

THE IMPACT OF ORGANIZATIONAL FACTORS TOWARDS THE INFORMATION SYSTEM  
SUCCESS AMONG KPDNKK BATU PAHAT

Prepared For:

NURUL AIN BINTI MUSTAKIM

Prepared By:

MUHD SHAH HAZWAN B. JAMALUDDIN

SITI ROSNANI BINTI MOKRI

WAN AMALINA BINTI WAN ANUAR

BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

UNIVERSITI TEKNOLOGI MARA (UiTM)

FACULTY OF BUSINESS MANAGEMENT

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## ABSTRACT

This study attempted to examine the impact of organizational factor towards the information system success among KPDNKK Batu Pahat employees. The objectives of conducting this research are to identify the level of E-aduan system success at Kementerian Perdagangan Dalam Negeri, Koperasian dan Kepenggunaan (KPDNKK) Batu Pahat and also to identify the relationship between the organizational factors and E-aduan system success at KPDNKK Batu Pahat. A questionnaire was used as the main instrument for the purposed of data collection. This questionnaire consists of eight different sections; system quality, perceived usefulness, user satisfaction, information quality, top management support, goal alignment, resource allocations, and demographic information. The items in the questionnaire were constructed according to research objectives and research questions. The respondents of this research consist of employees from KPDNKK Batu Pahat. The data analyzed using the SPSS version 20.0. As a conclusion, this study will help the organization to improve their productivity by embracing the concept and implementation of the technology welcoming the educational and administrative benefits that it has to offer. Other than that, this study will help the employees within the organization to understand better of the importance of adopting the e-Aduan system, which could help to boost their work performance and increase their productivity. Researchers suggested that the organization must upgrade the content or software that is used in the system to make the employees feel more satisfied and this will contribute to the possibility of them to log in into this system as one of the medium for performing their task.

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## TABLE OF CONTENTS

	Page
ABSTRACT	
ACKNOWLEDGEMENT	ii
TABLE OF CONTENT	111
LIST OF TABLES	iv
LIST OF FIGURES	v
CHAPTER 1	
INTRODUCTION	1
Background of the study	2
Statement of the Problem	3
Research Objectives	5
Research Questions	5
Significance of the Study	6
Scope of the Study	7
Definition of Terms	7
CHAPTER 2	
LITERATURE REVIEW	10
Definition	12
Sub-Topics	14
CHAPTER 3	
METHODOLOGY	28
Research Design	28
Population	29
Sampling Technique	29
Sample Size	30
Unit of Analysis	31
Instrument	32
Validity of Instrument..	33
Data Collection Procedures	35
Plan of Data Analysis	35
Work Schedule	37

## **CHAPTER I**

### **INTRODUCTION**

#### Background of the Study

Nowadays the increasing competition in the globalization market lead many companies don't have any options other than to make an investment in information system to ensure the survival their businesses and for the purpose of future business expansions. The application of as information system can have a major impact on corporate strategy and organizational success. The involvement of managers and decision makers in all aspect of an information system is a major factor for organizational success that results in higher profit at a lower cost.

Information system is one of the dimensions of information technology. According to Nejadirani (2011), the information system can be divided into several components and indicators, which are the financial system, the business and storage system, the design and development system, the public relations system, the human resources system, the planning and research system, the decision support system, office automation and the distribution monitoring system.

According to Rosca, Banica and Sirbu (2010), an information system can be defined as a set of interrelated elements or components that collect