

THE RELATIONSHIP BETWEEN TECHNOSTRESS
AND JOB SATISFACTION AMONG EMPLOYEES AT
SURUHANJAYA HAK ASASI MANUSIA MALAYSIA
(SUHAKAM), KUALA LUMPUR

Prepared for:
MISS NURFAZLINA BINTI HARIS
MADAM KIMBERLEY LAU YIH LONG

Prepared by:
SYAZANA BINTI MOHD. KAMAL
DEGREE IN OFFICE SYSTEMS MANAGEMENT
(HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS AND MANAGEMENT

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I, Syazana Binti Mohd Kamal, (I/C: 960602016412)

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This project-paper is the result of my independent work and investigation, except where otherwise stated.

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ABSTRACT

The aim of the study was to identify the relationship of technostress and job satisfaction among the employees at Suruhanjaya Hak Asasi Manusia Malaysia (SUHAKAM). Technostress creator is one of the types of technostress's component that has been chosen by the researcher. There were three technostress creators used in this study which are techno-overload, techno-uncertainty and techno-complexity. For this study, 90 questionnaires were distributed and only 84 questionnaires were returned and useable for further statistical analyses. Based on the research objectives and research questions that have been developed by the researcher, finding of the study showed that technostress contributes to job satisfaction among employees at Suruhanjaya Hak Asasi Manusia Malaysia (SUHAKAM). Furthermore, the finding also finds out the best way how to avoid technostress from happening at Suruhanjaya Hak Asasi Manusia Malaysia (SUHAKAM) and recommendation for future researchers. Besides, the researcher also has been discussed the conclusion and developed recommendation for employees and future researchers.

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CHAPTER 1

INTRODUCTION

Background of study

Technology is an essential part of our lives and few can live without it. We achieve 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 et al. 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 et al. (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 experienced technostress found themselves dissatisfied with their jobs and it affects their use of Information System for their work tasks. However, the level of technostress that someone experience depends on particular demographics factors such as gender, age, education, computer efficiency, confidence and experience of using computers. According to (Ennis, 2005), there is no avoiding workplace stress,