UNIVERSITI TEKNOLOGI MARA

EVALUATING THE USER SATISFACTION OF USING ELECTRONIC PIHAK BERKUASA TEMPATAN (EPBT) SYSTEM AMONG DEWAN BANDARAYA KUALA LUMPUR (DBKL) STAFF

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IT Project submitted in partial fulfillment
of the requirements for the degree of
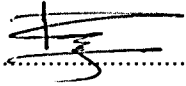**Master of Science (Information Technology)**

Faculty of Computer and Mathematical Sciences

January 2016

AUTHOR'S DECLARATION

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

I, hereby, acknowledge that I have supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA regulating the conduct of my study and research.

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                                  EPBT (Electronic Pihak Berkuasa Tempatan)
                                  System among Dewan Bandaraya Kuala
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ABSTRACT

Many local authorities are customized and enhance their ePBT (Electronic Pihak Berkuasa Tempatan) system due to the specific requirements which are not featured by on-the shelf products. Similarly, Dewan Bandaraya Kuala Lumpur (DBKL) also has its own system to manage the daily works. This research is conducted with the aim to evaluate the satisfaction level of using ePBT (Electronic Pihak Berkuasa Tempatan) system amongst Dewan Bandaraya Kuala Lumpur staffs. This study is also important for researchers to look in-depth the factors that will affect and influence customer satisfaction in the the ePBT (Electronic Pihak Berkuasa Tempatan) system among the DBKL's staff and knowing the different factors that meet customer satisfaction. This study reports are using Servqual model that developed by Parasuraman, Zeithaml and Berry. The model is selected to measure those components and dimensions of user satisfaction. Adopting from the existing literature a set of variables of satisfaction and using a self-administered questionnaire survey to collect data. Descriptive analysis, factor analysis, reliability analysis, correlation analysis, and multiple regression analysis were performed for analyze the data. Also data collections were analyzed with Statistical Package for Social Sciences (SPSS).

ACKNOWLEDGEMENT

TABLE OF CONTENTS