

TECHNOPHOBIA AMONG EMPLOYEE AT JABATAN ALAM SEKITAR
KEMENTERIAN SUMBER ASLI & ALAM SEKITAR NEGERI
SELANGOR

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“DECLARATION OF ORIGINAL WORK”

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- 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

Technophobia can be defined as individual who experience to the technophobia when using the technology are more likely to feel fear and can create anxiety and frustration when using the technology because they must to accomplish the task by using technology and they may feel uncomfortable when using it (Elizabeth,2010).

The purpose of this study is to identify the level of competencies on technology among employees in the organization, the causes of technophobia and the behavior of employees toward the technology advancement in the organization at Jabatan Alam Sekitar Kementerian Sumber Asli & Alam Sekitar Negeri Selangor. A set of questionnaire was develop for the purpose of data collection for the study. A total number of 35 questionnaires were distributed to the respondents. Statistical Package for Social Science (SPSS) version 20.0 was used to analyze the data in order to determine the Technophobia among employee in the organization. Based on the findings, it can be concluded that the employee at Jabatan Alam Sekitar Negeri Selangor have a good level of competencies on technology. This has been proven by they agree with they know how to read the manual procedure before using the technology.

Besides that, it has show that most of the respondents state it easy to them to remember the steps on how to perform tasks using the computer and they also feel confident they understand terms and words related to technology. Furthermore, based on the results, it has shows the main causes of Technophobia in the organization is most of the employees feel difficult in understanding the technical aspects of computers and they also feel that it scares them to think that they could cause the computer to destroy a large amount of information by hitting the wrong key.

Based on the results, the researcher also found that the employees in the organization are not having any problems by using the technology in their organization. Most of them state

CHAPTER 1

BACKGROUND OF STUDY

Introduction

Nowadays, technology has become the most important thing in life. Every day we must use technology for work, business, learning and teaching and even for communicating. The use of technology has become important in present times, so that teachers must also keep up with the technological knowledge of their students (Richards, 2014).

The studies show that the level of computer anxiety become higher with the elderly rather than the young, and it is higher among people who are inexperienced using a computer compared to people who have more experience in using computer (Carol, 2014).

Some employees also fear that they will be phased out of their jobs because they do not have the skills to use computer (Elizabeth, 2010). The term technophobia is divided into two components the first is the fear of side effects of technological development on society and the environment and the second is the fear of using technological devices such as computers and advanced technology (Elena, 2014).

According to Juutinen, Huovinen and Yalaho (2011), computers nowadays have a lot to offer to teachers who are teaching but it is still being underused by them. This is due to the attitudes and the lack of knowledge on how to take advantage of and