

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES



STAFF PORTAL.: A STUDY OF LEVEL OF AWARENESS
OF WEB-BASED APPLICATION (PORTAL.)
AMONG STAFF IN UTM MELAKA

HAFIZAH BT MOHAMAD SAPIAN

2005747388

NOR AZLINA BT MAMAT

2005764418

NOVEMBER 2007

Name of Supervisor: Miss Jeniwaty Bt Mohd Jody

Title of Research: A Study of Awareness of Web-based Application (portal) among Staff
in UiTM Melaka

Name of Students: Hafizah Bt Mohamad Sopian
Nor Azlina Bt Mamat

I have reviewed the final and complete research proposal and approve the submission of
this report for evaluation.

(Miss Jeniwaty Bt Mohd Jody)

Date: October 26, 2007

ACKNOWLEDGEMENT

Completing this research was a challenging project for us. However, fortunately we had the help of many parties that made this project less difficult. First and foremost, Alhamdulillah and Syukur to Allah because give us a chance to finish our research on time.

We also would like to render our outmost gratitude to our supervisor, Miss Jeniwaty Bt Mohd Jody for her guidelines and efforts in assisting us whenever we seek for the opinion and advices. She has given us the best input in order to help us to complete this research.

We were grateful to those who have helped us in finishing our research for the cooperation and commitment given to us in completing this research proposal.

Lastly, we would like to thanks our friends and our family for their support and forbearance.

Nor Azlina Bt Mamat
Hafizah Bt Mohamad Sopian
Bachelor of Administrative Science (Honours)
Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA, Melaka.

Abstract

Staff portal has brought to many universities in Malaysia recently. The Staff portal is to have paperless usage in making any transactions within the organization. It was developed for the convenience of all staff to access personal particulars which is held in STARS system and used as a gateway to other online system applications. The study examines the awareness of web based application (staff portal) among staff of UiTM Melaka. A cluster sample of 100 sets of questionnaires has been distributed to users and staffs of UiTM Melaka. The staff level of awareness of web based application (staff portal) was examined. As for the findings, it was measure by using descriptive statistic, frequency statistic, Pearson correlation and ANOVA method. From the findings, it shows the relationship between independent variables and dependent variables and also the factor that affect the level of awareness. The study provides strong relation between awareness and work environment and infrastructure.

TABLE OF CONTENT

DECLARATION

ACKNOWLEDGEMENT

ABSTRACT

TABLE OF CONTENT

CHAPTER I

INTRODUCTION

1.1	Introduction	1-8
1.2	Problem Statement	9
1.3	Research Objectives	10
1.4	Scope of Study	10
1.5	Significance of the Study	10-11
1.6	Key terms/ concepts	11-12

CHAPTER II

LITERATURE REVIEW

2.1	Introduction	13-14
2.2	Literature Review	15-27
2.3	Conceptual / research framework	28-30

CHAPTER III

RESEARCH METHODOLOGY

3.1	Research design	31
3.2	Unit of analysis	31
3.3	Sample size	31
3.4	Sampling technique	31
3.5	Research Instrument	32-34
3.6	Data Collection	35
3.7	Data analysis	35-37