# THE RELATIONSHIP BETWEEN ACCEPTANCE OF TECHNOLOGICAL CHANGES AND JOB PERFORMANCE AMONG ADMINISTRATIVE SUPPORT STAFF AT POLITEKNIK KUCHING SARAWAK

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**"DECLARATION OF ORIGINAL WORK"**


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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.

- This project-paper is the result of my independent work and investigation, except where otherwise stated.


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# ABSTRACT

In this study, the Technology Acceptance Model (Davis, 1989) with two major characteristics of perceived usefulness and perceived ease of use was used as a basis to identify the relationship between the acceptance of technological changes and job performance among administrative support staff in government offices at Politeknik Kuching, Sarawak. According to Gallivan (2004) not all employees can cope with the rapid changes of new technology in organization and it is feared that such behaviour can influence job performance. The data were gathered from 86 administrative support staff at Politeknik Kuching by using questionnaires method. Results shows that the finding in acceptance of technological changes are positively and significantly correlated with the job performance. Which relationship between technology perceived ease of use and technical skills is very strong positive (r=.940, (n=83)p<0.05), in communications skills elements for job performance have a poor relationship with technology perceived usefulness (r=.750, (n=83)p<0.05). From the results, the organization need training to increase their employees performance in workplace.

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CHAPTER 1

**INTRODUCTION**

This chapter discussed the overview of the research including the background of the studied, statement of the problem, research objectives, and research questions, significance of the study, limitations and definition of the terms. This chapter is aimed to answer the questions what this study conducted and how the findings will contribute to the relevant parties.

Background of the Study

The fast changes in technological advancement have affected all facets of human life including the office environment. The change in competition, technologies, and the on-going development and evolution of organizations are just some of the issues contributing to organizational change (Barnett, 2005; Morgan, 2001). Margaret and Pac (2009) stated that modern office technologies could help the employers to communicate with the employees and for an office to run smoothly and also, accurate information is necessary for a quick decision-making in the organization. Therefore, having advanced office technologies can increase the work performance of the employees because technologies make work flexible.

Businesses need to be managed effectively so that they have highly productive employees to executing goals aligned with the organization's strategic objectives (Ndlovu, 2009). Office technologies help businesses strategic objectives and this modern office technology needs to be managed efficiently because the important