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USER ACCEPTANCE OF AN ELECTRONIC RECORDKEEPING SYSTEM: A CASE OF SARAWAK STATE GOVERNMENT

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ABSTRACT

This thesis reports the findings of a study of users' acceptance of an electronic recordkeeping system based on the *perceived value of records*. In spite of the active interest by government organizations in investing in large scale of implementation of electronic recordkeeping systems, many published case studies observed that rates of acceptance and use of these systems by end users were often disappointing. By using the technology acceptance model (TAM) and its extension theoretical framework developed by Lawellen (2015), this study aimed at exploring the determinants of users' intention to use an electronic recordkeeping system called ERMS in selected public services agencies of the Sarawak State Government with the objectives of (1) to identify the factors that influence a user's intention to use an electronic recordkeeping system. (2) to determine the relative importance of the factors that influence a user's intention to use an electronic recordkeeping system. The objectives served the question of what factors influence a user's intention to use an electronic recordkeeping system. This study employed quantitative method by means of data collected from survey questionnaires of highly structured questions from 171 users of ERMS. The survey design measured the three original TAM constructs model namely *effort expectancy, performance expectancy, intention to use* and Lawellen's (2015) three constructs of *social influence, perceived power security* and *perceived value of records* with nine hypotheses being tested. The analysis of the structural model findings shows that out of the nine (9) hypotheses tested, only four (H1, H2, H8 and H9) were supported with five (H3, H4, H5, H6 and H7) were not supported. The Sarawak case revealed that the most important constructs (in rank order) were the *effort expectancy, performance expectancy* and *perceived value of records* directly affected system used which contradicting to the findings of Lawellen (2015)'s study (in rank order) were the *perceived value of records, effort expectancy, and social influence*. The Sarawak case study provides evident that the explanatory power of TAM and Lawellen's model hypothesized interactions of the *perceived value of records* on users' acceptance of an electronic recordkeeping system yield different findings local to the different context, environment, organizational structures and the influence of a larger policy of the Malaysian Federal and Sarawak State Government.

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CHAPTER ONE

INTRODUCTION

1.1 OVERVIEW

A trend in government all over the world has been to set up electronic government (EG) systems that provide the public services and government agencies with the paperless environment with the intention of completely doing away with paper records. What drive this trend are changes in using innovation technology in the public services that have an impact on the ways records are being created (Lewellen, 2015). There are, however, numerous barriers to the integration of the EG systems into the public services, such as technology infrastructure, agencies' effort, policy matters, technology satisfaction, and the system users' competency (Martin & Voynov, 2014).

In many cases, the EG systems especially in the developing nations and underdeveloped counties are facing difficulty in achieving successful strategies, including the delivery, effectiveness, and acceptance of the systems (Umi Asma' & Zawiyah, 2009). Attempting to replicate recordkeeping system in the paper environment in the physical registry, cannot meet the users' needs and may cause expected and unexpected difficulties making users' relied on paper records (Azad, 2008).

Users' persistent frustration in the virtual filing system is another problem where the systems used to manage born digital records within the EG initiatives are often in the form of electronic information system (EIMS), electronic document management system (EDMS), data management system (DBMS) and electronic document records management system (EDRMS) which often do not fulfil the requirements of an electronic records management system (ERMS). This drives more users and creators of records to resort to paper filing and paper documents and records (Gagnon et. al., 2013). With the growing reliance on information systems and increasing rapidity of the introduction of new technologies into government business, identifying the critical success factors related to users' acceptance of technology continues to be an important issue (Park, 2009).