

UNIVERSITI TEKNOLOGI MARA

**THE INFLUENCE OF CITIZEN'S TRUST IN E-
GOVERNMENT TOWARDS THE RELATIONSHIP
BETWEEN PERCEIVED EASE OF USE,
PERCEIVED OF USEFULNESS, PERCEIVED OF
RISK AND, THE INTENTION TO ADOPT E-
GOVERNMENT IN SENAWANG**

MUHAMMAD NOOR SYAFIQ BIN YAHYA

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ABSTRACT

Citizen's trust in e-government is important to ensure public participation. It is the government's responsibility to ensure public participation since public participation allows the government to be transparent, accountable and responsible in their actions. This study is testified among the people of Senawang since they are the main users or potential users of e-government. The main objective of this research is to investigate the factors that may be influenced by the citizen's trust in e-government that may affecting the people's intention to adopt e-government. In achieving the objectives, the first thing is to determine the relationship between the factors and the intention to adopt e-government and next, is to examine the moderation effect of citizen's trust in e-government that may influence the relationship between the factors and the intention to adopt e-government. The data were analyzed using the parametric analysis which are Pearson's correlation to identify the relationship and multiple regression to identify which factors contribute the most and PROCESS SPSS by Hayes to test the moderating effect of citizen's trust in e-government. Hence, the finding shows that there are relationship between perceived ease of use, perceived of usefulness and the intention to adopt e-government. Besides, findings also show that the moderating variable affect the relationship between perceived ease of use and perceived of risk.

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CHAPTER ONE

INTRODUCTION

1.1 BACKGROUND OF STUDY

In the late 1990s, governments around the globe started executing e-government activities at various local and national levels. In any case, the execution and extent of these e-government activities fluctuated relying upon the governments' political and monetary duties (Albeshar, 2015). According to Albeshar (2015), the development of the extension and idea of e-government has decidedly reflected, as an outcome, on the meaning of e-government. E-government is seen as the utilization of information and communication technology (ICT) to change the way governments associate with citizens and within the government itself, rather than the unassuming perspective of e-government as a straightforward arrangement of administrating data (Albeshar, 2015).

Therefore, this development have made a significant impact to the human lives. Government was usually known as having a rigid bureaucratic system, however, due to the development of ICT and e-government, the government is more flexible and aims in satisfying the users of e-government (Rokhman, 2011). Apart from that, the services offered by the government are accessible 24 hours 7 days a week, which means that users can login into these services whenever and wherever they are and, it allows the government to be more efficient since the services are not conducted using the face-to-face communication method (Rokhman, 2011).

Meanwhile, in Malaysia the beginning of e-government started when the Malaysian Super Corridor (MSC) was initiated in 1996 and it promised the citizens, private sectors and the government itself endless benefits (Ramli, 2012). The government believed that by utilizing the ICT and use it to provide services to the public electronically, it could improve the quality of service delivery by making it more efficient and effective and, moreover, it can also help strengthen the relationship between the government, private sector and the citizens (Ramli, 2012). This means