

UNIVERSITI TEKNOLOGI MARA

**EVALUATION OF USERS' SATISFACTION ON
ACADEMIC INFORMATION MANAGEMENT
SYSTEM (AIMS) IN UITM USING DELONE AND
MCLEAN MODEL**

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of the requirements for the degree of
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AUTHOR'S DECLARATION

I declare that the work in this IT Project was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as reference work. This report has not been submitted to any other academic institution or non-academic institution for any other degree of qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, University Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

Satisfaction and acceptance of Academic Information Management System (AIMS) is raised as a concern in many organizations, especially in educational institutions. AIMS in UiTM which is currently functional for two modules, Curriculum Management System and Examination Management System are used by the academic staffs who are designated as resource persons. The organization has encountered problems and challenges in ensuring user satisfaction with the usage of the system. Besides, there is no one study conducted to evaluate the user satisfaction of AIMS in UiTM. In regards the issue, a study is conducted to study the user satisfaction of AIMS by using updated Delone and Mclean Model. User satisfaction of AIMS is discussed in depth as to measure how the system is considered significant and effective for use of academic staffs in UiTM by studying the relationship between the constructs of System Quality, Information Quality, Service Quality, Usefulness, System Satisfaction and Actual System Use of AIMS system. Significance of relationship between independent variables and user satisfaction of AIMS are determined by the data analysis done in SPSS tool version 22. Based on the findings and results derived through this research, all hypotheses tested were shown to be positively significant. Consequently, the study confirms the validity of updated Delone and Mclean Model (2003) also proven that to be a valid model in order to evaluate the users' satisfaction of using AIMS for this research.

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