

**THE RELATIONSHIP BETWEEN TECHNOSTRESS AND
JOB SATISFACTION AMONG NON-EXECUTIVE STAFF
AT JABATAN KERJA RAYA (JKR) SARAWAK,
SAMARAHAN DIVISION.**

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AUTHOR'S DECLARATION



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ABSTRACT

The study investigated the relationship between technostress and job satisfaction among non-executive staff at *Jabatan Kerja Raya* (JKR), Samarahan Division. There are three objectives for this study; to investigate the relationship between techno-overload and job satisfaction among non-executive staff at *Jabatan Kerja Raya* (JKR), to determine the relationship between techno-uncertainty and job satisfaction among non-executive staff at *Jabatan Kerja Raya* (JKR) and to identify the relationship between techno-complexity and job satisfaction among non-executive staff at *Jabatan Kerja Raya* (JKR). The literature review was done by using the conceptual framework as adapted for analysis. Then, the data were collected through the questionnaire. A correlational survey research design was adapted using quantitative methods. Therefore, convenience sampling technique was used to select the respondents and the questionnaires have been distributed to 86 respondents at *Jabatan Kerja Raya* (JKR), Samarahan Division. Findings revealed that there were weak relationship between technostress and job satisfaction among non-executive staff at *Jabatan Kerja Raya* (JKR), Samarahan Division. Techno-overload and job satisfaction were $r = -0.009$, techno-uncertainty and job satisfaction were $r = 0.239$, and techno-complexity and job satisfaction were $r = -0.169$. Thus, it can be concluded that technostress creators which are techno-overload, techno-uncertainty and techno-complexity have a little influence toward job satisfaction. The study recommends that the organization should take the first step in preventing technostress among their employees by limiting the use of technology when delegating the task. This may help them to gain their job satisfaction way much better when they do not suffer

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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.