UNIVERSITI TEKNOLOGI MARA

THE FACTORS IN ENSURING THE EFFECTIVENESS OF E-SIAR SYSTEM: A CASE STUDY OF IBU PEJABAT POLIS DAERAH (IPD) KUANTAN

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ABSTRACT

In the competitive world today, most organizations or institutions are now aware the importance of deploying and implementing technology to assist and improve their typical job operation. One of the critical technology apart from machinery technology is an information system. Information system is a system being used to increase the efficiency in distributing information to particular targeted end users. In Malaysia, the Royal Malaysian Police (RPMP) and Ibu Pejabat Polis Daerah (IPD) Kuantan are part of the organizations that have started to deploy and use information system such as e-SIAR. However, the e-SIAR information system has some issues that are mainly result from the limitation of system accessibility by which demonstrating that this information system is still demanding initiative and effort for improvisation. Therefore, this research is carried out with the aim of identifying the possible relevant factors in ensuring the effectiveness of the system ahead. In order to achieve the aim and objectives of the research, a survey has been carried out. More than 300 sets of questionnaires have been distributed to the selected research sample; the police officers who are working in the IPD Kuantan. The data collected from the survey were then had been analysed by using correlations and regression analyses through a software called SPSS. Based on the research findings obtained from the analyses, it is found that all variables such as management support, system quality, training and user involvement are all the possible factors that are influential to help the IPD Kuantan and the RMP to gain effectiveness of e-SIAR they are using now by which then illustrate the system's total success while the management support is the most significant factor among all. Lastly, it is believed that these findings could benefit both IPD Kuantan and the RMP in improving the aspects or factors they are lacking in and put in depth concern onto the most dominant factor which is found to be most influential factors in ensuring the effectiveness of e-SIAR system later so that the system's end users would gain more benefits from the system compared to what they had experienced before. Not only that, this research is also believed able to stimulate further research with regards to the factors in ensuring the effectiveness of information system being used by other government public sectors as well as probably help the future researchers to investigate and hence develop better criteria to be added into the system used by both the RMP and other public-sector organizations ahead.

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