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**RESIDENT'S PERSONALITY TRAITS ON ACCEPTANCE OF  
INFORMATION SYSTEM: CASE STUDY OF MAJLIS  
PERBANDARAN SUNGAI PETANI (MPSPK)**



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**DOCTOR OF PHILOSOPHY  
UNIVERSITI UTARA MALAYSIA  
2021**

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**A thesis submitted to the Ghazali Shafie Graduate School of Government  
in fulfilment of the requirements for the Doctor of Philosophy  
Universiti Utara Malaysia**



Kolej Undang-Undang, Kerajaan dan Pengajian Antarabangsa  
(College of Law, Government and International Studies)  
**UNIVERSITI UTARA MALAYSIA**

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## ABSTRACT

The rapid development of information technology nowadays has changed the way we live and work significantly. Malaysia is actively improving its infrastructure as a way to give the best services to its local community. As to date, the local government is working on improvising their services to the local community via information system. Thus, the people's acceptance towards information system is important in ensuring the success of the local government's objective in providing better and efficient services. This research is based on Big Five Personality Trait as the underpinning model. This study attempts to identify the personality patterns of the community who uses the information system that has been introduced by their local government. In addition to that, this study also intends to unravel the relationship between local community's beliefs and personality patterns. Through this study, problems faced by users regarding the information system are also analysed. The research findings were derived from quantitative and qualitative methods based on the data collection process using questionnaires involving 355 respondents and face to face interviews with eight (8) local community and four (4) local government officers. The findings indicate mixed results in answering the research objectives. The findings have shown that each person's personality patterns are different in giving opinions and expectations from their local government. The element of trust plays an important role in ensuring the success of information systems. However, when each personality is being analysed, the result indicates extraversion, agreeableness and conscientiousness produced negative feedback. Based on the findings, several recommendations are made such as monitoring and evaluation of the program, awareness program and empowering the community with suitable and relevant knowledge. These can assist the local government to improve their services towards local community.

**Keywords:** Acceptance, Information System, Personality Traits, Behaviour, Community Development

## ABSTRAK

Perkembangan teknologi maklumat yang pesat pada masa kini telah mengubah cara hidup dan bekerja dengan ketara. Malaysia sedang giat memperbaiki infrastrukturnya dalam memberikan perkhidmatan terbaik kepada komuniti tempatan. Kerajaan tempatan kini telah menaik taraf perkhidmatan kepada masyarakat setempat melalui sistem maklumat. Keperluan masyarakat menerima sistem maklumat adalah penting untuk memastikan kejayaan dalam objektif kerajaan tempatan dalam menyediakan perkhidmatan yang memenuhi kehendak masyarakat. Berlandaskan konsep Lima Keperibadian Utama sebagai model asas, kajian ini cuba mengenal pasti corak keperibadian masyarakat yang menggunakan sistem maklumat yang telah diperkenalkan oleh pihak kerajaan tempatan. Kajian ini juga cuba merungkai perkaitan hubungan antara kepercayaan dan corak keperibadian masyarakat. Kajian ini juga menganalisa masalah yang dihadapi oleh masyarakat dalam penggunaan sistem maklumat. Dapatan kajian diperoleh daripada kaedah kuantitatif dan kualitatif berdasarkan pengumpulan data menggunakan borang soal selidik melibatkan 355 responden dan temu ramah dengan lapan (8) orang awam dan empat (4) pegawai majlis perbandaran. Berdasarkan analisa yang dibuat, terdapat pelbagai dapatan yang menarik dalam menjawab objektif kajian ini. Dapatan menunjukkan setiap corak keperibadian masyarakat adalah berbeza dalam memberi pendapat and jangkaan terhadap kerajaan tempatan mereka. Elemen kepercayaan memainkan peranan penting dalam memastikan kejayaan sistem maklumat yang diberikan. Walaubagaimanapun, apabila dianalisa secara individu, dapatan kajian mendapati ciri peribadi seperti extraversi, kepersetujuan dan kehematan menunjukkan hasil negatif. Berdasarkan dapatan ini, orang awam dan pegawai majlis perbandaran memberikan pandangan baharu terhadap cabaran yang ditempuhi dalam memastikan kejayaan sistem maklumat yang diberikan. Berdasarkan penemuan ini juga, beberapa cadangan telah dibuat seperti pemantauan dan penilaian terhadap program yang dilancarkan, program kesedaran berterusan dan memperkasakan masyarakat dengan pengetahuan. Justeru, Ini ini dapat membantu kerajaan tempatan untuk membangunkan dan menambahbaik perkhidmatan sistem maklumat atau program lain yang diajukan kepada komuniti mereka.

**Kata Kunci:** Penerimaan, Sistem Maklumat, Ciri-ciri Keperibadian, Kelakuan, Pembangunan Masyarakat



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## LIST OF ABBREVIATIONS

<b>ARPANET</b>	Advanced Research Projects Agency Network
<b>ATUR</b>	Automatic Telephone Using Radio
<b>BFM</b>	Big Five Model
<b>CCI</b>	Content & Infrastructure
<b>DARPA</b>	Defence Advanced Research Projects Agency
<b>ICT</b>	Information and Communication Technology
<b>MPSPK</b>	Majlis Perbandaran Sungai Petani
<b>MSC</b>	Multimedia Super Corridor
<b>NKEAS</b>	Key Area Economic Areas
<b>SEACOM</b>	South East Asia Commonwealth
<b>SPC</b>	Stored Program Control
<b>SPM</b>	Sijil Pelajaran Malaysia
<b>UPSR</b>	Ujian Pencapaian Sekolah Rendah
<b>USP</b>	Universal Services Provision
<b>PDPA</b>	Personal Data Protection Act
<b>Jab</b>	Jabatan



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# CHAPTER ONE

## INTRODUCTION

### 1.1 Background of the Study

The term information system can be related with the information technology and this is because information technology includes information systems, computer hardware, databases, and system design. Information system can be defined as a study on combination of, software, hardware as well as infrastructures such as telecommunication that people created and use by people and organization to collect, process, and distribute the related data (Bourgeois, 2019, p. 2). There are five components: namely, programming, networking, computer human interfaces, databases, and web systems (Lunt & Ekstrom, 2008). Each component complements each other to deliver good information system to the user. Information system can be accessed via intranet and extranet. Intranet means the information system can be accessed within specific boundary, for example within an organization. While extranet refers to the information system that can be accessed outside the boundary of the organization for example people at Kuala Lumpur can access the information system from organization in Kedah. Extranet used internet as a communication medium to enable people from outside the organization to be connected and sharing the information. This is because internet is a worldwide computer system that is interconnected by network linking computer all together (Cath, 2017).

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## APPENDICES

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## *Appendix A Moderation Estimates*

Table 1  
Extraversion Moderation Estimates

Moderation Estimates						
	Estimate	SE	95% Confidence Interval		Z	p
			Lower	Upper		
Extraversion	0.024	0.035	-0.045	0.090	0.678	0.498
Trust	0.580	0.038	0.500	0.650	15.102	< .001
Extraversion * Trust	-0.084	0.069	-0.222	0.054	-1.226	0.220

Source: Field Study, 2017/2018

Table 2  
Agreeableness Moderation Estimates

Moderation Estimates						
	Estimate	SE	95% Confidence Interval		Z	p
			Lower	Upper		
Agreeableness	0.058	0.031	-0.004	0.118	1.881	0.060
Trust	0.581	0.040	0.502	0.663	14.613	< .001
Agreeableness * Trust	0.007	0.065	-0.113	0.140	0.109	0.913

Source: Field Study, 2017/2018

Table 3  
Conscientiousness Moderation Estimates

Moderation Estimates						
	Estimate	SE	95% Confidence Interval		Z	p
			Lower	Upper		
Conscientiousness	0.129	0.037	0.060	0.205	3.524	< .001
Trust	0.553	0.038	0.475	0.624	14.516	< .001
Conscientiousness * Trust	-0.025	0.053	-0.118	0.096	-0.483	0.629

Source: Field Study, 2017/2018

Table 4  
Neuroticism Moderation Estimates

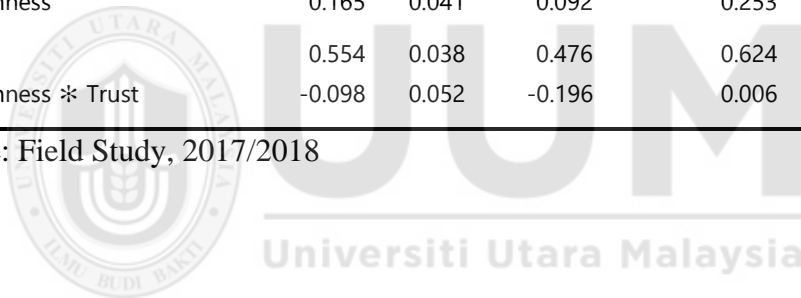
Moderation Estimates						
95% Confidence Interval						
	Estimate	SE	Lower	Upper	Z	p
Neuroticism	-0.024	0.030	-0.083	0.037	-0.808	0.419
Trust	0.569	0.039	0.489	0.652	14.446	< .001
Neuroticism * Trust	-0.113	0.055	-0.219	0.009	-2.029	0.042

Source: Field Study, 2017/2018

Table 5  
Openness Moderation Estimates

Moderation Estimates						
95% Confidence Interval						
	Estimate	SE	Lower	Upper	Z	p
Openness	0.165	0.041	0.092	0.253	4.046	< .001
Trust	0.554	0.038	0.476	0.624	14.512	< .001
Openness * Trust	-0.098	0.052	-0.196	0.006	-1.907	0.057

Source: Field Study, 2017/2018





## *Appendix B Simple Slope Estimates*

Table 1  
Extraversion Simple Slope Estimates

<b>Simple Slope Estimates</b>						
	<b>Estimate</b>	<b>SE</b>	<b>95% Confidence Interval</b>		<b>Z</b>	<b>p</b>
			<b>Lower</b>	<b>Upper</b>		
Average	0.024	0.035	-0.045	0.089	0.679	0.497
Low (-1SD)	0.065	0.056	-0.045	0.174	1.162	0.245
High (+1SD)	-0.017	0.040	-0.092	0.067	-0.441	0.659

Note. shows the effect of the predictor (Extraversion) on the dependent variable (Acceptance) at different levels of the moderator (Trust)

Source: Field Study, 2017/2018

Table 2  
Agreeableness Simple Slope Estimates

<b>Simple Slope Estimates</b>						
	<b>Estimate</b>	<b>SE</b>	<b>95% Confidence Interval</b>		<b>Z</b>	<b>p</b>
			<b>Lower</b>	<b>Upper</b>		
Average	0.058	0.030	-0.004	0.116	1.889	0.059
Low (-1SD)	0.054	0.048	-0.049	0.142	1.125	0.260
High (+1SD)	0.061	0.039	-0.020	0.137	1.549	0.121

Note. shows the effect of the predictor (Agreeableness) on the dependent variable (Acceptance) at different levels of the moderator (Trust)

Source: Field Study, 2017/2018

Table 3  
Conscientiousness Simple Slope Estimates

Note. shows the effect of the predictor (Conscientiousness) on the dependent variable

<b>Simple Slope Estimates</b>						
	<b>Estimate</b>	<b>SE</b>	<b>95% Confidence Interval</b>		<b>Z</b>	<b>p</b>
			<b>Lower</b>	<b>Upper</b>		
Average	0.129	0.037	0.060	0.204	3.532	< .001
Low (-1SD)	0.142	0.045	0.052	0.231	3.154	0.002
High (+1SD)	0.117	0.044	0.033	0.208	2.640	0.008

(Acceptance) at different levels of the moderator (Trust)

Source: Field Study, 2017/2018

Table 4  
Neuroticism Simple Slope Estimates

Simple Slope Estimates						
	Estimate	SE	95% Confidence Interval		Z	p
			Lower	Upper		
Average	-0.024	0.030	-0.083	0.037	-0.803	0.422
Low (-1SD)	0.031	0.043	-0.057	0.111	0.730	0.466
High (+1SD)	-0.079	0.038	-0.153	-0.004	-2.067	0.039

Note. shows the effect of the predictor (Neuroticism) on the dependent variable (Acceptance) at different levels of the moderator (Trust)

Source: Field Study, 2017/2018

Table 5  
Openness Simple Slope Estimates

Simple Slope Estimates						
	Estimate	SE	95% Confidence Interval		Z	p
			Lower	Upper		
Average	0.165	0.041	0.092	0.254	4.050	< .001
Low (-1SD)	0.213	0.044	0.128	0.304	4.834	< .001
High (+1SD)	0.116	0.051	0.021	0.228	2.276	0.023

Note. shows the effect of the predictor (Openness) on the dependent variable (Acceptance) at different levels of the moderator (Trust)

Source: Field Study, 2017/2018



## **Appendix C**

### **Questionnaire**

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Universiti Utara Malaysia

## *Appendix C Questionnaire*



Ghazali Shafie Graduate School of Government (GSGSG)  
Universiti Utara Malaysia, 06010 UUM Sintok, Kedah, Malaysia

### SOAL SELIDIK

Kepada responden yang dihormati,

Saya adalah pelajar Doktor Falsafah (PhD) dari Universiti Utara Malaysia, Sintok, Kedah dan sedang menyiapkan kajian berkenaan ciri-ciri personaliti penduduk dalam penerimaan sistem maklumat yang disediakan oleh pihak berkuasa tempatan mereka (contohnya Majlis Perbandaran Sungai Petani - MPSPK)

Soal selidik ini adalah bertujuan penyelidikan semata-mata dan segala maklumat yang diperolehi adalah untuk kegunaan akademik sahaja.

Saya benar - benar menghargai kesudian anda didalam melengkapkan soal- selidik ini sebaik mungkin. Akhir sekali, terima kasih diatas kerjasama dan masa yang anda luangkan untuk melengkapkan borang soal selidik ini.

Mohd Zool Hilmie Mohamed Sawal  
s95973@student.uum.edu.my  
Ghazali Shafie Graduate School of Government  
UUM Sintok, Kedah

**Bahagian A: MAKLUMAT DEMOGRAFI**

Sila tanda (/) setiap soalan yang dikemukakan berserta maklumat yang disoal

- Sila nyatakan umur anda *Please indicate your age:*  Tahun *years old*
- Sila nyatakan jantina anda *Please indicate your gender:*  Lelaki *Male*  Wanita *Female*
- Status perkahwinan anda *Please indicate your marital status:*  Bujang *Single*  Kahwin *Married*  
 Lain-Lain (sila nyatakan) *Other (please specify)* \_\_\_\_\_
- Sila nyatakan bangsa anda *Please indicate your race:*  Melayu *Malay*  Cina *Chinese*  
 India *Indian*  Siam *Siamese*  
 Lain-Lain (sila nyatakan) *Other (please specify)* \_\_\_\_\_
- Tahap pendidikan tertinggi *Highest level of education:*  Sekolah Rendah *Primary School*  
 Sekolah Menengah *Secondary School*  
 Universiti atau Kolej *Tertiary Education*  
 Lain-Lain (sila nyatakan) *Other (please specify)* \_\_\_\_\_
- Sektor Kerja *Job Sector:*  Swasta *Private*  
 Kerajaan *Government*  
 Sendiri *Self-employed*  
 Tidak Bekerja *No working*  
 Lain-Lain (sila nyatakan) *Other (please specify)* \_\_\_\_\_
- Sila nyatakan pendapatan bulanan anda *Please indicate your monthly income:* RM \_\_\_\_\_
- Sila nyatakan tahun anda menetap dikawasan perumahan anda *Please indicate years of stay:* \_\_\_\_\_ Tahun *years*
- Sila nyatakan nama kawasan kediaman anda *Please state the name of your residential area* \_\_\_\_\_  
(contoh: Bandar Laguna Merbok, Taman Intan, Kampung Baru)

**Bahagian E: ISU DAN MASALAH**

Sila tanda (/) setiap soalan yang dikemukakan berdasarkan skala yang diberi

Sangat Tidak Setuju <i>Strongly Disagree</i>	Tidak Setuju <i>Disagree</i>	Setuju <i>Agree</i>	Sangat Setuju <i>Strongly Agree</i>
1	2	3	4

Isu Dan Masalah <i>Issues and problems</i>	1	2	3	4
Saya berpuas hati dengan sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya <i>I am satisfied with the information system provided by my local authority</i>				
Saya berpuas hati dengan keantasan sistem maklumat dalam mendapatkan capaian imej dan perkataan <i>I am satisfied with how quickly the information system provide by my local authority load pages and image</i>				
Saya mendapati betapa mudahnya untuk menggunakan sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya <i>I find it easy to use the information system provided by my local authority</i>				
Saya mendapati sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya adalah perlahan dan perlu dipertingkatkan <i>I find the information system provided by my local authority is slow and need to be upgraded</i>				
Saya mendapati sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya adalah rumit untuk digunakan <i>I find the information system provided by my local authority is cumbersome to use</i>				
Saya mendapati sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya adalah membazir masa untuk digunakan <i>I find the information system provided by my local authority is waste of time</i>				
Saya mendapati sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya sudah lapuk <i>I find the information system provided by my local authority is outdated</i>				
Saya mendapati sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya sentiasa mempunyai masalah (sistem ralat) <i>I find the information system provided by my local authority always have error</i>				

**Bahagian F : KEPERCAYAAN**

Sila tanda (/) setiap soalan yang dikemukakan berdasarkan skala yang diberi

Kepercayaan <i>Trust</i>	1	2	3	4
Saya mempunyai konsep yang jelas tentang fungsi sistem maklumat <i>I have clear conception of the functionality of the information system</i>				
Saya berasa yakin untuk menggunakan sistem maklumat yang disediakan oleh pihak berkuasa tempatan (MPSPK) <i>I feel confident to use information system provided by local authority (MPSPK)</i>				
Saya merasa yakin data yang dihantar oleh sistem maklumat yang boleh dipercayai <i>I feel confident the data transmitted by the information system is reliable</i>				
Sistem maklumat yang disediakan oleh pihak berkuasa tempatan adalah bebas risiko <i>The information system provided by local authority is risk free</i>				
Sistem maklumat adalah selamat untuk digunakan <i>The information system is safe to use</i>				
Sistem maklumat sentiasa dipercayai <i>The information system is always reliable</i>				
Kegagalan sistem maklumat jarang berlaku <i>The information system failure seldom occurred</i>				
Saya suka menggunakan Sistem Maklumat yang disediakan oleh pihak berkuasa tempatan saya <i>I enjoy using Information System provided by my local authority</i>				
Isu/ masalah lain atau cadangan <i>Any other issues or problem:</i> _____				

**\*\*Sekian Terima Kasih\*\***

\*\*Thank you very much for taking the time to answer the questions\*\*

**BAHAGIAN D: PENERIMAAN**

Sila tanda (/) setiap soalan yang dikemukakan berdasarkan skala yang diberi

Sangat Tidak Setuju <i>Strongly Disagree</i>	Tidak Setuju <i>Disagree</i>	Setuju <i>Agree</i>	Sangat Setuju <i>Strongly Agree</i>
1	2	3	4

Penerimaan untuk mengguna <i>Acceptance to use</i>	1	2	3	4
Sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya mempercepatkan urusan saya (cth: pembayaran bil) <i>Information System provided by my local authority has speedup my transactions (eg. bill)</i>				
Sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya memberi kesan dalam hidup saya <i>Information System provided by my local authority has an impact in my life</i>				
Saya rasa rumit untuk menggunakan sistem maklumat yang disediakan oleh pihak berkuasa tempatan <i>I feel cumbersome to use information system provided by your local authority</i>				
Sistem maklumat adalah medium terbaik untuk berinteraksi dengan pihak berkuasa tempatan <i>Information system is the best medium to interact local authority</i>				
Saya mendapati bahawa Sistem Maklumat yang disediakan oleh pihak berkuasa tempatan amat membantu saya/berguna <i>I find that Information System provided by local authority is useful</i>				
Saya menggunakan Sistem Maklumat kerana ia adalah cara yang terbaik untuk menyelesaikan tugas yang dilakukan (cth: Pembayaran bil) <i>I use Information System as it's the best way of getting the task done (eg. bill)</i>				
Tanpa Sistem Maklumat, tugas saya menjadi sukar untuk dilaksanakan <i>It would be difficult for me to do the task without Information System.</i>				
Menggunakan Sistem Maklumat yang disediakan oleh pihak berkuasa tempatan saya membuang masa saya <i>Using Information System provided by my local authority wasted my time</i>				
Saya lebih suka menggunakan perkhidmatan kaunter dan bukannya sistem maklumat disediakan oleh pihak berkuasa tempatan saya <i>I prefer to use over the counter services rather than local authority information system</i>				
Saya berasa lebih selamat melakukan transaksi luar talian <i>I feel more secure doing offline transaction</i>				
Sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya mudah berfungsi <i>Ease of functioning</i>				
Sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya mudah di akses <i>Ease of access</i>				
Sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya mudah digunakan <i>Ease of use</i>				
Sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya Interaktif <i>Interactive</i>				
Sistem maklumat yang disediakan oleh pihak berkuasa tempatan saya menjimat masa <i>Save time</i>				

**Bahagian B: KOMPUTER & INTERNET**

Sila tanda (/) setiap soalan yang dikemukakan berserta maklumat yang disoal

- Adakah anda memiliki komputer Do you own a computer?  Ya Yes  Tidak No
- Adakah anda mempunyai telefon talian tetap Do you have a landline telephone?  Ya Yes  Tidak No
- Di mana anda mengakses internet where do you access internet?  Rumah/Home  Pejabat/office  
 Kafe siber Cybercafé  
 Lain-Lain (sila nyatakan) Other (please specify) \_\_\_\_\_
- Peranti apakah yang anda gunakan untuk mengakses Internet?  Tablet  Komputer Computer  
 Telefon Pintar Smart Phone  
 Lain-Lain (sila nyatakan) Other (please specify) \_\_\_\_\_
- Pembekal perkhidmatan internet (ISP) anda Your internet service provider (ISP):  
 Telekom (Unifi,Streamyx)  
 Webe  
 Maxis  
 Celcom  
 Digi  
 Umobile  
 Lain-Lain (sila nyatakan) \_\_\_\_\_
- Pengalaman menggunakan komputer Your years of experience using computer : \_\_\_\_\_ Tahun year's
- Pengalaman menggunakan Internet Your years of experience using internet : \_\_\_\_\_ Tahun year's

**Bahagian C: CIRI-CIRI PERSONALITI**  
 Sila tanda (/) setiap soalan yang dikemukakan berdasarkan skala yang diberi

Sangat Tidak Setuju <i>Strongly Disagree</i>	Tidak Setuju <i>Disagree</i>	Setuju <i>Agree</i>	Sangat Setuju <i>Strongly Agree</i>
1	2	3	4

Saya mendapati saya merupakan seorang yang <i>I see Myself as Someone Who</i>	1	2	3	4
Suka bercakap <i>Is talkative</i>				
Suka mencari kesalahan orang lain <i>Tends to find fault with others</i>				
Buat kerja dengan teliti <i>Does a thorough job</i>				
Tertekan <i>Is depressed, blue</i>				
Asli, mengemukakan idea – idea baru <i>Is original, comes up with new ideas</i>				
Seorang pendiam <i>Is reserved</i>				
Suka membantu dan tidak mementingkan diri sendiri <i>Is helpful and unselfish with others</i>				
Kadang kala cuai <i>Can be somewhat careless</i>				
Seorang yang tenang, menangani tekanan dengan baik <i>Is relaxed, handles stress well</i>				
Bersifat ingin tahu tentang perkara yang berlainan <i>Is curious about many different things</i>				
Seorang yang bertenaga <i>Is full of energy</i>				
Memulakan pertengkaran dengan orang lain <i>Starts quarrels with others</i>				
Seorang pekerja yang boleh dipercayai <i>Is a reliable worker</i>				
Mudah tertekan (tension) <i>Can be tense</i>				
Seorang yang bijak, boleh berfikir secara mendalam <i>Is ingenious, a deep thinker</i>				
Bersemangat tinggi <i>Generates a lot of enthusiasm</i>				
Memiliki naluri memaafkan orang lain secara semulajadi <i>Has a forgiving nature</i>				
Cenderung menjadi tidak teratur <i>Tends to be disorganized</i>				
Kerap risau <i>Worries a lot</i>				
Memiliki imaginasi yang aktif <i>Has an active imagination</i>				
Cenderung untuk mendiamkan diri <i>Tends to be quiet</i>				
Mudah mempercayai orang lain <i>Is generally trusting</i>				
Biasanya malas <i>Tends to be lazy</i>				
Emosi yang stabil, tidak mudah berasa kecil hati <i>Is emotionally stable, not easily upset</i>				
Berdaya reka - Memiliki inisiatif merekabentuk yang tinggi <i>Is inventive</i>				
Memiliki personality yang tegas <i>Has an assertive personality</i>				
Boleh menjadi seorang yang dingin dan menyendiri <i>Can be cold and aloof</i>				

**Bahagian C: CIRI-CIRI PERSONALITI**  
 Sila tanda (/) setiap soalan yang dikemukakan berdasarkan skala yang diberi

Sangat Tidak Setuju <i>Strongly Disagree</i>	Tidak Setuju <i>Disagree</i>	Setuju <i>Agree</i>	Sangat Setuju <i>Strongly Agree</i>
1	2	3	4

Saya mendapati saya merupakan seorang yang <i>I see Myself as Someone Who</i>	1	2	3	4
Bersungguh-sungguh sehingga tugas diselesaikan <i>Perseveres until the task is finished</i>				
Seorang yang bertindak mengikut perasaan atau emosi <i>Can be moody</i>				
Menghargai pengalaman yang bernilai seni dan kehalusan <i>Values artistic, aesthetic experiences</i>				
Kadang kala pemalu, seorang yang suka memendamkan perasaan <i>Is sometimes shy, inhibited</i>				
Bertimbang rasa dan baik hati kepada semua orang <i>Is considerate and kind to almost everyone</i>				
Membuat kerja dengan cekap <i>Does things efficiently</i>				
Bersifat tenang dalam keadaan yang tegang <i>Remains calm in tense situations</i>				
Lebih suka melakukan kerja rutin <i>Prefers work that is routine</i>				
Suka bergaul dan bersosial <i>Is outgoing, sociable</i>				
Kadang kala kurang sopan terhadap orang lain <i>Is sometimes rude to others</i>				
Membuat perancangan dan melaksanakannya <i>Makes plans and follows through with them</i>				
Mudah rasa gementar <i>Gets nervous easily</i>				
Suka membuat imbasan (refleksi), bermain dengan idea yang difikirkan <i>Likes to reflect, play with ideas</i>				
Memiliki minat yang rendah terhadap seni <i>Has few artistic interests</i>				
Suka bekerjasama dengan orang lain <i>Likes to cooperate with others</i>				
Mudah terganggu atau hilang luan <i>Is easily distracted</i>				
Berpengalaman dan berbakat dalam bidang seni, muzik atau kesusasteraan <i>Is sophisticated in art, music, or literature</i>				

## *Appendix D Interview Sheet for Local Community*

### INTERVIEW SHEET LOCAL COMMUNITY

Nama : \_\_\_\_\_

Jantina : \_\_\_\_\_

Umur : \_\_\_\_\_

Pekerjaan : \_\_\_\_\_

Pandangan dari segi :

Bil	Topik	Tema (Soalan)	Jawapan
1.	Masalah	1. Apakah masalah yang selalu dihadapi pengguna 2. Apakah masalah yang selalu diadukan (kepada LG MPSPK berkaitan sistem maklumat)	
2.	Pilihan Pengguna	Diantara perkhidmatan dikaunter dan system maklumat yang di tawarkan kepada pengguna yang manakah lebih mendapat sambutan? Dan mengapa (pada pandangan anda)	
3.	Pandangan	1. Bagaimana tanggapan anda/pengguna terhadap sistem maklumat yang ditawarkan. (adakah positif/negatif) 2. Adakah sistem maklumat yang ditawarkan membantu anda/pengguna dalam menyelesaikan masalah yang berkaitan(cth. Bayar bil,saman, dll) 3. Sistem maklumat yang ditawarkan mudah digunakan (user friendly)	
4.	Cadangan	Cadangan penambahbaikan : _____	



*Appendix E Interview Sheet for Officer*

**INTERVIEW SHEET OFFICER**

Nama : \_\_\_\_\_

Jantina : \_\_\_\_\_

Umur : \_\_\_\_\_

Pekerjaan : \_\_\_\_\_

Pandangan dari segi :

Bil	Topik	Tema (Soalan)	Jawapan
1.	Trend	Bila Selalu pengguna guna, Mengapa?	
2.	Masalah	1. Apa masalah yang selalu dihadapi oleh pengguna 2. Pembangunan system (dalaman/outsorce) 3. Helpdesk	
3.	Cadangan/ Pandangan	Cadangan penambahbaikan : _____	