

UNIVERSITI TEKNOLOGI MARA  
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI



ICT EFFECTIVENESS IN IMPROVING EMPLOYEES'  
PERFORMANCE IN ALOR SETAR CITY COUNCIL

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THE SUPERVISOR**

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I have reviewed the final and complete research proposal and approve the submission of this report for evaluation.

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## THE DECLARATION

We hereby declare that the work contained in this research proposal is original and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

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## ABSTRACT

Implementing Information Communication and Technology (ICT) in developing the employees' performance in Local Authority is seen as one of the many effort of Malaysian Government to encourage the usage of Information Communication Technology (ICT) in order to be competitive in the globalization era. Hence, this study aims to evaluate the extent of employees' performance in Information Communication and Technology (ICT) and its ability to empower the performance of the civil servants. A random sample of 148 respondents consisting of the employees' in Alor Setar City Council respond to the questionnaires given which comprises of the four factor that contributes to the employees' performance in ICT. It was figured out that the use of ICT application and technology greatly escalates the productivity of employees and affects the workload on the employees. However, in instigating ICT, the organization should provide proper training to its employees' as it will further increase their performance. Similarly, all the necessary action in making the implementation of ICT worked effectively and productively, should be fulfilled to avoid failure in future takes to which could result in poor performance and low productivity of the employees.

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