

**A STUDY ON THE RELATIONSHIP BETWEEN OFFICE  
AUTOMATION ACCEPTANCE AND WORK PERFORMANCE  
AMONG OFFICE WORKERS IN SEMANTAN OTOMOBIL SDN. BHD.  
(PERODUA), JERANTUT, PAHANG**

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## ABSTRACT

The products, activities, life and of people has been changes due to the new communication and information technologies, especially for the office workers. Social structure and lifestyles of people around the world are changing rapidly and affect significantly on their performance. The office automation system seem to be offer a lot of advantages but, there are a number of factors affecting the successful implementation of automated office systems that cannot be overlooked. Therefore, this study is conducted to determine the acceptance of office automation towards employee's work performances in the organization

The research design that had been use to conduct this study was descriptive and correlation research. The sampling frame of this study was obtained from the list of names of the office employees in all departments at Semantan Otomobil Sdn. Bhd, Jerantut, Pahang. The total number of office employees' at Semantan Otomobil, Jerantut, is 50. The researcher was using the simple random sampling technique in the process to select sample of population. Table determining sample size by Krejcie and Morgan (1970) is used to determine the sample size of this study. There are about 50 office workers in Semantan Otomobil, therefore the sample size would be 44 according to the Krejcie and Morgan's (1970) table.

The instrument that was used for data collection is a set of questionnaire. The questionnaire was divided into three sections. It consists of Section A which is focused on the demographic profile of the respondents, Section B that focused on the question about office automation acceptance and Section C is focused on the question about employee performance. The data were analyzed by using the statistically package in Social Science Software (SPSS) version. The analysis was based on descriptive statistics and Pearson Correlation.

After all the data had been collected, the researcher managed to analyze the finding. Based on the finding, the level of office automation acceptance among the office workers in Semantan Otomobil is high. This showed that, the office worker in Semantan Otomobil was satisfied and capable to use the office automation system. Other than that, this finding presents that the level of employees' performance among the office workers in Semantan Otomobil is also high. Therefore, office automation system had improved the performance among the office workers at Semantan Otomobil. This level had proved that there is the relationship between office automation acceptance and employees' performance. This study shows that perceived usefulness is the factor has the most significant impact on office automation acceptance among the office workers at Semantan Otomobil, Jerantut. This research also indicated that counterproductive performance is the factor has the most significant impact on employees' performance among the office workers at Semantan Otomobil.

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