UNIVERSITI TEKNOLOGI MARA

ASSESSING EPBT SYSTEM SUCCESS BASED ON THE DELONE AND MCLEAN INFORMATION SYSTEMS SUCCESS MODEL

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STUDENT'S DECLARATION

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

In the event that my dissertation be found to violate the conditions mentioned above, I voluntarily waive the right of confernment of my degree and agree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

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ABSTRACT

The Government Transformation Programme (GTP) in Malaysia launched in January 2010 has stressed out on People First, Performance Now by using Key Performance Indicator (KPI) that offer clear measures designed to ensure that the government is working to better serve the needs of Malaysian. Ministry of Housing and Local Government also has set one of their Ministry KPI as to increase the efficiency of the service delivery system of Local Authorities. Electronic Pihak Berkuasa Tempatan (ePBT) introduced in 2007 has been used by local authorities in enhancing their customer service has become ministry key measurement. This is an integrated system that includes accounting system, collecting taxes (in the form of assessment tax), grant licences and permits for any trade in its areas of jurisdiction. This study evaluated the Electronic Pihak Berkuasa Tempatan (ePBT) from user's perspective and tests the applicability of the updated DeLone and McLean IS Success Model for ePBT system. Using quantitative approach, user's responses from local authorities in Perak state are gathered. The findings of the study revealed that the ePBT system was successful through user's perspective and only three hypotheses for DeLone and McLean IS Succes Model are supported. Thus, this indicated that the DeLone and McLean IS Success Model are not applicable in ePBT system as one of application in local government.

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