



THE RELATIONSHIP BETWEEN BENEFITS OF
RECORD MANAGEMENT FILING SYSTEM AND THE
JOB PERFORMANCE AMONG SUPPORT STAFF OF
ADMINISTRATIVE AT KEMENTERIAN DALAM
NEGERI, KOPERASI DAN KEPENGGUNAAN

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ABSTRACT

Majority of the organizations today have implemented the record management filing system to shift from traditional way which keeps the record manually to be more systematic. Nevertheless, in managing the system in the organization, the employees must go through the condition of the technology and the efficiency of the system. The objective of this study was to determine the relationship between the condition of the technology saving time and the acceptance of efficiency of filing system towards job performance among the support staff. A monitor structured questionnaire was used at the main instrument and the data analyzed using the Statistical Package in the Social Science Software (SPSS) version 20.3. The researcher distributed 80 questionnaires to the support staff at Kementerian Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan (KPDNKK) Kuching Sarawak, all staff was being responded to the questionnaire. The finding showed that there was a relationship between the condition of technology save time and the acceptance of efficiency system towards the job performance. The result of the study also showed that support staff major resulting was efficiency of the system have strong relationship with the job performance.

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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