THE RELATIONSHIP BETWEEN BENEFITS OF RECORD MANAGEMENT FILING SYSTEM AND THE JOB PERFORMANCE AMONG SUPPORT STAFF OF ADMINISTRATIVE AT JABATAN PENDAFTARAN NEGARA

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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 overseas, and is not being concurrently submitted for this degree or any other degree.

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ABSTRACT

Nowadays, some of the organization still using the traditional ways to keep their data or to run their organization. It is good sometimes to stay with the old ways to keep the data but now, system and technology are keep on changing in other word keep on updated. The traditional way sometime will make the work more slower and sometimes it will affect the job performance of the employees. There are lot of reason why people keep on using the traditional way because they feel that, they are comfortable with that way and they do not want to change. But somehow, the technology now can make the work easier and faster. For example record filing system that from manual to automated way can make the work done faster and it also can save space and can reduced the used of paper and some of the organization made campaign which is paperless campaign in order to reduce the used of paper in the organization.   The objective of this study was to find out the relationship the relationship between benefit of record management filing system and the job performance among support staff of administrative at Jabatan Pendaftaran Negara. The two benefits of using record management filing system which is saving time and efficiency of system. A supervise structured questionnaire was used at the Social Science Software (SPSS) version 20.0. The researcher distributed 100 questionnaires to the support staffs to respond the questionnaire at Jabatan Pendaftaran Negara.   But there is only 80 respond to the questionnaire.   The findings showed that there was a relationship between benefit of record management filing system towards job performance.   Hence, the result of this study showed that support staff is the key elements of successful implementation of record management filing system. As a conclusion, it is recommended for futures studies that an alternative method of data collection, such as conduct in the wide range of population.

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CHAPTER 1

INTRODUCTION

Background of the Study

Records focuses can be characterized as minimal effort storerooms lodging semi-dynamic and non-dynamic records of any association. Records have an existence cycle including the dynamic, semi-dynamic and dormant stages. Record focus likewise characterizes as a building which is typically outlined and built for the ease stockpiling, support and correspondence of current and semi-current records. Records focuses fill in as minimal effort stockpiling ranges for non-current records previously their examination and exchange to the national chronicles.(Kemoni 1998). Records management which is also known as records and information management, is an organizational function devoted to the management of information in an organization throughout its life cycle, which from the time of creation or inscription to the disposition. This may include identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently saving the records.

Records management is both a discipline and management function concerned with the systematic application of management techniques to and control of the information created or received in the normal information of an organization's business. Thus, the government and non-governmental business kept records in whatever form they felt appropriate without the benefit of retention schedules, disposition guidelines or other formal information life-cycle procedures.