

THE RELATIONSHIP BETWEEN TECHNOSTRESS AND ORGANIZATIONAL COMMITMENT: A CASE STUDY AMONG EMPLOYEES IN ZECON BERHAD KUCHING, SARAWAK

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ABSTRACT

The purpose of this present study is to identify causes and types which lead to technostress and organizational commitment among employees in Zecon Berhad Kuching, Sarawak. In addition to that, this study also attempts to examine the test of the relationship of technostress and organizational commitment among the employees. The types of technostress in this study were techno-overload, techno-invasion, techno-complexity, techno-insecurity and techno-uncertainty. It is also discovered the organizational commitment such as affective commitment, normative commitment and continuance commitment among the employees. To this end, the researcher draws on a sample set of 60 employees from Zecon Berhad Kuching in Sarawak. Effective feedback data from this study were obtained after sending out questionnaires to the respondents. With the help of SPSS 20.0 statistical software, the data from the sample set were analyzed to determine the relationship between technostress and organizational commitment. The target sample studied were 60 employees from every department in Zecon Berhad Kuching, Sarawak. A total of 60 questionnaires were distributed personally. Based on the findings, it is recommended that technology use in the workplace should be practiced by provided training program to ensure effective performance and reducing technology stress in organizational. Therefore, a future research should be conducted to determine other causes and types that may influence the employee's organizational commitment.

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CHAPTER 1

INTRODUCTION

Background of Study

Nowadays technologies are essential in this current day and age. People are updated on current issues through their smartphones, laptops, Personal Digital Assistant (PDA's) and etc.

Both young and older generation have increasingly use technology to improve their quality of life as well as to maintain autonomy (Yagil, Cohen, & Beer, 2013; Slegers, van Boxtel, & Jolles, 2007). Nowadays, people as young as primary schoolers even own a mobile phone. Thus, this proves that the device is a must-have for today's societies regardless their age or social background.

Mobile phone users in Southeast Asian countries spent an average of 3 hours per day on their mobile phones. They are not only making phone calls with their phones. Now, these smartphones offer the same functions you might have on a computer. Accessing the Internet, taking photos and videos, playing games, sharing your location, and shopping are some of tasks that one can do with a smartphones. With these functions, talking to people is now only a small part of what mobile phones are used for.

According to a recent report consumer research firm Nielsen, (2014) Malaysia is has a high rate in the use of mobile phone. It is in the 3rd place among the countries in the Asia Pacific and it is beyond developed countries like the United States and