

**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY  
STUDIES  
BACHELOR OF ADMINISTRATIVE SCIENCE**



**THE INFLUENCE OF ATTITUDE ON E-SERVICES AT  
MAJLIS PERBANDARAN SUNGAI PETANI, KEDAH  
(MPSPK)**

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## CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT BY THE SUPERVISOR

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at Majlis  
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I have reviewed the final and complete research report and approve the submission  
of the report for evaluation



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(Prof Madya Dr Zaherawati Binti Zakaria)

## Declaration

We hereby declare that the work contained in this research proposal is our own except those which have been duly identified and acknowledged. If we are later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed,



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## **Abstract**

E-services have become the one of technology advancement that very vital in the entire world. It is because government already established this under Malaysian flagships of e-Government and need to be implemented in every sector in delivering their services. The study examines the influence of attitude on e-services at Majlis Perbandaran Sungai Petani Kedah (MPSPK). A cross sectional survey among public in Merbok area was applied and used in this study. The numbers of questionnaire distributed were 74 completed questionnaires and all had been answered and returnable. The data obtained were analysed and these following findings were found out. The relationships of perceived usefulness, perceived ease of use and compatibility were further examined. All of these relationships were found to be significant. However, the extent of attitude among the public in Merbok area were still at the moderate level since the issues there are not all the user accept to use this e-services. The study also provides strong evidence that it is essential to raise the attitude to increase numbers of e-services usage.

*Keywords: E-services, Perceived Usefulness, Perceived Ease of Use, Compatibility and Attitude*