

**THE RELATIONSHIP BETWEEN TECHNOSTRESS AND
JOB SATISFACTION AMONG NON-EXECUTIVE STAFF
AT JABATAN PERTANIAN BAHAGIAN SAMARAHAN,
SARAWAK.**

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“DECLARATION OF ORIGINAL WORK”

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ABSTRACT

The study investigated the relationship between technostress and job satisfaction among non-executive staff at Jabatan Pertanian Bahagian Samarahan, Sarawak. The objectives of the study were, to investigate the relationship between techno-overload and job satisfaction among non-executive staff in Jabatan Pertanian Bahagian Samarahan, Sarawak, to determine the relationship between techno-uncertainty and job satisfaction among non-executive staff at Jabatan Pertanian Bahagian Samarahan, Sarawak and also to identify the relationship between techno-complexity and job satisfaction among non-executive staff at Jabatan Pertanian Bahagian Samarahan, Sarawak. The literature review was done by using the conceptual framework as adapted for analysis. Then, the data were collected through the instrument of questionnaire. A correlational survey research design was adapted using quantitative methods. Therefore, simple convenience sampling technique was used to select staff department and the questionnaires had been distributed to 86 respondents in Jabatan Pertanian Bahagian Samarahan, Sarawak. Data analysis involved frequencies and inferential statistics such as correlations and the coefficient of determination. Findings revealed a positive, low relationship between job satisfaction was ($r=0.018$) for techno-overload, then for techno-uncertainty revealed a positive relationship between job satisfaction was ($r=0.212^*$) and for techno-complexity revealed a negative relationship between job satisfaction in Jabatan Pertanian Bahagian Samarahan, Sarawak was ($r= - 0.047$). It was therefore concluded that technostress creator's component which includes techno-overload, techno-uncertainty and techno-complexity has low affected the job satisfaction of employees' in Jabatan Pertanian Bahagian Samarahan, Sarawak. The study recommends that

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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 (M. Tarafdar, Qiang, Ragu-Nathan, & Ragu-Nathan, 2011). This phenomenon is called “technostress”.

The use of technology pushes people to follow new applications and to obtain new technological tools and their adaptation of new technology (Shah, Hassan, & Embi, 2011). Besides that, technostress is defined as any negative effects on human attitudes, thoughts, behaviour, and psychology that directly or indirectly result from technology (Agbu, J., Simeon, & O., 2011). According to M. Tarafdar, T. U. 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 such as gender, age, education, computer efficiency, confidence and experience of using computers.