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IMPACT OF MULTITASKING ON EMPLOYEE'S PERFORMANCE AT WORKPLACE IN PENANG

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ABSTRACT

In today's situation, many employees are forced to do multitask work in their workplace than what has been stated in their job description. Moreover, a company or organisation assigned multitask to its employees as this can reduce organisational costs. This study identified the effects of multitasking on employee performance in the workplace, the employee job performance when assigned to multitask and find solutions to improve employee performance. This study identified, the time management, workplace environment, organisation management, job description, stress level and work position might lead to poor performance of employee due to multitasking. This study will be conducted by distributing a questionnaire to employees working in Penang on how multitasking is being assigned. Multiple data regression analysis will be used to analyse the data collection. This paper expects there will be an action from the organisations to prevent their employees from doing multitasking so in turn it will be able to improve employee performance.

Keywords: Multitasking, employee, performance, workplace