

THE RELATIONSHIP BETWEEN TECHNOLOGY ACCEPTANCE MODEL AND JOB  
PERFORMANCE AMONG ADMINISTRATIVE STAFF IN UNIVERSITI MALAYSIA  
SARAWAK (UNIMAS): MICROSOFT OFFICE SUITE APPLICATION SOFTWARE

Prepared For:

MISS NURFAZLINA BINTI HARIS

DR. BALJINDER SINGH

Prepared By:

DAVIDSON JOANIS ANAK RUGOK

BACHELOR DEGREE IN OFFICE SYSTEM MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)

FACULTY OF BUSINESS AND MANAGEMENT

DECEMBER 2018



DEGREE IN OFFICE SYSTEMS MANAGEMENT (Hons.)  
FACULTY OF BUSINESS AND MANAGEMENT

“DECLARATION OF ORIGINAL WORK”

I, DAVIDSON JOANIS ANAK RUGOK (940802-13-5397)

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 the relationship between application software and job performance among administrative staff in Universiti Malaysia Sarawak (UNIMAS). This objective was accomplished through quantitative method of data collection namely questionnaires that were distributed to the administrative 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 Microsoft Office Suite is very useful and easy to interact with the application. Thus the Microsoft Office Suite gained user acceptance among the support staff and indirectly affect their job performance. Therefore, these findings provide a new knowledge and guideline for the future research in term of technology acceptance model and job performance.

## TABLE OF CONTENTS

	Page
AUTHOR’S DECLARATION.....	I
ABSTRACT.....	II
ACKNOWLEDGEMENT.....	III
TABLE OF CONTENT.....	IV
LIST OF TABLE.....	VII
LIST OF FIGURES.....	VIII
APPENDIX.....	IX
CHAPTER 1.....	
INTRODUCTION.....	1
Background of the study.....	1
Statement of The Problem.....	2
Research Objectives.....	3
Research Question.....	4
Significance of The Study.....	4
Limitation of The Study.....	5
Definition of Terms.....	5
CHAPTER 2.....	
LITERATURE REVIEW .....	8
Job Performance.....	8
Technology Acceptance Model.....	9

## **CHAPTER 1**

### **INTRODUCTION**

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

Change is significant and unavoidable process of human life. The process of change takes place in large and small organization. Barnett (2005) stated that organization change allowed competition, ongoing development and evolution of organizations. It is an essential for organization to develop new ideas, innovation and technology to lead them to improvement. The organization and its people need to abandon their old habits and adapt to new procedure and processes that could help them to become more efficient and effective.

Microsoft Office Suite application software is designed to ease employees in organization to perform better in their task. Besides, this software helps to increase productivity of organization. Universiti Malaysia Sarawak (UNIMAS), an institute and also organization that implement Microsoft Office Suite application software in their administrative department.

Since the job performance has proven to be linked with performance of the organization, organization need to keep track of their performance to ensure organization objectives are met. It is hoped that the findings can be used to improve