



**THE RELATIONSHIP TECHNOLOGY ACCEPTANCE
AND EMPLOYEE JOB PERFORMANCE IN PEJABAT
PENDIDIKAN DAERAH SAMARAHAN, SARAWAK**

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ABSTRACT

Technology acceptance has huge impact towards employee job performance. The variables included in technology acceptance model are perceived usefulness, perceived ease of use and behavioral intention to use. The objectives for this study are to identify the relationship between technology perceived usefulness, perceived ease of use, technology behavioral intention to use and job performance among the employees at Pejabat Pendidikan Daerah Samarahan, Sarawak. This study has focuses on 186 staff in Organizational Management unit at Pejabat Pendidikan Daerah Samarahan, Sarawak. The result shared that technology acceptance model has strong relationship towards employee job performance at Pejabat Pendidikan Daerah Samarahan, Sarawak. Hence, some recommendations and suggestion for organization, employees and future researcher have been highlighted for future study.

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CHAPTER 1

INTRODUCTION

Background of Study

According to Campbell (1990) cited by Sonnentag et al., (2010), performance can be referred to the behavioral aspects that have been shown by people through their works and it is naturally shown when it comes to the feedback factor. The performance of every individual differed as it was based on how they responded whether it is positive (increased) or might be negative (decreased). It's been proved through the research done by Parmentor (2010), where performance can be measured by using KPI (Key Performance Indicator) at workplace. The performances of individual will be increase if they are satisfied with their task, full of self-efficacy and capable to perform well towards their responsibility, but it depends on their acceptance especially when it comes to the changes that were made in the organization. The changes that mostly happen in the organization that will affect the employee performance are the technology implementation and improvement.

As technology is rapidly implemented in every organization, the employees strictly need to accept and practice the technology as it is required in their job. There are several concerns on the acceptance factors of employees towards the technology which is perceived usefulness, perceived ease of use and behavioral intention to use