Dear Sir/ Madam,

Thank you for your concern. I just applied as a PhD student and I am required to make to prepare my PhD proposal. My proposal should contain the following comprises:

* Research Topic
* Abstract
* Chapter 1:
  1. Introduction/ Background of the Study
  2. Problem Statement
  3. Research Questions
  4. Research Objectives
  5. Scope of the Study
  6. Significance of the Study.
* Chapter2: Literature Review.
* Chapter 3:

3.1 Research framework

3.2 Hypotheses development

3.3 Measurement of variables

3.4 Method: sampling, data collection, instrumentation (optional).

My consultant Ms. Mrunmai expressed that the synopsis would present the following:

1. Research topic
2. Introduction/ Background of the study
3. Aims and Objectives
4. Problem Statement
5. Literature Review
6. Research Gap
7. Conceptual Framework
8. Proposed Research Methodology
9. Expected Outcomes
10. Limitation of the study
11. Significance of the study

I already took the initial confirmation of my selected topic from my advisors. My research is in the field of Technology Management. Most research concentrates on the direct impact of

Information Technology Literacy (ITL) on Work Performance (WP). Little research

considers the indirect approach to measure the relationship. I want to make a Conceptual contribute through either Additional dependent, independent, mediating/moderating variables but I really don’t know how to do it. I read a lot of articles and I found lots of things that might or might not influence the relationship between ITL and WP such as Age, Training, Top Management Support, Education, Resistance to change.., etc. I also read about some theories such as TAM (Technology Adoption Model) or UTAUT (Unified theory of acceptance and use of technology) but still I don’t know if I can use these models or theories and I don’t know how to use them to find a problem statement! I need your help to find a contribution and make my proposal.

I would like to add that I work as an IT executive at a Public Association in Dubai - United Arab Emirates. I face lots of problems with our employees who really do not know how to use or to deal with new computers, printers, softwares, hardwares, errors, and systems. When We train them through some workshops to teach them how to use a new system we find that they have difficulty in understanding and they forget what they learn. We found that younger employees have more motivation to adopt than elder employees. Our top management support motivates people and they provide all new technologies, systems and softwares but people still have a lack in being able to learn how to use new technologies. They depend on us to complete some tasks. They always ask for help and this really affects the work performance. They waste efforts and time. For example: sometimes the problem might be in switching on a printer that is turned off where the employee complains that the printer in not printing! Although we live in the United Arab Emirates, which is one of the most developed Arab countries and most of the services are currently transformed into smart and digital services, but still there are many employees that have lack in Information Technology and this weakness affect the work performance. As I work in a Public Association (We have 145 Public Associations in the United Arab Emirates. These are non-profit associations that work to serve the United Arab Emirates Society in several fields). These associations consist of employees from different ages and different educational backgrounds. This is the first study to focus on the relationship between ITL and WP in Public Associations in the United Arab Emirates.

From here I got the idea of my research and my supervisors liked it.

 I need your help to provide me with my Chapter 1, chapter 2 & chapter 3 pf the Proposal.

Please provide me with your support.

Kind regards,

Fanar Shwedeh

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