



THE RELATIONSHIP BETWEEN INFORMATION QUALITY,
SYSTEM QUALITY, SERVICE QUALITY AND EMPLOYEE'S
PRODUCTIVITY

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“DECLARATION OF ORIGINAL WORK”

I, Muhd Amidi Bin Salleh, (I/C No: 870215-56-5009)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

April, 2010

The Head of Program
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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “THE RELATIONSHIP BETWEEN INFORMATION QUALITY, SYSTEM QUALITY, SERVICE QUALITY AND EMPLOYEE’S PRODUCTIVITY” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You

Yours sincerely,

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ABSTRACT

This study is conducted to examine on how information system quality can affect the employee's productivity. On this research, the employee of the Standard Chartered Bank in International Trade Department has been chosen as sample of the study in order to analyze on that topics. This study presents new empirical evidence on the relationship between information worker productivity generated from information systems quality. Some scholars argued that computers (information system) have yet to make companies more productive. On the surface, the issue seems unarguably simple. If computers don't spur productivity, companies that don't use computers should do as well as or better than those that do. From the result of this study shows that information system quality is not really affect the employee's productivity. The relationship between the information system quality and employee's productivity is existed but the level of the relationship is just moderate.

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