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**INFLUENCES OF E GOVERNMENT TOWARDS THE PUBLIC
SERVANTS' PERFORMANCE**

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CHAPTER 1

INTRODUCTION

This chapter focuses on the general backgrounds of the studies, which was concerning the influence that ICT have towards the performance of the public servant in doing their tasks. Section 1.1 discussed about the background of the study. Meanwhile section 1.2 explained the problem statement and 1.3 is about research questions. Section 1.4 on the other hand, stated the research objectives. Section 1.5 was regarding the scope of the study. Followed by section 1.6 which regarding the significance of study. Lastly, section 1.7 explained the key terms and concepts widely used in ICT.

1.1 **Background of The Study**

In the globalized world today, we have entered into an era which is called as an 'e' era. With most of the transactions and daily activities are done in the internet. The term ICT, can be referred to as 'Information and Communication Technology'. To a larger extend, the term ICT usage in government (or many times being referred to as 'e-Government') can be explained by unambiguously by adopting a definition all electronically transactions between government agencies and citizens (James & Lim Hiap Koon: 2006). Government usage of ICT in its daily transactions is aimed to enhance the performance of the government bodies itself, in terms of their delivery system, services and quality that they provide to the public.

In Malaysia, the usage of ICT in government has started in 1996. During the 4th Prime Minister Tun Dr Mahathir Mohammad tenure, he introduced seven flagship projects as part of MSC (Multimedia Super Corridor). The MSC aims are to help boost Malaysia's ability in

CHAPTER 2

LITERATURE REVIEW

This chapter provides preview of the literature on e government system, adoption theories and models and relationship between the variables identified in research objectives in relation to the influence that e government have towards the public servants' performance.

2.1 Introduction

Over the years, numerous studies have been done to determine whether there is a significant relationship between technology functionalities and overall job performance (Mohd Daud Norzaidi: 2011). The practical aim of the introduction of ICT usage in governmental sector was to increase the efficiency, to provide better quality of services and increase the speed of delivery among the public servants.

However, introduction of new technologies and changes in policies might also lead to resistor who does not always want to adopt new things. The level of acceptance from the public servants towards the usage of ICT in their daily work may or may not affect their performance. To understand this issue, many models have been developed, to offer a clearer view on the acceptance and adoption of technological changes. The sections provide review on models which are related to this study and also develop a conceptual framework to this study.

CHAPTER 3

RESEARCH METHODOLOGY

In this chapter, the research methodology explains on how this study was conducted. Section 3.1 discusses about the research design. 3.2 explain on the sample size of the study. Meanwhile section 3.3 focuses on sampling techniques which will be used. Section 3.4 is regarding unit of analysis. The next section, 3.5 focuses on the measurement. Lastly, 3.7 discussed on the data analysis related to this study.

3.1 Research Design

The type of study that the researchers have chosen to conduct this study was descriptive study. Descriptive study comprises of utilization of case studies and questionnaire. The reason for using questionnaire as one of the research design is because questionnaire allows researchers to find the information such as the opinions, facts and attitudes of the respondent.

3.2 Unit of Analysis

In social science research, unit of analysis is considered as a major entity. This major entity is one that is being analyzed in the study. It also refers to the level of aggregation of the data which is collected (during the data analysis process) (Robson: 1993).