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Award of the degree of Master of Science (Information Technology - Management)”

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Date : February 2014

**PARENTAL ACCEPTANCE OF THE E-WARIS STUDENT INFORMATION
SYSTEM**

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A thesis submitted in fulfilment of the
requirements for the award of the degree of
Master of Science (IT Management)

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I declare that this thesis entitled “*PARENTAL ACCEPTANCE OF THE E-WARIS STUDENT INFORMATION SYSTEM*” is the result of my own research except as cited in the references. The thesis has not been accepted for any degree and is not concurrently submitted in candidature of any other degree.

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Especially dedicated to:

My beloved Father and Mother who have always supported and encouraged me in everything I have ever done and tried to keep me believing that anything is possible.

My two lovely sisters had encouraged me.

And

My Grandmother, who passed away from cancer, she always prayed for my success.

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ABSTRACT

Many schools are adopting Student Information System (SIS) as a tool to communicate between parents and school. However, the implementation of any SIS will only be fully realized if parents possess positive attitudes towards using SIS. The purpose of this study is to identify the main factors that influence on parental acceptance on the SIS, namely E-WARIS system as a case study. E-WARIS system is the Student Information System which is currently used in Sekolah Rendah Islam Al-Amin, Keramat, Kuala Lumpur. The survey methodology using questionnaire was employed in this study, involving a sample of 76 parents of Sekolah Rendah Islam Al-Amin which was invited via the Sekolah Rendah Islam Al- Amin *yahoo* groups. The research model based on UTAUT model is developed which consist of eight constructs: Performance Expectancy, Effort Expectancy, Facilitating Conditions, Social Influence, Information Quality, System Flexibility, System Interactivity and Behavioural intention. Quantitative data was evaluated using SPSS mainly on Factor analysis; Pearson's correlation analysis and Multiple Linear regressions analysis to identify the significant variables which are effect to parental acceptance of the E-WARIS system. In general, the finding indicates that majority of parents accepted the E-WARIS system. The model contributes 46% of the variance to describe parental acceptance on the E-WARIS system.

ABSTRAK

Kebanyakan sekolah menggunakan Sistem Maklumat Pelajar sebagai satu alat untuk berkomunikasi di antara pihak sekolah dan ibubapa pelajar. Walau bagaimanapun, pelaksanaan sebarang Sistem Maklumat Pelajar hanya berjaya sekiranya pihak ibu bapa mempunyai sikap yang positif terhadap Sistem Maklumat Pelajar tersebut. Tujuan kajian ini adalah untuk mengenal pasti faktor-faktor utama yang mempengaruhi penerimaan ibu bapa ke atas Sistem Maklumat Pelajar iaitu E-Waris, sebagai kajian kes. E-Waris merupakan Sistem Maklumat Pelajar yang kini digunakan dalam Sekolah Rendah Islam Al-Amin, Keramat, Kuala Lumpur. Metodologi secara tinjauan menggunakan instrumen soal selidik digunakan dalam kajian ini yang melibatkan sampel seramai 76 ibu bapa dari Sekolah Rendah Islam Al-Amin yang dikenalpasti menerusi kumpulan *yahoo* Sekolah Rendah Islam Al-Amin. Model kajian berdasarkan model UTAUT dibangunkan yang terdiri daripada 8 konstruk: Jangkaan Prestasi, Jangkaan Hasil, Kemudahan, Pengaruh Sosial, Maklumat Kualiti, Keanjalan Sistem dan Keinginan Menggunakan. Data kuantitatif dinilai menggunakan SPSS secara Analisis Factor, Korelasi Pearson dan Korelasi Regresi Pelbagai bagi mengenal pasti pemboleh ubah yang memberi kesan ke atas penerimaan ibu bapa terhadap sistem E-WARIS. Secara umum, hasil kajian menunjukkan majoriti ibu bapa menerima sistem E-WARIS. Model kajian menyumbang 46% varian untuk menerangkan penerimaan ibu bapa ke atas sistem E-WARIS.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

Parents and schools have an important role in the education of children. Educating children is the investment in all countries and many countries encourage parents to involve in school management. Participating parents in school management prepare the easier way to communicate between parents and school to improve the performance of children's education. To improve the quality of education parents and school must be cooperate together to decrease the misunderstandings and parents must keep in touch with teachers frequently (Ho, L.-H., *et al*, 2013).

To monitor student's performance, parents must be informed about their child's affairs. Informing parents on time and frequently can be done by Information Technology. By Information Technology and using the e-communication way instead of traditional paper communication encourage parents and school to adopt with a new method and used in their daily work lives.

The initial objective of Student Information System is to support learning and teaching operation by managing process and resources more effectively and efficiently (Blueprint, A. C.,1997). The Student Information System is the best way to record student's data and send all of them to parents to inform parents about the educational process (Ho, L.-H., *et al*, 2013).

Therefore, this research explains the Student Information System and also the factors that affect the parent's behaviour in accepting Student Information System.

1.2 Background of the Problem

Controlling children from childhood until they go to school is an important factor for parents. But modern life makes parent less able to involve in their children's activities at school. Parents need to know what happened at school, and school must to inform parents about the results of exams, facilitate the payment fees, and etc.

Therefore, because of lacking time, parents in their personal life, always there is a gap between parents and schools relationship. Information Technology has a significant role in facilitate and solve this problem. Student Information System has been used as a tool to communicate between parents and school. Many Malaysian schools already use the Student Information system to facilitate the communication of parents and school and also managing the student's data become easier. Sekolah Rendah Islam Al-Amin, Keramat, Kuala Lumpur is a private Malaysian school uses the Student Information System called E-WARIS. This system was developed to create for better communication between school and parents which able parents to get information relates to their children. Parents can use the E-WARIS to register their children, viewing attendance via online. This research has been conducted to

evaluate the parental acceptance of the E-WARIS system in order to understand the factors that influence their intention to use Student Information system such as E-WARIS.

1.3 Problem Statement

The use of Student Information System to improve communication between parents and schools has significantly increased in Malaysia. However, resistance to new uses of technology such as Student Information System by parents worldwide remains high. Sekolah Rendah Islam Al-Amin, Keramat, Kuala Lumpur using E-WARIS, a Student Information System which enable parents to access child's grades, attendance, and other important information online. Result from the preliminary study revealed that some parents resist using E-WARIS Student Information System due for some reasons.

1.4 Research Question

- What are the factors that affect the parental acceptance of the E-WARIS system?
- What is the model for parental acceptance of the E-WARIS system?
- What is the result of parental acceptance of the E-WARIS system?

1.5 Research Objectives

- To identify the factors that affect parental acceptance of the E-WARIS system.
- To propose a model for parental acceptance of the E-WARIS system.
- To evaluate the model for parental acceptance of the E-WARIS system.

1.6 Research Scope

The Student Information System tested on E-WARIS for the Sekolah Rendah Islam Al-Amin, Keramat, Kuala Lumpur will be evaluated. Respondent of this research are parents who are used the E-WARIS system and are joined in the Yahoo Groups of the Sekolah Rendah Islam Al-Amin Keramat, Kuala Lumpur.

1.7 Significance of study

The significant of this research is about evaluating parental acceptance on the E-WARIS Student Information System in order to understand whether Student Information System is useful and accepted by parents. The finding of this research will be beneficial to school and system developer.

1.8 Summary

This chapter identified the background of the problem, problem statements, research objectives, research questions of the study and specified the scope of the research.

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