

**THE COMMON SOCIAL INTERRUPTIONS AND THE
WAYS TO HANDLE THEM AT MALAYSIA TOURISM
CENTRE (MaTiC)**

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ABSTRACT

Interruptions at the workplace can be a minor cause to manage time effectively that will reduce the employee's productivity and performance. According to Gupta, Li and Sharda (2012) "interruptions could lead to intentional conflicts between the on-going primary task and interruptions as both need to be accomplished and compete for the limited attention and cognitive processing resources".

The scope of this study is all the staff at Malaysia Tourism Centre (MaTiC). The descriptive study used a random sampling technique. The methodology used in this study was questionnaires. The data collected was analyzed using the Statistical Package for Social Science (SPSS, Version 20.0). Random sampling has been used to conduct this research where a sample random is applied to choose the respondents. The major findings for this research are to know what are the type of the common social of interruption, the effect of interruption and the way to handle them. Thus, finding was found that most of the interruptions are a call from employer to perform additional tasks is an interruption whiles the staff doing a task, the telephone sound, interference from co-workers, and serving an email that in during they do their work. And from the way to handle common social interruption, most of the respondents are know how to handle them.

This study highlighted several recommendations in order to continuously improve their productivity. Staff at MaTiC must schedule all their work, and must know how to negotiate with people if they feel that they have been disrupted.