

THE RELATIONSHIP BETWEEN FACILITATING CONDITION,
TRAINING AND THE INTENTION TO USE ELECTRONIC
DOCUMENT MANAGEMENT SYSTEM (EDMS) AMONG
SUPPORT STAFF. A CASE STUDY AT MALAYSIAN ANTI-
CORRUPTION COMMISSION (MACC) SARAWAK.

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“DECLARATION OF ORIGINAL WORK”

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ABSTRACT

Many organizations today have implemented Electronic Document Management System (EDMS) to shift from manual document which is found to be more reliable and efficient. However, in managing the information employees' should comprehend with technology to support document practices. The objective of this study was to find out the relationship between facilitating condition and user training towards implementation of EDMS among support staff. There are two user common factors in acceptance of EDMS that used in this study which are facilitating condition user training. A supervise structured questionnaire was used at the main instrument and the data was analyzed using Statistical Package in the Social Science Software (SPSS) version 20.0. The researcher distributed 90 questionnaires to the support staff at Malaysian Anti-Corruption Commission (MACC) Sarawak. But, 83 support staffs respond the questionnaire. The findings showed that there was a relationship between facilitating condition and user training towards implementation of EDMS. The result of the study also showed that support staff common factors are the key elements regarding successful implementation of Electronic Document Management System (EDMS). It is recommended for futures studies that an altenative method of data collection, such as conduch in the wide range not only in the Kuching and via interview, be employed so as to obtain in depth information on what factors that really impact the intention to use EDMS.

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CHAPTER 1

INTRODUCTION

Background of the Study

Based on an article by (Akashah, Rizal, Jusoff, & Christon, 2011) Electronic Document Management System (EDMS) was definitely the best solution to adopt by Supply Chain Management (SCM) department in the organization. They also added that EDMS help the department in retrieval of the documents and also can be the secure place to store the documents compared to the traditional filing system. According to (Richard, Rahman, & Thomas, 1999) in their journal, EDMS have gained a lot of interest. They also added that the EDMS was a system where they electronic copy of a document and also the details of the document can be kept. Users who are using the EDMS can retrieve the appropriate copy of document if they are using that system. They also added that, the main component of the EDMS was the database where the document's metadata was kept. However, the implementation of EDMS by its users were affecting by several factors which is facilitating condition and user training.

Based on the research conducted by (Hjelt & Bjork, 2007), there are several factors that affecting the user attitudes in using the EDM in project groups. Examples of acceptance factors are effort expectancy, performance expectancy, social influence, and the facilitating condition. They also added that the ICT skills, technological