

UNIVERSITI TEKNOLOGI MARA

**A STUDY ON CLOUD-BASED
COMPUTING FACTORS THAT BENEFIT
TO INFORMATION TECHNOLOGY
SHARED SERVICE CENTER (ITSSC)**

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IT Project submitted in partial fulfillment
of the requirements for the degree of
Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

January 2015

ABSTRACT

Cloud-based computing has recently emerged as a new paradigm for hosting and delivering services over the internet. Cloud-based is attractive to the business organization as it eliminates the requirement for users to plan ahead for provisioning, and allows the organization to start from the small and increase resources only when there is a rise in service demands. However, despite the fact that cloud-based computing offers huge opportunity to the Information Technology (IT) industry, yet the Shared Service Center (SSC) business environment. In this study, we aim to study the cloud-based computing factors that benefit to Information Technology Shared Service Center (ITSSC) organization. The researcher present seven popular factors of the technology adoption and design a propose model of cloud-based computing factors that may benefit to ITSSC. A questionnaire has been designed based on the propose model and distributed among the target sample population. We run two tests to study the data by using descriptive statistic and factor analysis. This is to determine which factors are highly correlated benefits to ITSSC organization. The collected data from the distributed questionnaire was pre-process in Microsoft Excel (MS) 2010. Hence, the raw data was imported to Statistical Package for the Social Sciences (SPSS) software package 20 to run the factor analysis to identify the correlation between variables in the data. Finally, less correlated variables will be eliminated by using data reduction and extraction method, Principal Component Analysis (PCA) in factor analysis phase. As a result, final model of cloud-based factors is generated by extracting the non-correlated factor. We conclude that the final model is the most highly correlated of cloud-based computing factor that benefit to ITSSC organization.

ACKNOWLEDGEMENT

Praise be to Allah SWT Most Gracious, Most Beneficent

First and foremost, Praise to Allah for His guidance and blessing for giving me the strength and perseverance to complete this project. Without His blessing, this project could not have been accomplished.

My appreciation goes to my supervisor; En. Mohamad Norzamani B. Sahroni, for his encouragement, motivation, advises guidance and ideas, all the way through the progress of this research.

Special thanks to all my questionnaires survey respondent. Your participation and cooperation is very rich and useful for the findings of this project.

My greatest appreciation thanks to my beloved husband and family who have given me unquestioned, unconditional love and support in every situation throughout this project. Last but not least, my special thanks to all my friends who contributed directly or indirectly to this project especially. Thank you so much for your support and assistance in getting me through this project. May Allah bless all of you. Thank you.

TABLE OF CONTENTS

	Page
AUTHOR'S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vii
LIST OF FIGURES	x
LIST OF SYMBOLS	xii
LIST OF ABBREVIATION	xiii
CHAPTER ONE: INTRODUCTION	
1.1 Research Background	1
1.2 Problem Statement	4
1.3 Research Question	5
1.4 Research Objective	6
1.5 Significance Of The Study	6
1.6 Organization Of Remaining Chapters	6
CHAPTER TWO: LITERATURE REVIEW	
2.1 Introduction	8
2.2 What is Information Technology Shared Service Center (ITSSC)?	8
2.2.1 Information Technology Shared Service Center (ITSSC) in Traditional Business Practice	10
2.2.2 Overview of Cloud-based computing in Information Technology Shared Service Center (ITSSC) in Malaysia	11
2.3 What is Cloud-based Computing?	12
2.4. Factors of Cloud-based Computing in Information Technology Shared Service Center (ITSSC)	13
2.4.1 Factors from Technology Dimension	14
2.4.2 Factors from Organization Dimension	15

2.4.3 Factors from Environment Dimension	17
2.5 Proposed Research Model	18
2.5.1 Technology-Organization-Environment (TOE) Framework	18
2.5.2 Proposed Research Model of Factors that Benefit in Information	
2.6 Summary	19

CHAPTER THREE: RESEARCH METHODOLOGY

3.1 Introduction	21
3.2 Research Method	21
3.3 Questionnaires Design	22
3.4 The Study Population and Sample	23
3.5 Data Collection Strategy	23
3.6 Data Analysis	24
3.6.1 Data Pre-Processing	24
3.6.2 Factor Analysis	25
3.7 Summary	26

CHAPTER FOUR: RESULTS, FINDING AND DISCUSSION

4.1 Introduction	27
4.2 Response Rate	27
4.3 Analysis of Respondent Background	28
4.4 Analysis of Cloud-based System Implementation in Respondent Organization	33
4.5 Frequency Analysis of Cloud-based Factors that Benefits Information Technology Shared Service Center (ITSSC)	37
4. 5.1 Frequency Analysis of Cloud-based Factors that Benefit in Technology Dimension	37
4.5.1.1 Frequency Analysis of Cost Factor	37
4.5.1.2 Frequency Analysis of Compatibility Factor	39
4.5.2 Frequency Analysis of Factors that Benefit in Organization Dimension	40
4.5.2.1 Frequency Analysis of Top Management Factor	40
4.5.2.2 Frequency Analysis of Adequate Resources Factor	42
4.5.2.3 Frequency Analysis of Business Process Factor	43