

UNIVERSITI TEKNOLOGI MARA
CAWANGAN PULAU PINANG

POLITEKNIK TUANKU SULTANAH BAHYAH, KULIM: STAFFS PERCEPTION
TOWARDS E-FILING SYSTEM AND THEIR INTENTION TO USE.

THIS PAPER SUBMITTED IN PARTIAL FULFILLMENT OF THE
BACHELOR OF BUSINESS ADMINISTRATION (HONS) MARKETING
TO BE AWARDED BY UNIVERSITI TEKNOLOGI MARA

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DECLARATION OF ORIGINAL WORK



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- This work is not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This paper is the result of my independent work and investigation except otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

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Date

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful. All praises goes to Allah, God of the universe and May peace be upon His Messenger. I wish to address my sincere appreciation to everyone who has involved in this research from its beginning until the end. This research was prepared to fulfil the requirement of attaining the Bachelor Administration (Hons) Marketing.

First and foremost, I would like to convey my sincere gratitude to my advisor, Mdm Norhayati Bt Ab Rahman for her assistance, encouragement and guidance throughout the process of completing this project paper. I might have run into troubled waters given the short duration of time available.

Thank you to our PLK coordinator, Tn. Hj Abdul Razak Hj. Shariff for his attention and always being so kind for helping me to overcome obstacles in the process of completing this marketing research. His supports are really meaningful and unforgettable.

Finally, I would like to dedicate this research paper to my loving husband (Mohammad Najwa B. Mohamed Hasbullah) and my children (Aina Nabilah and Nabil Afiq) who have been providing continuous encouragement throughout my whole life. Also not to forget, to both my parents for their prayers and all my classmates, friends and colleagues especially to Zainab Sal Hamid and Anna Zareena, a million thanks for your views and opinions regarding this research.

May Allah Bless All of You

Thank you very much

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ABSTRACT

This research is about the perception of taxpayers towards e-filing system introduced by Inland Revenue Board in Malaysia. The proposed models integrates technology adoption factor from Technology Acceptance Model (TAM) with personal perceptions on perceived usefulness, perceived ease of use and perceived risk on behavioural intention to use e-filing system. This model will serve as a useful guideline not only for devising strategies to promote e-government services, particularly tax e-filing services but also to improve the performance of e-filing system. This study was conducted in Politeknik Tuanku Sultanah Bahiyah, Kulim. Data were collected from 124 respondents and obtaining data through questionnaires. Responses were measured on a Five-Point Likert Scale, ranging from 1 (strongly disagree) to 5 (strongly agree). The result was tested using frequency, descriptive statistics and Pearson Correlation Analysis. Finally, future study can also be extended by studying on the e-filing system itself. IRB should upgrade their in house system to become more user-friendly and at the same time more reliable to encourage taxpayer interest in using the e-filing system.