTENT

CHAPTER 5