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TECHNOLOGY ACCEPTANCE OF CADASTRAL MAPPING SYSTEM: A DEMOGRAPHIC STUDY AMONG LAND BRANCH OFFICERS IN LANDS AND SURVEYS DEPARTMENT OF SARAWAK

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THE DECLARATION

I hereby declare that the work contained in this dissertation is original and my own except those duly identified and acknowledged. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with Univesiti Teknologi MARA's rules and academic regulations.

Signed

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THE ABSTRACT

Abstract

This research analyzed the acceptance of employees towards system using a new model of motivation. The new model, called the motivation and acceptance model (MAM), was introduced and developed by Siegel (2008), inspired by the technology acceptance model and the commitment and necessary effort model of motivation. This model was tested on one section in government department to study the technology acceptance on a system called Cadastral Mapping System (CMS). This research used t-test and ANOVA analysis to determine the relationship between the demographic factors with variables of the MAM: perceived usefulness, perceived organizational support, perceived ease of use, and attitude toward CMS. The data were analyzed using SPSS. This research demonstrates that there is statistically different in mean between demographic factors (age, length of service, job position, and academic qualification) and utilization and acceptance of CMS. Additional research should seek to develop a greater understanding of technology acceptance and employee resistance to innovations using larger sample sizes, a variety of environments and organizations, diverse populations, and different types of technologies and technology-implementation strategies.

CONTENTS

CHAPTER 1

INTRODUCTION

This chapter provides the background of the study, particularly focused on low utilization of technology by civil servants in Malaysia in general and specifically, the land application process using Cadastral Mapping System (CMS) by Land Branch in Lands and Surveys Department of Sarawak.

1.1   Introduction

Lands and Surveys Department of Sarawak is a multi-functional State Government department and its core businesses are surveying and mapping; land administration and land registry; town and country planning and valuation services. The challenge is to develop a land information system to support land administration and management which integrates land tenure, land value, land use and land development supported by land information infrastructure of cadastral and topographic data. Leveraging on ICT, Lands and Surveys Department Sarawak developed an enterprise land information system called LASIS (Land And Survey Information System). The objective of LASIS is to improve the service delivery system and transform the working culture of Lands and Surveys Department. The successful implementation of LASIS is a milestone for the Lands and Surveys Department and the State of Sarawak.