

**UNIVERSITI TEKNOLOGI MARA**

**THE STUDY ON INFORMATION SYSTEM  
PLANNING SATISFACTION IN STRUCTURED  
IT/IS MANAGEMENT: THE MALAYSIAN  
PUBLIC SECTOR PERSPECTIVE**

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## ABSTRACT

The present quantitative study examined the satisfaction on information system planning as a continuance determinant from Malaysian Public Sector Perspective. The study is proposed to explain the perception on the information system planning by the user in pre and post adoption of the information system plan. The adoption of expectation confirmation model is incorporated in the study to explain the relationship within the determinants. The quantitative study produced a plausible conclusion on the findings made from the study through numerical justification. A total of 100 questionnaire distributed to a known population of Malaysian Public sector agencies. The data is analysed using the Pearson Correlation Test to establish the relationship between the determinants. In order to explain the relationship with accordance to the continuance model, multiple regressions is applied in the data analysis. The findings indicate that all variable studied have a positive relationship. The variables studied are perceived usefulness, confirmation, satisfaction, and continuance. The study on the satisfaction of information system planning could provide a numerical rationalization to the importance of user perception on the information system planning.

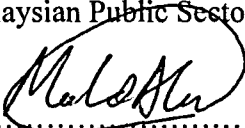
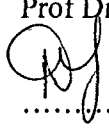
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## AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations stipulated by Universiti Teknologi MARA (UiTM). It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. I declare that this thesis has not been submitted to any other academic or non-academic institution for any other degree or qualification.

In the event that the thesis is found to violate any of the conditions mentioned above, I voluntarily waive the right of conferment of my degree and agree to be subjected to the disciplinary rules and regulations stipulated by the university.

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