



**INSTITUT PERKEMBANGAN PENDIDIKAN
UNIVERSITI TEKNOLOGI MARA**

**FACTORS THAT INFLUENCE EMPLOYEE USING ELECTRONIC SYSTEM
(e-system)
(CASE STUDY WITH RESIDENT OFFICE OF BETONG)**

**ROHANI BINTI SEJELI
2003603187**

**BACHELOR IN BUSINESS ADMINISTRATION
WITH HONOURS (MARKETING)
FACULTY OF BUSINESS AND MANAGEMENT
MARA UNIVERSITY OF TECHNOLOGY
SAMARAHAN**

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TABLE OF CONTENT

SUBJECT	PAGE
ACKNOWLEDGEMENTS	i
ABSTRACT	ii
CHAPTER 1 : INTRODUCTION	1 - 9
CHAPTER 2 : LITERATURE REVIEW	10 - 20
CHAPTER 3 : RESEARCH METHODOLOGY	21 - 25
CHAPTER 4 : DATA ANALYSIS AND INTERPRETATION	26 - 44
CHAPTER 5 : CONCLUSSION	45 - 46
CHAPTER 6 : RECOMMENDATIONS	47 - 48
BIBLIOGRAFY	49
APPENDIXES	

ABSTRACT

Following rapid economic and social advancement, Malaysia has placed a great emphasis on Information and Communication Technology (ICT) particularly on the development of a knowledge management such as e-government and k-society. In the wake of new technologies and electronic based activities, there has arisen an enhanced need for evaluating program to look forward the successfulness of the system in the respective organizations.

Government will encompass the entire spectrum of government operations, impacting citizen-government, business-government and government-government transactions. Apart from driving process reengineering efforts to dramatically improve the way government operates and functions whilst putting in place innovative, state-of-the-art technologies, e-government will also ensure that aspects such as networks, interconnectivity, standards, security, training and change management are addressed comprehensively.

ICT for development is therefore characterized by a range of human infrastructural, institutional and technological challenges which are determined by the socio-economic context in which ICTs are introduced. Although no two projects are alike, what are universal in influencing the extent to which ICT-enabled projects are successful are the human factors as people have the potential to be either conduits or obstructive agent of changes.

The main objectives of this e-system are for increasing work performance, monitor and evaluate all the development projects in Sarawak. However the successfulness of this electronic system is affected by the internal and external factors. It is hoped this research will provide a useful starting points for understanding the rational behind this e-system, the set of challenges, opportunities and solutions that ICT enabled development presents.

CHAPTER 1:

INTRODUCTION

1.1 Background of study

In recent years Malaysia has reengineered herself rapidly to meet the challenges of a new economy and k-society. Efforts are being made to develop a knowledge-seeking culture among Malaysians in view of the rapid changes in technology and the increasing knowledge intensity of the e-government. The role of Information and Communication Technology (ICT) in human development has received growing attention among development practitioners, policy makers and government in recent years due to the growing proliferation of the Internet, convergence in IT and telecommunications technologies and increasing globalization.

e-government (from electronic government, also known as e-gov, digital government, online government or in a certain context transformational government) refers to government's use of information and communication technology (ICT) to exchange information and services with citizens, businesses, and other arms of government. E-government may be applied by legislature, judiciary, or administration, in order to improve internal efficiency, the delivery of public services, or processes of democratic governance.

The vision of e-government is one where Government, business and citizens work together for the benefit of the nation. The achievement of this vision calls for the application of information and multimedia technology to improve the productivity of the Civil Service. The collaborative environment and smart partnerships between the various parties have fostered the development of Malaysia's multimedia industry and will assist the country in marching steadily into the information age.

Electronic-system (e-system) is one of the sub-programmed that have been produced and organized conjunction to the synergistic relationship between information, communication and technology. In Sarawak Government this e-system have been implemented and adopted in government operation and transaction activities in order to increase the work quality and performance. Some example of e-system that implemented by Sarawak Government are New Project Monitoring System (NPMS), State Minor Rural Project Monitoring System (MRP ONLINE),

CHAPTER 2:

LITERATURE REVIEW

An advance in today's Information Communication Technology (ICT) has opened an opportunity for government to enhance and improve the quality of their services. Decision makers are now able to make their decisions accurately and precisely with the helps of computer-based decision support system.

According to the World Bank website (2005), e-government can be defined as: "information technologies...that have the ability to transform relations with citizens, business and others arms of government...[and] can serve a variety of different end: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management...benefit can be less corruption, increases transparency, greater convenience, revenue growth, and cost reductions".

Objective of e-government are to reinvent the Government in making it more efficient and effective and act as a catalyst for the development of the MSC. The objectives of the e-government effort go far beyond the mere computerization of Government Agencies. Of more importance is that it will provide for far more efficient service delivery via information technology and multimedia. It will bring about a new paradigm in Government service delivery through the use of latest information and multimedia technology in the effort to achieve excellence.

The ultimate objective is for a more efficient and responsive Civil Service. The implementation of the various e-government projects is going to affect the community at large as a result of new forms of service delivery. Processes involving the daily lives of citizens such as the registration of births, school registration, the issuance and renewal of identity cards and driving licenses as well as the filing of tax returns will be transacted electronically.

Government-business transactions such as business registration, company registration, tax payment, Issuance of import/export licenses and procurement will undergo changes through the use of information technology and multimedia. E-government will also facilitate intra-agency connectivity resulting in more efficient and effective communications and thus lead to higher productivity. All these benefits