

THE RELATIONSHIP BETWEEN TECHNOLOGY  
ACCEPTANCE AND EMPLOYEE JOB PERFORMANCE IN  
PEJABAT PENDIDIKAN DAERAH SAMARAHAN, SARAWAK

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## ABSTRACT

The purpose of this research is to investigate the characteristics of perceived usefulness, perceived ease of use and behavioural intention to use as the basis to determine the relationship between technology and job performance among the employees in Administrative Department at Pejabat Pendidikan Daerah Samarahan, Sarawak. This is a correlational study. The population for this study is 120. Sampling technique that will be used in this study is convenience sampling. The sample size in this study was determined by using Krejcie and Morgan table (1970). The sample size that suggested are 100 employees. The researcher managed to collect 100 questionnaires which fulfil the sample suggested. The results of the data obtained from the questionnaires includes the analysis of the demographic background which comprises the gender, age, race, marital status and educational level. For the purpose of this study, the Pearson Product-Moment Correlation Coefficient was used to examine the relationship between technology acceptance and employee job performance in Pejabat Pendidikan Daerah Samarahan, Sarawak. The relationship between perceived usefulness and job performance were medium and significant. Then, for perceived ease of use was moderate, positive and significant relationship with job performance. For behavior intention to use the relationship between job performance was strong, positive and significant. Therefore, the objective of this study was to describe the relationship between technology and job performance among the employees of public sector at Pejabat Pendidikan Daerah Samarahan, Sarawak.

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## **CHAPTER I**

### **INTRODUCTION**

#### **Background of Study**

According to Campbell (1990) cited by Sonnentag et al., (2010), performance can be refers to the behavioral aspects that been shown by people towards their works and it naturally shown when it's come to the feedback factor. The performance of every individual are differ as it based on how they respond whether it is positive (increased) or might be negative (decreased). It's been prove through the research done by Parmentor (2010), where the performance can be measured by using KPI (Key Performance Indicator) at workplace. The performances of individual increased if they are satisfied with their task, full of self-efficacy and capable to perform well towards their responsibility, but it's depends on their acceptance especially when it's come to the changes that made in the organization. The changes that mostly happen in the organization that affected the employee performance are the technology implementation and improvement.

As the technology rapidly implemented in every organization, the employee strictly need to accept and practice the technology as it been required in their job. There are several concerns on the acceptance factors of employees towards the technology which is perceived usefulness, perceived ease of use and behavioral intention to use