

THE RELATIONSHIP BETWEEN TECHNOSTRESS
CREATORS AND JOB SATISFACTION AMONG
SUPPORT STAFF AT SARAWAK ENERGY BERHAD

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“DECLARATION OF ORIGINAL WORK”

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ABSTRACT

Due to the changes in technology, it has affected the users. Technology is designed to help the user, unfortunately, it has caused problems and stress to the users. Technostress happened due to the rapid changes in computer technologies and it may increase user's job dissatisfaction. Thus, this study aimed to investigate the relationship between technostress and job satisfaction among administrative staff at Sarawak Energy Berhad. 120 questionnaires were distributed however, only 92 questionnaires (N=92) were ascertained as useable for analyses. The results from questionnaire collected from 92 respondents showed, there was negative correlation coefficient between technostress and job satisfaction.

There were negative, low and significant relationship between Techno-Overload on Job Satisfaction ($r = -0.215^*$, $p < 0.05$). Besides, there were negative, medium and significant relationship between Techno-Invasion and Job Satisfaction ($r = -0.321^{**}$, $p > 0.01$). While, the relationship between Techno-Uncertainty and Job Satisfaction ($r = -0.297^{**}$, $p > 0.01$) were negative, low and significant. The negative correlation coefficient explains that increase in technostress led to decreases in job satisfaction. Since the results explained increment in technostress would led to job dissatisfaction, the organisation is suggested to find productive ways to avoid their employee's technostress and job dissatisfaction in the organisation.

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CHAPTER 1

INTRODUCTION

Background of the Study

Rapid development in Information and Communication Technologies (ICTs) in organizational process and products has exponentially increased the level of user dependence on these technologies (Monideepa Tarafdar, Qiang Tu, Ragu-Nathan, Bhanu and Ragu-Nathan, 2007).

Due to rapid changes in technology, it has affected the user of the technology (Tarafdar et al., 2007). Computer based system that has been designed to help the user, but unfortunately it was causing problems and creating stress to the user. However, a growing number of research studies have indicated the negative aspects of the technology advance (Fisher & Wesolkowski, 1999; Heinsse, Glass & Knight, 1987). Along with the obvious business benefits, ICT could also generate negative individual reactions and require employees to adjust in various ways (Tarafdar, Tu, Ragu-Nathan, S., & S., 2007). For example, employees have to constantly update their technical skills and adapt to more complicated systems in order to keep up with the advancing fast pace of ICTs. These requirements may result in employees generating negative cognitions toward ICTs (Heinssein et al., 1987). Technostress is a modern disease caused by an inability to cope with the new technologies in a healthy manner (Tarafdar et al., 2007). Therefore, the purpose of this study is to investigate the relationship between