UNIVERSITI TEKNOLOGI MARA

EVALUATING PENSION ONLINE WORKFLOW ENVIRONMENT GENERATION 2 (PWRGEN2) OF JABATAN PERKHIDMATAN AWAM (JPA) USING EGOVSAT MODEL

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ABSTRACT

Electronic Government (e-Government) is an initiative to deliver services to users, businesses and government agencies. It enables users to access information and government services by using the Internet and other computer resources. Its implementation has improved the efficiency of governance and government services in Malaysia. However, studies have shown that the adoption of E-Government is still low among Malaysians. Using the EGOVSAT Model, this paper aims to evaluate user satisfaction of e-Government services in Jabatan Perkhidmatan Awam (JPA) and identify its significant predictors. The satisfaction model consists of six main constructs which include efficiency, reliability, accessibility, completeness, customization and usability. To measure the level of user satisfaction, a survey approach is employed. By using multistage stratified random sampling, a total of 420 questionnaires were distributed to department Pasca Perkhidmatan in Jabatan Perkhidmatan Awam. Pearson's Product Moment Correlation Coefficients were done to obtain appropriate results. The results indicate that two constructs were found significant and positively related to user satisfaction.

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