



THE DETERMINANTS OF E-GOVERNMENT SERVICES  
AMONG PUBLIC IN KOTA KINABALU, SABAH

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JULY 2014

DECLARATION OF ORIGINAL WORK



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- This project-paper is the result of my independent work and investigation, except where otherwise slated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

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Date: 5. August 2014

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## ABSTRACT

This study examines the general public in Kota Kinabalu towards the usage of electronic government services that have been implemented in its administration. The objectives of are: (i). to evaluate the accessibility of e-government services system in the context of e-government services in Kota Kinabalu; (ii) to determine whether trust has direct relationship influencing the public not to using the e-government service; (iii) to determine the confidentiality of personal data (data integrity) being exposed to others; (iv) to determine the complexity of using e-government services and (v) to determine whether the demographic factors have any effect on the usage e-government services.

The study uses a qualitative approach. Several methods of data collection were used which mostly involved reports and documents prepared by the government of Malaysia. The findings of the study indicate that e-government has been one of the great initiatives to improve and upgrade the national civil services. In addition, this study reveals that there are some constraints and problems that the government has to improve and upgrade the infrastructures of e-government services in Sabah in particular. The citizens of Kota Kinabalu are willing to adopt the usage of e-government and support the government efforts in implementation of e-government in Sabah. This is because e-government brings better lifestyle not only the citizens but also to the businesses and within government itself.

## 1.0 INTRODUCTION

In today's knowledge-driven economy, information and communication technologies (ICTs) are major enablers in all sectors particularly in government departments. As such, Malaysia, which is geared to be fully developed country by the year 2020, needs advancement in technology and aggressive adoption of technology at micro and macro level of economy. It is very critical to have an edge and able to sustain in the digital economy. It is no doubt that the government is aware the benefits derived from technology adoption. For example, technology serves as enabler for the production of high quality products and services, allowing government or firms to operate in a cost effective manner, and some cases widen the market reach. From a consumers' point of view, the benefits of advancement technology are greater value, convenience, wider selection of services and products at lower prices. One of the technology-based services, which provide convenience in conducting transactions with the government, is the Electronic Payment or e-Payment (Bank Negara Malaysia, 2009). As one of the strategies to achieve Vision 2020, Multimedia Super Corridor (MSC) has been developed to accelerate Malaysia's entry into Information Age. The services provided through the website are the Government's proactive to help enhance the public delivery system. Electronic Government (e-Government) was initiated in Malaysia on 24 February 2004. It is the vision of the government to transform the administrative process and service delivery system through the use of IT and multimedia. E-Government is an initiative aimed at reinventing how