

TO STUDY THE RELATIONSHIP BETWEEN FACTORS OF  
TECHNOSTRESS CREATORS AND EMPLOYEES' JOB  
SATISFACTION AT  
TELEKOM MALAYSIA SENTUL

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## **ABSTRACT**

The purpose of this research is to study the relationship between factors of technostress creators and employees' job satisfaction in Telekom Malaysia Sentul at Kuala Lumpur. Moreover, this study was to determine the relationship technostress employee with their job satisfaction and to identify the factors that cause these employees are afraid or anxiety of the current technology.

In getting relevant data, 123 questionnaires were distributed to the employees in Telekom Malaysia Sentul at Kuala Lumpur. The respondents are chosen as convenience sampling in administration department. Data collected were analyzed by using Statistical Package for Social Science (SPSS) program. The analysis includes frequency, reliability, mean and standard deviation and also correlation analysis. The finding showed significance relationship between technostress creators and employees' job satisfaction in administration department.

Thus, recommendations are included in this project paper in order to help that organization can reduce anxiety employees with the current technology to improve the employees' skill and development and more faster to doing their work by using new technology system in the organization.

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## CHAPTER 1

### INTRODUCTION

#### **1.0 Introduction**

The research topic that conducted by the researcher is "The Factors of Technostress Creators towards Employees' Job Satisfaction by Telekom Malaysia Sentul Kuala Lumpur". The contents of this chapter consist of the background of the study, the background of company, statement of problem, research objective, research question, significant of study, limitation of the study and lastly definition of terms.

#### **1.1 Background of the Study**

Nowadays, technology is more important to all industry in Malaysia. The use of technology has allowed employees to become more productive and efficient both at work and home. But there is a cost to this potential increase of productivity in the form of technology stress or technostress and decrease of employees job satisfaction and job performance. Technostress can be defined as a personal stress that occurs because of a reliance on technology or the constant anxiety of being connected with technology and can cause individuals to be less effective and less productive at their job satisfaction and performance. According to the Brillhart (2004) stated that technostress is caused by technological focused tasks such as planning meetings, business plans and anxiety over work deadlines.