A RELATIONSHIP BETWEEN TECHNOSTRESS CREATORS TOWARDS JOB SATISFACTION AMONG EMPLOYEES AT FOREST DEPARTMENT IN 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.

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ABSTRACT

The research was a correlational study. The main purpose of the study was the relationship between the techno stress creators towards job satisfaction among the employees at Sarawak Timber Industry Development Corporation (STIDC), Petra Jaya, Sarawak. Five creators techno stress were chosen which comprised Techno Overload, Techno Uncertainty, Techno Invasion, Techno Complexity and Techno Insecurity. The questionnaire on technostress creators was adapted from Wei Qui's (2013), while, the questionnaire of Job Satisfaction was adapted from Minnesota's (2012). 100 employees of Sarawak Timber Industry Development Corporation (STIDC), Petra Jaya, Sarawak were chosen as the respondents for this research. The data was analyzed using the Statistical Package for Social science Software (SPSS) version 20 to describe the frequency, percentage, mean scores, normality, reliability, and correlation between variables. Several recommendations, and suggestion for future research in the last chapter.

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CHAPTER 1

INTRODUCTION

Background of Study

Technology is the most important thing in every organization. It includes both the physical aspect of machines, equipment, processes and work layout. It also involves the actual methods, systems and procedures involved in carrying out work. Technology somehow has given a huge impact on the organization's general climate and the employee's behavior at work. According to Tarafdar, Tu, and Ragu-Nathan (2011), individuals experienced techno-stress as a result of their use of Information and Communication Technology (ICT) in organizations. This is due to their inability to cope with the requirements related to the use of ICT.

Tarafdar, et al., (2011) continued to emphasize that strains due to techno-stress creators can be psychological and behavioral. They claimed that psychological strains are emotional reactions to stressor conditions and include, among others, dissatisfaction with the job, depression, and negative self-evaluation whereas behavioral strains included reduced productivity, increase turn over and absenteeism, and poor task performance (Tarafdar, et al, 2011). In this research, the techno-stress creators comprised are techno-overload, techno-invasion, techno-uncertainty, techno-complexity and techno-insecurity. Based on previous research, when employees