THE RELATIONSHIP BETWEEN THE FACTORS USE OF MOBILE
COMMUNICATION DEVICES TOWARDS EMPLOYEE
PERFORMANCE AMONG NON-EXECUTIVE EMPLOYEES: A CASE
STUDY IN JABATAN PERKHIDMATAN AWAM (JPA) SARAWAK

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I, NORLI SUSANTI BINTI SHAMSAWI (941218-13-5552),

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.

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ABSTRACT

The aim of this research is to explore the relationship between the uses of mobile communication devices and employees performance among non-executive employees in Jabatan Perkhidmatan Awam (JPA), Sarawak. Literature suggests that there are two factors that contribute to uses of mobile communication devices that are technological capability and organizational culture that affect the employee performance. This quantitative study examined some of those factors through correlation analysis. The findings of the study supported the presence of significant positive relationships of technological capability and organizational culture towards employee performance. The research discussion includes recommendations for organization to study and understand the impact of mobile communication devices in their working environment in order to improve their employee's performance. Besides, several recommendations are provided for future researchers who are interested to conduct further research in this area so that they can explore more and obtain in-depth valuable information to benefit various stakeholders and individual with similar interests.

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CHAPTER 1

Introduction

This chapter attempts to describe the background of the study, statement of the problem, research objectives, research questions, significance of the study, limitations of the study and definition of terms.

Background of the Study

Mobile phone is currently the fastest growing technology worldwide since the first mobile call was made in 1973 with more than 4 billion people are staying connected. It is the most indispensable device in the world where more than 7.8 billion mobile phones subscriptions have been recorded in September, 2016 (Bautista & Lin, 2016). Mobile communication devices allow people to always communicate and connect through a variety of applications to send messages, making calls, sending emails and perform various tasks through the use of Internet or technology available (Davis, Borchers, Haan, & Mckibbin, 2016). Furthermore, mobile devices also play significant roles in various aspects such as in education, politics, social and economics around the world.

In education for instance, UNESCO headquarters in Paris held Mobile Learning Week every year for sharing information on how technology can be leveraged and perspectives on the use of 'mobile technologies' in education (Mobile Learning Week, 2016).