THE DETERMINANTS OF RMPnet SYSTEM ADOPTION AMONG SENIOR POLICE OFFICERS OF ROYAL MALAYSIA POLICE

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ABSTRACT

Technology adoption has emerged as an important determinant in understanding its acceptance by end-users in many government organizations. However, there has not been much research focused on technology adoption in government organization in Malaysia especially in law enforcement agencies. This study investigates the determining factors that affect the end-users' technology adoption in a government organization in Malaysia. Specifically, the aim of this study was to determine the system technology adoption among senior police officers of Royal Malaysia Police (RMP). A survey methodology was employed to collect the data. Senior police officers from the contingents of Bukit Aman, Selangor, Kuala Lumpur, Central Brigade General Operations Force, RMP College Kuala Lumpur, Negeri Sembilan, Melaka, Johor and RMP Technical College were chosen as the sample for this study. A systematic sampling procedure was used to select respondents from the respective police contingents. Ten hypotheses were proposed regarding the determinants of RMPnet System technology adoption. Structured questionnaires comprising 41 questions that were used to measure seven variables; RMPnet System adoption, innovativeness, top management support, RMPnet System experience, perceived usefulness, behavioural intention, and user support were adopted in this study. Out of the 700 questionnaires, only 521 were usable, thus yielding a response rate of 74.4 percent. The findings revealed that significant relationships exist between four of the determinants (top management support, perceived usefulness, user support and system experience) and RMPnet System adoption. The findings also revealed that innovativeness moderated the relationships between all the determinants (top management support, perceived usefulness, user support, technology experience and system experience) and the RMPnet System adoption. The study concluded with a discussion on theoretical and practical implications and suggestion for future research.

Keywords: Technology Adoption, Top Management Support, Perceived Usefulness, User Support

ABSTRAK

Penggunaan teknologi telah muncul sebagai penentu penting dalam memahami penerimaan teknologi oleh pengguna akhir dalam banyak organisasi kerajaan. Walau bagaimanapun, tidak terdapat banyak penyelidikan yang memberi tumpuan kepada penggunaan teknologi dalam organisasi kerajaan di Malaysia terutamanya di agensi-agensi penguatkuasaan undang-undang. Kaji selidik ini mengkaji faktor-faktor penentu pengguna akhir untuk menerima pakai teknologi dalam organisasi kerajaan di Malaysia. Khususnya, matlamat kajian ini adalah untuk menentukan penggunaan sistem teknologi di kalangan pegawai-pegawai kanan polis, Polis Diraja Malaysia (PDRM). Satu metodologi kaji selidik telah digunakan untuk mengumpul data. Pegawai kanan polis dari kontinjen Bukit Aman, Selangor, Kuala Lumpur, Briged Tengah Pasukan Gerakan Am, Maktab PDRM Kuala Lumpur, Negeri Sembilan, Melaka, Johor dan Maktab Teknik PDRM telah dipilih sebagai sampel bagi kajian ini. Satu prosedur pensampelan sistematik telah digunakan untuk memilih responden daripada kontinjen polis yang terlibat dalam kajian ini. Sepuluh hipotesis dicadangkan mengenai penentu penggunaan teknologi sistem RMPnet. Soal selidik berstruktur yang terdiri daripada 41 soalan telah digunakan untuk mengukur tujuh pembolehubah; penggunaan sistem RMPnet, inovasi, sokongan pengurusan atasan, pengalaman sistem RMPnet, tanggapan kegunaan, niat tingkah laku, dan sokongan pengguna telah diterima pakai dalam kajian ini. Daripada 700 soal selidik, hanya 521 boleh digunakan yang menghasilkan kadar tindak balas 74.4 peratus. Dapatan kajian menunjukkan bahawa hubungan signifikan wujud antara empat ramalan hipotesis (sokongan pengurusan atas, tanggapan kegunaan, sokongan pengguna dan pengalaman sistem) dengan penggunaan sistem RMPnet. Hasil kajian juga menunjukkan bahawa inovasi menyederhanakan hubungan antara semua ramalan (sokongan pengurusan atasan, tanggapan kegunaan, sokongan pengguna, pengalaman teknologi dan pengalaman sistem) dengan penggunaan sistem RMPnet. Kajian ini diakhiri dengan perbincangan mengenai implikasi teori dan praktikal, dan cadangan untuk kajian akan datang.

Kata Kunci: Penggunaan Teknologi, Sokongan Pengurusan Atasan, Tanggapan Kegunaan, Sokongan Pengguna

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TABLE OF CONTENTS

CHAPTER THREE: RESEARCH METHODOLOGY

CHAPTER FOUR: FINDINGS

CHAPTER 5: CONCLUSION AND RECOMMENDATIONS

LIST OF TABLES

LIST OF FIGURES

CHAPTER ONE

INTRODUCTION

1.1   BACKGROUND

The adoption of technology has grown tremendously in the past decades, providing companies with new opportunities to support their activities (Manning, 2008). The technology adoption process involved a series of processes that an organization must undertake. It could only be decided whether or not to implement the new technology after all the processes had been undertaken (Kamal, 2006). Technologies were important tools for organizational change and occurred at the same time as the adoption of new ideas or behavior by an organization (Daft, 1978). Adopting technology to support organizational needs was a crucial prerequisite because of the opportunity of exploiting the potentials actual benefits of technology. Innovation and adoption could be conceptualized as being a series of temporal processes where a person had to undergo from the initial phase of acquiring the know how until he or she came to a state where he or she would be capable of making decision whether to adopt or reject the new technology (Rogers, 1995).

Research on the determinants of individual technology adoption in organizations continues to be a significant area for academicians, and though organizations had the authority to introduce new technology, the persons who made the final decision to reject or adopt the technology would be the end-users (Agarwal, 2000; Lewis, Agarwal & Sambamurthy, 2003). Innovation is what individuals made presumptions that the technology to be adopted was new (Rogers, 1995).

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