"TECHNOLOGY ACCEPTANCE MODEL AMONG EMPLOYEES IN JABATAN KERJA RAYA MALAYSIA"

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"DECLARATION OF ORIGINAL WORK"

I, Nadiah Binti Hashim, (I/C Number: 860722-02-5032)

Hereby declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees

- This paper is a result of my independent work and investigation, except where otherwise stated

- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

- Signature: _____   Date: October 2010

LETTER OF SUBMISSION

October 2010

The Head of Program

Bachelor of Business Administration (Hons) Human Resource

Faculty of Business Management

Universiti Teknologi MARA

75300 Off Jalan Hang Tuah

MELAKA

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HR)

Attached is the project paper titled **"TECHNOLOGY ACCEPTANCE MODEL AMONG EMPLOYEES IN JABATAN KERJA RAYA MALAYSIA"** to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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ABSTRACT

The Technology Acceptance Model (TAM) represents an important theoretical contribution toward understanding Information System (IS) usage and Information System (IS) acceptance behaviors. TAM was developed by Davis to explain computer usage behavior. The goal of TAM is to provide an explanation of the determinants of computer acceptance that is general, capable of explaining user behavior across a broad range of end-user computing technologies and user populations. TAM uses Theory of Reasoned Action (TRA) as a theoretical basis for specifying causal linkages which is Perceived Ease of Use (PEOU), Perceived Usefulness (PU) and Attitude toward Using (A). PEOU refers to the degree to which the user expects the target system to be free of effort. PU is defined as the user's subjective probability that using a specific application system will increase his or her job performance within an organizational context. Both PEOU and PU predict attitude toward using the system, defined as the user's desirability of his or her using the system. According to the employees' views, the findings are as follows: (1) there is a relationship between perceived ease of use and attitude toward using the system, (2) there is a relationship between perceived usefulness and attitude toward using the system. The findings give a better understanding about level of attitude toward using the technology among employees in Jabatan Kerja Raya Melaka.