

**UNIVERSITITEKNOLOGI MARA**

**THE USAGE OF MYKAD IN MALAYSIA**

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APRIL 2008

## ACKNOWLEDGMENT

Alhamdulillah, praise be to Allah, full of Grace and Mercy, Peace and Blessing is upon his slave Muhammad s.a.w, along with his family and companions.

First of all I am very grateful and thankful to The Almighty, Beneficent and The Merciful God for showing me the right path and strength to finish my thesis. Without His help, this thesis would not be possible for me to complete.

I am very thankful to my beloved parents,

and also my siblings, and

They are all my aspirations. I am also deeply thankful to my supervisor, Puan Fauziah Bt. Ahmad Redzuan, who is willing to spend her valuable time to provide the necessary guidance, ideas and comments that strengthen the thesis. Her encouragement, support and assistance throughout the preparation of this report and editorial work helped me a lot. I think without all of these commitments, this study would not be possible. A special thank to Puan Rogayah Bt. Abd. Majid, Academic Project Coordinator for her support and guidance in writing this academic project. A special thank also for Puan Puziahwati who assist me in data collection and SPSS software.

Last but not least, I owe my thanks to my lovely friends (CS224 JULY 2006-2008) and those who were involved in helping me to prepare this dissertation until it's complete.

Till meet again guys...Love you all so much.

## **ABSTRACT**

MyKad is a technological innovation under Malaysia's e-government project, a high-profile initiative in the Multimedia Super Corridor. MyKad, also known as the Government Multipurpose Card (GMPC), provides convenient transactions between the Malaysian public, the government and the private sector through the use of a single smart card. This study focused on the usage of MyKad in Malaysia. This study is undertaken to determine the level of MyKad usage among Shah Alam residences and to identify the factors that made the residences refuse using MyKad for other applications. Sample consist of 210 respondents were used in this study by distributing survey-questionnaire in the area of Shah Alam. The result indicates that the level of MyKad usage among Shah Alam residences is in unsatisfied level. This study also revealed that the residences perceived ineffectiveness, perceived inefficiency and perceived unusefulness are the factors that made the residences refuse using MyKad for other applications. This research could be used as references to Selangor Registration Department of Malaysia.

## TABLE OF CONTENT

Acknowledgement			iii
Abstract			iv
Table	of	content	v
List	of	tables	viii
List	of	figures	x

### CHAPTER 1: INTRODUCTION

1.1	Overview		1
1.2	Problem Statement		2
1.3	Research Questions		2
1.4	Research Objectives		3
1.5	Project Scope		3
1.6	Significance		3
1.7	Conclusion		4

### CHAPTER 2: LITERATURE REVIEW

2.1	Introduction		5
2.2	Terminology and Explanation		6
2.3	National Identity Card		8
2.4	MyKad Applications		10
2.5	MyKad Technology		12
2.6	Security and Design of MyKad		13
2.7	Challenges of MyKad		15
2.8	Future Use of Technology in E-Governance		16
2.9	Model to Evaluate Usability		17

## **CHAPTER 3: METHODOLOGY**

3.1	Introduction	19
3.2	Research Approach and Methodology	19
3.3	Data Collection Method	21
	3.3.1 Primary data	22
	3.3.2 Secondary data	23
3.4	Research Model	23
3.5	Research Hypotheses	25
3.6	Sampling design	27
	3.6.1 Data sampling	26
3.7	Research Design	27
3.8	Data Analysis	28
3.9	Conclusion	28

## **CHAPTER 4: ANALYSIS AND FINDINGS**

4.1	Introduction	29
4.2	Part A: Demographic	29
	4.2.1 Descriptive Analysis	30
4.3	Part B: MyKad Usage	32
	4.3.1 Descriptive Analysis	32
4.4	Part C: The Usage of MyKad in Malaysia	38
	4.4.1 Factors that Influence the Usage of MyKad In Malaysia	38
	4.4.2 Factors That Made The Residences Refuse Using MyKad Together for Other Applications	47
4.5	Result of Hypotheses	53
4.6	Conclusion	55