

**THE RELATIONSHIP BETWEEN COMPUTER LITERACY AND
EMPLOYEE PERFORMANCE AT NXP SEMICONDUCTOR MALAYSIA**

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JULY 2014

ABSTRACT

The purpose of this study was to describe the computer literacy and employee performance level at NXP Semiconductor Malaysia. This study also attempted to determine if there was a relationship between computer literacy and employee performance. In addition, this study also investigate if there were differences in computer literacy and employee performance levels based on the staff age, computer experience and accessibility to office computer. The respondents of this study consisted of 100 staff in NXP Semiconductor. This study used a questionnaire adopted from previous researcher to measure the computer literacy and employees performance levels. The findings of this study showed that generally the staff in NXP had computer literacy above the intermediate level and high level of job performance. There was a significant relationship between computer literacy level between staff based on age, computer experience and computer accessibility. Younger staff were found to have higher computer literacy as compared to the older. For the staff who attend more computer training also found to have higher computer literacy level. Staff NXP who have more computer experience found to have higher computer literacy compared to those who have less computer experience. Computer literacy level are higher found to those who had easy access to office computer. It was concluded that it is important to ensure that the staff had attend to computer training and computer facilities to improve their computer literacy level regardless of age, computer experience and computer accessibility.

Keyword : computer literacy, job performance, computer experience, computer accessibility, NXP Semiconductor.

ACKNOWLEDGMENTS

“In the name of Allah, The Most Gracious, the Most Merciful and Selawat and Salam to His Messenger our Prophet Muhammad SAW.”

Alhamdulillah, by ‘His’ willing has made it possible for me to complete my research paper successfully. Here i would like to gratefully acknowledge the contributions of several people who have direct or indirectly involve in my research paper. I wish to express my deep appreciation to my research supervisor, Miss Farahiyah Akmal Binti Mat Nawi for her guidance and support in completing this academic project successfully.

I express my big thanks to the NXP Semiconductor Malaysia for giving me the opportunity to complete my research study at the organization. My deep appreciation goes to Purchasing Department officer includes with Madam Wai Fan Fong, Mei Ling Lee, Wei Sing Chia, Mr. Lingam, Mr. Sharul Rezza and also purchasing trainee Chong Kah Juan for giving a lot of cooperation to me during completion of this research study.

Beside that, i also want to give my appreciation to all the staff of NXP Semiconductor Malaysia who spared their precious time in helping during this research study.

I also would like to thank to all my friends for sharing their knowledge and give me support in finishing this academic project. Last but not least, my big appreciation to my family because their support from beginning until finishing this academic project.

CHAPTER 1

INTRODUCTION

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

Having basic computer skills is considered a very important asset in developed countries. Computer literacy employees 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)

According to 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.

The employee performance also has affected by the level of computer literacy. Knowing how to use a computer often allow to get work done in a more organized, efficient and timely manner. From the use of computer, the communication between employees will be faster and effective. Nowadays, more organization using email as the prove to employee doing their job.

According by Hiltrop (1994), job performance is the value in an activity or task achieved by an individual at work. Job performance is the employee level of achievement based on performance standard. The use of computer during working will make the employee do their task accordingly and effective. There are many features of computer have that may lighten the burden if doing manually and save a lot of time.

Background Of The Study

This research is focused on the computer literacy and employee performance at NXP Semiconductor Malaysia. It is to identify participant perceptions and experiences regarding technology, any barriers and challenges faced throughout the computer course and the extent to which the computer course assisted them in becoming computer literate and employable.