

A STUDY ON THE RELATIONSHIP BETWEEN OFFICE AUTOMATION
ACCEPTANCE AND EMPLOYEES' PERFORMANCE IN PERBADANAN
MEMAJUKAN IKTISAD NEGERI TERENGGANU

NURUL NADIA BINTI MOHAMAD SHAFEE

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS)
UNIVERSITI TEKNOLOGI MARA CAWANGAN PAHANG
DECEMBER 2016

ABSTRACT

This study was conducted which aimed to measure the level of office automation acceptance and performance among employees besides to investigate the relationship between office automation acceptance and employees' performance. The study involves all employees at Perbadanan Memajukan Iktisad Negeri Terengganu that use the office automation in their routine work. Using a survey method by distributing the questionnaires, data were gathered from 50 employees in Perbadanan Memajukan Iktisad Negeri Terengganu. This was descriptive and correlational research. To investigate the relationship between perceived usefulness and perceived ease of use and employees' performance, Technology Acceptance Model by Davis (1989) was used while to measure employees' performance, Herzberg Motivation Theory by Frederick Herzberg (1959) was used. Data analysis results indicate that the office automation acceptance was positively and significantly correlated with the employees' performance. The study concluded that office automation acceptance was very important to be investigated in ensuring the higher acceptance in office automation system while enhancing the employees' performance in Perbadanan Memajukan Iktisad Negeri Terengganu.

ACKNOWLEDGEMENT

First of all, I would like to give a big thank to the “Perbadanan Memajukan Iktisad Negeri Terengganu (PMINT)” for giving me the opportunity to be part of PMINT family for four great months. It has been a great experience and exposure for me to gain invaluable knowledge there. I have earned more than what I expected. Secondly, special thanks to the manager of Finance Department, Encik Nor Azam bin A. Rahman and Encik Rosman bin Mohamed, who acts as my supervisor and also an Accountant in Finance Department for their continuous helps and supports. Not to forget all employees in Finance Department in Finance Department for guiding me in carrying out my works and for being such great friends during my interns. It’s such a great pleasure to work with them and shared a lot of knowledge and good times. Then, I would like to thank to my research supervisors, Encik Azmi bin Salim and Encik Mohd Amlil bin Abdullah @ Baharum for the valuable guidance, and advices. Indeed, without their helps and guides my research would not have been completed properly. Finally, sincere thanks to my family and friends for their endless love and supports. I am so grateful and would therefore dedicate this FYP report to everyone who has contributed tremendously to the completion of this research. Thank you very much.

Nurul Nadia Binti Mohamad Shafee

December, 2016
Faculty of Business and Management
Universiti Teknologi MARA Malaysia

TABLE OF CONTENTS

LIST OF TABLES	i
LIST OF FIGURES	ii
CHAPTER 1	
INTRODUCTION	1
Background of the Study	1
Statement of the Problem.....	3
Research Objectives.....	4
Research Questions.....	5
Significance of the Study.....	5
Limitations of the Study.....	6
Definition of Terms.....	6
CHAPTER 2	
LITERATURE REVIEW	9
Definition	10
Sub-Topics	14
CHAPTER 3	
METHODOLOGY	31
Research Design.....	31
Sampling Frame	32
Population	32
Sampling Technique	33
Sample Size.....	34
Unit of Analysis	34
Data Collection Procedures.....	34
Instrument	35
Validity of Instrument.....	36
Plan of Data Analysis.....	36
CHAPTER 4	
FINDINGS	39
Profile of Respondents.....	43
CHAPTER 5	
CONCLUSIONS AND RECOMMENDATIONS	62
Conclusion	62
Recommendations.....	68
REFERENCES	73
APPENDICES	84
A Cover Letter	84
B Questionnaire	86
C Permission Letter.....	89
D Agreement Form	90

LIST OF TABLES

Table	Page
2.1 Office Automation Measurement Models.....	27
2.2 Employees' Performance Measurement Model.....	27
3.1 The Data Collection Procedures Duration.....	35
3.2 Plan for Data Analysis.....	37
4.1 Survey Return Rate.....	41
4.2 Reliability Statistics for Perceived Usefulness, Perceived Ease of Use, Hygiene Factor, and Motivation Factor.....	41
4.3 Reliability Statistics for Perceived Usefulness.....	42
4.4 Reliability Statistics for Perceived Ease of Use.....	42
4.5 Reliability Statistics for Hygiene Factor.....	42
4.6 Reliability Statistics for Motivation Factor.....	43
4.7 Gender of the Respondents.....	43
4.8 Age of the Respondents.....	44
4.9 Working Experience.....	45
4.10 Highest Education Level.....	46
4.11 Descriptive Statistics for Perceived Usefulness.....	48
4.12 Descriptive Statistics for Perceived Ease of Use.....	50
4.13 Descriptive Statistics for Mean Perceived Usefulness and Perceived Ease.....	51
4.14 Descriptive Statistics for Hygiene Factor.....	52
4.15 Descriptive Statistics for Motivation Factor.....	53