STUDENTS' SATISFACTION ON USING UiTM STUDENT'S PORTAL AMONG STUDENTS' BACHELOR OF BUSINESS ADMINISTRATIVE ENTREPRENUER AT UiTM SHAH ALAM

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CHAPTER 1

INTRODUCTION

In this chapter consist of the background of study, problem statement, research questions, research objectives, significance of study, scope of study, and definition of term of the study. It is to investigate the problem occurs in the study and whether there is a relationship between service, system, information quality and student's satisfaction.

Background of Study

To encounter most problem in the libraries is the definition of portal from Groenewegen and Hoggard (2003). Therefore, most of researcher interested to investigate the effectiveness of library portal. Similar to research done by Masrek (2007), this study using the infamous information system success model which from Delone and Mclean (1992, 2002). The student portal effectiveness are interrelated with the information quality, system quality, services quality and user satisfaction. Each factor has directly or indirectly use by the Masrek (2007) in the research to measuring

the campus portal effectiveness and contributing factors. Not just that, in the research of evaluating academic library portal effectiveness had state more researcher has done their research by using these factors. Therefore, this study using Delone and Mclean information system success in the context of student portal. The definition of student portal from Eisler (2003), was the campus portal not only being designing to personalized and customizable the user interface for surf internal and external information but it also full with gateways information and point to access the constituent groups. It be agreed by Bajer (2005) when the research found almost all higher education has developing or purchasing portal as their needs. For information quality it was the world wide web is one of information sources. These information sources being created not only for business purpose, but it also for individual, government and organization, so it was the important to evaluated the information sources. There are some of dimension that must be in the information sources there are accuracy, consistency, security, timeliness, navigation and many more. To improve the quality of each information the criteria should be measured same in this study. (Javad, Rahman, Hamidah, Bahari, 2007). System quality give definition the realibility, ease of use, support, accessibility and choice refer to measuring the system quality by Sagar (2006). As can be related to the student portal system quality representing the function, speed and the information providing in the portal match to the student need and satisfaction. Services quality at portal the business sector, are closely similar to the university portal. (Jate, Evermann, Hope, Barnes, 2007). ebusiness weedly have reported that portal site being explore by the user in percentage of 46.1%. When small the scope to the student portal, service quality is closely to the security system that being apply by the university to secure the