

**TASK TECHNOLOGY FIT, USER SATISFACTION, AND PERFORMANCE
IMPACT AMONG PUBLIC SECTOR EMPLOYEES IN KALMUNAI AREA**



BY

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REG NO: EU/IS/2014/MS/18

INDEX NO: MS 1668



**Project Report
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A Project Report submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka, as a partial fulfillment of the requirement for the Degree of Bachelor of Business Administration (Specialization).

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FACULTY OF COMMERCE AND MANAGEMENT

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ABSTRACT

The technology becomes an essential tool for individuals, organizations, and nations for growth and prosperity. Task technology fit is defined as fit between functionalities of the technology and the task requirements of the user. Performance impact in the organization is very crucial because achievement of organizational goals and objectives can be assessed by the performance impact. Even though there are several factors deciding the level of performance impact, technology takes on important place in the modern organizational trend. This study examined the research problem of whether task technology fit and user satisfaction influence on performance impact among public sector employees in Kalmunai area.

The study is to find out the level and relationship between task technology fit, user satisfaction, and performance impact and also whether user satisfaction mediates the relationship between task technology fit and performance impact. In this study performance impact includes four dimensions such as process, knowledge acquisition, communication quality, decision quality. Using Stratify random sampling method, primary data were collected from 202 employees of selected five public sector organizations in Kalmunai area. The collected data has been analyzed by using descriptive statistics, correlation analysis and regression analysis. The findings indicate that there is a high level of task technology fit, user satisfaction, and performance impact among public sector employees in Kalmunai area. And also the results showed that there is a strong positive relationship between task technology fit, user satisfaction, and performance impact.

The findings further suggest that user satisfaction perform a mediating role in the relationship between task technology fit and performance impact. The findings should be very useful for the public sector in presenting the importance of technology on individual efficiency and effectiveness. Therefore, the technology from these findings should encourage and support the formation of future policy at the organizational level and national level. If the government utilizes these findings by setting up strategies to promote technology usage, this may, in turn, improve professional practice, personal development, and quality of working life.

Key Words: *Task Technology Fit, User Satisfaction, and Performance Impact*

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