INSTANT MESSAGING AS A TOOL OF COMMUNICATION TOWARDS EMPLOYEE'S JOB PERFORMANCE AT MAJLIS DAERAH TANAH MERAH

Prepared for:
MADAM ZARIRAH BINTI ZAMAKHSARI

Prepared by:
SA'IDAH MUNIRAH BINTI MAT DAUD
BACHELOR IN OFFICE SYSTEM MANAGEMENT (HONS.)
UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT

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ABSTRACT

This research was conducted to identify the relationship between Instant Messaging and job performance among employee at Majlis Daerah Tanah Merah. This study has three objectives. The first objective is to identify the factors that influence employee use the of Instant Messaging as a tool of communication in organization at Majlis Daerah Tanah Merah. The second objective is to identify the level of job performance when employees use Instant Messaging as a tool of communication in organization. The third objective is to determine the relationship between the usage of Instant Messaging as a tool of communication towards employee's job performance in organization. This study utilised convenience sampling techniques. The data collected by using questionnaire that required respondents to rate the job performance in the organization. It was measured using five point of Likert scales. The questionnaire was distributed to all respondents by hand in the workplace and all the result analyzed using Social Science Software (SPSS) version 21. Finding of this research is positive which there are significant relationship between the Instant Messaging towards job performance among employee at Majlis Daerah Tanah Merah. The researcher concludes that is research ended up successfully with some of suggestion recommended from the side of employees and employers itself. Below also have the details of suggestion for future research such as broaden the size of respondents and increase the variety of the instrument.

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