

UNIVERSITI TEKNOLOGI MARA

THE RELATIONSHIP BETWEEN INFORMATION
TECHNOLOGY (IT) RESOURCES AND EMPLOYEE'S
PERFOMANCE AT RINTIZ GROUP BERHAD
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ABSTRACT

The study is to investigate the relationship between information technology (IT) resources and Employees' Performance in Rintiz Group Berhad Ayer Keroh Melaka. This research were conducted based on three independent variables which are IT infrastructure, IT Application and IT Knowledge. This paper examine how these resources affect the employees' performance. This study is use stratified sampling technique to collect data. The finding shows the relationship between IT resources and employees' performance.

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CHAPTER 1

INTRODUCTION

Background of Study

The study of information technology (IT) value within organizations has blossomed over the past decade. Variety of theoretical perspective had been drawn to explain the wide range of IT impacts on business processes and on the organization as a whole. Researchers and business managers consider IT investment as an enabler for improved organizational efficiency and competitiveness (Rajiv and Devaraj, 2003). Past research had compelled to find ways to evaluate the specific impact of different types of IT on the several dimensions of their performance.

While some studies have found a significant relation between IT and performance, others have failed to do so. One explanation for the inconsistent findings is that the causal link from IT to firm performance is too long and that most studies have overlooked important intermediate organizational capabilities that mediate the relation between IT and performance (Patrakosol and Lee, 2009).

Most previous research has focused on the effects of IT into organization performance. However, in this study it focuses how the IT in terms of IT resources would give impact on employees' performance. As a result, measurable performance improvements resulting from IT investment can help sustain investment in future IT initiatives.