

THE RELATIONSHIP BETWEEN TECHNOLOGY USAGE IN THE  
OFFICE AND WORK LIFE BALANCE AMONG  
ADMINISTRATIVE STAFF AT CHANCELLERY BUILDING IN  
UNIVERSITI MALAYSIA SARAWAK (UNIMAS)

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**BACHELOR IN OFFICE SYSTEMS MANAGEMENT (Hons.)  
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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.
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## **ABSTRACT**

The purpose of this study was to examine the relationship between technology usage in the office and work life balance among administrative staff at Chancellery Building in UNIMAS. The research design for this study was correlation research. This study adopted Technology acceptance model (TAM) as a research framework. The independent variable included Perceived Ease of Use, Perceived Usefulness and Behavioral Intention to Use. The dependent variable for this study is focusing on work life balance among administrative staff. There was 87 Administrative Staff at Chancellery Building was participated in this study. The findings of this study stated that there is positive direction, moderate relationship and significant between independent variables and dependent variables. Majority of respondents agree that technology in the office helps them in perform their daily work and enhances their job performance. Technology saved their time for completed task or job. After doing discussion with some of the staff, they say that sometime they bring their work home or during off day. However, it does not lead to family conflicts or issues. They still have time for their families and friends. This showed that there is a positive relationship between two variables. This study suggests that the organization can increase the adopting of the software and hardware applications that facilitate employees' daily work because technology enhances their productivity. Other than that, the departments or supervisors should develop supportive work-life balance culture and consider work-life as part of the organization strategy. The results of this study will be useful for the organization to make further improvement.

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## **CHAPTER 1**

### **INTRODUCTION**

This chapter discusses the background of the study, the underlying problems regarding the variables, research objectives, research questions, importance of the study and limitations. At the end of this chapter, the definition of terms is also provided.

#### **Background of the Study**

Technology has significantly transformed how, when and where work routines and personal activities are conducted. The uses of technology at works were become more and more popular every single day. Technology gives them the flexibility to work from home. Organization used technology to help employees solve their problems and have easier access to information.

According to Day, Paquet, Scott and Hambley (2012) it is shown that technology helps the performance of the employee because they can easily communicate with coworkers from anywhere. The usefulness of technology like electronic mail (e-mail) make employee believes that technology can enhance their job performance (Derks & Bakker, 2010). Technology makes their work become more convenient because they can do their work anywhere and anytime. Nowadays, the existing of technology makes communication among employees more flexible, simple, economical and better. For example, if the employees need to perform their