

**UNIVERSITI TEKNOLOGI MARA**

**FACTOR OF INTENTION TO USE  
PUSTAKA NEGERI SARAWAK E-  
SERVICES AMONGST STATE CIVIL  
SERVANT IN WISMA BAPA  
MALAYSIA, KUCHING SARAWAK**

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Dissertation submitted in partial fulfillment  
of the requirements for the degree of  
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**Faculty of Administrative Science and Policy Studies**

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## **CONFIRMATION BY PANEL OF EXAMINERS**

I certify that a Panel of Examiners has met on 17<sup>th</sup> December 2016 to conduct the final examination of Muhamad Daneal bin Jamali on his Executive Master of Administrative Science Dissertation entitled “Factor of Intention to Use Pustaka Negeri Sarawak E-Services amongst State Civil Servant in Wisma Bapa Malaysia, Kuching Sarawak” in accordance with Universiti Teknologi MARA Act 1976 (Akta 173). The Panel of Examiners recommends that the student be awarded the relevant degree. The panel of Examiners was as follows:

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## **AUTHOR'S DECLARATION**

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledge as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## **ABSTRACT**

Malaysia government has been investing huge funding initiatives in building e-services for its national, state and municipal libraries. This initiative is in support of the national aspiration for creating knowledge-based society. From the perspective of the libraries, an online presence is pivotal in support to the increased rate of Internet usage among their stakeholders, academics and student alike, therefore the result of adopting electronic services has changed both the means of communicating with the users and nature of the service itself. The purpose of this research was to identify the factors of Intention to Use libraries' e-services specifically Pustaka Negeri Sarawak E-services by selected group of users; the State Civil Servant in Wisma Bapa Malaysia, Kuching Sarawak. To answer this question, a survey was designed and conducted amongst State Civil Servant in Wisma Bapa Malaysia, Kuching Sarawak (n=151). This research allows drawing the findings of three emerging factors of Intention to Use which are Interface Effectiveness (IU), Confidence in System (CS) and Effectiveness of Use (EU). The most significant factors towards Intention to Use Pustaka Negeri Sarawak E-Services amongst State Civil Servant in Wisma Bapa Malaysia, Kuching Sarawak are Effectiveness of Use and Interface Effectiveness. From the perspective of the user-centric approach, we identified the function of State Civil Servant in Wisma Bapa Malaysia Kuching Sarawak at increasing the Intention to Use Pustaka Negeri Sarawak E-Services by involving users' in the designing phases of the libraries' e-services.

**Keywords:** Intention to Use, e-services, online library, Technology Acceptance Model (TAM), State Civil Servant