EVALUATING USER ACCEPTANCE OF *SISTEM KESELAMATAN* IN UUM PORTAL

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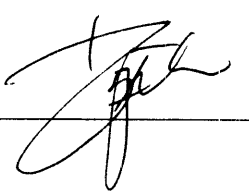
(Signature) : 

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ABSTRACT (BAHASA MALAYSIA)

Penyelidikan dalam topik penerimaan pengguna telah diterima sebagai satu isu yang penting sejak beberapa tahun lepas. Penyelidikan ini boleh dilakukan sama ada semasa pembangunan sistem atau selepas sistem dibangunkan. Model penyelidikan yang paling banyak digunakan di dalam penyelidikan yang berkaitan dengan topik ini ialah Model Penerimaan Teknologi (Technology Acceptance Model). Model ini mempunyai dua komponen iaitu Kebergunaan (Perceived Usefulness) dan Kemudahgunaan (Perceived Ease of Use. Dengan menggunakan dua komponen ini, penilaian mengenai tahap penerimaan pengguna terhadap *Sistem* Keselamatan di dalam Portal UUM dilakukan. Penyelidik mendapati bahawa pengguna yang telah menggunakan *Sistem Keselamatan* bersetuju dengan komponen Kebergunaan dan Kemudahgunaan *Sistem Keselamatan.* Bilangan responden yang tidak menggunakan *Sistem Keselamatan* juga turut diperolehi. Alasan kenapa mereka tidak menggunakan *Sistem Keselamatan* juga turut diberikan. Berdasarkan penemuan daripada penyelidikan ini, penyelidik dapat memberikan cadangan agar tahap penggunaan pengguna *Sistem Keselamatan* dapat ditingkatkan. Idea ini adalah berdasarkan kepada faktor-faktor responden tidak menggunakan *Sistem Keselamatan* tersebut.

ABSTRACT (ENGLISH)

User acceptance study has been accepted as one of the important issue in system development since the last few years. This study can be conducted during system development process or after the system has been developed. The most known model for user acceptance is Technology Acceptance Model (TAM). This model has two features; perceived usefulness and perceived ease of use. By using these two features, user acceptance level of *Sistem Keselamatan* in UUM Portal has been evaluated during this research process. The researcher found that most of the users who have been using *Sistem* Keselamatan accept *Sistem Keselamatan* in UUM Portal because of its usefulness and ease of use features. Number of respondents who do not use *Sistem Keselamatan* is also observed. The reasons why they do not use *Sistem Keselamatan* is also obtained. From the findings of this study, the researcher is able to give suggestions on how to increase the acceptance level of *Sistem Keselamatan.* This idea is generated based on the respondents answer on why they do not use *Sistem Keselamatan.*

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1.0 INTRODUCTION

Measuring user acceptance is an issue that gains continuous attention from the researchers and practitioners in the last few years. User acceptance study can be conducted in diverse type of user populations and technologies. This study is always supported by a research model or a few research models. Several models that have been used to support this study are Theory of Planned Behavior (TPB), Innovation Diffusion Theory (IDT) and Technology Acceptance Model (TAM). These models have been suggested to understand why users accept or do not accept certain technology.

It is difficult to incorporate a new information technology (IT) into an organization and the effort is normally ended in frustration (Nelson, Kattan & Cheney, 1991). Users belief towards the system will be the determinant factor to classify the system as excellent or terrible (Pikkarainen, Pikkarainen, Karjaluoto & Pahnila, 2004). It is a generally accepted idea that if the system is not easy to use, then the potential users will not use the system (Maryam & Macredie, 2005).

The contents of the thesis is for internal user only

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