

**“THE RELATIONSHIP BETWEEN COMPUTER LITERACY
AND EMPLOYEE PERFORMANCE AT LEMBAGA TABUNG
ANGKATAN TENTERA (LTAT)”**

NOOR AUDY BINTI YAHYA

**BACHELOR OF OFFICE SYSTEM MANAGEMENT (HONs.)
UNIVERSITI TEKNOLOGI MARA KELANTAN**

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ABSTRACT

This research was conducted to identify the relationship between computer literacy and employee performance at Lembaga Tabung Angkatan Tentera (LTAT). The researcher has examined the factors that affecting the employee performance. The objective of this research is to identify whether the independent variable such as demographic factor for age, computer experience and computer accessibility has significant influence on dependent variable which is employee performance at LTAT.

The target population is all the staffs at LTAT and this study used primary data collection method and secondary data collection method. Journal, internet research and text book had been used as secondary data collection. Questionnaire-based survey was used and 169 sets of questionnaires were distributed to respondents and being analyzed by using SPSS system software. Besides, to get the good results of analysis, the researcher has run the pilot test.

KEYWORDS : demographic factor for age, computer experience, computer accessibility, job performance.

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CHAPTER 1

INTRODUCTION

"Almost all business now requires the help of ICT for development and excellence even in the civil service. Civil servants who are not able to meet this challenge will lag behind the current progress of the civil service. They are also likely to be an obstacle to the successful implementation of government applications, especially in the government's efforts to encourage creativity and innovation in products or services to be more efficient and save cost" he said. (Husin, 2014).

Computer and information technologies continue to dominate all level of the business organization in the world. In recent years, computer information systems have experience substantial growth and consequently attaining acceptable literacy levels has become a necessity (Kim, 1994). Having basic computer skills is considered a very important asset in developed countries. 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 achieved by the Dutch national economy in recent decades (Deursen, 2012).

Morhan (2010), computer literacy refers to having the skill and the knowledge to use the computer competently. Computer literacy also implies that one is comfortable with using computer software and other applications that are related to the computer.

Another important part of being computer literate is to know how the computer function and operate. First world and developing countries considers computer literacy to be a very vital skill to acquire, while in the first world. Employers desire their workers to possess basic computer skills because their company is becoming more technologically advance as it relates to computers. The computer allows companies run their company efficiently and cost effectively.