



اَبُو هَاشِمٍ بِنْتِ ابِي هَاشِمٍ
UNIVERSITI
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Cawangan Melaka

**THE FACTORS THAT AFFECT EMPLOYEE'S
TECHNOLOGY ACCEPTANCE**

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ABSTRACT

Nowadays, country is emerging towards industry 4.0. As a result, technology tools and information system become a critical success factor for workers to carry out their task. However, workers have a difficulty to engage and accept digital technology in real working environment. This is due to they are lacking with technology skill-sets and there is workforce skills gap occur among them. Hence, this study is to determine the factors that affect employee's technology acceptance in one of the organization evolving in oil and gas industry. A researcher used an adopted and adjusted Unified Theory of Acceptance and Use of Technology (UTAUT) model to determine the relationship between 4 variables which are performance expectancy, effort expectancy, social influence and facilitating condition with dependent variable that is use behavior. The questionnaire was distributed to workers through an online platform. A total of 118 respondent's data were analyzed through descriptive, correlation and regression analysis. The findings revealed that performance expectancy, effort expectancy and social influence had a significant relationship with dependent variable meanwhile facilitating condition do not show a significant relationship with use behavior of technology acceptance. The study concludes that social influence has the most significant predictor of use behavior in technology acceptance among workers.