



ACCEPTANCE AND USE OF E-GOVERNMENT SERVICES
AMONG EMPLOYEES IN GOVERNMENT HIGH EDUCATION
INSTITUTION IN JALAN HANG TUAH.

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BANDARAYA MELAKA

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**Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours
(International Business)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
BANDARAYA MELAKA**

JANUARY 2018

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”**

I, Muhammad Irsyanuddin Bin Kerma, (940807-03-6371)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:.....

Date:.....

LETTER OF SUBMISSION

11 JANUARY 2018

The Head of Programme

Bachelor of Business Administration (Hons) International Business

Faculty of Business Management

Universiti Teknologi MARA

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah

73500 Melaka

Dear Sir/ Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper entitled “**ACCEPTANCE AND USE OF E-GOVERNMENT SERVICES AMONG EMPLOYEES IN GOVERNMENT HIGH EDUCATION INSTITUTION IN JALAN HANG TUAH**” to fulfil the requirement as need by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

MUHAMMAD IRSYANUDDIN BIN KERMA

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Bachelor of Business Administration

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ABSTRACT

E-Government have been used since 90's worldwide as a platform in connecting the government and its citizens. Even though, many people still do not recognize its usage and benefits that they can gain from it. This study thus aims to investigate the relationship between four acceptance factors towards the acceptance and use of E-Government services among employees in government high education institution in Jalan Hang Tuah.

In this study, the researcher used four acceptance factors, which are performance expectancy, effort expectancy, social influence and facilitating condition, as proposed in the Unified Theory of Acceptance and Use of Technology. The study used questionnaire as the research instrument and were distributed to 50 employees at government high education institution in Jalan Hang Tuah. The findings is then analysed and showed that all of the variables proposed are related to the dependent variable. This study also concluded that facilitating condition is the most significant factor that contribute to the acceptance and use of E-Government services among employees in government high education institution in Jalan Hang Tuah. Meanwhile performance acceptance, effort expectancy and social influence does not influence the dependent variable.