



UNIVERSITI TEKNOLOGI MARA
BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

PERCEPTION ON THE EFFECTIVENESS OF INFORMATION AND
COMMUNICATION TECHNOLOGY (ICT) IN PUBLIC SECTOR

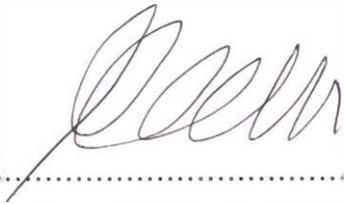
ALFIAN NIZAM BIN JASRIE
2012466238
FREDDY JESSE MOJINUN
2012200302

JULY 2014

DECLARATION AND COPYRIGHT

We hereby declare that the attached research report is our original work and that no part of it has been copied or reproduced from any other person's work without acknowledgement. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signature by,



(Alfian Nizam Bin Jasrie)

2012466238



(Freddy Jesse Mojinun)

2012200302

ABSTRACT

Nowadays, Information Communication Technology (ICT) usage in the public sector has spread rapidly due to the modernization of technology. In general, there are differences of public perception among employees towards ICT usage in the organization. This paper provides correlation of confident level in handling ICT and acceptance level of ICT usage among public sector employee that can indicate the effectiveness of ICT and as a result produce positive perception towards ICT usage in public sector. The questionnaires construct to identify the perception on the effectiveness of ICT in the public sector among public sector employees. The positive or negative perception influence by the level of effectiveness of ICT in public sector that experience by public sector employee that using ICT in performing their task. Fifty questionnaires distribute to fifty respondents purposely in one specific public organization that selected to get the answer for this study. The result of the analysis indicates that there are correlation between confident level in handling ICT and acceptance level of ICT usage among public sector employee. It shows that, there are more respondents gave a positive perception of the level effectiveness in ICT usage in the public sector.

TABLE OF CONTENTS

	PAGES
CLEARANCE FOR SUBMISSION	i
DECLARATION	ii
ACKNOWLEDGEMENT	iii
ABSTRACT	iv
TABLE OF CONTENTS	v
CHAPTER 1: INTRODUCTION	1
1.1 Introduction	1
1.2 Problem Statement	3
1.3 Research Question	5
1.4 Objectives	5
1.5 The Scope of the Study	6
1.6 Definitions of Terms and Concepts	7
CHAPTER 2: LITERATURE REVIEW	10
2.1 Literature Review	10
2.2 Conceptual Framework	16
CHAPTER 3: RESEARCH METHODOLOGY	17
3.1 Research Design	17
3.2 Population and Sampling	17
3.3 Instrumentation	18
3.4 Unit of Analysis	19
3.5 Data Collection	19
3.6 Data Analysis	21

CHAPTER I

INTRODUCTION

1.1 Introduction

The title of this research is perception on the effectiveness of Information and Communication Technology (ICT) in public sector. The advancement of technology has brought the world to be more effective and efficient in term of communication, particularly which known as modern communication technology. Federal Communication Commissions (FCC) defines communication technology as “connection by way of radio, television, wire, satellite, or cable”. This character of communication has given the ability for people to communicate and sharing information with people roughly the world clearly, accurately and directly. With the combination of innovative communication technology and computer, it has created a new technology known as Information and Communication Technology (ICT).

The Milken Exchange on Education Technology (1999) defines ICT as computer based tools used by employees to work with the information and communication processing requirement of an organization. ICT help people to share information such as document file, image, video and music as well by converting it into a common digital form so that people can receive and see it. The use of ICT give a lot of benefits to the organizations in term of clear communication which leads