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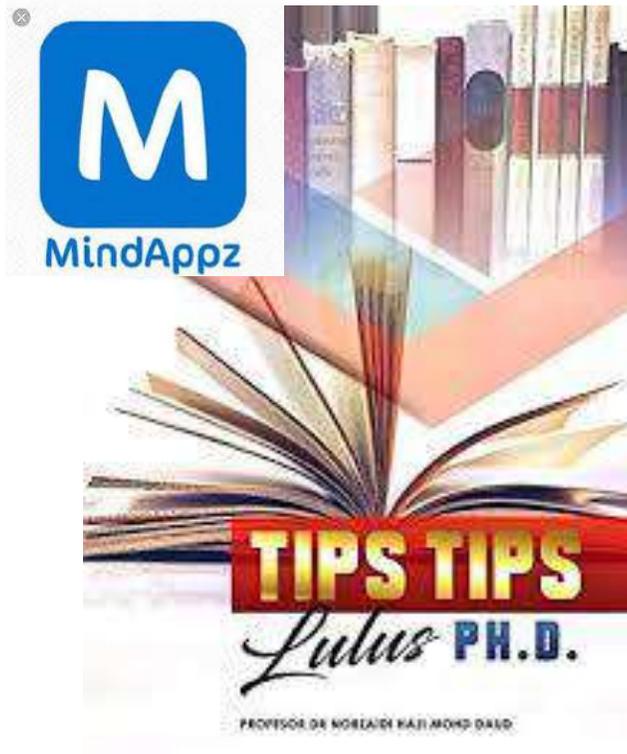
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Intranet usage and managers' performance in the port industry

Mohd Daud Norzaidi
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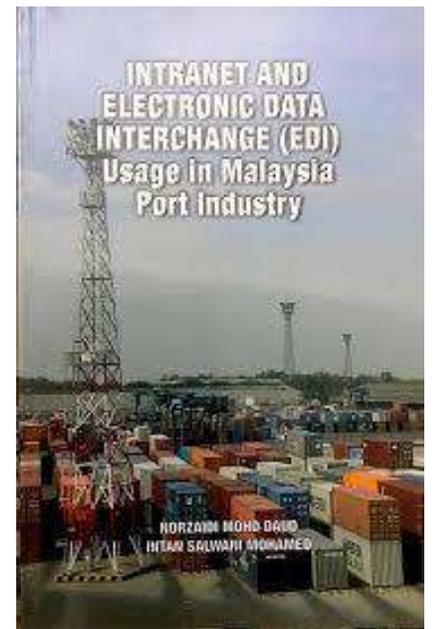
Intranet usage and managers' performance
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Abstract
Purpose – Using the extended task-technology fit (TTF) model, the purpose of this paper is to examine the impact of intranet usage on middle managers' performance in the port industry.
Design/methodology/approach – The study was conducted on 357 middle managers from various organisations in the Malaysian port industry.
Findings – The structural equation modelling results indicate that TTF and usage significantly explain the variance on managers' performance. TTF is a predictor of perceived usefulness and usage but it does not predict user resistance. Perceived usefulness is a predictor of usage but it does not predict user resistance. User resistance does not predict managers' performance.
Research limitations/implications – The study focuses only on the port industry in Malaysia and measures only on the management perspective of intranet usage.
Practical implications – The results provide insights on how the Malaysian port industry and other organisations of a similar structure could improve on their intranet adoption.
Originality/value – This study is perhaps one of the first to address the intranet adoption in the port industry using a comprehensive, extended TTF model (perceived usefulness, usage, user resistance) to investigate their influences on individual job performance.
Keywords Intranets, Task analysis, Malaysia
Paper type Research paper

Introduction
 It is beyond doubt that new technology such as intranet is alleged to be an evocative tool for enhancing individual effectiveness and efficiency (Perrons and Platts, 2005; Kumar and Liu, 2005; Ta and Kazuo, 2005) and subsequently helps to improve organisational-wide performance (Jen *et al.*, 2007). It is not surprising that Malaysian organisations, including the port industry, have been using intranet in their daily operations. A range of companies in the port industry (e.g. terminal operator, port authority, immigration department, customs department, and marine department) utilise intranet in a variety of transactions since the system was introduced in the mid-1990s. For example, the marine department established a high speed Marine

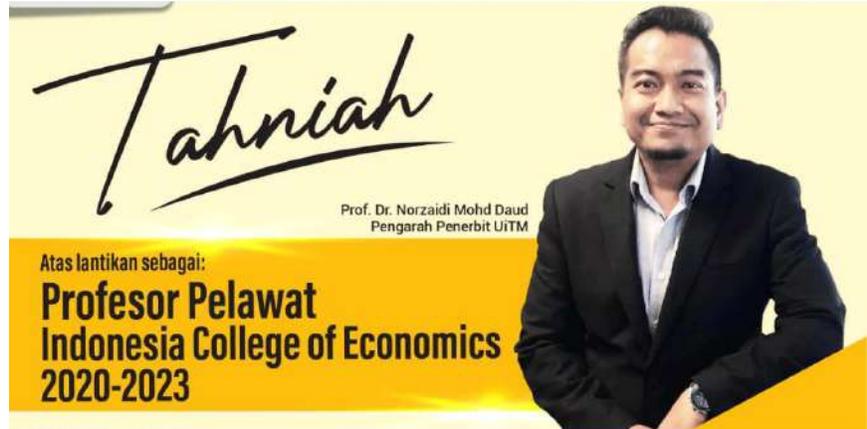


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- Following research procedures
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1 of 1



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CWIS
26,4

Evaluating technology resistance and technology satisfaction on students' performance

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Abstract

Purpose – Using the extended task-technology fit (TTF) model, this paper aims to examine technology resistance, technology satisfaction and internet usage on students' performance.

Design/methodology/approach – The study was conducted at Universiti Teknologi MARA, Johor, Malaysia and questionnaires were distributed to 354 undergraduate students.

Findings – The structural equation modelling (SEM) results indicate that technology satisfaction and the internet usage significantly explains the variance on students' performance. Task-technology fit is not a predictor of technology resistance but it does predict the internet usage. The internet usage has greater impact on technology satisfaction than technology satisfaction on the internet usage. Finally, technology resistance is not a predictor of students' performance.

Research limitations/implications – The study focuses only on education in Malaysia and concentrates only on the students' performance and the relationship between technology resistance, technology satisfaction and the internet usage.

Practical implications – The results provide insights on how Malaysian education systems of a similar structure could improve upon their internet adoption.

Originality/value – This study is perhaps one of the first to address internet adoption in education using an extended task-technology fit model (task-technology fit, internet usage, technology resistance, technology satisfaction) to investigate their influences on students' performance.

Keywords Communication technologies, Customer satisfaction, Internet, Students, Malaysia, Learning
Paper type Research paper

Introduction

Use of the internet to support learning and teaching is growing exponentially as more and more educational organisations are recognising the potential that it offers (Jefferies and Hussain, 1998; Norzaidi *et al.*, 2007a, b). From the internet, students would simply gather variety of latest information that is useful for their assignments. It is common to say that more than 50 percent of students' assignments are based on information from the internet (Norzaidi and Intan Salwani, 2008a, b). Thus, today, academic life without access to the internet is hardly imagining (Spennemann *et al.*, 2007). However, much still unknown about how university student use the internet information systems for academic work (Aiken *et al.*, 2003). Issues such as, technology resistance, technology satisfaction, task-technology fit, and usage have raised the question of whether universities have been on the right track in terms of students' the



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The indirect effects of intranet functionalities on middle managers' performance

Evidence from the maritime industry

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Binshan Lin

*College of Business Administration, Louisiana State University in Shreveport,
Shreveport, Louisiana, USA*

Abstract

Purpose – The purpose of this paper is to investigate whether intranet functionalities predict perceived usefulness, which in turn influences intranet usage and whether such usage affects job performance of managers.

Design/methodology/approach – About 150 of 357 managers engaged by numerous organizations in the port industry in Malaysia, namely port authority, terminal operator, marine department, immigration department, and royal customs and excise department which utilized intranet were sampled using a set of self-reporting questionnaires.

Findings – The results of structural equation modeling indicate that intranet functionalities influence perceived usefulness, usage, and indirectly predict port managers' performance.

Research limitations/implications – The paper focuses only on the perspective of intranet usage among middle managers working in the port industry in Malaysia.

Practical implications – Suggestions are provided on how the maritime industry in particular and other industries in general can improve their intranet adoption to achieve organizational goals.

Originality/value – This paper draws attention to the imperative of having proper intranet functionalities in place in light of its indirect impact on job performance improvements.

Keywords Cybernetics, Intranets, Middle managers, Functional analysis, Management information systems, Malaysia

Paper type Research paper

Introduction

A considerable number of studies have reported on the benefits of intranet implementation, among the major ones include ability of the technology to facilitate internal communication, secure, enhanced productivity, reduced cost, and faster delivery



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• 2 PAPERS




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- Types of Research
 - Methodology
- Practical Implications



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Towards a holistic model in investigating the effects of intranet usage on managerial performance: a study on Malaysian port industry

Mohd Daud Norzaidi , Siong Choy Chong , Raman Murali & Mohamed Intan Salwani

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Investigating the impact of intranet resistance and intranet withdrawal in Malaysian maritime industry

Norzaidi Mohd Daud, Assoc. Prof.,
Intan Salwani Mohamed, Ph. D.,
Universiti Teknologi MARA, Malaysia

Saad Alghanim, Ph. D.,
Rashid Alhamali, Ph. D.,
King Saud University, Saudi Arabia

ABSTRACT

This article investigates the impact of intranet resistance (i.e. co-workers affluence, negative prior experience, efficacy experience, poor systems design and loss of power) on manager's performance, which indirectly influences intranet withdrawal in Malaysia maritime industry. The structural equation modelling (SEM) results indicate that all intranet resistance factors negatively influence managers' performance and indirectly influence intranet withdrawal. This is probably the first work that investigate the impact of intranet resistance and withdrawal in Malaysia. The results provide insight on how the Malaysian maritime industry could improve their intranet adoption.

Keywords: co-workers affluence; negative prior experience; efficacy experience; poor systems design and loss of power; intranet withdrawal; Malaysia maritime industry

INTRODUCTION

Most of the key players in the Malaysian port industry such as terminal operators, marine department, port authority, royal customs, excise department and immigration department are using intranet in most of their operation [21, 22]. The organizations started to use intranet in the early 2000s, and so far, intranet had improved the managers' effectiveness and efficiency as well as a return on investment. For instance, Northport (Malaysia) Berhad, major terminal operator in Malaysia introduced Northport Net which operated 24 hours a day, seven days a week to users for queries on vessel sailings, container status, customs clearance status and enquiries on shipping lines, freight forwarders or their agents and port tariff. Northport Net also offers all information on a real-time basis, and also cost-effective and convenient exchanges of operational and trade information [23]. In addition, North Butterworth Container Terminal of Penang Port is using Computerised Cargo and Marine Systems (PELPIN). PELPIN is an on-line real-time system designed to improve productivity and efficiency of the port billing and cargo operations systems. However, after a few years of transformation from manual to intranet systems in maritime industry, there are new issues on surface, for instance intranet resistance and intranet withdrawal.

Resistance is a critical obstacle which prevents organisation from reaping the potential benefits from implementation of an IT [4, 22, 24]; it can undermine its success and is a widespread problem [21]. For instance, when Grubb and Ellis Company introduced its new intranet systems, its professionals yearned

for the "old days" of faxing, phoning, and sending letters. Now they have e-mail, but they still wanted to send fax information to clients. They knew it would be faster and easier to send e-mail, but they were not sure they could remember how to add attachments, etc., and they were usually in a hurry, so it was "faster" to just do it the old way [28]. Thus, IT acceptance would lead to its adoption and use in the workplace, which is a necessary condition for effectiveness and competency in the information age [7].

Furthermore, failure to put the IT into implementation process of the proper social context of economic, socio-political, and cultural dimensions could inhibit the success of the process and increase the risks of failure. When there is less IS usage, then, it could diminish individual and organisation performance as well as to lead them to quit from their jobs [15]. As mentioned by Al-Gahtani [1], lack of user acceptance has long been an impediment to the success of the introduction of new technologies. As the goal of most organisationally based IS is to improve performance on the job, unfortunately, performance impact is lost whenever users reject systems and thus acceptance is often the pivotal factor determining the success or failure of introducing new technologies [2, 7]. Thus, to improve productivity of technologies, they have to be accepted and used by employees in organisations. Moreover, the possibility of dysfunctional IT impacts generated by emphasizing that user acceptance is not a universal goal and is actually undesirable in cases where systems fail to provide true performance gains and if users are not willing to accept the IS, it will not bring full benefits to the organisation and propensity

TYPES OF article

- Research
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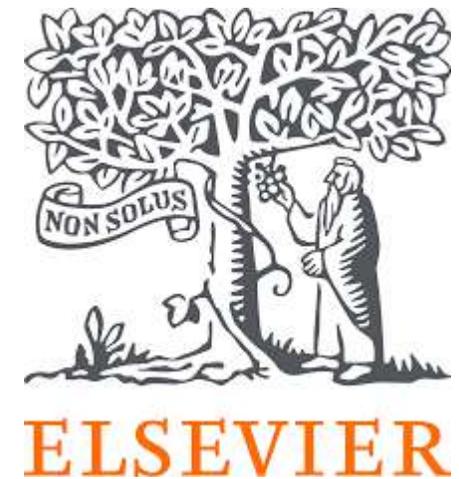
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- Objectives/Research Questions
 - Review of Literature
 - Methodology
 - Findings
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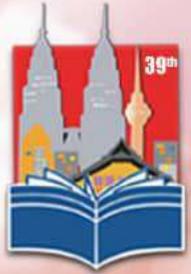
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