# THE RELATIONSHIP BETWEEN TECHNOSTRESS CREATORS AND JOB SATISFACTION AMONG ADMINISTRATIVE STAFF AT JABATAN PENDIDIKAN NEGERI SARAWAK

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### DECEMBER 2017

DEGREE IN OFFICE SYSTEMS MANAGEMENT
FACULTY OF BUSINESS AND MANAGEMENT

"DECLARATION OF ORIGINAL WORK"

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- 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 to investigate the relationship between technostress creators and job satisfaction at Jabatan Pendidikan Negeri Sarawak, which is one of the government agencies located in Kuching, Sarawak. The purpose of the study is to investigate the relationship between the three aspects of technostress (Techno-Overload, Techno-Invasion and Techno-Uncertainty) and job satisfaction.

The aim of the study was to investigate the relationship between technostress and job satisfaction among administrative staff in *Sektor Khidmat Pengurusan Dan Pembangunan* at Jabatan Pendidikan Negeri Sarawak. A total of 86 respondents answered the questionnaires.

The data was analysed using SPSS Version 20. The data shows that there was negative and moderate relationship between techno-overload and job satisfaction (.324**). This indicated that administrative staff at Jabatan Pendidikan Negeri Sarawak stress if they have over workload in workplace. There was a positive and moderate relationship between techno-invasion and job satisfaction (.300**) it is indicated that administrative staff can be reached any time even during the weekend. Besides that for techno-uncertainty and job satisfaction (.338**) it has positive and moderate relationship. It indicated that administrative staffs are willing to adapt and learn new technology introduced. This study proposed several recommendations to

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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, Qiang Tu, 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 has caused problems and created stress to the user. However, a growing number of research studies have indicated the negative aspect of 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 requirements may result in employees generating negative cognitions toward ICTs (Heinssein et al, 1987). Technostress is a modern disease caused by the inability of an individual to cope with the new