

**THE USEFULNESS AND EASE OF USE OF OPEN OFFICE
AUTOMATION SOFTWARE AMONG THE GOVERNMENT
STAFF**

A thesis submitted to the Faculty of Information Technology in
partial fulfilment of the requirements for the degree Master of
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By

Nor Asikin Ismail

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ABSTRACT (BAHASA MELAYU)

Kajian ini adalah bertujuan untuk mengenalpasti persepsi awal pekerja-pekerja di sektor awam terhadap kemampuan OpenOffice.org meningkatkan prestasi dan produktiviti dalam kerja harian serta kesenangan dalam menggunakan perisian OpenOffice.org. Sebanyak 30 responden telah dipilih daripada pelbagai fakulti di UUM bagi menguji perisian berkenaan. Selain daripada itu, soalan soal selidik yang telah diadaptasi daripada kajian Davis (1989); Morris dan Dillon (1997) telah digunakan sebagai instrument untuk mengumpulkan data.

Untuk kajian ini responden telah terlebih dahulu diberikan penerangan ringkas mengenai perisian OpenOffice.org sebelum meminta mereka mencuba sendiri perisian tersebut. Satu senarai tugas telah diberikan kepada responden sebagai panduan untuk mereka mencuba perisian tersebut. Masa yang diperuntukkan untuk setiap responden adalah selama sepuluh minit.

Daripada keputusan soal selidik yang telah diterima, didapati kebanyakan responden mendapati perisian ini adalah berguna serta senang untuk digunakan. Selain dari itu, didapati juga kebergunaan (*usefulness*) dan kesenangan (*ease of use*) menggunakan perisian ini dapat mempengaruhi sikap pengguna untuk menggunakan perisian tersebut pada masa akan datang.

ABSTRACT (ENGLISH)

The purpose of this research is to identify the Malaysian government staff initial perception of the usefulness and ease of use of the open office automation software in their daily work. 30 participants from different faculties in UUM had randomly been selected to evaluate the software. Questionnaire which been adopted from Davis (1989) and Morris and Dillon (1997) was used as data collection instruments.

For this study, the participants were presented with a briefly explanation about the OpenOffice.org software then the participants were required to perform several task scenario comprise of the basic functions in document editing. Based on their initial experience with the software, data on the user perception and attitude towards OpenOffice.org software were collected.

The findings shows that mostly the administrative staff in UUM have never aware of the OpenOffice.org software before. The results obtained indicate that only 14 percent of the total participants know about the OpenOffice.org. In addition, the results of their perception on the usefulness and ease of use determined that, they were agreed that the software is useful and easy to use. Based on the analysis suggest that both usefulness and ease of use factor has a positive relationship with their attitude towards using the software yet will encourage them to use it in the future.

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LIST OF ABBREVIATIONS

OSS	Open Source Software
PEU	Perceived Ease of Use
PU	Perceived Usefulness
TAM	Technology Acceptance Model
UUM	Universiti Utara Malaysia

CHAPTER 1

INTRODUCTION

1.1 Background Of Study

Today we have seen the rapid pace of the Open Source Software movement throughout the world. For example in 1998, Netscape decided to make the source code of its Netscape Communicator software freely available for modification and redistribution on the Internet (Netscape, 2000). IBM also had made a move to incorporate the OSS when they decided to adopt Apache in its e-commerce software application which had reduce the cost of the R&D for developing a comparable web server functionality (Juken Consultancy, 2003). In addition, Apple also had made it commitment towards the OSS movement by making part of the Mac OS X operating system as the open source software. By making this effort, Apple aimed to improve the quality, performance and features of its software through collaborative development by OSS community.

The contents of
the thesis is for
internal user
only

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