# A STUDY ON PERCEPTION TOWARD EMAIL USAGE IN THE WORKPLACE AT MAJLIS BANDARAYA BERSEJARAH MELAKA

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Thank you.

# TABLE OF CONTENT

## ABSTRACT

In this study, researcher wants to study the perception of employee in using the email at the workplace. In the modern world, technologies have become one of the important aspects in life, including doing job in the office.

The theoretical framework applied the technology acceptance model(TAM) approach to examine the connection between perceive of usefulness and perceive ease of use with intention of using email at the workplace. Furthermore, the analysis was done using frequency analysis, descriptive statistics, reliability analysis and Pearson correlation coefficient for the purpose of testing the relationship between the variables. Survey data of 100 respondents from Majlis Bandaraya Melaka Bersejarah (MBMB) were tested with these models.

The result from the study show that perceive of usefulness have more impact toward the email usage rather than perceive ease of use. This paper would offer compelling information pertaining to the factors which are highly potential in affecting MBMB employees to Use Email. Indeed, the outcomes of this study would be crucial for Employee of an organization in transferring information in the workplace.

Keyword : Email Usage, Perceive usefulness, Perceive ease of use, Technology Acceptance Model

# CHAPTER 1 – Background of Study

## 1.0    Introduction

This Section will briefly discuss the background of company, background of study, problem statement, research question, research objectives, theoretical framework, hypotheses, significant of study, scope of study, limitation of study as well as definition and terms.

### 1.0.1    Background of Company

On January 1, 1977 through Act 171 (1976), Malacca Town area was merged with Majlis Bandaraya Melaka Bersejarah (MBMB) with its administrative area covering 114.7 square miles (303 square kilometers). MBMB was the prime mover in making the Melaka city as a dynamic, progressive and beautiful. Administrative areas developed simultaneously with the development of the state of Malacca, which emphasized focus on sectors of agriculture, industry and more recently tourism. glaring infrastructural development, the state's most advanced match in.

### 1.0.2    Background of study

This study will focus on the perception toward the usage of email in the workplace that will be influence by the perceive of usefulness and also the perceive of ease of use whereby the main influence for the usage of email throughout the organization.

At MBMB, the employee perceptions towards email usage in their daily work stress on the perceived usefulness and the perceived ease of use. The using email in their daily work can be result to the frequency number of using email in the organization.