

The factors impact information technology adoption among employees
at tax authority of Yemen

A thesis submitted to The Faculty of Business Management in partial fulfillment of the
requirements for the degree of Master of Business Administration

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ABSTRACT

Information is powerful. This great statement led to do this research by seeing information technology power in developing several countries such as Malaysia.

Due to the increased organizational dependence on information systems and technology, most of today's organizations and governments have plans to implement information technology in all of their job processing and communication tools.

This study aims to describe the current state of information technology adoption among employees in Tax Authority of Yemen and to find the relationship with complexity, compatibility, and relative advantages. To deepen the analysis, reliability test has been done, then, study used liner regression to test the hypothesis. Moreover, descriptive statistics was computed to describe the current state of information technology adoption by using tables, charts and graphs to present the findings in an understandable manner. As a result of the study relative advantages has the highest relationship, then compatibility, and complexity.

This research provided some recommendations through its results both can help the top management of tax authority of the Republic of Yemen push growing of information technology implementation.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

Information is powerful. Information is useful in telling an organization how its current operations are performing and estimating and strategizing how future operations might perform. (Baltzan & Philips, 2009).

Information is everywhere in around the organizations, however, managing it successfully, and how and when it can be gotten helps managers in top management as well as in several positions to take the right decision. Therefore, they must get the right information in the appropriate time with an appropriate form.

Information is considered as an organization asset. It is widely acknowledged that organizations increasingly depend on information technology (IT) for the execution of a variety of operational, tactical, and strategic processes (Applegate et al. 2003).

Governments around the world like the United States, Singapore, Canada, and United Arab Emirates have succeeded in implementing e-government, and, as a result, have gained many benefits; some of these benefits are shown below:

- Simplifying delivery of services to citizens
- Minimizing the government bureaucracy
- Improved interactions among government units and with business, industry and citizens
- Increased empowerment of citizens and businesses through access to information, knowledge and services

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