THE RELATIONSHIP BETWEEN TECHNOSTRESS CREATORS AND JOB SATISFACTION AMONG ADMINISTRATIVE STAFF AT PEJABAT RESIDEN AND DAERAH BAHAGIAN SAMARAHAN

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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

Due to the changes in technology, it has affected the users. Technology is designed to help the user; unfortunately, it has caused problems and stress to the users. Technostress happened due to rapid changes in computer technologies and it may increase user's job satisfaction. This study was conducted to investigate the relationship between technostress creators and job satisfaction among administrative staff at Pejabat Residen and Daerah Bahagian Samarahan. The study will contribute to the extent of management and worker's behavioral. The study will contribute to the extent of management and worker's behavioral. Questionnaires have been used as an instrument to find out the information from the respondents. Besides that, Statistical Package for the Social Science (SPSS) has been used for the data analysis process. The result showed that Technostress which consists of Techno-Overload (r=.235*, p<.05) Techno-Invasion (r=.176*, p<.05) and Techno-Uncertainty (r=.264*, p<.05) were positively correlated with their Job Satisfaction at Pejabat Residen and Daerah Bahagian Samarahan.

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CHAPTER 1

INTRODUCTION

Background of the Study

Rapid development in Information and Communication Technologies (ICTs) in organizational process and products has exponentially increased the level of user dependence on these technologies (Monideepa Tarafdar, QiangTu, Ragu-Nathan, Bhanu and Ragu-Nathan, 2007).

Due to rapid changes in technology, it has affected the user of the technology (Tarafdar et al., 2007).   Computer based system that has been designed to help the user, but unfortunately it was causing problems and creating stress to the user.   However, a growing number of research studies have indicated the negative aspectsvof the technology advance (Fisher & Wesolkowski, 1999; Heinssen, Glass & Knight, 1987).   Along with the obvious business benefits, ICT could also generate negative individual reactions and require employees to adjust in various ways (Tarafdar, Tu, Ragu-Nathan, S., & S., 2007). For example, employees have to constantly update their technical skills and adapt to more complicated systems in order to keep up with the advancing fast pace of ICTs.   These requirement may result in employees generating negative cognitions toward ICTs (Heinssein et all., 1987).   Technostress is a modern disease caused by an inability to cope with the new technologies in a healthy