



FACTORS INFLUENCING INTERNET BANKING ADOPTION: A STUDY ON
EMPLOYEES IN UiTM CAWANGAN MELAKA
KAMPUS BANDARAYA MELAKA

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BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (INTERNATIONAL BUSINESS)
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CAWANGAN MELAKA
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JULY 2018

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Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours (International Business)

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JULY 2018

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS AND MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”**

I, NUR AFINIE BT MOHD HUSAINI, (I/C Number : 960130-03-5702)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

2nd July 2018

The Head of Program
Bachelor of Business and Administration (Hons.) International Business
Faculty of Business and Management
Universiti Teknologi MARA Cawangan Melaka
Kampus Bandaraya Melaka
110 Off Jalan Hang Tuah, 75300, Melaka

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project titled “**FACTORS INFLUENCING INTERNET BANKING ADOPTION: A STUDY AMONG EMPLOYEES OF UNIVERSITI TEKNOLOGI MARA CAWANGAN MELAKA KAMPUS BANDARAYA MELAKA**” to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You.

Yours Sincerely,

NUR AFINIE BT MOHD HUSAINI

2015418852

Bachelor of Business and Administration
(Hons.) International Business

ABSTRACT

This research aims to examine the factors influencing of internet banking adoption on employees in UiTM Cawangan Melaka Kampus Bandaraya Melaka. Two objectives were proposed in this study. First, this study aimed to examine the relationship between independent variables (self-efficacy, convenience, security, trust and social influence) and dependent variable (Internet banking adoption). Second, this study intends to identify the most influence factor on Internet banking adoption. A total of 118 usable questionnaires was keyed in and analysed by using SPSS software version 20. Furthermore, this study also used probability, simple random sampling to select the right element from the population sampling. The data collected were used to create descriptive, correlation and regression analysis. Regression results revealed that there are significant relationships between all independent variables (self-efficacy, convenience, security, trust and social influence) and dependant variable (Internet banking adoption). From overall analysis, it shows that trust gave the strongest influence towards Internet banking adoption. Last but not least, this finding is useful to banking industry so that they can enhance and improve their services and also useful for customers and future researcher as they might contribute more on Internet banking adoption.