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The relationship between computer anxiety, personality and organisational effectiveness.

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Abstract

This study focuses on the relationship between computer anxiety, personality and organisational effectiveness. In the past, there have been a vast array of studies conducted around these three variables. However, there has not been a study that encompasses all three together in one piece of research. The current study serves the purpose of filling a gap in the literature by examining the relationship between computer anxiety and two organisational effectiveness variables, that being; job satisfaction and intention to leave. This study also examines personality in terms of how it may act as a moderating variable between computer anxiety and the two organisational effectiveness variables.

Computer anxiety was assessed using the 'Computer-Anxiety rating Scale (CARS)' developed by Rosen and Weil (1992). Three of the Big Five dimensions of personality (extraversion, neuroticism and openness to experience) were assessed using an adapted version of the 'Big Five Inventory (BFI)' created by John, Donahue and Kentle (1991) (as cited in John and Srivastava, 1999). Job satisfaction was assessed using the 'Facet Satisfaction Scale' scale developed by O'Driscoll and Randall (1999), whereas intention to leave was assessed using the 'Turnover Intentions Scale' developed by O'Driscoll and Beehr (1994).

The sample was comprised of 223 individuals from three separate South African organisations. It was concluded that there was an inverse negative relationship between computer anxiety and intention to leave. Furthermore, there was a weak negative relationship between computer anxiety and openness to experience, as well as a weak positive relationship between computer anxiety and neuroticism. Finally, it was established that there was a weak negative relationship between neuroticism and job satisfaction, as well as a weak positive relationship between neuroticism and intention to leave. Based upon the results of the study at hand, none of the three personality dimensions moderated the relationship between computer anxiety and either of the two organisational effectiveness variables.