

# **CITIZENS' SATISFACTION TOWARDS THE QUALITY OF E-FILING SERVICE**

**NUR QAIYISHA BINTI SUHARDI  
2016421714**

**NORAMALINA BINTI MAHMUD  
2016421616**

**SUPERVISED BY:  
DR. AZLYN BINTI AHMAD ZAWAWI**

**JULY 2018**

**CLEARANCE FOR SUBMISSION OF THE RESEARCH REPORT BY THE  
SUPERVISOR**

Name of Supervisor : Dr. Azlyn Binti Ahmad Zawawi  
Title of Research Report : Citizens' Satisfaction towards the Quality  
of E-Filing Service  
Name of Students : Nur Qaiyisha Binti Suhardi  
Noramalina Binti Mahmud

I hereby reviewed the final and complete research report and approve the submission of this report for evaluation.

  
\_\_\_\_\_  
(DR. AZLYN BINTI AHMAD ZAWAWI)

## ABSTRACT

This research was about the citizens' satisfaction towards the quality of E-Filing service. The purpose of this research was to identify the citizens' satisfaction towards the quality of E-Filing, the relationship between tangibility, reliability, responsiveness, assurance and empathy which were the independent variables that could influence and lead to the citizens' satisfaction which was the dependent Variable. The sample chose was 155 respondents. Researchers used stratified sampling technique to determine the number of sample size and distributed self-administered questionnaires. In analysing the findings, researcher used descriptive statistic, pearson correlation and multiple regression by using Statistical Package for Social Science (SPSS) version 22.0. The result indicated that there was a significant relationship between tangibility, reliability, responsiveness, assurance, empathy and citizens' satisfaction towards the quality of E-Filing service.

## TABLE OF CONTENT

CLEARANCE	j
DECLARATION	ii
ACKNOWLEDGEMENT	iii
ABSTRACT	iv
TABLE OF CONTENT	v
LIST OF TABLE	ix
LIST OF FIGURE	x
LIST OF ABBREVIATION	xi

### CHAPTER 1: INTRODUCTION

1.1	Introduction	1
1.2	Background Of Study	1
1.3	Problem Statement	3
1.4	Research Question	5
1.5	Research Objective	6
1.6	The Scope Of Research	6
	1.6.1 Level	6
	1.6.2 Territory	7
	1.6.3 Time	7
1.7	Significant Of Study	7
	1.7.1 To Give Understanding In E-Filing Service	7
	1.7.2 To Contribute To The Body Of Knowledge In Quality Management	8
1.8	Definition Of Terms For Terminology And Concept	8
	1.8.1 The Citizens' Satisfaction Towards The Quality Of E-Filing Service	8
	1.8.2 The Quality Of E-Filing Service	8
	1.8.3 Tangibility	9
	1.8.4 Reliability	9
	1.8.5 Responsiveness	10
	1.8.6 Assurance	10
	1.8.7 Empathy	11
1.9	Conclusion	11

### CHAPTER 2: LITERITURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1	Introduction	12
2.2	Tax Service And Citizen' Satisfaction	12
2.3	E-Government Service	16
	2.3.1 E-Service Characteristics	19
2.4	E-Filling Service	21

2.4.1	E-Filing Characteristic	24
2.5	Service Quality Model (SERVQUAL)	26
2.6	The Quality Dimension And The Elements Of E-Filing	28
2.6.1	Tangibles	28
2.6.2	Reliability	29
2.6.3	Responsiveness	32
2.6.4	Assurance	33
2.6.5	Empathy	35
2.7	Conceptual Framework	37
2.8	Conceptual Frame Work Definition	38
2.8.1	The Citizens' Satisfactions Towards The Quality Of E-	38
Filing	Service	
2.8.2	Tangible	38
2.8.3	Reliability	39
2.8.4	Responsiveness	39
2.8.5	Assurance	39
2.8.6	Empathy	39
2.9	Hypothesis	40
2.9.1	The Relationship Between Tangibility And Citizens' Satisfaction Towards The Quality Of E-Filing Service	40
2.9.2	The Relationship Between Reliability And Citizens' Satisfactio Towards The Quality Of E - Filing Service	41
2.9.3	The Relationship Between Tangibility And Citizens' Satisfaction Towards The Quality Of E -Filing Service	41
2.9.4	The Relationship Between Assurance And Citizens' Satisfaction Towards The Quality Of E -Filing Service.	42
2.9.5	The Relationship Between Empathy And Citizens' Satisfaction Towards The Quality Of E -Filing Service	43
2.10	Conclusion	44
 <b>CHAPTER 3: RESEARCH METHOD</b>		
3.1	Introduction	45
3.2	Research Design	45
3.3	Unit of analysis	45
3.4	Sample size	46
3.5	Sampling Technique	46
3.6	Measurement / Instrumentation	47
3.6.1	Section A: Demographic question	47
3.6.2	Section B: The citizens' satisfaction towards the quality of e-	48
filling service		
3.6.3	Section C: Tangible	49