A STUDY OF EMPLOYEES' PERCEPTION OF INFORMATION TECHNOLOGY ADOPTION IN HOTELS
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ABSTRACT
The use of information technology in the hospitality industry is driven by the need to improve and refine customer service. However, new information technology would not be successfully implemented if employee's factors are overlooked. This study was to explore hotel employees' behavioral intention towards adoption of information technology. The results indicated that employees' attitude, self-efficacy and subjective norm have positively impact on behavioral intention. Some advices were provided for hotel managers to enhance employees' intention in information technology application.

Keywords: Information Technology, Employee Perception, Behavior Intention

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