

**INFORMATION SYSTEM (IS) SUCCESS IN MANUFACTURING COMPANIES:
A CASE OF KULIM HI-TECH PARK**

A thesis submitted to the Graduate School in partial
fulfillment of the requirements for the degree
Master of Science (International Accounting)
By

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ABSTRACT (ENGLISH)

Nowadays, there are a lot of massive Information Systems (IS) investments at organizations all over the world. Improvement of evaluation and selection methods for IS has been provoked due to the above mentioned trend and the given resources **scarcity** at the organizations. However, the failure rate at the implementation stage is still high that one could have thought. Therefore, it seems to be clear that other neglected factors should be taken into consideration in **these** methods, in order to have a better understanding of IS design and implementation processes.

Seddon and **Kiew** (1996) critically **examines** the meaning of four IS success constructs and the evidence of relationships between them in the Departmental Accounting System. The purpose of this study is to examine four IS Success in the manufacturing industries, such as system quality, information quality, user satisfaction, usefulness and importance of the system. This study will also examine the meaning of four of these IS Success factors and the evidence of relationship between them. Finally, the study provides results from empirical tests of these relationships. Tests are conducted using conventional ordinary least squares regression path analysis.

The empirical results of our study can provide support for the Seddon and Kiew's model. The overall results are supported for seven of the hypotheses in Figure 2. The correlation coefficients obtained are highly significant that we have confidence to say that the null hypotheses can be rejected for all hypotheses.

Key Words and Phrases: information system success, user satisfaction, perceived usefulness, system importance, information quality, ease of use.

ABSTRAK (BAHASA MALAYSIA)

Sekarang ini, terdapat banyak pelaburan dalam system maklumat secara besar-besaran di seluruh dunia. Pembaharuan dalam pemilihan dan penggunaan system maklumat akan terangsang sesuai dengan keadaan yang disebut di atas. Selain itu, kadar kegagalan dalam peringkat perlaksanaannya masih tinggi meskipun lain-lain faktor pengabaian terpaksa diambil kira untuk memahami dengan lebih baik proses mereka bentuk dan pelaksanaan sistem maklumat.

Seddon and Kiew (1996) menyelidik dengan kritis maksud empat bentuk kejayaan system maklumat dan membuktikan perhubungan di antara empat bentuk kejayaan tersebut dalam Jabatan Sistem Perakaunan. Tujuan kajian ini ialah untuk menyelidik empat faktor kejayaan sistem maklumat tersebut iaitu sistem kualiti, kualiti maklumat, kepuasan pengguna dan kepentingan sistem tersebut dalam industri pet-kilangan. Kajian ini juga mengkaji maksud empat faktor ini dan mengkaji bukti perhubungan di antara empat faktor tersebut. Akhir sekali, kajian ini akan menghasilkan keputusan tentang perhubungan tersebut melalui ujian empirikal. Ujian ini dibuat dengan menggunakan kaedah 'conventional ordinary least squares regression path analyses'.

Keputusan empirikal kajian ini memberikan keputusan yang menyokong model Seddon dan Kiew. Keputusan keseluruhannya menyokong lima hypothesis dalam rajah 2. Pekali korelasi yang diperolehi adalah signifikan, di mana ini meyakinkan kita bahawa null hypothesis ditolak untuk kesemua hipotesis.

Kata Kunci: *kejayaan sistem maklumat, kepuasan pengguna, manfaat kegunaan, kepentingan sistem, kualiti maklumat, keselesaan penggunaan.*

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Chapter One

INTRODUCTION

1.0 Introduction

Economic growth and current technology development becoming the local business market become more competitive in all industries including the manufacturing industry. The introduction of information technology (IT) in an organization is usually viewed as a positive step towards enhancing the organization's business processes. However, successful implementation of IT must consider the acceptance of managers, employees, end-users, and customers. While many different industries undergo IT changes at different speeds, today's manufacturing organizations are rapidly undergoing changes due to the globalization of capital markets, technological innovations, social and political changes, and increasing demands from customers.

The information revolution is changing the nature of business and is creating competitive advantages for those who appreciate its effect (Porter & Millar, 1985). The rapid changes in the business environment are resulting in historical information becoming obsolete and irrelevant. Therefore, the supports constantly need to promote and upgrade all industries to provide a strong and competitive industry to our economy. Enhancement of technical capabilities technology among small, medium and large businesses are often and effective way to improve their productivity and competitiveness (Foong, 1999).

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