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**EXPLORING MALAYSIA GOVERNMENT'S
ELECTRONIC TENDERING SYSTEM: PERSPECTIVE
FROM END USERS**

Final Project submitted in partial fulfilment
of the requirement for the award of
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ABSTRACT

Malaysia is one of the developing nations, growing fast with the modern economical sector, diversification of social structure as well as political institution. Development in real-estate and properties industry, road and transportation linkage, as well as construction industry leads to the various implementation of mega projects. The use of Electronic Tendering System (ETS) in the construction industry offers lots of advantages in completing tendering process. Starting from advertising, up to receiving and submitting tender-related information, everything was done online enable companies to operate efficiently as paper-based transactions can be reduced or eliminated, providing quicker exchange of information. Therefore, this study is about determining the awareness of ETS by end users; determine the problems of using ETS faced by end users and also to recommend the solutions to prevent the problems faced by the end users towards ETS used. In this final project, the professionals Grade 6 contractor from Construction Company that registered with CIDB has been chosen as the respondents. Quantitative methods have been used in this final project with the 66 sets of questionnaires were distributed and the returned during the data collection process. The result shows that respondents are aware with the ETS application in Malaysia. However, the possibility for lost and corrupted data has been recorded as the major problems faced by the end users towards the use of ETS. The researcher also recommend the solutions towards the problems faced by end users and for the further research to make an evaluation to the end users' behaviour and attitude of the ETS usage.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Chapter 1 introduces the background of the study of Exploring Malaysia's Government Electronic Tendering System: Perspective from End Users. This chapter also introduces the keywords of the research title, problem statement, the aim and the objectives of the research, scope and limitation, an overview of research methodology adopted in this final year project and lastly, the chapter outline. There are the definitions of the keywords that used for this study.

1.1.1 Electronic Tendering System (ETS) or E-Tendering

According to BusinessDictionary.com (2014), E-Tendering is an internet based process wherein the complete tendering process; from advertising to receiving and submitting tender-related information are done online which enable firm to be more efficient as paper-based transactions are reduced or eliminated, facilitating from more speedy exchange of information.

1.1.2 Perspective

It is a sensible way of thinking about something, or judging how well, bad, important, or others. Something is in comparison with other things.