

**The factors impact information technology adoption among employees
at tax authority of Yemen**

**A thesis submitted to The Facility of Business Management in partial fulfillment of the
requirements for the degree of Master of Business Administration**

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ABSTRACT

Information is powerful. This great statement led to do this research by seeing information technology power in developing several countries such as Malaysia.

Due to the increased organizational dependence on information systems and technology, most of today's organizations and governments have plans to implement information technology in all of their job processing and communication tools.

This study aims to describe the current state of information technology adoption among employees in Tax Authority of Yemen and to find the relationship with complexity, compatibility, and relative advantages. To deepen the analysis, reliability test has been done, then, study used liner regression to test the hypothesis. Moreover, descriptive statistics was computed to describe the current state of information technology adoption by using tables, charts and graphs to present the findings in an understandable manner. As a result of the study relative advantages has the highest relationship, then compatibility, and complexity.

This research provided some recommendations through its results both can help the top management of tax authority of the Republic of Yemen push growing of information technology implementation.

ACKNOWLEDGEMENT

First of all, thanks to Allah SWT, who with His willing has given me the capability to complete this project. All Praise and Gratitude is due to Allah, the most Beneficent, the Most Merciful, for without Him, everything will cease to be, and peace and blessing upon our beloved Prophet Mohammad.

I would like to express my sincere gratefulness to my supportive and helpful supervisor, Dr. Fais Ahmad for his encouragement, support and guidance to complete this paper and overcome the challenges behind it.

Besides I would further like to express my gratitude to the authority of Utara University Malaysia (UUM) for providing me and all students with a good environment and facilities to acquire knowledge. Also, I would like to take this opportunity to thank to the College of Business (COB) including all lecturers who taught me during the whole MBA program study period.

I wish to convey my deep appreciation to Mr. Noman Alsohibi and Mr. Ahmad Galeb for continues support.

A special thanks goes to my friends who helped in any way in the completion of this project. Mr. Hamdan Amer Aljaefi and Abdo Ali Homaid are the most helpful persons. I am grateful to all those who helped in making this study possible.

My deepest appreciation goes to my family who shared with me both the joy and frustration during my study in Malaysia. I specially dedicate my gratitude to my father who taught me how to respect others and live with his moral support along my life time. Moreover, my cheerful gratitude is also addressed to my dear mother for her motivation, dedication and indescribable love. Both of them were the secret behind my success. Their prayers lightened the darkness of my life. My brothers and sisters cannot be ignored; words and expressions won't be sufficient to describe their role in my study life. Last but not least, I offer my demonstrative appreciations to my wife and children who understood my commitment and were always the source of my inspiration.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

Information is powerful. Information is useful in telling an organization how its current operations are performing and estimating and strategizing how future operations might perform. (Baltzan & Philips, 2009).

Information is everywhere in around the organizations, however, managing it successfully, and how and when it can be gotten helps managers in top management as well as in several positions to take the right decision. Therefore, they must get the right information in the appropriate time with an appropriate form.

Information is considered as an organization asset. It is widely acknowledged that organizations increasingly depend on information technology (IT) for the execution of a variety of operational, tactical, and strategic processes (Applegate et al. 2003).

Governments around the world like the United States, Singapore, Canada, and United Arab Emirates have succeeded in implementing e-government, and, as a result, have gained many benefits; some of these benefits are shown below:

- Simplifying delivery of services to citizens
- Minimizing the government bureaucracy
- Improved interactions among government units and with business, industry and citizens
- Increased empowerment of citizens and businesses through access to information, knowledge and services

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