A STUDY ON ACCEPTANCE TOWARDS USING ELECTRONIC PAYMENT SYSTEM IN ONLINE SHOPPING AMONG EMPLOYEES IN JABATAN KERJA RAYA (JKR) KANGAR, PERLIS.

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ABSTRACT

An e-payment system is a way of making transactions or paying for goods and services through an electronic medium, without the use of checks or cash. It's also called an electronic payment system or online payment system. This research attempted to investigated trust, perceived usefulness and ease of use as a factor influence employee's acceptance toward using electronic payment systems in online shopping. The data are gathered through self-administered survey. There are 98 respondents answers the question and it is valid for the analysis survey. The respondents consist of 43 males, 54 females and while 1 respondent did not tick the gender box. All the respondents work in a government sector at Jabatan Kerja Raya (JKR) Negeri Perlis. The data then was analyzed, measured and interpreted by using Social Package for Social Science (SPSS) and Multiple Regression analysis was used to test the three hypotheses. The result revealed that the independent variables, which are trust and ease of use had been found to have positively significant impact with the dependent variables which are attitude toward behaviour. However, there is only one of independent variables which are perceived usefulness had been found did not positively significant impact toward attitude toward behaviour. It is suggested that for future research, a different variable is used such as include mediator or moderator.

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