UNIVERSITI TEKNOLOGI MARA

EMPLOYEES SATISFACTION TOWARDS E-GOVERNMENT SYSTEM: A STUDY AT SELANGOR STATE SECRETARIAT OFFICE

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ABSTRACT

Rapid emerging of Information and Communication Technologies (ICT) has contributed to become vital backbone of many activities including economic, politics, marketing, social, and many more. It had also redefined the role of public sector and become tremendous solution in public organization quality of services in countries all over the region. However, after two decades of Multimedia Super Corridor (MSC) implementation in Malaysia, it shows a positive digital development per year but considered as an inconsistent and disappointing performance by United Nation Reports. This is because, the success of E-Government lies on the employee's behalf. Thus, this has become a wake-up call for the government to focus on employee's perspective which lacks being discussed by the body of knowledge. This study aims to investigate the satisfaction of employees towards current E-Government system and the relationship of E-Government success factors namely, system quality, information quality and IS service quality. It specifically studies on Selangor State Secretariat Office as excellent and skilled human pools are concentrated in the Selangor as very needed for a cosmopolitan alley. This study is based on primary data that has been collected from 316 employees from the Selangor State Secretariat Office of satisfaction in using E-Government system in conducting tasks and jobs. It was found that, the employees from Selangor State Secretariat Office recorded a moderate level of satisfaction towards e-government. In addition, all three E-Government success factors have been significantly related to employees' satisfactory levels and system quality is found to be the most influencing factors that contributed to E-Government success. Surprisingly, gender in Malaysia context is not moderate the relationship between E-Government success factors and employee's satisfaction as reported in other developing countries. The results of the study also suggested that a holistic strategic approach is needed for government to improve its system quality and employees training in order to increase the E-Government output. It is hoped that this study can contribute to the improvement of E-Government in our country especially among employees.

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CHAPTER ONE
INTRODUCTION

1.1 Preamble

This chapter provides a review of the research background of the study which intended to access the E-Government system in Selangor State Secretariat Office from the employee's perspective. Further, the research problem is clearly deliberated followed with research questions and research. In addition, chapter one is also discussing the scope and significance of the study. Finally, the terms and definition used in this research are clearly defined to give full understanding for the readers.

1.2 Background of Study

Rapid emerging of Information and Communication Technologies (ICT) has contributed to become vital backbone of many activities including economic, politics, marketing, social, and many more. It had also redefined the role of public sector and become a tremendous solution in public organization quality of services. It is the facts that the rapid emerging of Information Technologies (IT) has lead to an increasing number of introduction of public websites. It can be considered, that almost all governments of countries in the world have started using the website medium in disseminates the information and encouraging public participation in decision making (Davidrajuh, 2004). The public web presence is famously referred to as Electronic Government or E-Government as short. Electronic government (E-government) is the use of hardware and software which is computers and the Internet interchangeably by multi-communication of government and communication technologies to deliver information and services to various layers of societies and stakeholders (Nam, 2014).

Conjunction to that, E-Government system is consumed by different categories of stakeholders depends on the purpose of utilizing E-Government (Joseph 2013). The categories are Government to Citizen (G2C) that aim to provide quality services and citizen empowerment, Government to business (G2B) enhancing the business industry with government cooperation, initiating relationship between government of countries (G2G) and improving productivity and effectiveness of employee's outcome (G2E)