



**“A STUDY ON THE USER ACCEPTANCE OF THE e-LODGE MENT IN
SSM”**

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2007136115

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

MARKETING

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA BANDARAYA MELAKA

OCTOBER 2010

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**DISSERTATION PRESENTED IS TO FULFILL REQUIREMENTS FOR BACHELOR OF
BUSINESS ADMINISTRATION (HONS) MARKETING**

**FACULTY OF BUSINESS MANAGEMENT
UiTM, BANDARAYA MELAKA**

OCTOBER 2010

LETTER OF SUBMISSION

October 2010

Encik Ridzuwan Bin Abu Karim
Bachelor of Business Administration (Hons) Marketing
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Universiti Teknologi MARA
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Melaka

Dear Sir,

Article I. SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "A STUDY ON THE USER ACCEPTANCE OF THE e-LODGEMENT AT SSM" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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2007136115

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**BACHELOR OF BUSINESS ADMINISTRATION
(HONS) MARKETING
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UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

“DECLARATION OF ORIGINAL WORK”

I, IDA REENA BINTI NAZRI, (I/C Number: 770407-04-5384)

Hereby, declared that,

- This work has not previously been accepted in substances 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: _____

ABSTRACT

This paper identifies the factors that determine users' acceptance of e- Lodgement services and its causal relationships using a theoretical model based on the Technology Acceptance Model. Data relating to the constructs were collected from 98 respondents in Malacca and subjected to Structural Equation Modeling analysis. The proposed model fits the data well. Results indicate that the important determinants of user acceptance of the e- Lodgement services are perceived usefulness , Perceived ease of use, external factors, and intention to use e- Lodgement services/system.

Finally, implications and recommendations of these finding are discussed.

Keywords: e-Lodgement, Usefulness, Ease of Use, Attitude, Intention to Use, Technology Acceptance Model.