

**THE RELATIONSHIP BETWEEN TASK-TECHNOLOGY FIT
AND WORK PERFORMANCE AMONG EMPLOYEES
AT PETRONAS GAS BERHAD TRANSMISSION OPERATIONS
DIVISION SEGAMAT OPERATIONS CENTRE**

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Abstract

The title of this study is “The Relationship between Task-Technology Fit and Work Performance among Employees at PETRONAS Gas Berhad Transmission Operations Division Segamat Operations Centre”. The purpose of this research is to identify the relationship between the independent variables and dependent variables. Task-technology fit consists of 12 dimensions which consist of the right level of detail, accuracy compatibility, locatability, accessibility, meaning, assistance, ease of use of hardware and software, systems reliability, currency, presentation and confusion. For the dependent variable is about work performance. In order to conduct this research, the hypothesis is constructing to focusing on the objectives to identify the relationship between task-technology fit and work performance among employees in entitled organization. To gather data from this study, a set of questionnaire is distributed to employees who work at PETRONAS Gas Berhad Transmission Operations Division Segamat Operations Centre. There are 113 samples selected using a set of questionnaire consists of 57 types of questions, four for demographics section, 32 questions for task-technology fit section and 21 more questions for work performance section. Thus, data collected 85 questionnaires was returned back, further analysis is using reliability analysis, Pearson’s correlation analysis for data analysis and Cronbach’s alpha coefficient was used throughout this research study. Results show that there is a low correlation between task-technology fit and work performance.

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CHAPTER 1

INTRODUCTION

Background of Study

Today, everyone in the world were used computer, users have their own choice in deciding the most preferable software and hardware they use which is differ from other package consists more interesting features and browsers. Globalization is a root cause of increasing number of users in dealing with computer with highly demands. Nowadays, emergence of economies grows faster than 20 decade ago. The uses of information systems are medium in dealing with business entire the globe. Business can operate as much as they could by using information systems. Business can operate as corporate company to used information systems as an indicator in managing work problems and meet the maximum outcomes.

Organizations more fast forward with the new bridging of systems and meet the targeted outcomes. Throughout the nations information systems will bring the dynamic team members, independent community and friendly (Nixon, 1992). Thus, Turban (2004) indicated that employees will show their interest and effectiveness through environmentally systems. DeLone and McLean (1992) identified that information systems force to the succession. By adapt it directly influence the task-technology fit which related to information system by hardware and software