

UNIVERSITI TEKNOLOGI MARA

USER ACCEPTANCE OF POLITEKNIK  
MANAGEMENT INFORMATION  
SYSTEM: A STUDY IN POLITEKNIK  
SULTAN SALAHUDDIN ABDUL AZIZ  
SHAH ON SISTEM PENGURUSAN  
MAKLUMAT POLITEKNIK (SPMP)

MURUSINIDA BINTI CHE MOOD

MScIT

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## ABSTRACT

The acceptance of users is important to the successful of a system implementation and to ensure that the system can used as per user request. However the system ease of use and usefulness correlated with the factors of user acceptance. There are two objectives in this research. The first objective is to identify the problems of Sistem Pengurusan Maklumat Politeknik (SPMP) in Politeknik Sultan Salahuddin Abdul Aziz Shah (PSA) from the administrative perspective while the second objective is to determine the factors of user acceptance in using SPMP in PSA from lecturers' perspective. In order to identify and determine the user acceptance towards SPMP, this research has conducted an interview with the administrator and survey with the lecturers. One respondent has been selected who is system administrator in PSA. While 250 sheets survey questions were distributed to the respondents that have been randomly chose and 210 were returned. This research adopted from the previous research of Technology Acceptance Model 2 (TAM2) which focus on how to determine the user acceptance of SPMP. The TAM2 elements create the strong result in user acceptance of SPMP in PSA. External variables of TAM2 will be the keys to determine the factors of acceptance towards SPMP. There are seven variable that have been looked in order to determine the factors of user acceptance which are social influence, self-efficacy, voluntariness, system playfulness, interface style, perceived ease of use and perceived usefulness. The results shows that users are accept towards SPMP in terms of perceive usefulness. For further research of acceptance toward system application, observation should be done to get the precise result.

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## TABLE OF CONTENTS

	<b>Page</b>
<b>AUTHOR'S DECLARATION</b>	<b>i</b>
<b>ABSTRACT</b>	<b>ii</b>
<b>ACKNOWLEDGEMENT</b>	<b>iii</b>
<b>LIST OF TABLES</b>	<b>vii</b>
<b>LIST OF FIGURES</b>	<b>ix</b>
<b>CHAPTER ONE: INTRODUCTION</b>	<b>1</b>
1.1 Introduction	1
1.2 Research Background	1
1.3 Information System Used in PSA	3
1.3.1 Polytechnic Management Information System (PMIS)	3
1.3.2 Sistem Pengurusan Maklumat Politeknik (SPMP)	5
1.4 Problem Statement	6
1.4.1 Management enforcement does not parallel with system development	7
1.4.2 System testing and implementation are not organized	8
1.4.3 Lack of knowledge and expertise in managing and using the system	8
1.5 Research Objectives	9
1.6 Research Scope and Limitation	10
1.7 Research Significant	10
1.8 Research Design	10
1.9 Chapters in This Thesis	11
<b>CHAPTER TWO: LITERATURE REVIEW</b>	<b>13</b>
<b>2.1 Introduction</b>	<b>13</b>