

THE RELATIONSHIP BETWEEN TECHNOSTRESS AND JOB
SATISFACTION AMONG ADMINISTRATIVE STAFF AT JABATAN
ALAM SEKITAR, SARAWAK

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ABSTRACT

Technostress happens due to rapid changes in technology. It has affected the user of the technology (Tarafdar et al., 2007). Computer based systems that have been designed to help the user, but unfortunately it has caused problems and created stress for the user. This study was conducted at Jabatan Alam Sekitar Sarawak. Jabatan Alam Sekitar Sarawak is one of the government sectors and located in Kuching. The purpose of the study is to investigate the relationship between the three aspects of technostress (Techno-Overload, Techno-Invasion and Techno-Uncertainty) and job satisfaction. The study involved 80 respondents administrative support staff at Jabatan Alam Sekitar Sarawak. Data were collected with questionnaires that consist of 29 questions that are related to techno-overload, techno-invasion, techno-uncertainty and job satisfaction. The data were analysed using SPSS Version 20. The results show a negative relationship between technostress creators with job satisfaction. The result of the finding shows that technostress creators are affecting the employees' job satisfaction at Jabatan Alam Sekitar Sarawak.

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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 has caused problems and created stress to the user. However, a growing number of research studies have indicated the negative aspects of the technology advance (Fisher & Wesolkowski, 1999; Heinssen, 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., &, 2007) for example, employees have constantly update their technical skills and adapt to more complicated system in order to keep up with the advancing fast pace of ICTs. These requirement may result in employees generating negative cognitions towards ICTs (Heinssen et al, 1987). Technostess is a modern disease caused by an inability to cope with the new technologies in a healthy manner (Tarafdsar et al, 2007). Therefore, the purpose of this study is to investigate the