

**UNIVERSITI TEKNOLOGI MARA**

**MANAGER'S PERFORMANCE TOWARDS  
INTRANET USAGE BASED ON A TASK-  
TECHNOLOGY HUMAN BEHAVIOR MODEL  
(TTHBM): A CASE STUDY AT OPERATORS  
OF MAJOR TERMINAL PORT IN MALAYSIA**

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## ABSTRACT

Intranet is a part of information and communication technology tools. It is really convenient to be used compared to completing one's task using traditional methods of processes. Albeit it being useful, there still are some issues of using the Intranet including the system, cost and human behaviour. Hence, this quantitative study adopted a combination of information system and human behaviour theories to determine the manager's performance toward intranet usage based on a Task-Technology Human Behaviour Model (TTHBM) as a case study at operators of Major terminal Port in Malaysia. In this study TTHBM will be tested where the independent variable and dependent variable in this model are related to the middle managers. The intervening variables on this study are Intranet usage, middle manager's frustration, withdrawal behaviour and Intranet resistance which control the statistics of this study. The target population of the study comprise middle managers who work at major terminal operators in Malaysia which use the Intranet system and the sample size of this study is 254. Two types of tool have been used in this study, namely Social Sciences (SPSS) Version 20.0 to key in data and Analysis of Moment Structures (AMOS) Version 20.0 to test the structural equation modelling (SEM). After running SEM one additional hypothesis has been found. So the total hypothesis of this study is eleven and six hypotheses are significant. TTHBM model is appropriate and useful for decision making at the management level in the Malaysia major terminal operator industry especially on the issue of surging Intranet usage among managers. Moreover for practitioners, they could understand how Intranet resistance, Intranet usage, task-technology fit, middle manager's frustration and withdrawal behavior influence performance, either directly or indirectly. Thus, by understanding the relationships of performance, they could carefully strategize the effective ways on how to improve individual performance through technology usage. There is some limitation especially in collecting information and time limitation in process to complete this study. The researcher hopes that the recommendation suggested could assist this sector or industry in improving their Intranet implementation or adoption. Furthermore, the researcher also desires to make this model as guide or reference to other sectors/industries as a fundamental before they adapt a new technology. This model also could guide decision makers/policy makers/vendors/producers in the related industry especially on how to increase usage of technology (e.g. Intranet) among managers in the major terminal operators industry or in other industries in Malaysia. For academicians, the relationships between the various factors affecting the successful implementation of Intranet at major terminal operators can be added to literature and the benefits gained gives competitive advantage.

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 INTRODUCTION**

This chapter discusses about the background of the research, problem statement, general aim of the current study, significance of the study, summary of methodology, operational definitions, scope of the study, and the outline of the thesis.

### **1.2 BACKGROUND OF STUDY**

Generally, Intranet is internal networking system through internet technologies. A simple Intranet consists of an internal email system and perhaps a message board service. It is also has been use in the organisations to provide information needs, download form, and communicate among employees. Intranet system has been securing by company's firewall so that its computers cannot be reached directly from the outside. Intranets utilize standard network hardware and software technologies like Ethernet, IP/TP, Wireless, Web browsers and Web servers. The business value of intranet solutions is generally accepted in larger corporations, but their worth has proven very difficult to quantify in terms of time saved or return on investment.

The Intranet has been introduced in Malaysia in early 1990 and it was actively used in the middle of that year (Masrek, Jamaludin & Mukhtar, 2010). Middle manger's was use intranet in performing their daily task. According to Malaysia institute of Management (1999), middle manager is the position between top manager s and first line managers. The roles of middle manager are to carrying out the top management policies and objective. They involved company organization, controlling and planning process. In the sometimes they also need to do a reports, make a decision and paperwork's that relate to their roles. So, the definition of middle managers performance is the degree of them to achieve what the organization or company need by referring to the effectiveness and