ASSESSING ACADEMICIAN ATTITUDE ON ONLINE SHOPPING: THE ANALYSIS OF TECHNOLOGY ACCEPTANCE MODEL IN MARA UNIVERSITY OF TECHNOLOGY (UiTM) CITY CAMPUS, MALACCA

Prepared for: FARAH SHAZLIN BINTI JOHARI

Prepared by:
FATIN NATASHA BINTI AMIR HAMZAH
BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

MARA UNIVERSITY OF TECHNOLOGY (UiTM) FACULTY OF BUSINESS MANAGEMENT

January 2017

ASSESSING ACADEMICIAN ATTITUDE ON ONLINE SHOPPING: THE ANALYSIS OF TECHNOLOGY ACCEPTANCE MODEL IN MARA UNIVERSITY OF TECHNOLOGY (UiTM) CITY CAMPUS, MALACCA

FATIN NATASHA BINTI AMIR HAMZAH BACHELOR IN OFFICE SYSTEMS MANAGEMENT (HONS.)

MARA UNIVERSITY OF TECHNOLOGY (UiTM) CITY CAMPUS, MALACCA FACULTY OF BUSINESS MANAGEMENT

January 2017

ABSTRACT

Internet has become one of the need to people around the world. Internet make it easier for people to socialize and doing business. Online shopping is one most popular trend that helps people to make online transaction anywhere and everywhere. People started to realize how convenience online shopping when they can shop from everywhere around the world without worries. This research mainly focusing on factors under Technology Acceptance Model (TAM) which is perceived ease of use, perceived usefulness and perceived risk that influence the academician attitude toward online shopping. In this study, regression analysis, correlation analysis and descriptive analysis was conducted to obtain information needed to complete this research. It involved acquiring data, preparing and distribute questionnaire to academician also analyzed the result. This study was conducted at MARA University of Technology (UiTM) City Campus, Malacca. This study revealed elements of Technology Acceptance Model (TAM) that influence academician attitude toward online shopping. The researcher has come out with several recommendations on how the study can be improve in the future.

Keywords: Perceived ease of use, perceived usefulness, perceived risk, Technology Acceptence Model (TAM), attitude toward online shopping.

TABLE OF CONTENTS

| Page |
|------|
|------|

| ABSTRACT | i |
|--|-------------------------|
| ACKNOWLEDGEMENT | ii |
| LIST OF TABLES | 1 |
| LIST OF FIGURES | V |
| CHAPTER 1 | |
| INTRODUCTION | |
| Background of the Study | |
| Problem Statement | 4 |
| Research Objectives | 6 |
| Research Questions | 6 |
| Hypothesis | 6 |
| Significance of the Study | 7 |
| Limitations of the Study | 8 |
| Definition of Terms | 9 |
| CHAPTER 2 | |
| LITERATURE REVIEW | 11 |
| Perceived Ease of Use | 11 |
| Perceived Usefulness | 12 |
| Perceived Risk | 13 |
| Attitude toward Online Shopping | 14 |
| CHAPTER 3 | |
| METHODOLOGY | |
| Research Design | 15 |
| Sampling Frame | 15 |
| Population | 16 |
| Sampling Technique | 16 |
| Sample Size | 16 |
| Unit of Analysis | 17 |
| Survey Instrument | 17 |
| Validity of Instrument | |
| Data Collection Procedures | 19 |
| CHAPTER 4 | |
| FINDINGS | 20 |
| Profile of Respondents | 20 |
| Section A: Demographic Background | |
| Section B: Technology Acceptance Model and Attitude to | oward Online Shopping29 |

CHAPTER 5

| CO | NCLUSIONS AND RECOMMENDATIONS | |
|----|-------------------------------|-----|
| | Discussion | 38 |
| | Conclusion | |
| | Recommendations | |
| | FERENCES | |
| | PENDICES. | |
| | Cover Letter | |
| | Questionnaire | |
| | Data Analysis | |
| D | Agreement of Submission | A22 |