

**POST IMPLEMENTATION REVIEW OF E-COVER NOTE:
A CASE STUDY IN THE STATE OF PERLIS**

SYED NAJIHUDDIN BIN SYED HASSAN

UNIVERSITI UTARA MALAYSIA 2005

**POST IMPLEMENTATION REVIEW OF E-COVER NOTE:
A CASE STUDY IN THE STATE OF PERLIS**

A thesis submitted to the Faculty of Information Technology
in partial fulfillment of the requirement for the degree
Master of Science (Information Technology)
Universiti Utara Malaysia

By
Syed Najihuddin bin Syed Hassan



JABATAN HAL EHWAL AKADEMIK
(Department of Academic Affairs)
Universiti Utara Malaysia

PERAKUAN KERJA KERTAS PROJEK
(Certificate of Project Paper)

Saya, yang bertandatangan, memperakukan bahawa
(I, the undersigned, certify that)

SYED NAJIHUDDIN BIN SYED HASSAN

calon untuk Ijazah
(candidate for the degree of) **MSc. (IT)**

telah mengemukakan kertas projek yang bertajuk
(has presented his/her project paper of the following title)

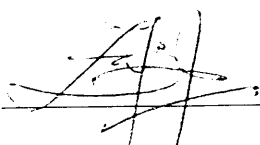
**POST IMPLEMENTATION REVIEW OF E-COVER NOTE:
A CASE STUDY IN THE STATE OF PERLIS**

seperti yang tercatat di muka surat tajuk dan kulit kertas projek
(as it appears on the title page and front cover of project paper)

bahawa kertas projek tersebut boleh diterima dari segi bentuk serta kandungan dan meliputi bidang ilmu dengan memuaskan.
(that the project paper acceptable in form and content, and that a satisfactory knowledge of the filed is covered by the project paper).

Nama Penyelia Utama
(Name of Main Supervisor): **MRS. ZAHURIN MAT AJI**

Tandatangan
(Signature)

:  _____

Tarikh
(Date)

: 30/10/05 _____

PERMISSION OF USE

In presenting this thesis in partial fulfillment of the requirements for a postgraduate degree from the Universiti Utara Malaysia, I agree that the University Library may make it freely available for inspection. I further agree that permission for copying of this thesis in any manner, in whole or in part, for scholarly purpose may be granted by my supervisor(s) or, in their absence by the Dean of the Graduate School. It is understood that any copying or publication or use of this thesis or parts thereof for financial gain shall not be allowed without my written permission. It is also understood that due recognition shall be given to me and to Universiti Utara Malaysia for any scholarly use which may be made of any material from my thesis.

Requests for permission to copy or to make other use of materials in this thesis, in whole or in part, should be address to

Dean of Graduate School
Universiti Utara Malaysia
06010 UUM Sintok
Kedah Darul Aman

ABSTRACT

Kajian di dalam projek ini bertujuan mengenal pasti penerimaan pengguna terhadap aplikasi E-Cover Note yang dilaksanakan oleh Jabatan Pengangkutan Jalan (JPJ) sebagai salah satu aplikasi servis secara elektronik yang disediakan secara atas talian (*online*) untuk syarikat-syarikat insurans dan agensi-agensi mereka dalam menggantikan pengisian *cover note* secara manual. Kajian ini juga menerangkan perkembangan kerajaan elektronik dalam arena global. Seterusnya, kajian dibuat berhubung teori modul penerimaan teknologi atau *Technology Acceptance Model* sebagai satu metodologi untuk menilai penerimaan pengguna terhadap aplikasi E-cover note tersebut. Ujian penerimaan pengguna telah dijalankan yang mana dua belas soalan ditanya dalam soal selidik yang diedarkan kepada pengguna aplikasi ini di negeri Perlis. Soal selidik tersebut mendapati para pengguna menerima aplikasi ini sebagai bermanfaat kepada kerja mereka walaupun proses pembelajaran agak sukar pada peringkat permulaan. Projek ini boleh dijadikan model asas kepada kajian-kajian mendatang dalam menentukan penerimaan pengguna terhadap ICT. Adalah disarankan supaya kajian menyeluruh dilaksanakan di negeri-negeri lain di Malaysia untuk menilai penerimaan pengguna-pengguna lain terhadap aplikasi E-Cover Note.

ABSTRACT

The aim of this study is to identify user acceptance to E-Cover Note application which is implemented by Road Transport Department. The application is an electronic service provided online for insurance companies and agencies in replacement of the manual cover notes system. This paper also describes the evolvement and emergence of e-government globally. In addition, it also identifies Technology Acceptance Model (TAM) as a methodology for evaluating user acceptance of the new information technology. A user acceptance testing was carried out in which twelve questions was asked via the questionnaire distributed among the users in the state of Perlis. The study shows that the users accept this application as useful for their work even though the learning process is quite complicated at the beginning. This project can serve as a model for future studies in evaluating user acceptance of new technologies. Further studies can be conducted to identify user acceptance of e-Cover Note in other state in Malaysia.

ACKNOWLEDGEMENT

My special thanks to my supervisor Mrs. Zahurin Mat Aji for her guidance and motivation towards completing this thesis. For Associated Prof. Dr. Wan Rozaini Sheikh Othman, thanks for your assistance and motivation.

My beloved parents and family, thanks for your understanding.

My friends and my colleagues, thanks for your cooperation.

My thanks to Mr. Rasid Elham of Rasid Norashikin Agency and for those who have given me their cooperation throughout completing my project.

TABLE OF CONTENTS

	Page
PERMISSION OF USE	I
ABSTRACT (BAHASA MALAYSIA)	II
ABSTRACT (ENGLISH)	III
ACKNOWLEDGEMENTS	IV
TABLE OF CONTENTS	V
LIST OF TABLES	VII
LIST OF FIGURES	VIII
CHAPTER ONE: PROJECT BACKGROUND	
Introduction	1
Problem Statement	4
Research Objectives	5
Scope	5
Conclusion	6
CHAPTER TWO: LITERATURE REVIEW	
Introduction	7
E-Government	9
E-Cover Note Application	15
Technology Acceptance Model (TAM)	20
Conclusion	23
CHAPTER THREE: RESEARCH METHODOLOGY	
Introduction	25
Stages of the Research	26
Unstructured Interview	26
Technology Acceptance Model	27
Respondents	29
Research Instrument	31

Research Phases	33
Validation	33
Conclusion	34
CHAPTER FOUR: RESULTS AND FINDINGS	
Introduction	35
Results	35
The Perception of Perceived Usefulness of E-Cover Note ...	37
The Perception of Perceived Ease of Use of E-Cover Note...	39
Detailed Results for Each Question	42
Conclusion	51
CHAPTER FIVE : CONCLUSION & CONTRIBUTION	
Introduction	52
Conclusion	52
Significance / Contribution	53
Recommendation	54
REFERENCES	55
APPENDICE	
Questionnaire	59

List of Tables

Table 1: E-Government benefits	12
Table 2: E-Government ratings by region	13
Table 3: Usability attributes	20
Table 4: List of respondents with interrelated insurance companies	30
Table 5: Collected results on user acceptance in E-Cover Note application	36
Table 6: Summary of Respondents' Perception of Perceived Usefulness	37
Table 7: Summary of Respondents' Perception of Perceived Ease of Use	39
Table 8: Completion of task more quickly.....	42
Table 9: Improvement of the job	43
Table 10: Increment of productivity.....	43
Table 11: Enhancement of job effectiveness	44
Table 12: Easier to do the job	45
Table 13: Useful in the job	45
Table 14: Ease of learning to operate	46
Table 15: Ease to accomplish what is needed	47
Table 16: Clear and understandable interaction	48
Table 17: Flexibility to interact with	49
Table 18: Ease to become skillful at usage	50
Table 19: Ease to use	50
Table 20: Average results of Perceived Usefulness and Perceived Ease of Use	51

List of Figures

Figure 1: Organization Value System	8
Figure 2: Integrated E-Government Services.....	10
Figure 3: Process of Road Tax Renewal before E-Cover Note.....	17
Figure 4: E-Cover Note Process of Road Tax Renewal.....	18
Figure 5: Technology Acceptance Model (TAM).....	28

CHAPTER ONE

PROJECT BACKGROUND

Introduction

Governments all over the world are working on delivering services to citizens economically. It has been an international trend that governments make conversion from conventional government services to electronic government services (Bakry, 2004). The conventional government services were limited to government buildings and within working hours. Compared to electronic services, the delivery can be inside or outside the government buildings and the time is unlimited to working hours but 24 hours, 7 days per week. In addition, the online services can be accessed anywhere via internet. If those services can be completed fully online, the efficiency of those services can be achieved. This transformation gives the government a chance to reorganize their services in terms of reducing, or sometimes eliminating, unnecessary costs and inefficiency of the conventional services. Consequently, these processes can help increase efficiencies and provide better services than before.

The contents of
the thesis is for
internal user
only

REFERENCES

- Ajzen, I., and Fishbein, M (1980). *Understanding Attitudes and Predicting Social Behavior*. Englewood Cliffs, NJ, Prentice-Hall.
- Bakry, Saad H. (2004), *Development of E-Government: a STOPE View*. International Journal of Network Management 14: 339-350.
- Bank Negara Malaysia (2004). *Dialogue Session with Insurers and Takaful Operators*. Retrieved July 8, 2005, from <http://www.bnm.gov.my/index.php?ch=8&pg=14&ac=922>
- Bennet, S., McRobb, S., and Farmer, R. (2002). *Object-Oriented Systems Analysis and Design Using UML*. McGraw-Hill International. 2nd ed.
- Borras, J. (2004). *International Technical Standards for E-Government*. Electronic Journal of E-Government Vol 2, Issue 2: 75-80.
- Carter, L. & Belanger, F. (2004). *The Influence of Perceived Characteristics of Innovating on e-Government Adoption*. Electronic Journal of e-Government. Vol. 2 Issue 1 (11-20)
- Davis, F.D. (1987). *User Acceptance of Information Systems: The Technology Acceptance Model (TAM)*. Working Paper #529, Division of Research, School of Business Admin., Univ. of Michigan. <http://www.hti.umich.edu/t/text/gifcvtdir/b1409190.0001.001>
- Davis, F.D. (1989). *Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology*. MIS Quarterly 13(3): 319-340.

Davis, F.D., Bagozzi, R.P., and Warshaw, P.R. (1989). *User Acceptance of Computer Technology: A Comparison of Two Theoretical Models*. MIS Quarterly 35(8): 982-1003.

Jones, A.B., Hubona, G.S. (2005). *Individual Differences and Usage Behavior: Revisiting a Technology Acceptance Model Assumption*. The DATA BASE for Advances in Information Systems – Spring 2005 (Vol. 36 No.2) p58-77.

Kurnia (2005). *Electronic Agency Services Center (e-ASC), The Linkage to JPJ*. Powerpoint Presentation. Kurnia Insurans Berhad.

Ku Yussof Ku Jalil (2005). *JPJ E-Takaful / Insurance : Cover Note Certificate Endorsement*. Powerpoint Presentation. Syarikat Takaful Malaysia Berhad.

Leong, L (2003). *Theoretical Models in IS Research and the Technology Acceptance Model (TAM)*. Central Connecticut State University. Idea Group Inc.

MBA Abet Open University (n.d), *E-Government Solution Courses Course Online G2B G2C G2G*, Retrieved July 8, 2005, from <http://mba-library.com/>

Morris, M.G., and Dillon, A. (1997). *The Influence of User Perceptions on Software Utilization: Application and Evaluation of A Theoretical Model of Technology Acceptance*. IEEE Software 14, 4, 58-6.

Neilsen, J. (1993). *Usability Engineering*. USA: Academic Press, Inc. AP Professional.

Parent, M., Vandeerbeek, A.V., Gemino A.C. (2004). *Building Citizen Trust Through e-Government*. Proceeding of the 37th Hawaii International Conference .

Raslan Ahmad (Jun 16, 2005). *E-Malaysia: Dasar dan Wawasan*. Bengkel Membudayakan Masyarakat Jaringan: Cabaran dan Batasan, Bangi: Universiti Kebangsaan Malaysia.
Powerpoint presentation

Rasid Elham (2005, July). [Interview with Rasid and his staffs].
E-Cover Note Application. Rasid Norashikin Agency, TNSB.
Klang, Selangor Darul Ehsan.

Sekaran, U. (2003). *Research Methods for Business: A Skill Building Approach*. Southern Illinois University at Carbondale.
USA: John Wiley & Sons, Inc. 4th ed.

West, D.M. (2001). *Global E-Government Survey*. First Annual Survey.
World Markets Research Centre and Brown University,

West, D.M. (2005). *Global E-Government 2005*. Fifth Annual Report,
USA: Brown University, Providence, Rhode Island.
<http://www.INSIDEPOLITICS.org/eGovt05Int.pdf>