Computer Literacy: Computer, E-Mail, Internet and Job Satisfaction

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Abstract: The aim of this study is to identify the relationship between computer literacy in UniversitiTun Hussein Onn Malaysia (UTHM): computer, e-mail and internet to job satisfaction. The instrument used in this study is questionnaire. There are 76 respondents that have participated in this study which made of staff from Universiti Tun Hussein Onn Malaysia (UTHM). The study was being analyzed using Package in the Social Science Software (SPSS) version 22.0. The study found a positive and strong relationship to job satisfaction between computer literacy: computer, e-mail and internet. The results have supported Theory of Acceptance Model (Davis, 1989). Therefore, this study has proved that humans will use technology that could help and provide advantages to them by increasing efficiency and allows jobs to be completed faster and more accurate.

Keywords: Computer Literacy, Computer, E-Mail, Internet, Job Satisfaction

I. INTRODUCTION

The rapid changes of technology have change the way of life, works and communication globally. The successful adoption of new information technology in the workplace, however, depends on both the nature of the tasks within the organization to be performed by individuals and the technology itself. Therefore, computer literacy among workers is crucial in performing works as the world is embracing Industrial Revolution 4.0. Furthermore, organizations need to understand how job satisfaction can play a role in improving their workers ' productivity by implementing technology in their day-to-day work. As explained by Spector (1997), job satisfaction can have various consequences, such as a dissatisfied employee may leave or remain on the job, but less enthusiasm and less commitment to work. Therefore, this study will identify the relationship between computer literacy: computer, internet, e-mail andjob satisfaction in UTHM.

II. LITERATURE REVIEW

Job Satisfaction

The definition of job satisfaction is 'how people feel about their jobs and different aspects of their jobs. It is to what extent people like or dislike their jobs (Spector, 1997).

Moreover, job satisfaction represents employees affective reactions to their jobs (Parasuraman & Simmers, 2001) or the positive feeling of employees towards their jobs. Giovanni (2013) stated that the nature of the work tasks and aspects of the work environment could influence job satisfaction on a par with IT devices. This is supported by Lancester and Sandore (1997) where he found thatIT has improved work performance and productivity. Adetoro (2014), on the other hand, found that IT and its use by Tai Solarin's academic staff at the University of Education in Nigeria did not translate to job satisfaction. Therefore, this study would identify the relationship of computer literacy and job satisfaction among UTHM staff.

Computer Literacy

Chee Sin Kiong (2013) define computer literacy as respondent self-perception about their level of knowledge about computers skills and understanding regarding computer and the ability to manage file and use common computer software applications. The Common computer software included word processor (MS Word), spreadsheet (MS Excel), web browser (Internet Explorer) presentations (MS powerpoint), and communication tools (email). Therefore, the researcher has chosen this term for the purpose of this study. Previous computer literacy study found that the computer literacy level among IIUM faculty members was quite low: most of them used computers only for word processing (Shaheen&Alfia, 1997). Another study at the University Library of Isfahan in Iran also found that most respondents do not yet have a good level of computer skills, and even their long-term computer use experience did not necessarily improve their computer literacy skills (Hajar&Asefeh, 2008).

Computer

According to Vogt (2013), computers can now make a lot of well-informed decisions with the advent of technology that managers or office workers may find unnecessary to make for a human being. Additionally, Thakur (2013) stated that it is an advanced electronic device that takes raw data from the user as input and processes these data under the control of the set of instructions called program and provides the output result and saves output for future use.

E-mail

Luckett (1973), defines the method of exchanging digital messages from an author to one or more recipients by electronic mail or email. E-mail is available through the Internet or other networks of computers.

In addition, Berendzen and Hunt (2011) stated that an email message on the Internet consists of three components, the message envelope, the message header, and the message body. Furthermore, Calvert (2017) explained that for its efficiency and professionalism, e-mail remains popular among the different types of communication. Because email is more convenient for users, it is possible to permanently save outgoing and incoming emails without creating unnecessary paperwork. This has been supported by Davis (1989) Technology Acceptance Model. In this model, "users' computer system adoption" depends on their "behavioral intention to use," which in turn depends on "attitude," consisting of two beliefs, namely perceived ease of use and perceived utility.

Internet

According to Rouse (2015), the Internet or sometimes simply called "the Net" is a worldwide system of computer networks-a network of networks where users can get information from any other computer if they have permission (and sometimes speak directly to users on other computers). In addition, the Internet is a global network that connects millions of computers. (The Beal, 2015)
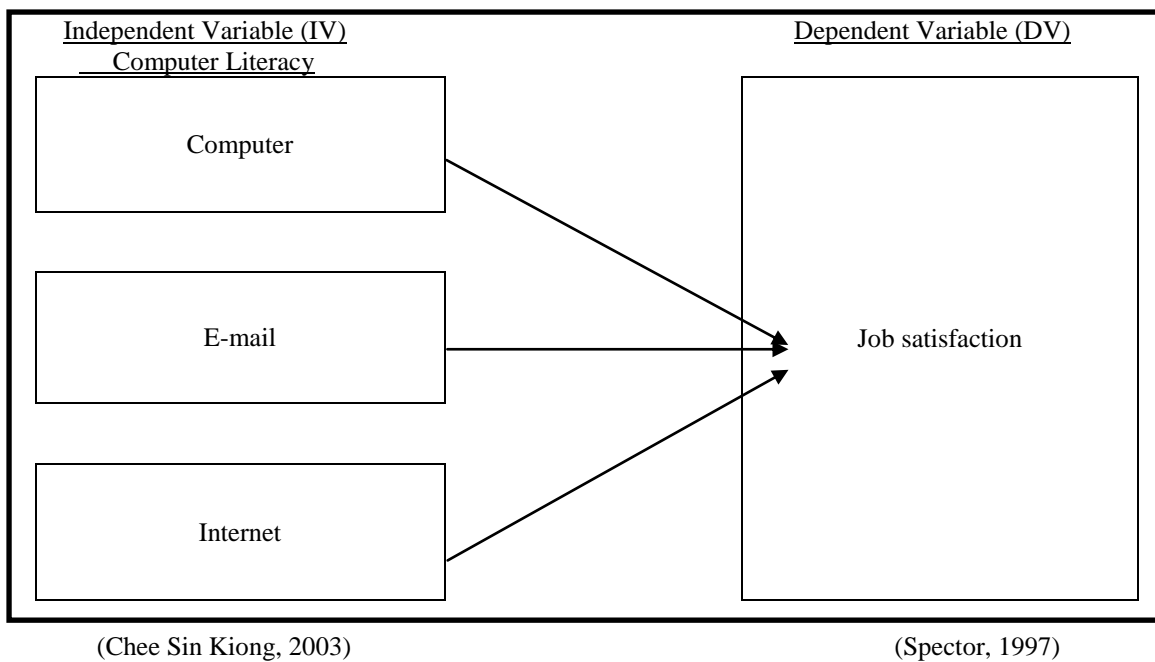
III. CONCEPTUAL FRAMEWORK

Fig. 1 The Relationship between Computer Literacy: Computer, E-mail, Internet and Job Satisfaction

The researcher would like to explore the relationship between computer literacy and job satisfaction in UTHM in this study. Chee Sin Kiong (2003) adopted the independent variable based on the conceptual framework as computer literacy representing computer, e-mail and internet. The dependent variable that is job satisfaction is taken from Spector's previous research (1997).

Research Questions

1. Is there any relationship between computer literacy and job satisfaction in UniversitiTun Hussein Onn Malaysia (UTHM)?

Hypothesis

H_1: There is a relationship between computer and job satisfaction in UniversitiTun Hussein Onn Malaysia (UTHM).
H_2: There is a relationship between e-mail and job satisfaction in UniversitiTun Hussein Onn Malaysia (UTHM).
H_3: There is a relationship between internet and job satisfaction in UniversitiTun Hussein Onn Malaysia (UTHM).

IV. RESEARCH METHODS

The purpose of this study is to identify the computer literacy relationship in UTHM: computer, internet, email and job satisfaction. Simple random sampling was used involving 76 respondents from the UniversitiTun Hussein Onn Malaysia (UTHM) Registrar Office, Bursary Office, Information Technology Center and Research & Innovation Management Office. Type of instruments used in this research is questionnaire. There are three sections in the questionnaire. Section A comprised of demographic profiles which contains personnel data qualification such as gender, age, marital status, educational qualification, length of service and position held in the organization.

Section B contains questions of computer literacy: e-mail. Section C outlines the job satisfaction. A Five point Likert scale which is 1-Strongly Disagree, 2-Disagree, 3-Natural, 4-Agree and 5-Strongly Agreement is used to calculate the questionnaire.

Reliability of Instruments

A pilot test was conducted for 30 UTHM respondents in checking the reliability of the instruments and the results are as follows:

Table. 1 Reliability Analysis Table

Scale Coefficient	Pilot Test Reliability Coefficient (n=30)	Actual Study Reliability (n=76)
All Section	.960	.967
Computer Literacy: a) computer b) e-mail c) internet	.849 .966 .803	.883 .971 .803
Job satisfaction	.879	.931

V. RESULTS

Is there any relationship between computer literacy and job satisfaction in UniversitiTun Hussein Onn Malaysia (UTHM)?

H^1: There is a relationship between computer and job satisfaction in UniversitiTun Hussein Onn Malaysia (UTHM).

Table. 2

		Computer	Job Satisfaction
Computer	Pearson Correlation	1	.806**
	Sig. (2-tailed)		.000
Job Satisfaction	Pearson Correlation	.806**	1
	Sig. (2-tailed)	.000	

**. Correlation is significant at the 0.01 level (2-tailed)

Table 4.8 presented the relationship between computer and job satisfaction. The results show that the relationship between computer and job satisfaction is significant, positive and high (r=.806, p<0.01). Therefore, based on the result, H^1 is accepted.

H^2: There is a relationship between e-mail and job satisfaction in UniversitiTun Hussein Onn Malaysia (UTHM).

Table. 3

		e-mail	Job Satisfaction
e-mail	Pearson Correlation	1	.863**
	Sig. (2-tailed)		.000
Job Satisfaction	Pearson Correlation	.863**	1
	Sig. (2-tailed)	.000	

**. Correlation is significant at the 0.01 level (2-tailed)

Table 4.8 presented the relationship between e-mail and job satisfaction. The results show that the relationship between e - mail and job satisfaction is significant, positive and high (r=.863, p<0.01). Therefore, based on the result, H^2 is accepted.

H^3: There is a relationship between internet and job satisfaction in UniversitiTun Hussein Onn Malaysia (UTHM).

Table. 4

		Internet	Job Satisfaction
Internet	Pearson Correlation	1	.813**
	Sig. (2-tailed)		.000
Job Satisfaction	Pearson Correlation	.813**	1
	Sig. (2-tailed)	.000	

**. Correlation is significant at the 0.01 level (2-tailed)

Table 4.8 presented the relationship between internet and job satisfaction. The results show that the relationship between internet and job satisfaction is significant, positive and high (r=.813, p<0.01). Therefore, based on the result, H^3 is accepted.

VI. CONCLUSION

First, the findings show that there is a relationship in UniversitiTun Hussein Onn Malaysia (UTHM) between computer and job satisfaction. The organization should provide employees with up-to-date computers and organize more workshops to improve their skills and knowledge in order to maintain this result.

Second, the findings show that UniversitiTun Hussein Onn Malaysia (UTHM) has a relationship between e - mail and job satisfaction. It is recommended that the organization should explore the etiquette of email usage such ashow to keep email more concise, conversational, and focused, the formatting of font and color, the limit of attachment, abbreviation and emoticon use in email.

Finally, the results show that in UniversitiTun Hussein Onn Malaysia (UTHM) there is a relationship between internet and job satisfaction. In order to ensure that the employees still could get fully usage on internet, the management from Information Technology Center should improve the capabilities of internet speed.

In conclusion, the ability to use computer at the workplace will provide satisfaction among the staff as they could become more efficient, allows jobs to be completed faster, able to communicate effectively and accurate in an organization.

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