Abstract

This survey research is entitled 'The Relationship between Computer Anxiety, Self-efficacy and Attitudes towards E-service Usage of Staff Members: *A Case Study of a State Enterprise*'. The purposes of the study are as follows : to study the level of the staff's computer anxiety affected by their personal characteristic; to examine the relationship between computer anxiety and the attitude towards e-service usage; and to investigate the relationship between staff's self-efficacy and their computer anxiety.

The sample consist of 413 staff members in a State Enterprise. The research instruments were questionnaires consisting of 6 parts ; Part 1 : Three items of Personal Factors; Part 2: Ten items measuring self-efficacy (reliability coefficient .660); Part 3 : Seven items measuring computer anxiety (reliability coefficient .749); Part 4 : Fifteen items measuring attitude towards e-service usage (reliability coefficient .832); Part 5 : Six items measure e-Service usage problem; Part 6 : Seven items measure e-Service usage development.

The statistical measures used were frequency, percentage, arithmetic mean, standard deviation, t-test, one-way ANOVA and correlations. The results of this study were as follows:

1. Staff had a medium level of computer anxiety, a high level of self-efficacy, and a satisfactory level of attitude towards e-service usage.

2. Staff who were different in levels of age and levels of education had different level of computer anxiety. Older staff had a higher level of anxiety than younger staff. Staff with a higher level of education had a lower level of anxiety than staff with a lower level of education. With regard to gender, there was no difference in computer anxiety.

3. There was a significant negative correlation between self-efficacy and computer anxiety $(r = -396, p < .01)$

4. There was a significant negative correlation between computer anxiety and the attitudes towards perceived usefulness. $(r = -234, p < .01)$

5. There was a significant negative correlation between computer anxiety and the attitudes towards perceived ease- of-use. (r = -454, p < .01)

The results of this research have shown that computer anxiety had negative correlation with self-efficacy and the attitudes towards e-service usage. Therefore, it is suggested that the company find ways to decrease personnel's levels of computer anxiety and increase personnel's levels of self-efficacy, and encourage positive attitudes towards e-service usage in order to increase e-service usage. The data may also be used for the improvement of e-services and computer training.