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**THE IMPORTANCE OF COMPUTER LITERACY IN DELIVERING
BETTER SERVICES: A CASE STUDY IN PUSAKA, KUCHING
SARAWAK**

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Malaysia changes from the traditional way to the using ICT in administration within the public sector can be traced back in the period 1980s. Nowadays, employees in the government sector should know how to use computer in their daily activities in doing job. In other word, there are important to the employees advance in computer to give the better services.

The pervasiveness of computers is continuing to grow at an outstanding rate. Computers are also always changing; they are becoming smaller, faster and more powerful. To keep up with the changes a good knowledge of computer basics might come in handy. Computer literacy is just like any other acquired skill, it is easier to expand on what is already known than to try to start fresh with no prior knowledge or experience at all.

Computer literacy is considered to be a very important skill to possess while in the first world. Employers want their workers to have basic computer skills because their company becomes ever more dependent on computers.

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature Review

This chapter provides a review of the literature on the important of computer literacy and the advantages of the computer literacy to the employees in Sarawak Timber Industry Development (PUSAKA), Kuching.

2.1.1 Introduction

Sarawak Timber Industry Development (PUSAKA) plays its role in the planning, coordinating and developing timber industry towards the optimal and efficient utilization of timber resources by encouraging downstream processing and product diversification. In line with these objectives and national Vision 2020, PUSAKA is responsible in the development of discipline, skilled and capable human resources. One aim of PUSAKA is to maximize the utilization and manufacturing of timber resources with new technologies as to protect environment. So that, it is important for employees to know how to use the computer in delivering their services. The administrative division's plays an important role in achieving quality services on matters planning to general administration and

CHAPTER 3

RESEARCH METHOD

Research method provides the methods used in conducting this research to explain the procedures in gathering necessary data or analysis in order to meet the research objective. This chapter explains on the research design, unit of analysis, sample size, sampling technique, measurement data, collection and data analysis. The data obtained must be measured based on the correct procedures and methods. To ensure appropriate data collection and data technique and correct test applied in research, research design and measurement should be outlined clearly for the ease of understanding.

3.1 Research design

This study is an exploratory study to identify the important on computer literacy in one organization. The purpose is to ensure internal and external validity of variables of this study (Hazman, 2005: 135). The cross-sections survey was used to tell immediately about some keys elements of the study. The research demand for information is from the selected department as the focus group within the organization. The best approach to gather data for this study is