

**STUDENT'S SATISFACTION ON USING STUDENT PORTAL AT
UNIVERSITI TEKNOLOGI MALAYSIA, SKUDAI, JOHOR**

**Prepared for:
MISS WAN NOR SYAZANA BINTI WAN HASHIM**

**Prepared by:
NUR FARHANA BINTI HARUN
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)**

**UNIVERSITI TEKNOLOGI MARA (UiTM)
FACULTY OF BUSINESS MANAGEMENT**

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ABSTRACT

Student's portal plays an important role in every student's in Universiti Teknologi Malaysia, Skudai, Johor. It also increasingly being used for important task especially related about their academics matters. However, no researches that have proof the study on student's satisfaction or not. Therefore, this paper aimed to investigate the level of student's satisfaction on using student portal at Universiti Teknologi Malaysia, Skudai, Johor. Based on previous study, show that the system quality, service quality and information quality give impact to the student's satisfaction. The measurement is use by the framework is adapted from the Delone McLean framework in Portal Effectiveness. This research used questionnaire that were distributed to 110 students among Bachelor of Science Human Resource Development program and researchers were used SPSS version 18.0 to interpret the finding of this study.

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Faculty of Business Management

Universiti Teknologi MARA Malaysia

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter is an explanation on the background of study, problem statement, research questions, research objectives, significance of study, scope of study, and definition of term of the study. It was conducted to investigate the problem occurs in the study and whether there was a relationship between service, system, information quality and student's satisfaction.

1.2 Background of Study

Nowadays, technology is a crucial need for human to undergo their daily life. The employees and students are the main users of the technology and systems to complete their task and work. Student portal was being developed and exposed to the university students who were mostly need to access certain system for any requirement on their courses, program or university. Portals also removed the need for multiple logins to various applications, let it be the users perform individualized or self-service processes that previously only dedicated staff could handle, and let