

IT KNOWLEDGE AND WORK QUALITY AMONG PUBLIC SERVANTS IN SABAH RURAL AREA

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ABSTRACT

The main purpose of this topic is to conduct a research on IT level and Work Quality among the Public Servants in Sabah Rural Area. The topic will focus IT knowledge on individual relationship and their work quality based on IT. The sample of this research is the government servants in Sabah rural area, which covers Menumbok and Kuala Penyu area. The questionnaires were distributed to 80 respondents, but only 46 questionnaires are returned back. Respondents answered the entire questionnaires that were distributed to them. The results of my research showed that there a significant mean different in IT knowledge between male and female in the first hypothesis. For the second hypothesis, it showed there a significant mean different in work quality between male and female. In the third hypothesis, there is significant influence of IT knowledge and work quality. While in the forth hypothesis, there is significant relationship between frequency of using computer and work quality. Meanwhile, I hope this research can be used as an information data to the government sectors in the future, especially regarding the IT knowledge and their work quality for the government servants.

ABSTRAK

TAJUK: PENGETAHUAN IT DAN KUALITI KERJA DI KALANGAN PEKERJA KERAJAAN DI KAWASAN PEDALAMAN SABAH

Tujuan utama kajian ini dijalankan adalah untuk mengetahui tahap pengetahuan IT dan kualiti kerja di kalangan pekerja kerajaan di kawasan pedalaman Sabah. Kajian ini akan dinilai melalui tahap IT individu itu sendiri. Sampel kajian ini dijalankan di kawasan pedalaman Sabah yang telah dipilih iaitu kawasan daerah Menumbok dan Kuala Penyu. 80 soala soal selidik telah diedarkan di pejabat-pejabat kerajaan yang terpilih, hanya 46 responden saja mengembalikan soalan soal selidik tersebut. Responden telah menjawab kesemua soalan yang telah diedarkan kepada mereka. Keputusan menunjukan terdapat hubungkait diantara pengetahuan IT dan pekerja lelaki dan perempuan pada hipotesis yang pertama.

Manakala hipotesis kedua menunjukan ada hubungkait diantara kualiti kerja lelaki dan perempuan. Hipotesis ketiga pula menunjukan terdapat hubungkait diantara pengetahuan IT dan kualiti kerja pekerja. Hipotesis yang keempat pula menunjukan adanya hubungkait diantara kekerapan penggunaan komputer dan kualiti kerja pekerja. Saya berharap kajian ini berguna untuk dijadikan informasi data kepada sektor