

**USER ACCEPTANCE OF TECHNOLOGY –
A CASE STUDY OF E-SYARIAH SYSTEM**

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ABSTRACT

In IS research, the study on user's acceptance of information system has always been an interest when a new system is developed and implemented. Information system is developed to improve productivity and increase efficiency in an organization. For technologies to improve productivity, they must be accepted and used by employees in organizations. (Hu et al. 1999). In Malaysia, the Electronic Government initiative was launched to lead the country into the Information Age. It is hoped to improve how the government operates internally, as well as how it delivers services to the people of Malaysia. It seeks to improve the convenience, accessibility and quality of interactions with citizens and businesses. At the same time, it will improve information flows and processes within government to improve the speed and quality of policy development, coordination and enforcement. Under the seven pilot projects of the Electronic Government Flagship Application is the E-Syariah, which has been launched on 7th February 2003 with aims to revolutionize and bring effective changes to the operations of the Syariah Courts. E-Syariah is a system built with the objective of improving the overall efficiency and decision-making process of the Malaysian Syariah court. According to Y. Bhg. Tan Sri Samsudin Bin Osman in his keynote speech during the Government Leaders Conference 2005, the Government must determine an effective way to measure the return on public sector investment in these delivery channels in terms of the actual adoption of electronic services and how governments turn that adoption into value. This study was conducted to measure the user acceptance of E-Syariah system and to evaluate whether the acceptance of the system has lead to the usage of the system and subsequently help to improve the organization efficiency. The results of this study can be used by the organization to improve its services to the citizen as vision by the Government.

CHAPTER 1

RESEARCH BACKGROUND

1.1 Introduction

The purpose of this chapter is for the readers to understand the general overview of what this study is all about. This chapter begins with a brief discussion on E-Syariah system background and scenario that derives E-Syariah development. This chapter will also present the overview of the study, the research problem, the research scope, the research questions and objectives, significance and limitation of the research and finally how this report is being organized.

1.2 Background of the Research

On the 7th February 2003, Dato' Seri Dr Mahathir in his speech at the launch of E-Syariah said that, in the case of Syariah Courts in Malaysia, "there had been cases where years passed before a verdict was handed down. Justice delayed is justice denied. The introduction of E-Syariah was not for the sake of having a sophisticated system, even though we do not want to see Islamic law enforcement (processes) remaining at an out-moded level. E-Syariah would help speed up the judicial process", he said. Instances of Syariah Court cases which largely involve disputes