

THE RELATIONSHIP BETWEEN INFORMATION AND
COMMUNICATION TECHNOLOGY AND EMPLOYEE'S
JOB SATISFACTION AT PEJABAT DAERAH DAN TANAH
TEMERLOH PAHANG

SITI HASNIDAA BINTI SENAIN

BACHELOR IN OFFICE SYSTEMS MANAGEMENT
(HONS.)
UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT

July 2016

TABLE OF CONTENTS

	Page
TABLE OF CONTENTS.....	i-iv
LIST OF TABLES.....	v-vi
LIST OF FIGURES.....	vii
ABSTRACT.....	viii
ACKNOWLEDGEMENT.....	ix
CHAPTER 1	
INTRODUCTION.....	1-9
Background of the Study	1-3
Statement of the Problem.....	4-6
Research Objectives.....	6
Research Questions.....	6
Research Hypothesis.....	7
Significance of the Study.....	7
Limitations of the Study	8
Definitions of Terms.....	8
Chapter Summary.....	9

CHAPTER 2

LITERATURE REVIEW

Information and Communication Technology (ICT).....	10-12
Task.....	13-14
Information.....	15-16
Skill.....	17-18
Job satisfaction.....	19-21
Relationship between Job Satisfaction and Information and Communication Technology (ICT).....	22-24
Conceptual Framework.....	25
Chapter Summary.....	26

CHAPTER 3

RESEARCH METHODOLOGY

Introduction.....	27
Research Design.....	27
Sampling Frame.....	28
Sample Size.....	28
Sampling Technique.....	29
Population.....	29
Unit of Analysis	29
Data Collection Procedures	30
Instruments.....	30

ABSTRACT

Nowadays, ICT usage is increased among employees in the organization parallel with the trend of technology in the organization. However, does all employees are satisfied with the implementation of ICT at their workplace? Thus, through this research we identified the types of ICT usage in the organization. Also, we identified which factors that gives the most influence of ICT usage toward employees' job satisfaction and also found the relationship between ICT and employees' job satisfaction. The factors that may influence employees' job satisfaction that we used in the research are task, information and skills. The data were collected by questionnaires that distributed at nearby organizations. The employees were given a week to answer the questionnaire before returned it. The finding of the study showed that most employees in an organization are familiar with type of ICT which is letters or documents. Other than that, the most influenced factor of ICT to the employees' job satisfaction is information. Also, there is a relationship between ICT and employees' job satisfaction and it is a weak relationship. As the conclusion, based on the result, the employees are not satisfied with the ICT at their workplace. It is recommended that employees should be train in order to have skill in using ICT. Other than that, employers should provide updated and easy-to-use ICT equipment.

ACKNOWLEDGEMENT

I would like to thank Allah S.W.T, because with his mercy I am able to complete my project paper in fulfilling the requirements of the Research Methodology (ASM 662). I also would like to express my most sincere to Madam Zarirah Binti Zamakhsari , who acted as my research supervisor.

Special thanks dedicated to Madam Zarirah Binti Zamakhsari for her tremendous assistance in supported me with her guidance, encouragement, comments, ideas and tolerance that led to a better quality of my research. A vary acknowledge for her in providing obvious information and explanation about this research. At the other side, I become more understand on how to do a research.

Finally, my sincere appreciation also goes to all of my friends that were supporting me on the way to complete this task and those who directly or indirectly involved in contributing ideas and opinions. Besides that, I would like to express my gratitude to my family for giving me cooperation and financial support to successfully finish this report.

Siti Hasnidaa Binti Senain
June, 2016
Faculty of Business Management
Universiti Teknologi Mara