A STUDY ON TECHNOPHOBIA AMONG EMPLOYEES AT DEWAN
BAHASA DAN PUSTAKA (DBP) KUCHING, SARAWAK

PREPARED FOR:
MISS ANGIE EDWARD DAUNG

PREPARED BY:
ATHIRAH BINTI MD. HASSIM
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (SARAWAK)
FACULTY OF BUSINESS MANAGEMENT

JULY 2016

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

"DECLARATION OF ORIGINAL WORK"

I, Athirah Binti Md. Hassim, (I/C: 930926055090)

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

Human used the technology to make work easier and smooth. Interaction with technology sometimes can make the human feeling become uncertainty. The term technophobia was not the current issues especially in the organization among worker. Therefore, this study was conducted to evaluate the technophobia among employees.

The purpose of this study was to identify the level of competencies on technology, the behaviour of employees toward the software and hardware and the causes of technophobia among employees in the organization. A study was conducted on Dewan Bahasa dan Pustaka, division Kuching, Sarawak. The subject was office support personnel that work in the organization. Statistical Package for Social Science (SPSS) software version 20.0 used to analysis the data.

The result showed that the level of competencies among Dewan Bahasa dan Pustaka employees was positive as well as the behaviour of employees toward the software and hardware and negative in the causes of technophobia but employees still have fear to technology especially to the new technology.

In conclusion, some recommendation and suggestions to the future researcher was made.

TABLE OF CONTENTS

CHAPTER 1

INTRODUCTION

Background of Study

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

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