

**THE INFLUENCE OF IT EXPERIENCE ON THE ATTITUDE
OF ADMINISTRATIVE STAFF TOWARD THE USE OF
OFFICE TECHNOLOGY: A CASE OF HUMAN RESOURCE
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CHAPTER 1

INTRODUCTION

Background of the Study

In today's cultures, new technological changes face employees in the workplace everyday. According to Bill (2012), some employees embrace the changes that technology brings. He further stated that, they seek new applications for the innovations, while others resist and become defensive. An extract from the Human Resources Minister Datuk Fong Chan Onn lamented that "among the problems faced by many Malay graduates and those from other races were their weak command of English, lack of confidence and lack of knowledge in information technology" (The Star, 2004). The comment relating to the lack of knowledge in information technology struck us as something which should be uncommon in a world of knowledge economy that the government is set to pursue.

Bill (2012) question whether the defensive behavior of some is a symptom of a sociological system controlling the individual or does cognitive ability govern individual attitudes toward technological innovation or does race, age or gender play a role in one's perception of incorporation of new technology in the workplace? He also does question whether an individual's attitude is predetermined by past experiences?

According to him also, technological change has become the mode of operation in the 20th Century business community. He found that as the workplace product transforms from paper to information services, employers and employees scramble to keep abreast of the rising tide of information and the new service opportunities created by the innovations in technology available to business. He