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THE EFFECT OF COVID-19 ON INFORMATION TECHNOLOGY (IT) SUPPORT'S PERFORMANCE ON OPERATION EFFECTIVENESS

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ABSTRACT

The recent Covid-19 pandemic has taken the world by storm, impacting the global economic crisis at a shattering magnitude. Organisations are forced to change their way of doing business while aiming for ongoing employee safety and operational continuity. Because of the outbreak, the government has enforced social distancing and several counter-measurements, including the Working From Home (WFH) policy to limit the physical engagement between employees and their internal and external clients. Therefore, this study will focus on how well the operations can be for IT Support to continue productivity during the outbreak while aligning with governments' gazette policies and the organisation's objective. This study will examine the relationship between employee performance and operational effectiveness during the pandemic. This study will be conducted on employees directly involved in the IT field, specifically those responsible for doing support work as their BAU (Business as Usual) on daily basis. A set of the questionnaire will be distributed to the target sample of 70 - 100 respondents in one of the IT companies in Cyberjaya for their logical input. This study expects a positive relationship between IT Support's performance and operation effectiveness during pandemic Covid-19.

Keywords: productivity, operation effectiveness, limitation, Covid-19, WFH