THE RELATIONSHIP BETWEEN INFORMATION AND COMMUNICATION TECHNOLOGY AND EMPLOYEES' JOB SATISFACTION IN PUBLIC INDUSTRIAL ORGANIZATION AT KUALA TAHAN, JERANTUT

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ABSTRACT

Nowadays, ICT usage is increased among employees in the organization parallel with the trend of technology in the organization. However, does all employees are satisfied with the implementation of ICT at their workplace? Thus, through this research we identified the types of ICT usage in the organization. Also, we identified which factors that gives the most influence of ICT usage toward employees' job satisfaction and also found the relationship between ICT and employees' job satisfaction. The factors that may influence employees' job satisfaction that we used in the research are task, information and skills. The data were collected by questionnaires that distributed at nearby organizations. The employees were given a week to answer the questionnaire before returned it. The finding of the study showed that most employees in an organization are familiar with type of ICT which is letters or documents. Other than that, the most influenced factor of ICT to the employees' job satisfaction is information. Also, there is a relationship between ICT and employees' job satisfaction and it is a weak relationship. As the conclusion, based on the result, the employees are not satisfied with the ICT at their workplace. It is recommended that employees should be train in order to have skill in using ICT. Other than that, employers should provide updated and easy-to-use ICT equipment.

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