THE RELATIONSHIP BETWEEN TECHNOLOGY USAGE IN THE OFFICE AND WORK LIFE BALANCE AMONG EMPLOYEES AT IBU PEJABAT JABATAN TENAGA KERJA 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

Office technology is one of the important tools to help employees in solving their problems and have easier access to information. The purpose of this study is to identify the relationship between technologies applied in the office and employees' work life balance at Ibu Pejabat Jabatan Tenaga Kerja, Kuching, Sarawak. There are three factors that influence the use of technology towards work life balance which are perceived ease of use, perceived usefulness and behavioral intention to use that are developed from Davis's TAM Model. All of these factors have positive, moderate and significant relationship towards work life balance. This means all the three factors give impact to work life balance but not too much because the employees still can spend time with their families. The respondents for this study were 80 employees from the Ibu Pejabat Jabatan Tenaga Kerja, Kuching, Sarawak. The data collection method used was questionnaire. The researcher recommends that the study should be done by including other branches to increase sample size. Besides, future researchers also can use interview method in collecting data because they can ask for further information if it is incomplete.

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TABLE OF CONTENTS

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 was 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, cheaper and better. For example, if the employees need to perform their work