THE RELATIONSHIP BETWEEN THE USE OF MOBILE APPLICATIONS AND JOB PERFORMANCES AMONG EMPLOYEES IN UNIT OF TRANSPORTATION AT UNIVERSITI MALAYSIA PERLIS (UniMAP).

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"DECLARATION OF ORIGINAL WORK"

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Hereby, declare that :

- This work has not previously been accepted in substance for any degree, locally or oversea 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.

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ABSTRACT

The topic of this study is *"The Relationship between the Use of Mobile Applications and Job Performance among Employees in Unit of Transportation at Universiti Malaysia Perlis (UniMAP)"*. Technology acceptance model such as the use of mobile application have a big impact on job performance of employees. The objective for this study is to investigate the relationship between perceived usefulness, perceived ease of use and behavioral intentions to use mobile applications (WhatsApp) and job performance among employees in Unit of Transportation at Universiti Malaysia Perlis (UniMAP).

This study focused on 105 employees in Unit of Transportation at Universiti Malaysia Perlis (UniMAP), Perlis. The method used by the researcher to collect data was questionnaires. On 23rd March 2018, the researcher had distributed 105 set of questionnaires and on 29th March 2018, the questionnaire had been returned to the researcher. The result shows that the average of the respondents agreed that the variables of mobile applications influence job performance among employees in Unit of Transportation at Universiti Malaysia Perlis (UniMAP).Therefore, some recommendations have been provided by the researcher for organization, employees and future researcher have been highlighted for future study.

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CHAPTER 1

INTRODUCTION

Background of the Study

Job performance refers to the work performance of each worker that shows their attitude towards attaining their objectives (Nadeem, Ahmad, Abdullah, & Hamad, 2014). It is to know what and how the employees are willing to accomplish their work on time by looking at their attitude. Job performance displays the attitude of employee who will complete a task on time, improve their skills, energetic in doing their work and achieve goals to be a productive employee.

The performance of the employee can be improved by workers reward, training, career protections and the use of the technology in organizations (Nadeem et al., 2014). It is because the employees can learn easily through technology and they will be happy and energetic in doing their work. When their emotion is good, they will give their full attention and corporates in completing tasks. Thus, job performance is so important to be highlighted so that employees can learn and improve their skills in order to achieve goals of the organizations.