

UNIVERSITI TEKNOLOGI MARA

**EVALUATING USER SATISFACTION OF
VETERAN INTEGRATED BENEFIT SYSTEM
(VIBES) IN JABATAN HAL EHWAL VETERAN
(JHEV)**

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ABSTRACT

Nowadays, e-government becomes more important to all citizens. Most of the countries implement e-government to support and give services to their citizen. The e-government is not more than just internet and government website but to support and simplify the citizens, business and government itself. E-government goals are to improve the quality of public service and efficiency of administration works. In Malaysia, there are many government agencies that implements e-government. One of government agencies that implements e-government is Jabatan Hal Ehwal Veteran (JHEV). Jabatan Hal Ehwal Veteran (JHEV) implements the Veteran Integrated Benefit System (VIBES) to support the business and services. The VIBES was implemented to monitor and manage business process of JHEV Pension in systematic approach. Overall, this system is an online system which have centralize database for processing, enforcement, monitoring, accounting and payment of the pension benefit. However, with the growing of information system, there are some issues usually occur in e-government system which is the system does not meet users expectations or requirements. This issue usually related to user satisfaction area and perception and this study is to provide the evaluation of this system since this system is not yet evaluated. This study also has developed the user satisfaction model for evaluation that contains nine dimensions. Furthermore, this study also provides recommendations for developer to make enhancement to the system. Therefore, this will help to improve the system and enhance JHEV productivity.

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