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INSIGHT Journal focuses on social science and humanities research. The main aim of INSIGHT Journal is to provide an intellectual forum for the publication and dissemination of original work that contributes to the understanding of the main and related disciplines of the following areas: Accounting, Business Management, Law, Information Management, Administrative Science and Policy Studies, Language Studies, Islamic Studies and Education.

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# FOREWORD BY DEPUTY RECTOR OF RESEARCH, INDUSTRIAL LINKAGES & ALUMNI

Since 2018, the INSIGHT JOURNAL (IJ) from Universiti Teknologi MARA Cawangan Johor has come up with several biennial publications. Volume 1 and 2 debuted in 2018, followed by Volume 3 this year as well as Volume 4 with 19 published papers due to the great response from authors both in and out of UiTM. Through Insight Journal, lecturers have the ability to publish their research articles and opportunity to share their academic findings. Insight Journal is indexed in MyJurnal MCC and is now an international refereed journal with many international reviewers from prestigious universities appointed as its editorial review board

members.

This volume 5 as well as volume 6 (which will be published in 2020) are special issues for the 6th International Accounting and Business Conference (IABC) 2019 held at Indonesia Banking School, Jakarta. The conference was jointly organized by the Universiti Teknologi MARA Cawangan Johor and the Indonesia Banking School Jakarta. Hence, the volumes focus mainly on the accounting and business research papers compiled from this conference, which was considered a huge success as over 66 full papers were presented.

Lastly, I would like to thank the Rector of UiTM Johor, Associate Professor Dr. Ahmad Naqiyuddin Bakar for his distinctive support, IJ Managing Editor for this issue Dr. Noriah Ismail, IJ Assistant Managing Editor, Fazdillah Md Kassim well as all the reviewers and editors who have contributed in the publication of this special issue.

Thank you.

**ASSOCIATE PROF. DR. SAUNAH ZAINON** 

Deputy Rector of Research, Industrial Linkages & Alumni Editor-in-Chief for INSIGHT Journal Universiti Teknologi MARA Cawangan Johor



# Adoption of Digital Forensic by Malaysian Large Enterprises : A Conceptual Framework

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### Abstract

The increased use and dependency on ICT and technological advancement have caused a big challenge to today's businesses and modern organization. This paradigm has seen the rise in the statistics of cybercrime and digital incidents cases involving major losses and collapse of businesses and firms. In addressing and preparing the organisation for incidents of this nature, the adoption of digital forensic (DF) is necessitated. However, the adoption of DF in Malaysian organisations is unfavourable. This study reviewed the literature to identify the probable factors that influence organisation's decision to adopt DF and proposed a framework for an in-depth investigation into possible factors influencing the adoption of DF in an organisation. In doing so, possible policy and academic implications will emerge which form the basis for implementation and further study.

**Keywords:** Digital Forensic, Digital Forensics Adoption, Integrated Model, Malaysia

### 1. Introduction

A great reliance upon information technology by most modern businesses has prompted not only a vast technological advancement but also sophisticated forms of associated risks and crimes. The technology abuse perpetrated from both internal parties in the organisation and external sources namely clients, suppliers and service providers may exposed related businesses to various threats of cybercrime and digital incidents that later leads to serious business disruption. This issue is supported by a fact that the cybercrime rate is surging globally and has become a bold concern to eight global economies namely USA, Germany, Estonia, Japan, Holland, Switzerland, Singapore and Malaysia (Jay, 2018). In a context of Malaysia, over 2100 servers owned by business, banks, universities and public agencies were compromised for unauthorized manipulation of computer data activities (Sarah et al., 2018). Pertaining to this, computer related fraud such as network intrusions and hacking, phishing and farming (fraudulently acquiring sensitive information)



was presented as the most committed incidents. The rise of this incident has caused a great effect against organisations namely loss of valuable and sensitive data (Rowlingson. 2004), organization's reputational damage (KPMG, 2013; Sommer, 2009) as well as financial loss (Elfadil, 2013; Mankantshu, 2013; Mushtaque et al., 2014). In addressing this issue, digital forensic (DF) has been recognised as an effective tool for businesses to react, respond and dissolve into any occurrences of computer related fraud (Aswami, Jill, & Husin, 2012; Garfinkel, 2010; Mohay, 2005). Despite of these great benefits of DF, this technology is slightly adopted by today's organisations and businesses (Elyas et al. 2015; Suhaila et al., 2011). Subject to this, lack of comprehensive understanding as a coherent direction to help organisations to get prepared and making decision to adopt DF was found to be their challenge. Therefore, this study aims to review the literature on the organisation's adoption of DF and to propose a framework for an insights investigation into the factors affecting the organisational decisions to adopt DF by Malaysia large enterprises. To meet this objective, this paper brought the discussion into four parts. The next section will review the literature on adoption of innovation, Malaysia large enterprise and DF. Section three proposes the framework and conclusion is made in section four.

# 2. Conceptual Overview

Innovation is contended as a complex phenomenon as vibrant attention given to this research area at variant perspectives. In a general view, Innovation is justified as any forms of new technology, process, or even an idea or product either in technical and administrative, or radical and incremental that are being introduced into an organisation and to be adopted (Rogers & Shoemaker, 1971; Zaltman et al., 1973; Cooper & Zmud, 1990). At this point, innovation adoption promising a tremendous impact on organisational change (Michael, 2015) by encompassing the potential benefits of helping an organisation to deal with the current issues and challenges. As such, in terms of this study, innovation adoption refers to the decision of an organisation to admit DF to be used as a new specialized technological process in facilitating their task. DF was highlighted by previous researchers as a new investigative methodology applied in a digital technology in which depends on the development of new forensics tool to gain a high quality investigation outcome (Mark Pollit, 2010; Mohay, 2005). Large enterprises nowadays used information technology (I.T) to not only in operating their business effectively but also more appropriately to remain competitive in the industry. The optimization of information technologies usage has placed the modern enterprises into an extremely enormous technology buy in budget as well as to possess a better security of I.T to safeguard their valuable resources and to keep their good reputation. As there is an increase of electronic financial and informative transactions offers to the stakeholders in facilitating the business environment, these electronic operations is dependent over stable security to create safe environment. This has become a big concern of the organisations that are responsible to provide a trusted and safe business environment. However, in spite of all the vital and feasible measures taken to prevent the pre-occurrences of a cybercrime there is also a mandatory requirement for the organizations to consider and commit with the preventing measure for post, active and reactive crime occurrences namely DF. DF is the practice of scientifically derived and proven technical methods and tools towards ability of an organization to maximize its environment's ability to collect, preserve and use the legally reliable digital evidence when necessary (García, 2005; Rowlingson, 2004; Tan, 2001). According to Hoolachan & Glisson (2010) an organisation can prevent the occurrence of the incident by preparing the environment in advance and in doing this, organisations will



benefit not only in instances where prosecution becomes an issue, but also in limiting their own business risks. In fact underrating the need for DF might adversely affect the organizations to link the attacker to the security incident or lack sufficient evidence to prove a fraudulent transaction (Mankantshu, 2013). Nevertheless, the importance of DF is not fully aware. Elyas et al. (2015) presented less than 2% of Australian organizations have a plan for DF as reported by Australian Institute of Criminology (AIC). According to Australian Institute of Criminology (AIC) even though the DF is emphasize as a legal and regulatory requirement in most western country jurisdictions, smaller in number of an organization have developed a significant capability in this domain (Elyas, Ahmad, Maynard, & Lonie, 2015; Elyas et al., 2014; Endicott-Popovsky & Frincke, 2006; Grobler et al., 2010). Meanwhile, Suhaila et al., (2011) has brought the same issue where in her study it was found that most all organisations have not developed the DF capability in their operations. In Malaysia, the capability of DF initiatives is still relatively new, and more awareness and promotion programs have to be devised in order to educate the organizations (Aswami & Izwan, 2008). This scenario was seen as a bedrock to this problem as lack of coherent understanding and guidance on DF practices is found to be the causal of the unfavourable adopting nature of DF among the organizations (Elyas et al., 2015; Mouhtaropoulos et al., 2014). As a consequence, a research on the factors that affect the adoption of DF in organisation and businesses would be crucial in determining the required strategies to elevate their understanding and evaluation of DF adoption.

# 3. Conceptual Research Model

The conceptual model was formulated based on extensive review of existing research works within innovation adoption in organizational level. Owing to the limited studies prior to DF adoption, a review of previous research works was extended to variant inovation adoption literature to compliment the limitation in order to extract the possible constructs for the purpose of the proposition of potential factors that influence the adoption of DF by Malaysia large enterprise so that, it can be executed for conceptual model development. As a result of the review, the influence of environmental factors, organisational factors and technological factors as well as human factors in organisational adoption decisions have been noted (Choudrie & Dwivedi, 2005; Frambach & Schillewaert, 2002; Zhu et al., 2006). Additionally, the review on previous research on DF at organisational level also demonstrated human (Barske, Stander, & Jordaan, 2010; Grobler et al., 2010; Saleh, 2013), technological (Elyas et al., 2015; Elyas et al., 2014), organisational (Barske et al., 2010; Elyas et al., 2015, 2014; Grobler et al., 2010; Mankantshu, 2013) and environmental factors (Cassandra, 2016; Elyas et al., 2014; Hamdi, 2011) were commonly and frequently considered by the previous researchers as significant factors in the development of models of their studies. These aforementioned factors reflect the basic premise of the TOE framework on the three flexible and generic contexts (Zhu et al., 2006) as well as HOT-fit model. Thus, it is feasible to apply the human-technology organisation environment (HTOE) framework to determine the potential variables of the study. These findings inadvertently support the decisions of the study in adopting HOT-fit model and TOE framework in the context of the adoption of DF. Technology-Organisation-Environment framework (TOE) has been identified as the most appropriate foundation for studying all types of innovation adoptions as the framework representing the three influential factors that effectively lead to the organisational adoption decision (Oliveira & Martins, 2011). As argued by some researchers, it is better to have an integrated theory than a single theory to imply different innovation types (Hossein et al., 2015). Hence, an integrated approach



of theories is applied to provide better improvement of prediction and elucidation of the resulting model developed. However, this proposition is subjected to empirical findings and therefore the study proposes an in-depth research approach through further literature review as well as pre-coded research instruments and hypothetical testing. Figure 1 shows the proposed framework.

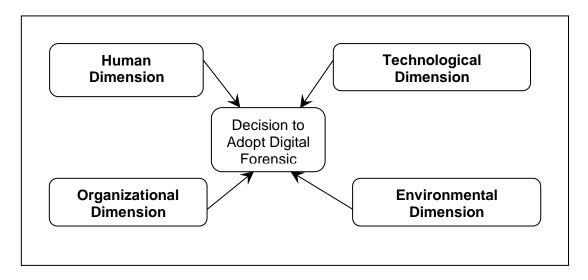


Fig.1 Conceptual Research Model

# 4. Conclusion

In dealing with a wide range of cyber threats and digital incidents which have recently demonstrated a rapid surge across the globe, it is therefore important for today's organisations to recognise the importance of DF in their organisational environment. It is essential to cultivate the modern organisations to actualise the effectiveness of this technology to be adopted in facilitating the modern organisations to gather and secure an admissible and lawful production of digital evidence through a conduct of digital investigation (Aswami, 2012; Kruse and Heiser, 2002; McKemmich, 2002). In this case, DF serves as a tool that helps an organisation to determine the root cause of an incident which takes place from the cybercrime activities. Therefore exploring the factors affecting the adoption of DF by Malaysia large enterprises is significant to be conducted as the current study is expected to contribute to a suitable framework that works to help the organizations and businesses to understand the key factors that affects the evaluation of DF in their operational environment. This attempt was supported by Grobler et al. (2010) who noted that, there is a need for organisations to have a suitable framework that will assist them in adopting DF. In order to ensure the achievement of the adoption, organisations need to first comprehend the factors that critically affect the determination of DF adoption. In conclusion, this study proposes an in-depth study using primary data source to describe the influences of technological dimensional factors, environmental dimensional factors, organisational dimensional factors, and human dimensional factors to help them in allocating the resources when it comes to considering the decision of adoption on innovation such as DF. It is therefore suggested a case study approach provided the need strategies to achieve this objective.



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