

THE RELATIONSHIP BETWEEN ACCEPTANCE OF TECHNOLOGICAL
CHANGES AND JOB PERFORMANCE AMONG ADMINISTRATIVE
SUPPORT STAFF AT UNIVERSITI TEKNOLOGI MARA (UiTM)
SARAWAK (KAMPUS SAMARAHAN 2)

Prepared for:
PUAN NOOR SHIMA BINTI ANTONY

Prepared by:
MANDY SUPANG MARTEN
BACHELOR OF OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)
FACULTY OF BUSINESS AND MANAGEMENT

JUNE 2017



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

“DECLARATION OF ORIGINAL WORK”

I, Mandy Supang Marten, (I/C: 921110-13-6272)

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 study was conducted to develop an understanding the role of acceptance of technological changes among the administrative support staff and job performance at UiTM Cawangan Sarawak, Samarahan 2 Campus. The rapid changes in technology have led to many challenges and changes that affect to all level in management. Using a questionnaire method, data were gathered from 63 out of 66 administrative support staffs in the UiTM Cawangan Sarawak, Samarahan 2 Kampus. The Davis, 1989 Technology Acceptance Model (TAM) was used to determined the relationship between Perceived Usefulness (PU) and Perceived Ease of Use (PEOU) of technology and job performance. The results shows that in acceptance of technological changes are positively and significant correlated with job performance with $r=.784$ (p 0.60-0.70). The study concludes that technological changes were very important in ensuring the improvement of job performance in the organization.

TABLE OF CONTENT

	Page
AUTHOR'S DECLARATION.....	I
ABSTRACT	II
ACKNOWLEDGEMENT.....	III
List Of Tables.....	VI
List Of Figures.....	VII
List Appendices.....	VIII
CHAPTER 1	1
INTRODUCTION	1
Background of the Study	1
Statement of the Problem.....	2
Research Objectives	4
Research Questions	4
Significance of the Study.....	4
Limitations of the Study	5
Definition of Terms.....	5
CHAPTER 2	8
LITERATURE REVIEW	8
Introduction	8
Conceptual Framework	12
CHAPTER 3	14
METHODOLOGY.....	14
Introduction	14
Research Design.....	14
Population.....	15
Sampling Frame.....	15
Sampling Technique.....	15
Sample Size.....	16
Unit of Analysis	16

CHAPTER 1

INTRODUCTION

This chapter discusses the overview of the research including the background of the studies, statement of the problem, research objectives, and research questions, significance of the study, limitations and definition of the terms. This chapter is aimed to answer the questions what this study conducted and how the findings will contribute to the relevant parties.

Background of the Study

The fast changes in technological advancement have affected all facets of human life including the office environment. The change in competition, technologies, and the on-going development and evolution of organizations are just some of the issues contributing to organizational change (Barnett, 2005; Morgan, 2001). Margaret and Pac (2009) stated that modern office technologies could help the employers to communicate with the employees and for an office to run smoothly and also, accurate information is necessary for a quick decision-making in the organization. Therefore, having advanced office technologies can increase the work performance of the employees because technologies make work flexible.

Businesses need to be managed effectively so that they have highly productive employees to executing goals aligned with the organization's strategic objectives (Ndlovu, 2009). Office technologies help businesses strategic objectives and this modern office technology needs to be managed efficiently because the important business information can easily lose. The effective way to improve productivity is to