

A STUDY ON THE RELATIONSHIP BETWEEN OFFICE AUTOMATION
ACCEPTANCE AND EMPLOYEES' PERFORMANCE IN PEJABAT SETIAUSAHA
KERAJAAN (SUK) NEGERI TERENGGANU

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DISEMBER 2016

ABSTRACT

The purpose of this study is to measure the level of office automation acceptance among employees and investigate whether there is a relationship between office automation acceptance and employees' performance in Pejabat Setiausaha Kerajaan (SUK) Negeri Terengganu. This research is a descriptive and correlational research. This study is conducted among the employees in all departments in this organization. The sampling frame was obtained from the list of the employees by using simple random approach. The total population of this study is about 500 of employees and 50 (10%) of them took part in this investigation. The questionnaires were distributed by hand to all respondents and they were given ample time to answer the questions. The findings show that, the level of office automation acceptance among employees and the level of employees' performance are high. Then the most significant factor that affects office automation acceptance is perceived usefulness and the least significant factor that affects office automation acceptance is perceived ease of use. Next, the most significant factor that affects employees' performance is motivation factor. Meanwhile, for the least significant factor that affects employees' performance is hygiene factor. The organization should conduct appropriate training to the employees to ensure that they can reduce the errors while using office automation to perform their job. Besides that, the employer needs to encourage employees to be aware of the use of office automation so that, the employees will gain as much benefits as possible. For future research, a study about the comparison of the measurement tools to measure office automation acceptance is proposed.

ACKNOWLEDGEMENT



First and foremost, i would like to express my gratitude and praise to Allah S.W.T. the almighty for giving me the determination and chance to complete this research. Without HIS guidance, i would not be able to submit this final report on the stipulated time given.

My special thank goes to Pejabat Setiausaha Kerajaan (SUK) Negeri Terengganu for giving me the opportunity to conduct this study entitled The Relationship between Office Automation Acceptance and Employees' Performance. The valuable guidance from my supervisor Encik Azmi bin Salim has become one of the factors, this final report can be completed successfully. Indeed, without his guidance, supervision and also support, i am not able to complete this final research paper very well.

Next, I would like to thank especially to Encik Mohd Amlu bin Abdullah@Baharum who act as our research lecturer. Finally, I would like to give a big appreciation to my beloved family and friends who have sacrificed a lot and have been the source of my strength during my studies. Thank you to all the people who kindly give me their hands as directly or indirectly throughout my journey of life.

Wan Alimah Nadhirah binti Wan Mohd Nor.

December 2016
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