

THE RELATIONSHIP BETWEEN TECHNOLOGY ACCEPTANCE MODEL AND
JOB PERFORMANCE AMONG SUPPORT STAFF AT INSTITUT PENDIDIKAN
GURU KAMPUS TUN ABDUL RAZAK, KOTA SAMARAHAN.

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

The purpose of this study is to investigate the relationship between technology acceptance model and job performance among support staff at Institut Pendidikan Guru Kampus Tun Abdul Razak, Kota Samarahan. This objective was accomplished through quantitative method of data collection namely questionnaires that were distributed to the support staffs in University Malaysia Sarawak. After that, the data analyses by using SPSS. The findings of the study revealed that information technology are useful and able to ease the employee and enhance their job performance. The limitation of this study is that the correlation between technology acceptance and job performance which is lack of previous research done by other researchers. The correlation analysis revealed that information technology is useful and ease the employee and indirectly affect their job performance. Therefore, these findings provide a new knowledge and guideline for the future research in term of information technology and job performance.

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CHAPTER 1

INTRODUCTION

Background of the Study

This study was conducted at Institut Pendidikan Guru Kampus Tun Abdul Razak, Kota Samarahan. The purpose of this study is to investigate the relationship between usefulness, ease of use, and acceptance of Microsoft Office Suite and job performance. Microsoft Office Suite is a system that computerized from manual to automation and operated by using Microsoft Office Excel. This system use by support staffs at Institut Pendidikan Guru Kampus Tun Abdul Razak, Kota Samarahan to perform their daily tasks. The researcher wanted to know whether Microsoft Office Suite does have affected support staffs job performance or not.

Statement of the Problem

Technology acceptance model and job performance is widely discussed by researchers and lot of studies has been carried out to examine the relationship between both variable. For example, the studies conducted by Venkatesh (2008) stated that, the technology acceptance model does influence the job performance of