

THE RELATIONSHIP BETWEEN MOBILE APPLICATION AND
JOB PERFORMANCE AMONG SUPPORT STAFF IN HUMAN
RESOURCE DEPARTMENT AND ADMINISTRATIVE
DEPARTMENT AT THE COMMISSION OF THE CITY OF
KUCHING NORTH (DBKU).

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ABSTRACT

The purpose of this research is to investigate the relationship between the use of mobile application and job performance. Back then people used email as a main communication tool to perform their daily task. But there are some difficulties occurs when using it. The reason why this problem not been solved yet is because of some people might not afford to buy smartphones or tablets and they have to rely on computers that has been provided by the organization. This study was carried out in Human Resource Management Department and Administrative Department at The Commission of the City of Kuching North. A number of 105 employees as the respondents took part in the survey and it was chosen randomly. Data was collected using questionnaire used for the study was adopted from Davis (1989) which is the technology Acceptance Model (TAM) and given a week time to complete the survey. Results revealed that the WhatsApp usage was widely used by the employees and they were competent in using the new technology as main a main tool to enhance their work performance. They possessed positive attitudes towards WhatsApp as it has a great experience and effective communication for the support staff. Finally, recommendations are made about using WhatsApp in the organization.

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CHAPTER 1

INTRODUCTION

Background of 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.

Communication technology is very important to employees so that they can improve their knowledge, performance and achieve the organization's goals together and individually influence the job performance. According to previous studies, communication is the process of which transfer information from one person to another and common understanding through interaction (Lunenburg, 2010). If there is bad communication, coordination of work is impossible and it will affect the

CHAPTER 2

LITERATURE REVIEW

The issue of this study is to identify the three major characteristics of Technology Acceptance Model (Davis, 1989) which are the perceived usefulness, perceived ease of use, the technology and behavioural intention to use technology and job performance.

Job Performance

Job performance can be defined as behaviours that provide indirect support for the organization's core technical processes which are directly involved in producing goods or service, or activities (Jankingthong & Rurkkhum, 2012). Job performance can be shown by the employees whether it can be positive or negative.

A research done by Parmenter (2007) states that by developing and utilizing KPI's (Key Performance Indicators) at the workplace, it can indicate the level of employee performance. KPI helps people to see the progress and motivates action, helps to increase visibility of a more balanced performance and focuses to only what matters for job enhancement, improves consistency performance, and helps to improve the understanding, decision making and execution.

Bratton and Gold (2007) stated that job performance indicator can be useful to measure the organization and employee effectiveness. The organization can measure the quality and the improvement of the employees to help the organizations to achieve their objective and goals by using the technology to increase job performance.