

**THE SUCCESS OF ELECTRONIC BUDGETARY
CONTROL AND PLANNING SYSTEM (e-SPKB) USED
BY THE FEDERAL GOVERNMENT AGENCIES**

By

CAROLINA MUYANG LILENG

**Thesis is submitted in partial fulfillment of the requirements for Master
of Accountancy**

UNIVERSITY OF TECHNOLOGY MARA

2006

TABLE OF CONTENTS

Acknowledgement	i
Table of Contents	iii
List of Tables	vi
List of Figures	vii
List of Appendices	viii
List of Abbreviations	ix
Abstract	x

CHAPTER 1 INTRODUCTION AND SCOPE OF RESEARCH

1.1	Introduction	1
1.2	Research Questions	4
1.3	Objectives of the Study	4
1.4	Significance of the Study	5
1.5	Background of Electronic Budgetary Control and Planning System	6
1.6	Structure of Research	8

CHAPTER 2 LITERATURE REVIEW

2.1	Introduction	10
2.2	Definitions of Electronic Government (EG)	10
2.3	Benefits of Electronic Government	12

ABSTRACT

The aims of this report are to determine the main factor that might influence the success of Electronic Budgetary Control and Planning System (e-SPKB) and to determine if the success of e-SPKB are correlated with the influencing factors in the context of the Malaysian environment.

The research method adopted in this paper is a replication of a Malaysian study documented in Hussien, R. al. et. (2005) which is also based on DeLone and McLean (1992)'s model of information system (IS) success. That study found that there is a significant correlation between IS success dimensions with the technological factors. It was also found that top management support as the main predictor of IS success.

It was hypothesized that all the influencing factors under organizational, technological and human factors would have a positive association with the e-SPKB success dimensions. Survey questionnaires were gathered from sixty eight users from thirty three federal government agencies in Kuching, Sarawak who used the system. Survey data were analyzed using descriptive statistics, multi-correlation and stepwise regression analysis. The results of this study show that top management support as the main factor that influence e-SPKB success. The study also found all the organizational, technological and human factors significantly correlated to the four success dimensions.

CHAPTER 1

INTRODUCTION

1.1 Introduction

The rapid growth in the use of information systems has led to several changes in the workflow of both the private and public sectors. Starting in the nineties, the public sector's conservative approach to using information systems began to change. Old and rigid systems had been replaced by the new flexible systems. The new systems had helped to overcome the problem of inefficient public service and information delivery in the public sector (Senevirantne, 1999). Following the above development, some countries including Malaysia, had begun embarking on the electronic government projects.

Thus in 1996, in line with the national objective to make Malaysia an electronic government, the Accountant General Office of Malaysia had developed a computerized vote ledger accounting system called Electronic Budgetary Control and Planning system. This system was implemented to expedite the government payment and accounting processes where all transactions and records are done electronically. However, the success and the factors that might influence the success of this application have not been reviewed.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter which comprises of eight sections discusses the relevant literatures related to the system. Because good literature on the topic is still rare, I have to combine literature from several areas to get a full picture. Section 2.2 provides the definition of e-government. Section 2.3 discusses benefits of e-government. Section 2.4 reviews some success stories of e-government, Section 2.5 discusses the challenges of implementing e-government, Section 2.6 discusses prior research on factors contributing to a system implementation success, Section 2.7 discusses prior research in measuring the success of information system and finally, Section 2.8 summary of the chapter.

2.2 Definitions of Electronic Government (EG)

There are many definitions of e-government, yet one of the most famous and basic as defined by Organization for Economic Co-operation and Development (OECD, 2003), is ‘the use of information and communication technologies, and particularly the Internet, as a tool to achieve better government’. The World Bank Group (2002) gives a more in-depth definition of e-government which it