

**THE RELATIONSHIP BETWEEN COMPUTER ANXIETY AND  
E-LEARNING AMONG SUPPORT STAFF AT INSTITUT  
PENDIDIKAN GURU (IPG) KAMPUS TUN ABDUL RAZAK,  
KOTA SAMARAHAN**

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## ABSTRACT

Electronic learning (e-learning) is attracting business in the competitive world. Its dynamic changes considered to have the potential to significantly improve workforce development in the organizations as well as other agencies and business world. Therefore, it is important for employees to become more competent to provide efficient and better services and for businesses especially, to be at competitive edge. With this in mind, the study was conducted to determine the relationship between computer anxiety and e-learning among employees. It also identifies the main contributing factor that lead to computer anxiety towards e-learning among the support staff. This study used questionnaire as survey method. In order to investigate the relationship between computer anxiety and e-learning, researcher had chosen support staff at Institut Pendidikan Guru (IPG) Kampus Tun Abdul Razak, Kota Samarahan as the respondents. A total of 82 questionnaires were distributed and 55 questionnaires were returned back to the researcher. Data was collected and analyzed using SPSS version 15.0 for frequencies, mean, standard deviation, and pearson correlation. After the data were analyzed, it was conclude in the findings that factors affecting computer anxiety due to attitude and computer experience. Higher usage of the internet does seem to decrease the levels of computer anxiety among the employees. The study will discuss in detail and analyzed the findings about this research and how the questionnaires will answer the research questions. Discussion of conclusion and recommendation for future research also are included in this report.

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Yours faithfully,

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## CHAPTER 1

### INTRODUCTION

#### 1.1 Background of the Study

Electronic learning (e-learning) is an attracting business in the competitive world (Volery & Lord, 2000, as cited in Goi & Ng, 2009). Its dynamic changes considered to have the potential to significantly improve workforce development in the organizations as well as other agencies and business world. Corporate and universities have begun to embrace e-learning since it has been recognized to really transform the performance, knowledge and skills of its people (Volery & Lord, 2000 as cited in Goi & Ng, 2009). Many organizations and institutions have initiated developing e-learning as course materials to enhance the learning skills. Nowadays, most of the technology or electronic devices just focus on new era of technology to encourage the people to become familiar and able to apply in the future (Volery & Lord, 2000 as cited in Goi & Ng, 2009). This is because e-learning is essentially any form of education that is facilitated by the Internet and its technologies, and encompasses the use of the World Wide Web to support instruction and to deliver course content (Volery & Lord, 2000 as cited in Goi & Ng, 2009). When used effectively, multimedia material can enhance the enjoyment and engagement of learning which allows the user to pay attention for a longer time