ATTITUDE TOWARDS SYSTEM USAGE: A CASE STUDY AT FREESCALE SEMICONDUCTOR MALAYSIA SDN BHD

By

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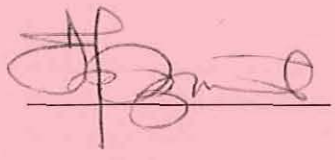

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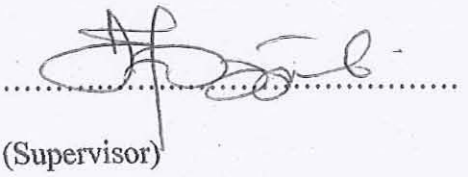

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ABSTRACT

This study aimed to identify the relationship between job relevance, result demonstrability, system self-efficacy, perceived enjoyment, perception of external control, compatibility with practice, computer anxiety and attitude towards system usage. Therefore, a total of 211 employees of Freescale Semiconductor Malaysia who are using the Personal Change Request (PCR) Online were selected as respondents for this study. The instrument is taken from a questionnaire that was developed by the previous researchers.

Data analysis used descriptive analysis (mean, frequency, mode and standard deviation) and the inference statistic that Spearman Correlation and Regression Analysis. The result shows that there is significant correlated between job relevance, result demonstrability, system self-efficacy, perceived enjoyment and perception of external control with attitude towards system usage. While the result of correlation analysis between the variables also showed a non-significant relationship between compatibility with practice, computer anxiety and attitude towards system usage.

The implication of the study is discussed in such of practice and contribution for knowledge. Some suggestions for improvement in term of practice are also discussed such as organisation needs to design a user-friendly system to have a very direct and clear link between improved system usage and enjoying as the system user.

ABSTRAK

Kajian ini adalah bertujuan untuk mengenal pasti hubungan antara *job relevance, result demonstrability, system self-efficacy, perceived enjoyment, perception of external control, compatibility with practice, computer anxiety* dengan *attitude towards system usage*. Oleh yang demikian, seramai 211 orang pekerja Freescale Semiconductor Malaysia yang menggunakan Personal Change Request (PCR) Online telah dipilih sebagai respondant bagi kajian ini. Instrumen kajian ini diambil dari soal selidik yang telah dibangunkan oleh pengkaji terdahulu.

Analisis data yang digunakan adalah Analisis Deskriptif (min, frekuensi, kekerapan dan sisihan piawai) dan Analisis Kolerasi *Spearman.* Hasil analisis kolerasi menunjukkan bahawa *job relevance, result demonstrability, system self-efficacy, perceived enjoyment* dan *perception of external control* dengan *attitude towards system usage* adalah signifikan. Manakala, hasil analisis kolerasi antara pemboleh ubah kajian juga mendapati terdapat hubungan yang tidak signifikan antara *compatibility with practice* dan *computer anxiety* dengan *attitude towards system usage*.

Kajian ini turut membincangkan implikasi kepada praktis kepada organisasi dan juga sumbangan kepada pengetahuan. Beberapa cadangan kepada penambahbaikan dari segi praktis turut dibincangkan, antaranya ialah organisasi perlu organisasi perlu mewujudkan sistem yang mesra pengguna supaya dapat meningkatkan minat pengguna menggunakan sistem.

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CHAPTER 1
INTRODUCTION

1.0 Introduction

The enhancement in system technology is happening very fast in this modern world. No doubt, installation of various system has helped the management in coordinating and managing business with speed and accuracy. In most organizations, managers need support from various system to manage employee. One such system is E-HRM. The E-HRM is a system that has potential to improve the services provided by the HR department for both employees and management. E-HRM can improve the efficiency and effectiveness of the HR department. Therefore, it allows HR to become a strategic partner in achieving organizational goals.

In general the benefits of E-HRM are many. One of them is that, E-HRM assists organizations in achieving transactional and transformational goals. Transactional goals means E-HRM could help organizations in reducing costs, while transformational goals means E-HRM helps in improving the allocation of time for HR professionals so that they may address more strategic issues. Besides these operational benefits, E-HRM also has relational impacts for a business. E-HRM provides a company's employees and managers with the ability to access HR information and increase the connectivity to all parts of the company, and even to outside organizations. And finally e-HRM creates process standardization, and this can ensure that organizations remain compliant with HR requirements, thus also ensuring more precise decision-making. As a result of standardization, the line and middle managers are empowered to perform certain chosen HR functions, and this reduce various administrative tasks that HR department have to perform, allowing HR staff to focus less on the operational and more on the strategic

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