

THE RELATIONSHIP BETWEEN TECHNOSTRESS AND
JOB SATISFACTION AMONG NON-EXECUTIVE STAFF
AT JABATAN TANAH DAN SURVEI, KOTA
SAMARAHAN.

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AUTHOR'S DECLARATION



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ABSTRACT

Achieving higher employees' job satisfaction is the main focus of most organizations. However, the issue of technostress toward job satisfaction has been long debated. This research investigated the correlation between technostress and job satisfaction at *Jabatan Tanah dan Survei, Kota Samarahan*. There are three objectives for the study. The objectives of the research were; to investigate the relationship between techno-overload and job satisfaction, to determine the relationship between techno-uncertainty and job satisfaction and to identify the relationship between techno-complexity and job satisfaction among non-executive staff at *Jabatan Tanah dan Survei*. The literature review was done by using the conceptual framework as adapted for analysis. The data were collected by using questionnaires. Convenience sampling technique was used to select respondents and the questionnaires has been distributed to 92 respondents. Data analysis involved correlations coefficient. The findings of this study indicates weak relationship between technostress and job satisfaction at *Jabatan Tanah dan Survei Kota Samarahan*. $r = -0.140$ were techno-overload, $r = 0.120$ were techno-uncertainty and $r = -0.192$ were techno-complexity. It can be concluded that technostress creators which included techno-overload, techno-uncertainty and techno-complexity have a little influence on the job satisfaction of non-executives staff at *Jabatan Tanah dan Survei Kota Samarahan*. The study recommends that the organization has to provide appropriate tasks or works for employees that may need them to finish it by using technology in order to prevent the employees to feel stress when using that technology. As for the future researcher, this study may be used as a reference for them to conduct technostress research towards job satisfaction. However,

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CHAPTER 1

INTRODUCTION

Background of study

Technology is an essential part of our lives today and few can live without it. We achieved a lot with the help of technology such as users can keep in touch with friends on the other side of the earth, share information and work from everywhere with technology. However, this same technology can make the users feel uncontrollable about being connected, require to respond to work-related information in real time, trap in almost habitual multitasking and leave with little time to spend on sustained thinking and creative analysis (Tarafdar, Qiang, Ragu-Nathan, & Ragu-Nathan, 2011). This phenomenon is called “technostress”.

According to Ennis (2005), the integration of new technologies into the workplace was one of the first to define technostress. Based on the research done by Qiang, Kanliang, and Qin (2005), technostress is defined as any negative effects on human attitudes, thoughts, behaviour, and psychology that directly or indirectly resulted from technology. According to Tarafdar, Qiang, et al. (2011), people who experience technostress, find themselves dissatisfied with their jobs and it affects their use of Information System for their work tasks. However, the level of technostress that someone experienced depends on particular demographics factors such as gender, age, education, computer efficiency, confidence and experience of using computers.