UNIVERSITI TEKNOLOGI MARA

MANAGER'S PERFORMANCE TOWARDS INTRANET USAGE BASED ON A TASK-TECHNOLOGY HUMAN BEHAVIOR MODEL (TTHBM): A CASE STUDY AT OPERATORS OF MAJOR TERMINAL PORT IN MALAYSIA

NOOR AQILAH BINTI AHMAD TAJEDI

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of the requirements for the degree of
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AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has been not being submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student	:	Noor Aqilah Binti Ahmad Tajedi
Student I.D. No.	:	2009527447
Programme	:	Master of Science (Transport and Logistic)
Faculty	:	Malaysia Institute of Transports (MITRANS)
Thesis Tittle	:	Manager's Performance Towards Intranet Usage Based on a Task-Technology Human Behaviour Model (TTHBM): A Case Study at Operators of Major Terminal port in Malaysia
Signature of Student	:	..............~Aiqult~..............................
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ABSTRACT

Intranet is a part of information and communication technology tools. It is really convenient to be used compared to completing one's task using traditional methods of processes. Albeit it being useful, there still are some issues of using the Intranet including the system, cost and human behaviour. Hence, this quantitative study adopted a combination of information system and human behaviour theories to determine the manager's performance toward intranet usage based on a Task-Technology Human Behaviour Model (TTHBM) as a case study at operators of Major terminal Port in Malaysia. In this study TTHBM will be tested where the independent variable and dependent variable in this model are related to the middle managers. The intervening variables on this study are Intranet usage, middle manager's frustration, withdrawal behaviour and Intranet resistance which control the statistics of this study. The target population of the study comprise middle managers who work at major terminal operators in Malaysia which use the Intranet system and the sample size of this study is 254. Two types of tool have been used in this study, namely Social Sciences (SPSS) Version 20.0 to key in data and Analysis of Moment Structures (AMOS) Version 20.0 to test the structural equation modelling (SEM). After running SEM one additional hypothesis has been found. So the total hypothesis of this study is eleven and six hypotheses are significant. TTHBM model is appropriate and useful for decision making at the management level in the Malaysia major terminal operator industry especially on the issue of surging Intranet usage among managers. Moreover for practitioners, they could understand how Intranet resistance, Intranet usage, task-technology fit, middle manager's frustration and withdrawal behavior influence performance, either directly or indirectly. Thus, by understanding the relationships of performance, they could carefully strategize the effective ways on how to improve individual performance through technology usage. There is some limitation especially in collecting information and time limitation in process to complete this study. The researcher hopes that the recommendation suggested could assist this sector or industry in improving their Intranet implementation or adoption. Furthermore, the researcher also desires to make this model as guide or reference to other sectors/industries as a fundamental before they adapt a new technology. This model also could guide decision makers/policy makers/vendors/producers in the related industry especially on how to increase usage of technology (e.g. Intranet) among managers in the major terminal operators industry or in other industries in Malaysia. For academicians, the relationships between the various factors affecting the successful implementation of Intranet at major terminal operators can be added to literature and the benefits gained gives competitive advantage.

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CHAPTER THREE: FRAMEWORK