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**A Case Study On The Community  
Acceptance And Satisfaction Of Electronic  
Services (E-Service).**

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Thesis submitted in fulfillment of the requirements for  
**Bachelor of Science (Hons) Information Technology**  
**Faculty of Information Technology And**  
**Quantitative Science**

April 2005

## **DECLARATION**

This declaration is to clarify that all the submitted contents of this thesis are original in its stature, excluding those, which have been, acknowledge especially in the references. All the work process involved is from my own idea and work. All of the content of this thesis has been submitted as part of partially fulfillment of B.Sc. (Hons.) in Information Technology program. I hereby declare that this thesis project is the work of my own excluded for the references document and summaries that have been acknowledged.

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## APPROVAL

### A CASE STUDY ON THE COMMUNITY ACCEPTANCE AND SATISFACTION OF ELECTRONIC SERVICES (E-SERVICE).

BY

**NORADILAH BINTI ZAKARIAH**

This thesis project was prepared under the direction of supervision of thesis coordinator, Puan Zaidah Binti Ibrahim, Department of System Science and it has been approved by the supervisor, PM Hamdan Bin Abdul Maad . It was submitted to the Fakulti Teknologi Maklumat dan Sains Kuantitatif and was accepted as partially fulfillment of the requirements for degree on Bachelor of Science.

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## **ABSTRACT**

Government increasingly turn to the Internet's as a medium for communication and publishing information related to the delivery of the public service. As the technologies continue to evolve, the government is expanding their use of this technology by providing services on the web with which the public can interact and conduct business. Rather than relying on employees to respond to inquiries or process requests for information, through the use of electronic government, the public can "serve themselves" to a wide variety of the information and services. For a research on a Case Study On The Community Acceptance And Satisfaction Of Electronic Services (E-Service), a set of questionnaires was distributed throughout the peninsular Malaysia especially in Pahang and Selangor. The purpose of the questionnaires (completed by 100 people) was to obtain the views of citizen's acceptance and their level of satisfaction of using electronic services, to make a comparison between traditional channel (counter) and online in the way people used and locate the government services and information and to analyze the requirement for the establishment of electronic services that will allow the government to improve services to the people through the use of the current technology. The result indicates that government has lots more to improved through their services and that people are willing to use government electronic services if the services provided is reliable and secured in terms of the transaction and the information.

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