



TECHNOPHOBIA AMONG EMPLOYEES IN DEPARTMENT OF
AGRICULTURE SARAWAK AT MENARA PELITA,
PETRA JAYA

NOOR ANNASUAH BINTI ZAMRY

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA (SARAWAK)

2016



**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)
FACULTY OF BUSINESS MANAGEMENT**

“DECLARATION OF ORIGINAL WORK”

I, Noor Annasuah Binti Zamry, (I/C: 940607055308)

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 project-paper is the 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: : _____

ABSTRACT

The purpose of this study is to identify technophobia among employees at the Department of Agriculture Sarawak, Menara Pelita, Petrajaya. Technophobia can be defined as the individuals feel fear or anxiety toward technology advancement and it can influence the emotions to perform the task that are related with technology. Technophobia is an individual's reaction towards technology that comprises of irrational fear or anxiety in performing the task given (Khasawneh, 2015).

The scope of this study was the office support personnel at the Department of Agriculture Sarawak. The population of this study consists of 80 employees while 66 questionnaires distributed. The return rate of the questionnaire was 100%.

Statistical Package for Social Science (SPSS) version 20.0 was used to analyze the data in order to identify the level of competencies, cause of technophobia and behavior of employees toward hardware and software in the organization.

The findings of this study show that most of the respondents have competencies in using technology at the workplace. Thus, the respondents 'unfamiliarity' with terms and functions of hardware and software is one of the causes of technophobia, which occurs among the employees. The respondents who feel fearless or has a lack of anxiety toward hardware and software concluded they have positive result from technophobia.

The researcher recommended that this study should be expanded with different variables by the future researchers. The future researcher can conduct correlation study to find out the relationship between technology advancement and technophobia in the organization.

TABLE OF CONTENTS

	Page
AUTHOR'S DECLARATION.....	ii
ABSTRACT	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF APPENDICES	x
CHAPTER 1.....	1
INTRODUCTION	1
Background of Study.....	1
Statement of Problem	3
Research Objectives	5
Research Questions	5
Significance of the Study.....	6
Limitation of Study	7
Definition of Terms.....	8
CHAPTER 2.....	9
LITERATURE REVIEW	9
Introduction	9
Technophobia.....	11
Level of Competencies	12
Causes of Technophobia.....	14
Technophobia toward Employees	16
Overcoming Technophobia	18
Conceptual Framework	22
CHAPTER 3.....	23

CHAPTER 1

INTRODUCTION

Background of Study

Nowadays, technology becomes most important thing in daily life. Every day we must to use the technology to work, conduct business, learning, and teaching and even for communicating. The use of technology becomes important in present times; so the teachers also must to always keep up with technological knowledge of their students (Richards, 2014).

The studies shows that the level of computer anxiety become higher with elderly people rather than the young people, and it is higher in case of people who inexperienced by using a computer compared to the people that have more experienced in using computer (Carol, 2014).

Some of the employee also feel fear because they will be phased out of their jobs because they do not have a skill to using the computer (Elizabeth, 2010).

Nevertheless, the term technophobia is divided by two components which are first, the fear for side effects of technological development on society and the environment and, the second, is the fear of using technological devices, such as computers and advanced technology (Elena, 2014).