

**THE RELATIONSHIPS BETWEEN ACCEPTANCE OF EMAIL  
USAGE AND JOB PERFORMANCE AMONG ADMINISTRATIVE  
STAFF AT UiTM PAHANG, JENGA CAMPUS**

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## ABSTRACT

The rapid changes in the information and telecommunication technologies had resulted in the introduction of the electronic mail (email). Since communication plays an important role in the daily work, the use of technology such as electronic mail and the Internet had become the norm in the life of individuals as well as in many organizations nowadays. The study examined the issues related to electronic mail usage and job performance among administrative staff of UiTM Pahang, Jengka Campus. The researchers used Davis's Technology Acceptance Model (TAM) (1989) to investigate the acceptance of email usage and used Torkzadeh and Doll (1999) to measure the job performance of the respondents. Questionnaires were distributed to 40 respondents of administrative staff at UiTM Pahang, Jengka Campus. The study concluded that the findings are generally consistent with previous studies which supported that the existence of relationship between the acceptance of email usage and job performance among administrative staff in UiTM Pahang, Jengka Campus. The upper level of management should be recommended to be the respondents for future study.

**Keywords:** Email, Perceived Ease of Use, Perceived Usefulness, Job Performance

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