

**THE RELATIONSHIP BETWEEN COMPUTER
LITERACY TOWARDS EMPLOYEE PERFORMANCE
AT PEJABAT TANAH DAN JAJAHAN TUMPAT (PTJT)**

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The head of Program
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Dear Miss

SUBMISSION OF PROJECT PAPER (OSM 662)

Attached is the project paper titled “The Relationship between Computer Literacy with Employee Performance” to fulfill the requirement as needed by the Faculty of Business and Management, MARA University of Technology.

Thank You.

Yours sincerely,

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ABSTRACT

The purpose of this research was to identify the relationship between computer literacy towards job performance among Pejabat Tanah Dan Jajahan Tumpat (PTJT) employees. The objective of this research is to identify whether the independent variables which are demographic factor for age, computer experience and accessibility has significant influence on the job performance among in the organization. The researcher used simple random sampling, where 79 questionnaires were distributed to the employee. Age, computer experience and accessibility are the independent variables that have been selected by the researcher.

The data was collected by using appropriate analysis method known as Statistical Package for Social Science Version 19 (SPSS), is a sophisticated piece of software used for statistical analysis. The finding shows that all three independent variables have relationship with the job performance. The method used by the researcher to get these result job performances have influence of the employees.

Keyword: job performance, demographic, age, computer experience, accessibility

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CHAPTER 1

INTRODUCTION

Introduction

Computer and information technologies continue to dominate all levels of the business organization in the world. In recent years, computer information systems have experienced substantial growth and consequently attaining acceptable literacy levels has become a necessity (Kim et al., 1994).

The users in information technology would enhance their job performance. A computer literacy employee allows companies to compete effectively, promoting transparency and innovation in products, services and processes. The importance of computers is underscored by the findings of several studies, all of which conclude that computer literacy has been the main factor in the significant increase in productivity (Davis et.al, 1989).

According to (Luarn et al., 2009), most organization focuses on the impact on individual performance as the dependent variable to assess the performance of employees using computer technology. Moreover, by evaluating the use of technology toward employees in the workplace, will affecting acceptance of that performance. When an organization introduces IT / IS to support individual tasks. In addition,