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 main purpose of the study was to investigate the relationship between techn-stress creators towards job satisfaction among employees at Forest Department in Kuching, Sarawak. Five type of techno-stress creators which were chosen which comprised techno-overload, techno-invasion, techno-uncertainty, techno-insecurity and techno-complexity. For the purpose of data collection, a questionnaire on Techno-stress creators based on Wei Qui is (2013) study was used while a questionnaire on job satisfaction was adapted from the Minnesotas (2012) study. A total of 120 questionnaires were circulated, and out of which only 103 return. The data were analyzed using the Statistical Package for Social Sciences Software (SPSS) version 20. Pearson Correlation was performed on the data in order to determine whether there was significant relationship between techno-stress creators and job satisfaction. The findings showed that there was a relationship between the independent variables and the dependent variable. Techno-complexity showed the strongest contributor of variance in job satisfaction at Forest Department in Kuching, Sarawak with the value of ($r=.658$ and $p< 0.01$). Several recommendations were proposed for the betterment of the organization and its employees.

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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 in carrying out work. Technology somehow had given the greater 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 turnover and absenteeism, and poor task performance (Tarafdar, et al., 2011). In this research, the techno-stress creators comprised techno-overload, techno-invasion, techno-uncertainty, techno-insecurity and techno-complexity. Based on previous research,