SATISFACTION OF UUM E-MAIL SERVICE AMONG ACADEMICIAN

M. ALA M. GGASAN CHAIB

UNIVERSITI UTARA MALAYSIA
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ABSTRACT

The absence of the necessary infrastructure forms a barrier to institutions providing ICT enabled information sharing. This study focuses on UUM academics satisfaction of UUM email service. The questionnaire was adopted from Doll & Torkzadah (1988) and Seddon & Kiew (1996). The data collection has been done through direct interview and email. The aim of this study is to access the degree of satisfaction email service among academics in UUM. Specifically, the objective of this study are develop a theoretical framework of UUM email service satisfaction among academics in UUM and evaluate the academics’ satisfaction towards the UUM email service. The results have been analyzed using SPSS. Overall, UUM email service satisfies UUM academician where the score is more than the average.
ACKNOWLEDGEMENT

All Praises to Allah for his guidance and blessing for giving me the strength and perseverance to complete this study. I would foremost like to thank my beloved family, for providing me with the opportunity to pursue my goals and for their love and affection, which has helped me throughout my study stages and through all my life. I would like to direct special thanks to my lovely wife for all the support extended to me. Also, I would like to express my deepest gratitude to my supervisors Mr. Wan Hussain Wan Ishak and Mr. Jasni Ahmad for their guidance, instructions, and his advices that have enabled me to complete my project properly. Last my thanks would go to my all friends and classmates who gave me their help and shared with me their knowledge.
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<tbody>
<tr>
<td>ICT</td>
<td>Information and Communication Technology</td>
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<tr>
<td>MS</td>
<td>Microsoft</td>
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<td>CSV</td>
<td>Community Service</td>
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<td>GB</td>
<td>Gigabyte</td>
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<td>ID</td>
<td>Investigation Discovery</td>
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<tr>
<td>UUM</td>
<td>Universiti Utara Malaysia</td>
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<tr>
<td>COB</td>
<td>College of Business</td>
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<tr>
<td>CAS</td>
<td>College of Arts and Sciences</td>
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<tr>
<td>CUS</td>
<td>Computer User Satisfaction</td>
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<td>UIS</td>
<td>User Information Satisfaction</td>
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<tr>
<td>EDP</td>
<td>Electronic data processing</td>
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<td>SPSS</td>
<td>Statistical Package for the Social Sciences</td>
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<td>EUCS</td>
<td>End User Computing Satisfaction</td>
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<tr>
<td>EUC</td>
<td>End User Computing</td>
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<tr>
<td>SSS</td>
<td>System Satisfaction Schedule</td>
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<tr>
<td>STM</td>
<td>Science, Technology and Medicine</td>
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<td>AISH</td>
<td>Academia Information Sharing</td>
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IS  Information System
IT  Information Technology
ISH Information Sharing
CHAPTER 1: INTRODUCTION

1.1 Introduction

With rich histories and vast cultural heritages, Malaysia have own scholarly communication traditions distinct from other countries. However, as part of the international community in the information era, Malaysia shares many common characteristics in scholarly communication with the rest of the world. Knowledge exchange is no longer undertaken within the limits of country boundaries. Rather, communication at the international level is facilitated by the advances in modern technologies. Similarly, Malaysia now face the same challenge: an increasing reliance on information and communication technology (ICT). Undeniably, the development of ICT has dramatically altered the landscape of scholarly communication in recent years. Now, not only print publications serve as vehicles to convey information, but electronic resources have also become increasingly popular in preserving and delivering research ideas and results. However, because ICT
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