THE INFLUENCE OF E-PARTICIPATION AS ANTECEDENT ON BEHAVIOURAL INTENTION TO USE AMONG SARAWAK E-FILERS

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DEDICATION

Firstly
To my parents
My father
Lim Tiang Kim
and my mother
Kang Lee Chu

Who set the foundation for my education and who have strong faith in my ability to
sustain the challenging journey to accomplish my PhD.

Secondly
To my two late brothers
Lim Hock Kheng and Ir. Lim Hock Pheng

Who provided spiritual guidance while I went through the hardship and solitude
during my PhD journey.
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ABSTRACT

It is a global trend that many governments use web-based technologies to keep pace with the various changes arising from the economic environment of the times and to encourage greater participatory government. However, despite tremendous e-Government initiatives to improve efficiency of the government management systems, the actual e-Participation among citizens is still lagging. Hence, this study aimed to explore major factors that might explain e-Participatory behaviour. To this effect, the Unified Theory of Acceptance and Use of Technology (UTAUT) model was extended and utilised to: (i) determine the level of e-Participation among Sarawak citizens in the income tax e-Filing initiative; (ii) analyse the performance expectancy, facilitation conditions and effort expectancy of e-Filing services; (iii) determine the level of citizens’ satisfaction of the e-Filing systems and (iv) measure the e-Filing information quality and systems quality from Sarawak citizens’ perspective. Quantitative methodology was used and self-administered questionnaire technique was adopted for data collection. The sample size in this study is 507. The results indicated that e-Participation (β=.229), Systems Quality (β=.449), User Satisfaction (β=.066), and Performance Expectancy (β=.149) are significant factors for taxpayers’ intention to use the e-Filing whereas Information Quality (β=.159), Effort Expectancy (β=.005), and Facilitating Condition (β=.039) are not supported. The findings from this research shed light to the Inland Revenue Board of Malaysia (IRBM) especially for Information Systems managers or Information Technology and Human Resource managers to increase efforts to improve the structure of the Information Systems and System Quality which would benefit users of e-Government services.
ABSTRAK

Tren global telah mendorong kebanyakan kerajaan menggunakan teknologi berasaskan web untuk berdaya saing dengan pelbagai perubahan persekitaran ekoran perkembangan ekonomi, dan menggalakkan penyertaan kerajaan menggunakan teknologi terkini. Walaupun banyak usaha telah dijalankan oleh kerajaan elektronik (e-Kerajaan) untuk meningkatkan kecekapan sistem pengurusan kerajaan, penyertaan secara elektronik (e-Penyertaan) yang sebenar dalam kalangan rakyat masih lagi kurang. Oleh itu, matlamat penyelidikan ini adalah untuk mengkaji faktor utama yang boleh menerangkan perihal kelakuan e-Penyertaan. Model ‘Unified Theory of Acceptance and Use of Technology (UTAUT)’ telah dikembangkan dan digunakan untuk: (i) menentukan tahap e-Penyertaan rakyat Sarawak terhadap inisiatif e-Pemfailan cukai pendapatan; (ii) menganalisa jangka prestasi, keadaan kemudahan dan jangka usaha perkhidmatan e-Pemfailan; (iii) menentukan tahap kepuasan rakyat terhadap sistem e-Pemfailan, dan (iv) mengukur kualiti maklumat e-Pemfailan dan kualiti sistem daripada perspektif rakyat Sarawak. Metodologi kuantitatif telah digunakan dan teknik soal selidik tadbir sendiri digunakan untuk mengumpul data. Persampelan kajian ini adalah sebanyak 507 sampel. Hasil keputusan menunjukkan e-Penyertaan (β=. 229), Kualiti Sistem ((β=.449), Kepuasan Pengguna (β=.066), dan Janka Prestasi (β=.149) merupakan faktor penting bagi niat pembayar cukai menggunakan e-Pemfailan manakala Kualiti Maklumat (β=.159), Jangka Usaha (β=.005) dan Keadaan Mudah guna (β=.039) tidak mempengaruhi pembayar cukai. Dapatan kajian ini memberi implikasi kepada Lembaga Hasil Dalam Negeri (LHDM) terutama bagi pengurus Sistem Maklumat atau Teknologi Maklumat, dan pengurus Sumber Manusia untuk mempertingkatkan usaha bagi menambah baik struktur sistem maklumat dan kualiti sistem yang akan memberi manfaat kepada pengguna perkhidmatan e-Kerajaan.