THE IMPLEMENTATION OF SPEKS IN GOVERNMENT DEPARTMENT: THE CASE OF JKR AIR, KEDAH

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THE IMPLEMENTATION OF SPEKS IN GOVERNMENT DEPARTMENT: THE CASE OF JKR AIR, KEDAH

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ABSTRAK

Kajian ini bertujuan untuk membuat penilaian 'post implementation evaluation'terhadap SPEKS. SPEKS adalah sistem perakaunan bersepadu yang telah mula digunakan di semua sektor kerajaan di Malaysia sejak tahun 2003. Untuk menjayakan kajian ini, 15 pengguna SPEKS dari JKR Air Kedah telah terlibat. Kajian ini telah cuba untuk mengukur 'system success' dan cuba untuk mengenalpasti kekuatan dan kelemahan sistem ini. Untuk mengukur 'system success', model kejayaan sistem maklumat DeLone & McLean (1992) telah digunakan. Kekuatan dan kelemahan SPEKS dikenalpasti dengan menggunakan panduan soal-selidik 'usability' (usability questionnaire). Cadangan bagi mengatasi kelemahan dan masalah yang dihadapi oleh pengguna SPEKS juga dikemukakan dalam kajian ini. Hasil kajian menunjukkan perlaksanaan SPEKS adalah berjaya, walaubagaimana pun banyak pengubahsuaian perlu dibuat untuk meningkatkan lagi prestasi sistem ini.

ABSTRACT

This study deals with the post implementation evaluation on SPEKS. SPEKS is an integrated accounting system package that been implemented in all Malaysian government sector since 2003. To accomplish this evaluation, 15 users from JKR Air Kedah were involved in the study. This study has tried to measure system success and identify the strength and weakness of the system. To measure system success, DeLone & McLean (1992) model of information system success was used. SPEKS strength and weakness was identified by using the usability questionnaire guideline. Suggestion to overcome each weakness and problems faced by SPEKS users is also given. The result shows that SPEKS implementation is a success, but a lot of modifications need to be done to improve its performance.

ACKNOWLEDGEMENTS

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LIST OF ABBREVIATIONS

ICT	Information and Communication Technology
E-Government	Electronic Government
PSN	Public Service Network
TQM	Total Quality Management
MSC	Multimedia Super Corridor
SDLC	System Development Life Cycle
UIS	User Information Satisfaction
D&M IS Success Model	DeLone & McLean Information Success Model
HCI	Human Computer Interaction
MIS	Management Information System

CHAPTER 1

INTRODUCTION

This chapter provides an overview of Electronic Government, SPEKS, and the importance of system evaluation. It includes problem statement, research question, research objectives, research scope, significance of the research and the report structure.

1.1 Introduction

Realizing it or not, we are now living in an "Information Age", an era where information and communication technology play a very important role in our life. The using of Information and Communication Technology (ICT) gives a revolutionary impact on accessing information. On the first hand, people approach ICT as a tool to increase efficiency, either by cutting cost, time, and energy spent. However, in the information age where knowledge is power, the role of ICT is more vital. ICT becomes an essential enabler of innovation and a tool for getting the right information into the hands of the right people at the right time.

The contents of the thesis is for internal user only

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