

THE RELATIONSHIP BETWEEN ACCEPTANCE OF MOBILE  
TECHNOLOGY AND PERCEIVED WORK PERFORMANCE  
IMPROVEMENT AMONG EMPLOYEE AT  
MAJLIS PERBANDARAN MUAR, JOHOR

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## ABSTRACT

Purpose of study was to identify the relationship between acceptance of mobile technologies and perceived work performance improvement at Majlis Perbandaran Muar, Johor. The research applied UTAUT model that consists of four independent variables namely performance expectancy, effort expectancy, facilitating conditions, and social influence and one dependent variable which is perceived work performance improvement. The sampling technique used was stratified random sampling. The researcher used questionnaires as the instrument for primary data collection. The objective of this research was to study the relationship between acceptance of mobile technology and perceived work performance improvement among employees at Majlis Perbandaran Muar. The second objective is to identify the most important element of mobile technology acceptance toward perceived work performance improvement. The methodology used in this study discussed and explain through research design, sampling frame, population, sample technique, sample size, unit of analysis, instrument, data collection procedures, and data analysis. A total respondent in Majlis Perbandaran Muar is 186 respondents. The statistic of data analysis is using a Pearson Coefficient Correlation to identify the relationship between acceptance of mobile technology and perceived work performance improvement and the descriptive analysis was used to measure the mean values. The finding from the study shows that, the respondents agree that there are significant relationships between Performance Expectancy, Effort Expectancy, Facilitating Conditions, Social Influences and Perceived Work Performance Improvement.

**Keyword:** *Performance Expectancy, Effort Expectancy, Facilitating Condition, Social Influence, Perceived Work Performance Improvement*

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