



**MODELLING THE INTENTION TO USE
INFORMATION AND COMMUNICATION
TECHNOLOGIES AMONG SMES IN MALAYSIA**

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**BACHELOR OF BUSINESS ADMINISTRATION (HONS)
INTERNATIONAL BUSINESS
FACULTY OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”

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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 our independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and source of our information have been specifically acknowledge.

Signature: _____

Date _____

LETTER OF SUBMISSION

26th JUNE 2013

The Head of Program
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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**MODELLING THE INTENTION TO USE INFORMATION AND COMMUNICATION TECHNOLOGIES AMONG SMES IN MALAYSIA**” to fulfil the requirements as needed by the Faculty of Business Management, University Technology MARA, Bandaraya Melaka.

Your sincerely,

YANG HARTINI BINTI JAAPAR

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Bachelor of Business Administration (HONS) International Business

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ABSTRACT

In the recent era of economic globalization, acquiring information communication technology (ICT) to support business needs, regardless of business size, is a crucial need to exploiting the potential of technology. The aim of this research is to identify the factors that influence behavioural intention of Malaysian SMEs to use technology in their business. The independent variables consist in the conceptual research frameworks are perceived usefulness, effort expectancy, social influence, facilitating condition, attitude towards using technologies and security and privacy. The dependent variable would be the SMEs behavioural intention towards using technologies. In collecting data, the researcher used the owner of SMEs in all different country in Malaysia. There are 100 samples selected using convenience method. The data collected was then tested on its reliability, and then further analyzed using descriptive analysis, Pearson's correlation analysis, and coefficient regression analysis. Based from the results obtain in this research, some recommendations have been suggested by the researcher.