THE RELATIONSHIP BETWEEN OFFICE AUTOMATION SYSTEM AND EMPLOYEES' PRODUCTIVITY IN PEJABAT TANAH DAN JAJAHAN MACHANG

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ABSTRACT

This study were investigated the relationship between office automation and employees' productivity at Pejabat Tanah dan Jajahan Machang, Kelantan Darul Naim. Office automation refers to the varied computer machinery and software used to digitally create, collect, store, manipulate, and relay office information needed for accomplishing basic tasks and goals. Raw data storage, electronic transfer, and the management of electronic business information comprise the basic activities of an office automation system. In its basic form, information exists as letters, memos, graphs, records, messages, and so on. When that information is electronically transferred, raw data is exchanged between two or more office employees, either at the same or different locations.

The objective for this study is to determine the relationship between office automation system and employees' productivity and also to determine the level of employees' productivity when they are using the office automation system that were implemented in Pejabat Tanah dan Jajahan Machang, Kelantan Darul Naim. The data were gathered through the questionnaires distributed to the total of 60 Employees at Pejabat Tanah dan Jajahan Machang, Kelantan Darul Naim and only 50 questionnaires were useable for further analysis.

The study was found that there is a relationship between office automation system and employees' productivity. Both of these research objectives were met in which the findings indicate that there is positive and significant relationship between office automation and employees productivity at Pejabat Tanah dan Jajahan Machang, Kelantan Darul Naim. Throughout the office automation that was implemented by

Pejabat Tanah dan Jajahan Machang, Kelantan Darul Naim, it was found that Computer knowledge and skills and Employees' Productivity significantly influences their productivity toward the office automation system that was implemented in their organization.

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CHAPTER 1

INTRODUCTION

<u>Background of the Study</u>

The purpose of this study is to identify the relationship between the office automation systems on the employees' productivity in Pejabat Tanah dan Jajahan Machang, Kelantan Darul Naim.

Office automation systems (OAS) are configuration of networked computer hardware and software. A variety of office automation systems are now applied to business and communication functions that used to be performed manually or in multiple location of a company, such as preparing written communication and strategic planning. In addition, functions that once required coordinating the expertise of outside specialist on typesetting, printing or electronic recording can now be integrated into the everyday work of an organization saving both time and money. (Grantam, 2000).

The term "office automation" is generally considered to refer to the use of integrated computer and communications systems to support administrative procedures in an office environment. Automated office systems represent structured methods of handling business text processing and communications through an integrated network that may include word processing for generating correspondence, electronic message systems for person-to-person communication, teleconferencing