UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN
POLISI

THE USAGE OF INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) KNOWLEDGE AMONG PUBLIC SERVANT.
[CASE STUDY: MAJLIS PERBANDARAN ALOR GAJAH (MPAG),
MELAKA]

NORAZLINDA BT MOHAMMAD
2005/521197

MAIZURA BT ISA
2005/521172

NOVEMBER 2007

CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE SUPERVISOR

Name of Supervisor   :   En. Muhammad Fuad B. Abd. Karim

Title of Research Report   :   The usage of Information and Communication

Technology (ICT) knowledge among public

servants.

(Case study: Majlis Perbandaran Alor Gajah(MPAG)

Malacca)

Name of Student   :   Norazlinda bt Mohammad

Maizura bt. Isa

I have reviewed the final and complete research proposal and approve the

submission of this report for evaluation.

(Signature

Date:

Acknowledgement

Bismilliahhirrahmannirrahim.....
With the name of Allah, we are would like to say thankful to Allah because of His Guidance and Bless we can complete this research report on time.

We also are extremely acknowledge the invaluable help and support of our Supervisor Encik Muhammad Fuad Bin Abd. Karim because give us a guidelines to do this research report.

We also are extremely acknowledge the invaluable help and support of our Research lecturer Tn. Hj Shawal b.Kaslam because give us an opportunity to do this research report.

Our thanks and appreciation to all Majlis Perbandaran Alor Gajah (MPAG), Melaka staffs in giving full cooperation in getting information from them. Furthermore we also want to convey our heartfelt gratitude to those people in helping us towards gathering all information needed to complete this research report. We hope this research report will help us in gaining excellence achievement in this subject.

Norazlinda Bt Mohammad
Maizura Bt Isa
Bachelor of Administrative Science (Honours)
Faculty of Administrative Science & Policy Studies
Universiti Technology Mara, campus Bandar Malacca

Abstract

In the 21 century Information and Communication Technology (ICT) knowledge is the important assets in the organization towards the changes of the globalization. By Information and Communication Technology (ICT) knowledge it will help the growth and sustainment of the organization knowledge. Information and Communication Technology (ICT) knowledge among the public servant can improve administrative process. The value of the knowledge among the public servant will be increase. This study will examine the factors that will effect and identify the common factor contribute to it.100 staffs in Majlis Perbandaran Alor Gajah (MPAG) will be selected randomly based on their departments. The purpose of the study to know whether the demographic factors (age, gender, level of education) influence the Usage of Information and Communication Technology (ICT) knowledge of public servant. Besides that to study the importance of Information and Communication Technology (ICT) knowledge in the overall performance of their work. Furthermore it also to identify the different group position among public servant will influences the usage of Information and Communication Technology (ICT) knowledge. The ability of the staffs in capturing and using the Information and Communication Technology (ICT) is differing from one position to another position in their job. It shows that their capability and ability to capturing and using Information and Communication Technology (ICT) knowledge is related to the performance in their task. This study will show how the job positions are interrelated to the level of information technology knowledge. Other than that is to know the level of Information and Communication Technology (ICT) knowledge among the public servant. Based on the findings the usage of ICT knowledge have significance with age, performance of the, different group position and level of ICT knowledge.

Table of contents