



**FACTORS AFFECTING THE E-GOVERNEMNT SERVICES ADOPTION  
IN MALAYSIA**

**NUR FIZWANI BINTI MOHAMED LOKMAN  
2015886954**

**Bachelor of Business Administration (Hons)  
Marketing**

**FACULTY OF BUSINESS AND MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

**KAMPUS BANDARAYA MELAKA**

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## **ABSTRACT**

The purpose of the study is to investigate the factors affecting e-Government services adoption in Malaysia. The independent variable for this research is the adoption of e-government services. In this research, there are 3 independent variables that related to the dependent variable (i.e.: security and privacy, reliability, design and function). For the data collection the researcher used questionnaire and distributed the set of questionnaires to respondents randomly all around Malaysia. In conducting the research, Statistic Package for Social Science (SPSS) version 20.0 was used to analyze the data. Result showed only one independent variable which is security and privacy that have significant relationship.

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