UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (Hons.)

THE ACCESSIBILITY OF E-GOVERNMENT INFORMATION IN LIKAS

FATMAWATIE BINTI PIRMAN
2011288236
MOHD SYUKRI AG IDRIS
2011643114

JULY 2013

ACKNOWLEDGEMENT

Assalamualaikum w.b.t and Peace be upon you

We would like to give our gratitude for those who helped us in preparing this research entitled "The Accessibility of E-Government Information in Likas"

Our thanks to:-

1. Madam Intan Syahriza Azizan, Ketua Pusat Pengajian Gugusan Sains Sosial Dan Kemanusiaan
2. Madam Dayang Siti Noor Saufidah, Lecturer of ADS555
3. Dr Hjh Zuraidah Zaaba, Advisor of ADS555
4. Tun Abdul Razak Library, UiTM Sabah Campus Branch.
5. Our family and friends
6. Those who involve direct or indirect in preparing our research.
7. All of users who are willing to be our respondents.

By doing this research, we are hoping to give a knowledge and awareness towards the accessibility of E-Government information to user, Thank you.

ABSTRACT

E-Government in Malaysia is driven by MAMPU under Multimedia Super Corridor (MSC) flagship. The presence phase of E-Government in Malaysia was in 2004 and nowadays E-Government develops towards transaction phase. The main purpose of E-Government is providing accurate and up-to-date information to the citizens at the first place. However The Malaysia Government Portals and Websites Assessment (MGPWA) 2012 showed problems of inaccessibility towards E-Government portals and websites. The research towards accessibility of E-Government information develops to study the level of accessibility and factors correlate to accessibility of E-Government information. The respondent of this research was users from Likas area. Likas is commercial area consist Wisma Perindustrian, Sabah Trade Centre and Likas Square Commercial Center from both employees from public and private sector. Each respondent was given a set of questionnaire. The data was analysis through SPSS version 20. The result showed moderate accessibility level among the respondents. Website aspect, facilitating conditions and perceived usefulness have positive correlation towards E-Government Information. In the other hand, the research demonstrated that the increased of website aspects, facilitating conditions and perceived usefulness increased level of e-government information accessibility. But both website aspects and facilitating conditions indicated moderate correlation towards E-Government information. Hence, both of factors should improve before moving towards transaction phase of E-Government to avoid problems such as less participation of transaction services.

TABLE OF CONTENT

CHAPTER	TITLE	PAGE
CHAPTER 1	1.1 INTRODUCTION	
	1.1.1 E-Government	1
	1.1.2 Malaysia E-Government	3
	1.1.3 E-Government Accessibility	5
	1.2 Problem Statement	6
	1.3 Research questions	7
	1.4 Objectives	7
	1.5 Scope of Study	7
	1.6 Significance of Study	8
	1.7 Term and Concept	8
	1.7.1 E-Government Definition	9
	1.7.2 Accessibility Definition	10
CHAPTER 2	2.1 LITERATURE REVIEW	
	2.1.1 E-Government	12
	2.1.2 Malaysia E-Government	13
	2.1.3 Accessibility	14
	2.1.4 Technology acceptance model (TAM)	16
	2.2 Theoretical Framework	18

CHAPTER 3 3.1 RESEARCH METHODOLOGY

3.1.1 Types of research 18

3.1.2 Data collection 19

3.1.3 Population and Sampling 19

3.1.4 Instrumentation and measurement 19

3.1.5 Unit of analysis 21

3.1.6 Analysis 21

CHAPTER 4 4.1 ANALYSIS

Table 4.1.1 : Findings of Objective 1 22

Table 4.1.2 : Findings by Objective 2 24

CHAPTER 5 5.1 DISCUSSION & RECOMMENDATION

5.1.1 DISCUSSION 27

5.1.2 RECOMMENDATION 35

CHAPTER 6 6.1 LIMITATION OF STUDY 41

CHAPTER 7 7.1. CONCLUSION 42

REFERENCES 44

APPENDIXES