

THE RELATIONSHIP BETWEEN ACCEPTANCE OF  
TECHNOLOGICAL CHANGES AND JOB PERFORMANCE  
AMONG ADMINISTRATIVE SUPPORT STAFF AT  
HARINA CONSULTANCY SERVICES SARAWAK

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“DECLARATION OF ORIGINAL WORK”

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## ABSTRACT

This study was conducted to develop an understanding of the role of acceptance of technological changes as a prediction of an administrative support personnel job performance at Harina Consultancy Services Sarawak. Employees might experience difficulties for not being able to cope with the changes and it is feared that such behaviour can influence their job performance. Using a survey method, data were gathered from 81 administrative support staff employed at Harina Consultancy Services Sarawak. The Davis (1989), Technology Acceptance Model (TAM) was used to investigate the relationship between Perceived Ease of Use (PEOU) and Perceived Usefulness (PU) of technology and job performance. The result from this study suggests shows that there is a poor weak positive relationship between acceptance of technological changes and job performance, which the value  $r=.380$  ( $p<0.01$ ) among administrative support staff in Harina Consultancy Services Sarawak.

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## CHAPTER 1

### INTRODUCTION

This chapter discussed the overview of the research including the background of the study, 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 business information can