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**CONTINUANCE INTENTION OF E-GOVERNMENT  
SERVICE: A STUDY OF TAX E-FILING SYSTEM IN  
MALAYSIA**



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**CONTINUANCE INTENTION OF E-GOVERNMENT SERVICE: A STUDY OF TAX  
E-FILING SYSTEM IN MALAYSIA**



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**Thesis Submitted to  
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**Kolej Perniagaan**  
(College of Business)  
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## ABSTRACT

Governments in every country including Malaysia have spent huge amount of money for the development of electronic government services generally and specifically in tax e-filing system to ease the government services. Despite increases in investments and expenses in the development of e-government services and considering low level usage of this service compared to its availability is an important issue to be considered. At this vein, investigating the continuance intention of tax e-filing system is important, as the more citizens continuously use the tax e-filing system, the more operation and management cost could be reduced, to achieve target of usage by taxpayers in near future and for the success of this system. As such, aim of this research is to investigate the influence of trust, perceived system quality and perceived information quality on continuance intention of tax e-filing system among taxpayers in Malaysia. The results of this study were obtained from 425 taxpayers in Malaysia by using the Structural Equation Modelling (SEM) AMOS. Overall, most of the hypotheses developed were supported with the acceptable beta value between 2.857 to 12.453. The study found that perceived usefulness, trust, perceived system quality and satisfaction have significant positive influence on continuance intention of tax e-filing system, while, perceived information quality has insignificant influence on continuance intention of tax e-filing system. On other hand, trust, perceived system quality and confirmation have significant influence on satisfaction. Additionally, satisfaction was found mediates the relationship between trust and continuance intention, and perceived system quality and continuance intention. Hence, the finding of this study imply that full benefits and success of the e-filing system cannot be realized without continued usage as an e-government service can be considered success if a significant number of users move beyond the initial adoption and use the e-government services on a continual basis.

**Keywords:** e-government, e-filing, continuance intention, trust, system quality

## ABSTRAK

Kerajaan di setiap negara termasuk Malaysia telah menghabiskan sejumlah besar wang untuk pembangunan perkhidmatan kerajaan elektronik secara umumnya, dan secara khusus dalam sistem cukai e-filing bagi memudahkan perkhidmatan. Meskipun ada peningkatan dalam pelaburan dan perbelanjaan pembangunan perkhidmatan e-kerajaan, dan memandangkan tahap penggunaan perkhidmatan ini yang rendah berbanding ketersediaannya, hal ini menjadi isu penting yang perlu dipertimbangkan. Dalam keadaan ini, menyelidik penerusan niat sistem cukai e-filing adalah penting, kerana lebih ramai rakyat menggunakan sistem cukai e-filing lebih banyak kos operasi dan pengurusan dapat dikurangkan, bagi mencapai sasaran penggunaan oleh pembayar cukai pada masa hadapan dan juga demi kejayaan sistem ini. Oleh itu, tujuan kajian ini adalah untuk menyelidik pengaruh kepercayaan, tanggapan kualiti sistem dan tanggapan kualiti maklumat pada penerusan niat sistem cukai e-filing dalam kalangan pembayar cukai di Malaysia. Dapatan kajian diperolehi melalui 425 orang pembayar cukai di Malaysia dengan menggunakan Pemodelan Persamaan Berstruktur (SEM) AMOS. Secara keseluruhannya, sebahagian besar hipotesis yang dibangunkan disokong dengan nilai beta yang boleh diterima iaitu di antara 2.857 hingga 12.453. Kajian mendapati bahawa tanggapan kebergunaan, kepercayaan, tanggapan kualiti sistem dan kepuasan mempunyai pengaruh positif yang signifikan terhadap penerusan niat untuk menggunakan sistem cukai e-filing, sementara tanggapan kualiti maklumat pula tidak mempunyai pengaruh yang signifikan pada penerusan niat untuk menggunakan sistem cukai e-filing. Sebaliknya, kepercayaan, tanggapan kualiti sistem dan pengesahan didapati mempunyai pengaruh yang signifikan keatas kepuasan. Selain itu, kepuasan didapati mengantarkan hubungan di antara kepercayaan dan penerusan niat, dan tanggapan kualiti sistem dan penerusan niat. Oleh itu, dapatan kajian ini membayangkan bahawa manfaat penuh dan kejayaan sistem e-filing tidak dapat direalisasikan tanpa penggunaan yang berterusan. Hal ini kerana perkhidmatan e-kerajaan hanya dianggap berjaya sekiranya jumlah penggunanya adalah besar dan melebihi penerimaannya pada peringkat awal serta menggunakan perkhidmatan e-kerajaan ini secara berterusan.

**Kata kunci:** e-kerajaan, e-filing, penerusan niat, kepercayaan, kualiti sistem



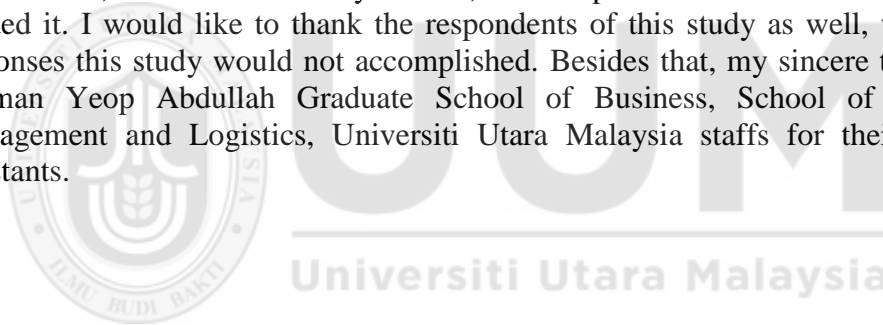
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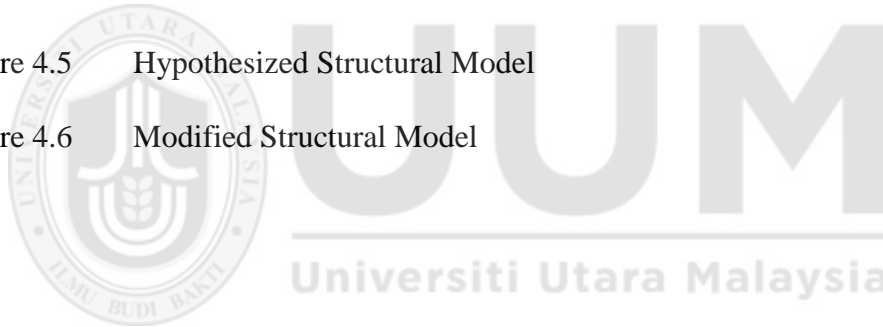
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## LIST OF ABBREVIATIONS

AMOS	Analysis of Moment Structures
AVE	Average Variance Extracted
CFA	Confirmatory Factor Analysis
CI	Continuance intention
CONF	Confirmation
CR	Composite Reliability
df	Degree of Freedom
E-banking	Electronic banking
E-filing	Electronic filing
ECM	Expectation Confirmation Model
ECT	Expectation Confirmation Theory
GOF	Goodness of Fit
IRBM	Inland Revenue Board Malaysia
IS	Information system
MAMPU	Malaysia Administrative Modernization and Management Planning Unit
PIQ	Perceived Information Quality
PSQ	Perceived System Quality
PU	Perceived Usefulness
RMSEA	Root Mean Square Error Approximation
SAT	Satisfaction
SEM	Structural Equation Modelling
SPSS	Statistical Package for the Social Science
TAM	Technology Acceptance Model

TPB	Theory of Planned Behaviour
TR	Trust
UNPAN	United Nation Division for Public Administration and Development Management
UTAUT	Unified Theory of Acceptance and Use of Technology



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# **CHAPTER 1**

## **INTRODUCTION**

### **1.0 Introduction**

This chapter aims to provide brief overview of research on continuance intention towards electronic government (e-government) services and particularly in the electronic tax filing system (e-filing) context in Malaysia. This chapter contains background of study, problem statement, research questions, research objectives, significance of study, scope of study, definition of key terms and organization of thesis.

### **1.1 Background of Study**

In this twenty first century, organizations are competing each others to survive in this globalization arena. Not only organizations, government sectors of each country also facing challenges and keep on finding the best ways to provide the better government services to their citizens. For that government agencies increasingly explore and giving priority for information and communication technologies (ICTs) to improve, advance the delivery and dissemination of government services and information (Azmi, Kamarulzaman, & Hamid, 2012; Chen, 2010) by using internet as a powerful tool to deliver government services via electronic means (Wangpipatwong, Chutimaskul, & Papasratorn, 2009) to the benefits of citizens and organizations. As the tremendous growth of internet users worldwide (Internet World Statistics, 2013), affordability and accessibility of ICT (Ahmad, Markkula, & Oivo, 2013) makes many government around the world transformed the delivery of services from traditional services (manual method) to electronic means (Satapathy, Mahapatra, Patel, Biswas, & Mishra, 2014). Thus, this internet and ICT evaluation offers government a new

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**APPENDIX**  
**APPENDIX ONE**

**Questionnaire Survey**





Dear respected respondents,

I am soliciting for your corporation to participate in my doctoral research survey which aims to examine factors that influence continuance intention of tax e-filing system. Respondents will have to fulfil criteria of having had used tax e-filing system by Inland Revenue Board Malaysia (IRBM) for submission of tax return at least once. This research interested to know users' personal experience or opinion on tax e-filing system. Your inputs will contribute the most valuable information to disseminate my findings. Please read the instruction for each section and please answer all the questions.

Please be assured that all information will be treated with absolute confidentiality and will be used for academic research purpose only. If you have any doubts, questions or needs clarifications, you may address them to me at the contact details below.

Thank you for your kind support and the time taken in answering this questionnaire.

Yours Sincerely,

Punitha A/P Chandra

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Responden yang dihormati sekalian,

Saya menghargai kerjasama anda untuk mengambil bahagian dalam kaji selidik penyelidikan kedoktoran saya yang bertujuan untuk mengkaji faktor-faktor yang mempengaruhi niat penerusan sistem cukai e-Filing. Responden perlu memenuhi kriteria iaitu pernah menggunakan sistem cukai e-Filing Lembaga Hasil Dalam Negeri Malaysia (LHDNM) untuk penyerahan penyata cukai sekurang-kurangnya sekali. Kajian ini bertujuan untuk mengetahui pengalaman peribadi pengguna atau pandangan mengenai sistem cukai e-Filing. Input anda akan menyumbang maklumat yang paling berharga untuk menyebarkan penemuan saya. Sila baca arahan untuk setiap bahagian dan sila jawab semua soalan.

Kami memberi jaminan bahawa semua maklumat akan menjadi kerahsiaan mutlak dan akan digunakan untuk tujuan penyelidikan akademik sahaja. Jika anda mempunyai sebarang keraguan, pertanyaan atau memerlukan penjelasan, anda boleh mengemukakannya kepada saya seperti butiran di bawah.

Terima kasih atas sokongan anda dan masa yang telah diluangkan untuk menjawab soalan kaji selidik ini.

Yang Ikhlas,

Punitha A/P Chandra

Calon PhD,

Pusat Pengajian Pengurusan Teknologi dan Logistik,

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**SECTION A:**

**BAHAGIAN A:**

1) Have you ever used e-filing system to submit your tax return through online?

Adakah anda pernah menggunakan sistem e-Filing untuk mengemukakan penyata cukai melalui talian?

Yes/ Ya

No/ Tidak

(If “Yes”, answer the following questions)/ (Jika “Ya” jawab soalan-soalan yang berikutnya)

**SECTION B: Demographic Factors**

**BAHAGIAN B: Faktor-faktor Demografi**

1) Gender/ Jantina:

Male/ Lelaki

Female/Perempuan

2) Your Age/Usia anda:

25-34 years/ 25 – 34 tahun

35-44 years/ 35- 44 tahun

45-54 years/ 45-54 tahun

55 and above/ 55 dan ke atas

3) Race/ Bangsa:

Malay/ Melayu

Chinese/ Cina

Indians/ India

Others:(please specify)/ Lain-lain: (Sila nyatakan) \_\_\_\_\_

4) Highest level of education/ Tahap pendidikan tertinggi:

- Diploma/ Diploma
- Bachelor Degree/ Ijazah Sarjana Muda
- Master Degree/ Ijazah Sarjana
- Doctoral Degree/ Ijazah Kedoktoran
- Others: Please specify/ Lain-lain: (Sila nyatakan) \_\_\_\_\_

5) Monthly income/ pendapatan bulanan:

- RM2000-RM2999       RM6000-RM6999       RM10,000 and above/ RM 10,000 dan ke atas
- RM3000-RM3999       RM7000-RM7999
- RM4000-RM4999       RM8000-RM8999
- RM5000-RM5999       RM9000-RM9999

6) Computer use experience/ Pengalaman menggunakan komputer:

- 1-10 years/ 1-10 tahun
- 11-20 years/ 11-20 tahun
- 21-30 years/ 21-30 tahun
- 31 years and above/ 31 tahun dan ke atas

7) Internet use experience/ Pengalaman menggunakan internet:

- 1-5 years/ 1-5 tahun
- 6-10 years/6-10 tahun
- 11-15 years/11-15 tahun
- 16-20 years/ 16-20 tahun
- 21 years and above/ 21 tahun dan ke atas



8) Which method did you use to file your income tax return this year? / Apakah kaedah yang digunakan untuk memfailkan penyata cukai pendapatan anda pada tahun ini?

Manual/ Manual

E-Filing/E-filing

9) Which method did you use to file your income tax return last year? / Apakah kaedah yang telah anda gunakan untuk memfailkan penyata cukai pendapatan anda pada tahun lepas?

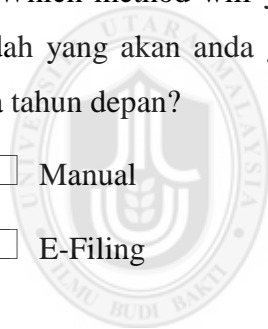
Manual/ Manual

E-Filing/ E-filing

10) Which method will you use to file your income tax return next year? / Apakah kaedah yang akan anda gunakan untuk memfailkan penyata cukai pendapatan anda pada tahun depan?

Manual

E-Filing



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**SECTION C**  
**BAHAGIAN C**

Please read each of the following items and tick (/) appropriately in the box that best explains your opinion.

*Sila baca setiap satu daripada perkara-perkara berikut dan tandakan (/) dalam kotak yang menjelaskan pendapat anda.*

<b>Strongly Disagree/ Sangat Tidak Setuju</b>	<b>Disagree/ Tidak Setuju</b>	<b>Neutral/ Berkecuali</b>	<b>Agree/ Setuju</b>	<b>Strongly Agree/ Sangat Setuju</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>					
1.	Using the e-filing system by IRBM enables me to accomplish my tax filing task more quickly. <i>Dengan menggunakan sistem e-Filing IRBM, saya boleh menyelesaikan tugas pemfailan cukai saya dengan lebih cepat.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Using the e-filing system by IRBM improves my performance in managing my taxes task. <i>Dengan menggunakan sistem e-Filing IRBM, pelaksanaan pengurusan cukai saya bertambah baik.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Using the e-filing system by IRBM enhances my effectiveness in filing my taxes. <i>Dengan menggunakan sistem e-Filing IRBM, saya menjadi lebih cekap dalam memfailkan cukai saya.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Using the e-filing system by IRBM increases my productivity in preparing my taxes. <i>Dengan menggunakan sistem e-Filing IRBM, produktiviti saya dalam menyediakan cukai saya meningkat.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Using the e-filing system by IRBM makes my taxes filing easier. <i>Dengan menggunakan sistem e-Filing IRBM, pemfailan cukai saya menjadi lebih mudah</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	I find that the e-filing system by IRBM is useful in filing my taxes. <i>Saya mendapati bahawa sistem e-Filing LHDNM berguna dalam memfailkan cukai saya.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION D**  
**BAHAGIAN D**

Please read each of the following items and tick (/) appropriately in the box that best explains your opinion.

*Sila baca setiap satu daripada perkara-perkara berikut dan tandakan (/) dalam kotak yang menjelaskan pendapat anda.*

	<b>Strongly Disagree/ Sangat Tidak Setuju</b>	<b>Disagree/ Tidak Setuju</b>	<b>Neutral/ Berkecuali</b>	<b>Agree/ Setuju</b>	<b>Strongly Agree/ Sangat Setuju</b>			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>			
1.	I trust the e-filing system by IRBM. <i>Saya percaya sistem e-Filing LHDNM.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2.	The e-filing system by IRBM is a reliable mean to carry out transactions. <i>Sistem e-Filing LHDNM boleh dipercayai untuk menjalankan urus niaga.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3.	The e-filing system by IRBM is trustworthy. <i>Sistem e-Filing LHDNM boleh dipercayai.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4.	I believe that transaction through the e-filing system by IRBM proceed securely. <i>Saya percaya urus niaga dibuat menggunakan e-Filing LHDNM berjalan lancar dengan selamat.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5.	I believe that my personal information kept confidential while using the e-filing system by IRBM. <i>Saya percaya maklumat peribadi saya disimpan sebagai sulit semasa menggunakan sistem e-Filing LHDNM.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**SECTION E**  
**BAHAGIAN E**

Please read each of the following items and tick (/) appropriately in the box that best explains your opinion.

*Sila baca setiap satu daripada perkara-perkara berikut dan tandakan (/) dalam kotak yang menjelaskan pendapat anda.*

	<b>Strongly Disagree/ Sangat Tidak Setuju</b>	<b>Disagree/ Tidak Setuju</b>	<b>Neutral/ Berkecuali</b>	<b>Agree/ Setuju</b>	<b>Strongly Agree/ Sangat Setuju</b>			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>			
1.	The e-filing system by IRBM is easy to use. <i>Sistem e-Filing LHDNM adalah mudah untuk digunakan.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2.	The e-filing system by IRBM is user friendly. <i>Sistem e-Filing LHDNM adalah mesra pengguna.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3.	The e-filing system provides necessary information and forms to be downloaded. <i>Sistem e-Filing LHDNM menyediakan maklumat dan borang yang diperlukan untuk dimuat turun.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4.	The e-filing system provides helpful instruction for performing my task. <i>Sistem e-Filing LHDNM menyediakan suruhan yang berguna untuk melaksanakan tugas saya</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5.	I believe that the e-filing system by IRBM cumbersome to use. <i>Saya percaya sistem e-Filing LHDNM rumit untuk digunakan.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6.	Using the e-filing system by IRBM requires a lot of effort. <i>Penggunaan sistem e-Filing LHDNM memerlukan usaha yang banyak.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7.	The e-filing system by IRBM is often frustrating. <i>Sistem e-Filing LHDNM sering mengecewakan.</i>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

8.	The e-filing system by IRBM provides fast information access. <i>Sistem e-Filing LHDNM memberikan akses maklumat dengan cepat.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9.	It only takes few clicks to locate information. <i>Dengan beberapa klik sahaja untuk mencari maklumat.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
10.	It is easy to navigate within the e-filing system by IRBM. <i>Adalah mudah untuk mengawal arah dalam sistem e-Filing LHDNM.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**SECTION F**  
**BAHAGIAN F**

Please read each of the following items and tick (/) appropriately in the box that best explains your opinion.

*Sila baca setiap satu daripada perkara-perkara berikut dan tandakan (/) dalam kotak yang menjelaskan pendapat anda.*

	<b>Strongly Disagree/ Sangat Tidak Setuju</b>	<b>Disagree/ Tidak Setuju</b>	<b>Neutral/ Berkecuali</b>	<b>Agree/ Setuju</b>	<b>Strongly Agree/ Sangat Setuju</b>	
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
1.	The e-filing system by IRBM provides sufficient information to accomplish task at hand. <i>Sistem e-Filing LHDNM menyediakan maklumat yang mencukupi untuk menyelesaikan tugas yang sedang dilakukan.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2.	Through the e-filing system by IRBM, I get the information I need in time. <i>Melalui sistem e-Filing LHDNM, saya memperoleh maklumat pada masa yang diperlukan.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3.	Information provided by the e-filing system by IRBM meets my needs. <i>Maklumat yang diberikan oleh sistem e-Filing LHDNM memenuhi keperluan saya.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

4.	Information provided by the e-filing system by IRBM is in a useful format. <i>Maklumat yang diberikan oleh sistem e-Filing LHDNM adalah dalam format yang berguna.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5.	Information provided by the e-filing system by IRBM is clear. <i>Maklumat yang diberikan oleh sistem e-Filing LHDNM adalah jelas.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6.	Information provided by the e-filing system by IRBM is accurate. <i>Maklumat yang diberikan oleh sistem e-Filing LHDNM adalah tepat.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7.	Information provided by the e-filing system by IRBM is up-to-date. <i>Maklumat yang diberikan oleh sistem e-Filing LHDNM adalah terkini.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8.	Information provided by the e-filing system by IRBM is reliable. <i>Maklumat yang diberikan oleh sistem e-Filing LHDNM boleh dipercayai.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9.	The e-filing system by IRBM maintains data at an appropriate level of detail for my purpose. <i>Sistem e-Filing LHDNM mengekalkan data terperinci yang sesuai untuk tujuan saya.</i>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**SECTION G**  
**BAHAGIAN G**

Please read each of the following items and tick (/) appropriately in the box that best explains your opinion.

*Sila baca setiap satu daripada perkara-perkara berikut dan tandakan (/) dalam kotak yang menjelaskan pendapat anda.*

	<b>Strongly Disagree/ Sangat Tidak Setuju</b>	<b>Disagree/ Tidak Setuju</b>	<b>Neutral/ Berkecuali</b>	<b>Agree/ Setuju</b>	<b>Strongly Agree/ Sangat Setuju</b>			
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>			
1.	<p>My experience with using the e-filing system by IRBM was better than what I expected.</p> <p><i>Pengalaman saya menggunakan e-Filing LHDNM adalah lebih baik daripada yang saya jangkakan.</i></p>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2.	<p>The service level provided by the e-filing system by IRBM was better than what I expected.</p> <p><i>Tahap perkhidmatan yang diberikan oleh sistem e-Filing LHDNM adalah lebih baik dari yang saya jangkakan.</i></p>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3.	<p>Overall, most of my expectation from using the e-filing system by IRBM was confirmed.</p> <p><i>Secara keseluruhan, sebahagian besar dari jangkakan saya daripada menggunakan sistem e-Filing LHDNM telah disahkan.</i></p>			<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**SECTION H**  
**BAHAGIAN H**

Please read each of the following items and tick (/) appropriately in the box that best explains your opinion.

*Sila baca setiap satu daripada perkara-perkara berikut dan tandakan (/) dalam kotak yang menjelaskan pendapat anda.*

<b>Strongly Disagree/ Sangat Tidak Setuju</b>	<b>Disagree/ Tidak Setuju</b>	<b>Neutral/ Berkecuali</b>	<b>Agree/ Setuju</b>	<b>Strongly Agree/ Sangat Setuju</b>		
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		
1.	My overall experience of the e-filing system by IRBM was very satisfied. <i>Keseluruhan pengalaman saya dengan sistem e-Filing LHDNM amat memuaskan.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	My overall experience of the e-filing system by IRBM was very pleased <i>Keseluruhan pengalaman saya dengan sistem e-Filing LHDNM amat menyenangkan.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	My overall experience of the e-filing system by IRBM was very contented. <i>Keseluruhan pengalaman saya dengan sistem e-Filing LHDNM memberikan kepuasan.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	My overall experience of the e-filing system by IRBM was absolutely delighted. <i>Berdasarkan pengalaman, sistem e-Filing LHDNM amat mengembirakan saya.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**SECTION I  
BAHAGIAN I**

Please read each of the following items and tick (/) appropriately in the box that best explains your opinion.

*Sila baca setiap satu daripada perkara-perkara berikut dan tandakan (/) dalam kotak yang menjelaskan pendapat anda.*

<b>Strongly Disagree/ Sangat Tidak Setuju</b>	<b>Disagree/ Tidak Setuju</b>	<b>Neutral/ Berkecuali</b>	<b>Agree/ Setuju</b>	<b>Strongly Agree/ Sangat Setuju</b>							
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>							
1.	I intend to continue using the e-filing system by IRBM rather than discontinue its use. <i>Saya bercadang untuk terus menggunakan sistem e-Filing LHDNM daripada berhenti menggunakannya.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
2.	My intention is to continue using the e-filing system by IRBM than use any alternative means (manual tax filing). <i>Niat saya adalah untuk terus menggunakan sistem e-Filing LHDNM daripada menggunakan alternatif yang lain (pempailan cukai secara manual)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
3.	If I could, I would like to continue using the e-filing system by IRBM as much as possible. <i>Jika boleh, saya mahu terus menggunakan sistem e-Filing LHDNM sebanyak mungkin</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
4.	I will use the e-filing system by IRBM in the future. <i>Saya akan menggunakan sistem e-Filing LHDNM pada masa hadapan.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5

THANK YOU

TERIMA KASIH

I sincerely appreciate your time and cooperation.

*Saya amat menghargai masa dan kerjasama anda.*

## APPENDIX TWO

### Non-response Bias

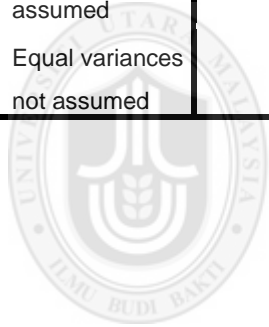
**Group Statistics**

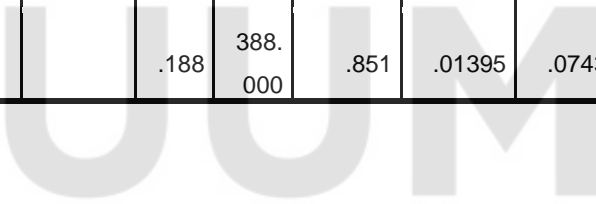
	RESPO	N	Mean	Std. Deviation	Std. Error Mean
PU	Early Response	249	3.8313	.83071	.05264
	Late Response	176	3.8636	.74559	.05620
TR	Early Response	249	3.6048	.76029	.04818
	Late Response	176	3.6034	.66194	.04990
PIQ	Early Response	249	3.7309	.79877	.05062
	Late Response	176	3.6995	.78147	.05891
PSQ	Early Response	249	3.6783	.58414	.03702
	Late Response	176	3.7358	.62383	.04702
CONF	Early Response	249	3.4993	.68203	.04322
	Late Response	176	3.5436	.67565	.05093
SAT	Early Response	249	3.6837	.60835	.03855
	Late Response	176	3.7216	.59813	.04509
CI	Early Response	249	3.8122	.77716	.04925
	Late Response	176	3.7983	.73955	.05575

**Independent Samples Test**

	Levene's Test for Equality of Variances	t-test for Equality of Means								
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
PU	Equal variances assumed	2.043	.154	-.412	423	.681	-.03231	.07845	-.18651	.12188
	Equal variances not assumed			-.420	399.691	.675	-.03231	.07701	-.18370	.11908
TR	Equal variances assumed	1.422	.234	.020	423	.984	.00141	.07103	-.13820	.14102
	Equal variances not assumed			.020	405.023	.984	.00141	.06936	-.13494	.13776

PIQ	Equal variances assumed	.254	.614	.403	423	.687	.03143	.07796	-.12181	.18467
	Equal variances not assumed			.405	381.926	.686	.03143	.07767	-.12128	.18414
PS Q	Equal variances assumed	.809	.369	-.971	423	.332	-.05748	.05917	-.17379	.05883
	Equal variances not assumed			-.961	361.224	.337	-.05748	.05985	-.17517	.06021
CO NF	Equal variances assumed	.456	.500	-.661	423	.509	-.04423	.06691	-.17574	.08728
	Equal variances not assumed			-.662	379.096	.508	-.04423	.06680	-.17557	.08711
SA T	Equal variances assumed	.036	.849	-.636	423	.525	-.03786	.05949	-.15480	.07909
	Equal variances not assumed			-.638	380.810	.524	-.03786	.05932	-.15449	.07878
CI	Equal variances assumed	.208	.649	.186	423	.853	.01395	.07502	-.13351	.16142
	Equal variances not assumed			.188	388.000	.851	.01395	.07439	-.13230	.16020



  
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## APPENDIX THREE

### Missing Value

	Result Variable	N of Replaced Missing Values	Case Number of Non-Missing Values		N of Valid Cases	Creating Function
			First	Last		
			1	TR2_1		
2	TR3_1	1	1	458	458	SMEAN(TR3)
3	TR4_1	1	1	458	458	SMEAN(TR4)
4	PSQ2_1	1	1	458	458	SMEAN(PSQ2)
5	PSQ6_1	1	1	458	458	SMEAN(PSQ6)
6	PSQ7_1	1	1	458	458	SMEAN(PSQ7)
7	PSQ8_1	1	1	458	458	SMEAN(PSQ8)
8	PIQ1_1	1	1	458	458	SMEAN(PIQ1)
9	PIQ3_1	1	1	458	458	SMEAN(PIQ3)
10	PIQ5_1	1	1	458	458	SMEAN(PIQ5)
11	PIQ7_1	1	1	458	458	SMEAN(PIQ7)
12	Conf2_1	1	1	458	458	SMEAN(Conf2)
13	Sat1_1	1	1	458	458	SMEAN(Sat1)
14	Sat2_1	1	1	458	458	SMEAN(Sat2)
15	CI1_1	1	1	458	458	SMEAN(CI1)
16	CI2_1	1	1	458	458	SMEAN(CI2)
17	CI4_1	1	1	458	458	SMEAN(CI4)

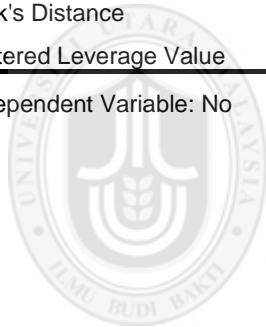
## APPENDIX FOUR

### Outlier

Residuals Statistics<sup>a</sup>

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	19.31	426.01	229.50	61.671	458
Std. Predicted Value	-3.408	3.186	.000	1.000	458
Standard Error of Predicted Value	13.297	64.043	36.049	9.075	458
Adjusted Predicted Value	16.03	431.61	230.31	63.113	458
Residual	-281.979	255.800	.000	117.112	458
Std. Residual	-2.297	2.084	.000	.954	458
Stud. Residual	-2.387	2.150	-.003	1.002	458
Deleted Residual	-304.543	286.255	-.812	129.263	458
Stud. Deleted Residual	-2.401	2.160	-.003	1.003	458
Mahal. Distance	4.365	123.406	40.910	20.807	458
Cook's Distance	.000	.025	.003	.003	458
Centered Leverage Value	.010	.270	.090	.046	458

a. Dependent Variable: No



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## APPENDIX FIVE

### Skewness and Kurtosis

Descriptive Statistics					
	N	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Std. Error
PU1	425	-.763	.118	.214	.236
PU2	425	-.566	.118	-.026	.236
PU3	425	-.570	.118	.039	.236
PU4	425	-.265	.118	-.327	.236
PU5	425	-.560	.118	.045	.236
PU6	425	-.899	.118	.749	.236
TR1	425	-.505	.118	.849	.236
TR2	425	-.269	.118	-.038	.236
TR3	425	.002	.118	-.258	.236
TR4	425	-.198	.118	-.092	.236
TR5	425	-.488	.118	.385	.236
PSQ1	425	-.579	.118	.118	.236
PSQ2	425	-.555	.118	-.066	.236
PSQ3	425	-.634	.118	.158	.236
PSQ4	425	-.535	.118	-.215	.236
PSQ5	425	-.554	.118	.187	.236
PSQ6	425	-.570	.118	-.071	.236
PSQ7	425	-.504	.118	-.160	.236
PSQ8	425	-.489	.118	-.188	.236
PSQ9	425	-.514	.118	-.149	.236
PSQ10	425	-.407	.118	-.375	.236
PIQ1	425	-.077	.118	-.328	.236
PIQ2	425	-.150	.118	-.236	.236
PIQ3	425	-.181	.118	-.251	.236
PIQ4	425	-.246	.118	-.134	.236
PIQ5	425	-.374	.118	-.104	.236
PIQ6	425	-.185	.118	-.323	.236
PIQ7	425	-.114	.118	-.386	.236
PIQ8	425	-.197	.118	-.255	.236
PIQ9	425	-.313	.118	.011	.236
Conf1	425	-.402	.118	.644	.236
Conf2	425	-.169	.118	.213	.236
Conf3	425	-.699	.118	.813	.236
Sat1	425	-.072	.118	-.344	.236
Sat2	425	.045	.118	-.098	.236

Sat3	425	.042	.118	-.137	.236
Sat4	425	.130	.118	-.239	.236
Cl1	425	-.727	.118	1.094	.236
Cl2	425	-.434	.118	.184	.236
Cl3	425	-.651	.118	.615	.236
Cl4	425	-.908	.118	1.287	.236
Valid N (listwise)	425				



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## APPENDIX SIX

### Multicollinearity

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.056	.185		-.304	.761		
	PU	.290	.039	.303	7.494	.000	.551	1.813
	TR	.141	.048	.133	2.924	.004	.434	2.304
	PSQ	-.006	.029	-.006	-.195	.845	.967	1.034
	PIQ	.150	.050	.128	2.972	.003	.489	2.045
	CONF	.253	.051	.226	4.946	.000	.432	2.315
	SAT	.221	.054	.175	4.095	.000	.493	2.027

a. Dependent Variable: CI



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## APPENDIX SEVEN

### Correlation

		Correlations						
		CI	PU	TR	PSQ	PIQ	CONF	SAT
Pearson Correlation	CI	1.000	.660	.646	.027	.608	.673	.617
	PU	.660	1.000	.622	-.017	.508	.565	.467
	TR	.646	.622	1.000	.088	.584	.643	.599
	PSQ	.027	-.017	.088	1.000	.116	.011	.055
	PIQ	.608	.508	.584	.116	1.000	.627	.614
	CONF	.673	.565	.643	.011	.627	1.000	.630
	SAT	.617	.467	.599	.055	.614	.630	1.000
Sig. (1-tailed)	CI	.	.000	.000	.286	.000	.000	.000
	PU	.000	.	.000	.363	.000	.000	.000
	TR	.000	.000	.	.035	.000	.000	.000
	PSQ	.286	.363	.035	.	.009	.410	.129
	PIQ	.000	.000	.000	.009	.	.000	.000
	CONF	.000	.000	.000	.410	.000	.	.000
	SAT	.000	.000	.000	.129	.000	.000	.
N	CI	425	425	425	425	425	425	425
	PU	425	425	425	425	425	425	425
	TR	425	425	425	425	425	425	425
	PSQ	425	425	425	425	425	425	425
	PIQ	425	425	425	425	425	425	425
	CONF	425	425	425	425	425	425	425
	SAT	425	425	425	425	425	425	425

## APPENDIX EIGHT

### Factor analysis (EFA) Exogenous

#### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.943
Bartlett's Test of Sphericity	Approx. Chi-Square
	11631.100
	df
	465
	Sig.
	.000

#### Pattern Matrix<sup>a</sup>

	Factor				
	1	2	3	4	5
PIQ1	.887				
PIQ5	.877				
PIQ2	.874				
PIQ7	.867				
PIQ6	.853				
PIQ4	.822				
PIQ8	.817				
PIQ3	.771				
P1Q9	.766				
PSQ3		.936			
PSQ9		.910			
PSQ6		.865			
PSQ1		.861			
PSQ5		.853			
PSQ2		.793			
PSQ7		.768			
PSQ8		.634			
PU2			.895		
PU5			.867		
PU3			.864		
PU1			.828		
PU6			.810		
PU4			.656		
TR3				.870	
TR2				.801	
TR1				.752	
TR5				.717	
TR4				.679	
Conf2					.788

Conf1					.702
Conf3					.694

Extraction Method: Maximum Likelihood.

Rotation Method: Promax with Kaiser Normalization.

a. Rotation converged in 5 iterations.

**Total Variance Explained**

Factor	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings <sup>a</sup>
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total
	1	11.401	36.776	36.776	11.086	35.761	35.761
2	6.607	21.313	58.090	6.323	20.398	56.159	8.995
3	2.659	8.576	66.666	2.377	7.666	63.825	7.957
4	1.505	4.856	71.522	1.206	3.891	67.717	8.057
5	1.005	3.243	74.765	.691	2.229	69.946	6.981
6	.616	1.987	76.752				
7	.573	1.847	78.599				
8	.517	1.667	80.266				
9	.471	1.520	81.786				
10	.456	1.472	83.259				
11	.420	1.355	84.614				
12	.398	1.282	85.896				
13	.373	1.204	87.100				
14	.333	1.074	88.174				
15	.319	1.030	89.204				
16	.302	.974	90.178				
17	.301	.970	91.149				
18	.280	.904	92.052				
19	.270	.870	92.922				
20	.248	.798	93.720				
21	.234	.754	94.474				
22	.222	.715	95.189				
23	.208	.672	95.861				
24	.191	.616	96.477				
25	.185	.597	97.073				
26	.175	.564	97.638				
27	.164	.528	98.166				
28	.157	.508	98.674				
29	.149	.480	99.154				

30	.145	.468	99.622			
31	.117	.378	100.000			

Extraction Method: Maximum Likelihood.

- a. When factors are correlated, sums of squared loadings cannot be added to obtain a total variance.



## APPENDIX NINE

### Factor Analysis (EFA) Endogenous

**Pattern Matrix<sup>a</sup>**

	Factor		
	1	2	3
PU2	.902		
PU5	.853		
PU1	.847		
PU3	.840		
PU6	.837		
PU4	.637		
Sat1		.799	
Sat2		.788	
Sat4		.784	
Sat3		.763	
CI4			.965
CI3			.849
CI2			.787
CI1			.684

Extraction Method: Maximum Likelihood.

Rotation Method: Promax with Kaiser

Normalization.

a. Rotation converged in 5 iterations.

#### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.922
Bartlett's Test of Sphericity	Approx. Chi-Square
	4791.189
	df
	91
	Sig.
	.000

**Total Variance Explained**

Factor	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings <sup>a</sup>
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total
	1	7.741	55.294	55.294	7.415	52.964	52.964
2	1.875	13.395	68.689	1.484	10.603	63.566	5.016
3	1.016	7.254	75.943	.839	5.994	69.560	6.084
4	.615	4.391	80.333				
5	.559	3.994	84.327				
6	.395	2.820	87.147				
7	.307	2.192	89.339				
8	.289	2.066	91.405				
9	.254	1.817	93.221				
10	.222	1.585	94.806				
11	.208	1.484	96.290				
12	.185	1.322	97.612				
13	.183	1.307	98.919				
14	.151	1.081	100.000				

Extraction Method: Maximum Likelihood.

a. When factors are correlated, sums of squared loadings cannot be added to obtain a total variance.

## APPENDIX TEN

### Factor analysis Full

#### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.950
Bartlett's Test of Sphericity	Approx. Chi-Square
	14722.061
	df
	741
	Sig.
	.000

#### Pattern Matrix<sup>a</sup>

	Factor						
	1	2	3	4	5	6	7
PSQ3	.936						
PSQ9	.922						
PSQ6	.874						
PSQ5	.867						
PSQ1	.848						
PSQ2	.794						
PSQ7	.764						
PSQ8	.600						
PIQ1		.887					
PIQ5		.876					
PIQ2		.874					
PIQ7		.866					
PIQ6		.854					
PIQ4		.823					
PIQ8		.817					
PIQ3		.772					
P1Q9		.766					
PU2			.888				
PU5			.874				
PU3			.843				
PU1			.832				
PU6			.831				
PU4			.657				
TR3				.879			
TR2				.787			
TR1				.769			
TR5				.707			
TR4				.665			

Sat2					.836		
Sat1					.765		
Sat3					.696		
Sat4					.682		
Cl4						.924	
Cl3						.823	
Cl2						.784	
Cl1						.642	
Conf2							.762
Conf1							.721
Conf3							.674

Extraction Method: Maximum Likelihood.

Rotation Method: Promax with Kaiser Normalization.

a. Rotation converged in 6 iterations.

**Total Variance Explained**

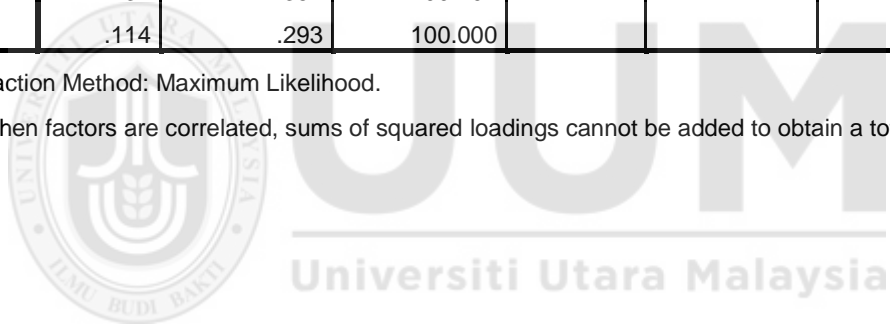
Factor	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings <sup>a</sup>
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total
	1	15.049	38.587	38.587	14.721	37.745	37.745
2	6.655	17.063	55.650	6.372	16.340	54.085	6.479
3	2.748	7.047	62.697	2.462	6.314	60.399	10.124
4	1.747	4.479	67.176	1.399	3.588	63.986	10.511
5	1.291	3.311	70.487	1.010	2.589	66.576	9.517
6	1.053	2.700	73.187	.787	2.018	68.593	10.575
7	.887	2.274	75.461	.595	1.526	70.119	9.774
8	.646	1.655	77.117				
9	.589	1.511	78.628				
10	.574	1.472	80.101				
11	.515	1.320	81.421				
12	.465	1.193	82.614				
13	.462	1.185	83.799				
14	.430	1.102	84.901				
15	.409	1.049	85.950				
16	.391	1.001	86.951				
17	.373	.957	87.908				
18	.346	.887	88.795				
19	.318	.814	89.610				
20	.303	.777	90.387				



21	.301	.771	91.157		
22	.275	.705	91.862		
23	.261	.669	92.532		
24	.253	.648	93.180		
25	.237	.608	93.789		
26	.235	.602	94.390		
27	.215	.552	94.943		
28	.212	.543	95.485		
29	.196	.502	95.987		
30	.187	.479	96.466		
31	.183	.470	96.937		
32	.175	.449	97.385		
33	.167	.428	97.814		
34	.160	.411	98.225		
35	.159	.407	98.631		
36	.143	.367	98.998		
37	.139	.357	99.355		
38	.137	.352	99.707		
39	.114	.293	100.000		

Extraction Method: Maximum Likelihood.

a. When factors are correlated, sums of squared loadings cannot be added to obtain a total variance.

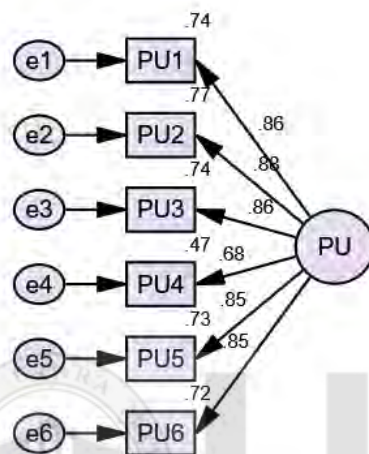


## APPENDIX ELEVEN

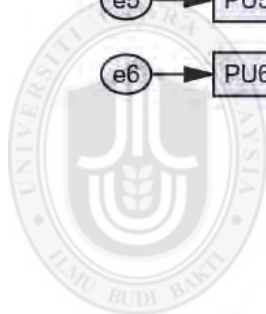
### Individual CFA results

#### PU

#### CFA PERCEIVED USEFULNESS



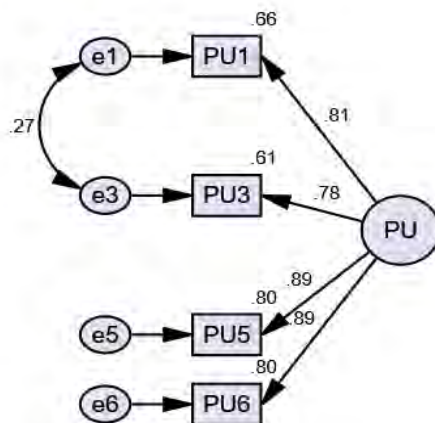
ChiSq = 152.582  
Df = 9  
ChiSq/df = 16.954  
RMSEA = .194  
P-Value = .000  
CFI = .931  
TLI = .885



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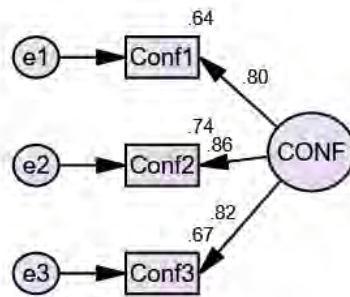
#### CFA PERCEIVED USEFULNESS



ChiSq = 1.527  
Df = 1  
ChiSq/df = 1.527  
RMSEA = .035  
P-Value = .217  
CFI = 1.000  
TLI = .997

## Confirmation

### CFA CONFIRMATION



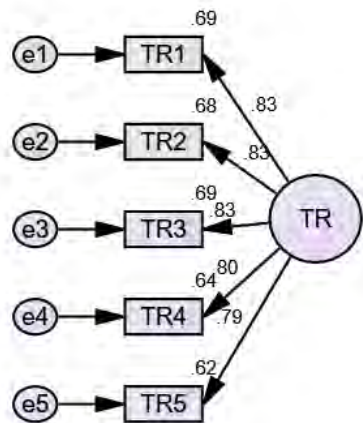
ChiSq = .000  
Df = 0  
ChiSq/df = \cmindf  
RMSEA = \rmsea  
P-Value = \p  
CFI = 1.000  
TLI = \lti



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# Trust

## CFA TRUST



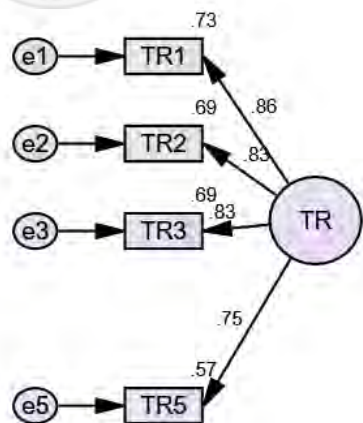
ChiSq = 31.143  
Df = 5  
ChiSq/df = 6.229  
RMSEA = .111  
P-Value = .000  
CFI = .980  
TLI = .960



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CFA TRUST

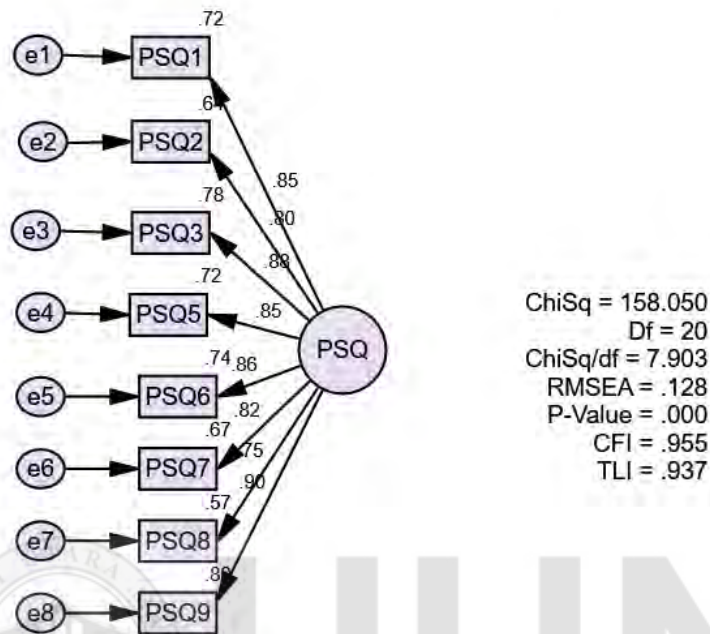
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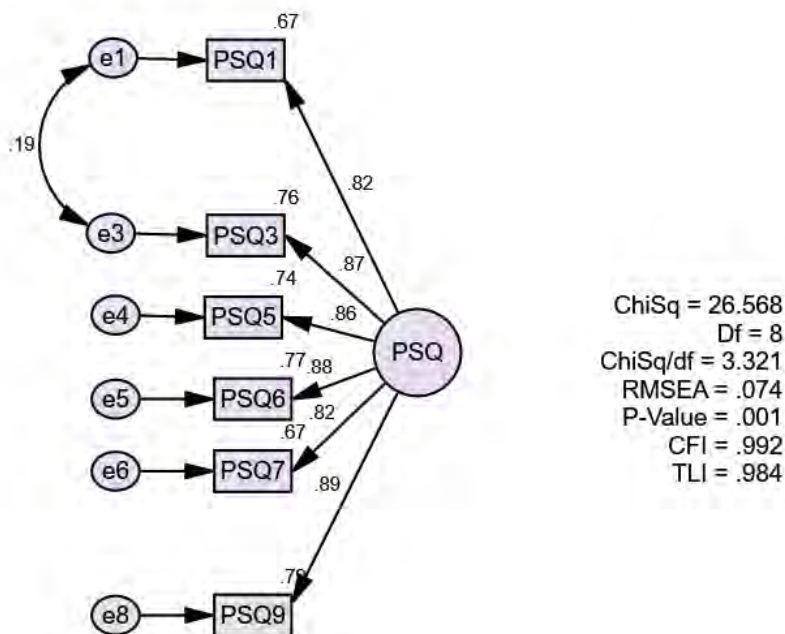
ChiSq = 1.946  
Df = 2  
ChiSq/df = .973  
RMSEA = .000  
P-Value = .378  
CFI = 1.000  
TLI = 1.000

## Perceived System Quality

### CFA PERCEIVED SYSTEM QUALITY

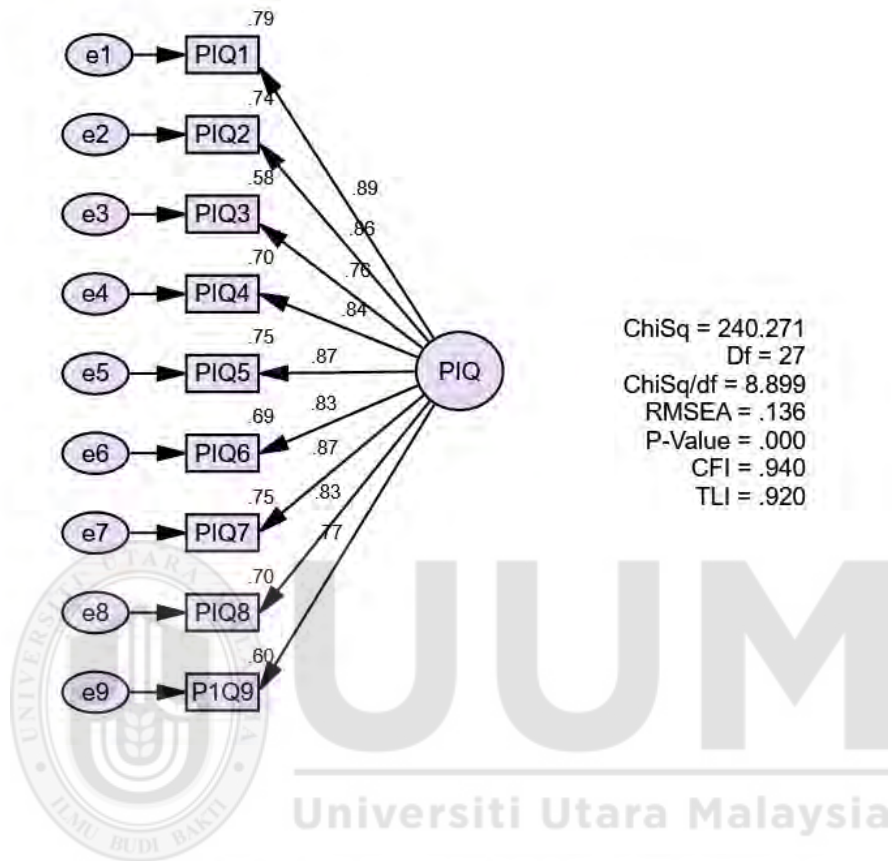


### CFA PERCEIVED SYSTEM QUALITY

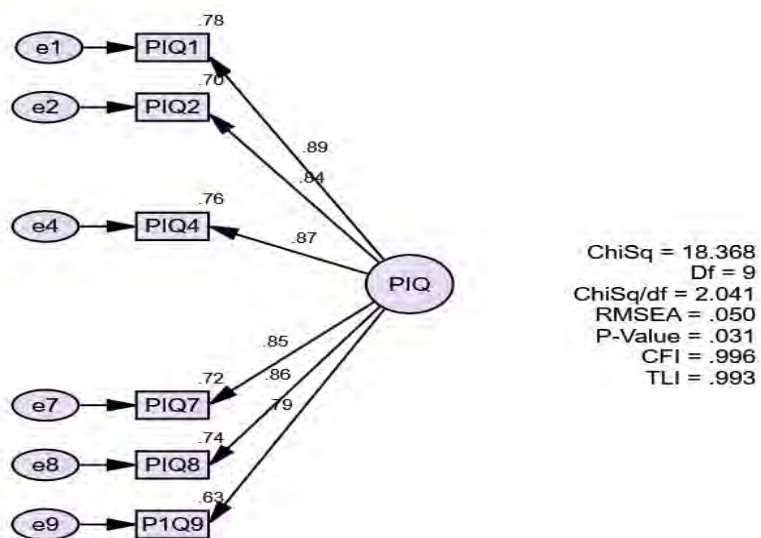


## Perceived Information Quality

### CFA PERCEIVED INFORMATION QUALITY

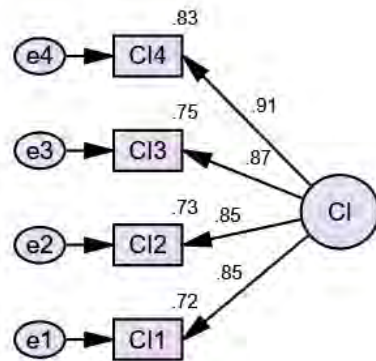


### CFA PERCEIVED INFORMATION QUALITY

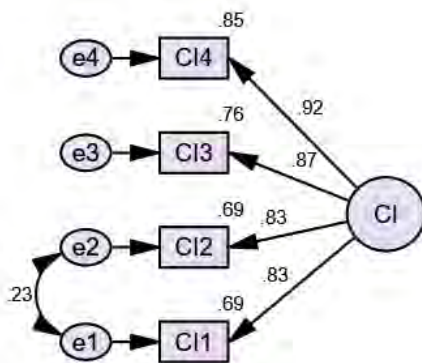


## Continuance intention

### CFA CONTINUANCE INTENTION



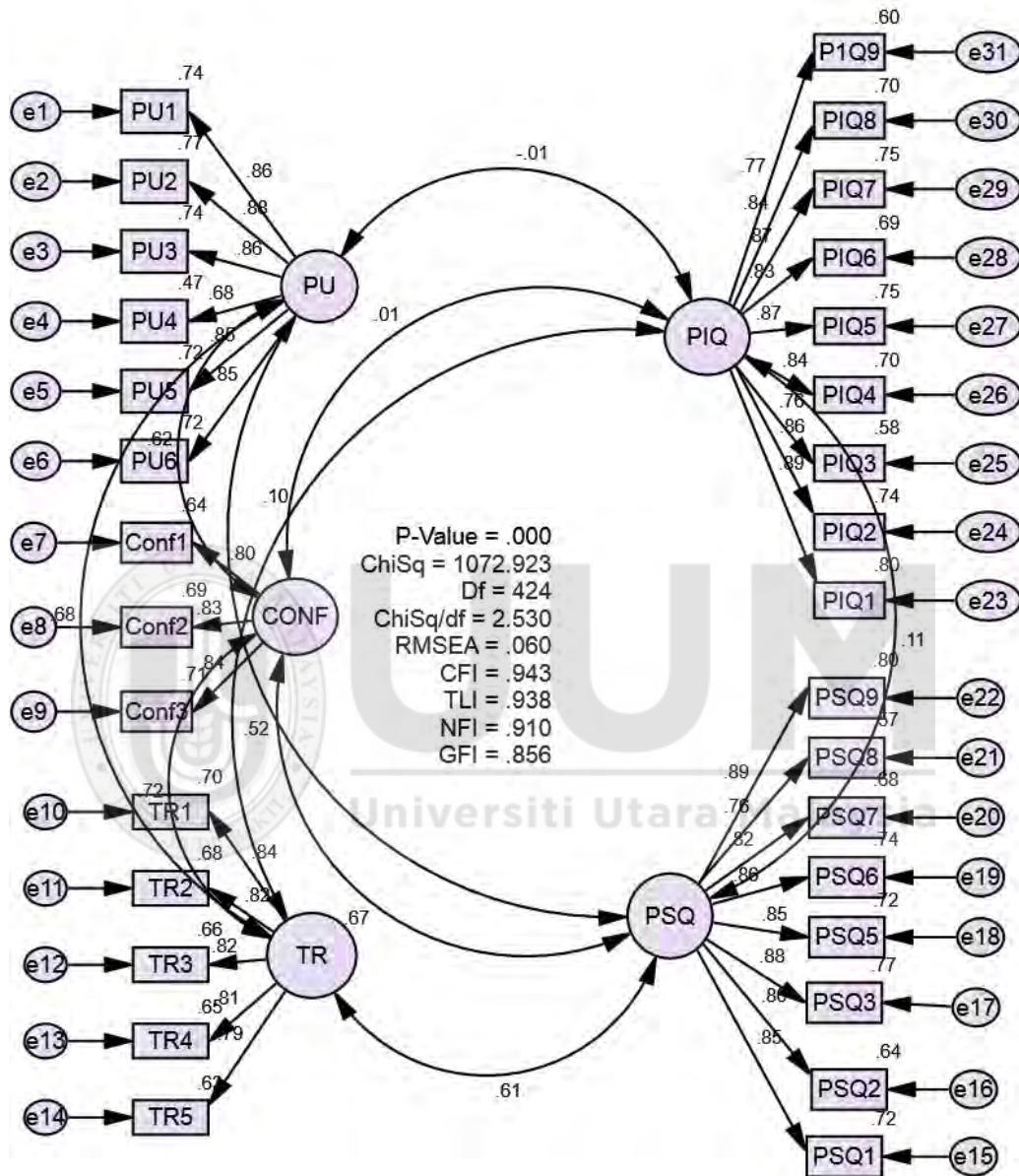
ChiSq = 13.171  
 Df = 2  
 ChiSq/df = 6.586  
 RMSEA = .115  
 P-Value = .001  
 CFI = .992  
 TLI = .975



ChiSq = .428  
 Df = 1  
 ChiSq/df = .428  
 RMSEA = .000  
 P-Value = .513  
 CFI = 1.000  
 TLI = 1.003

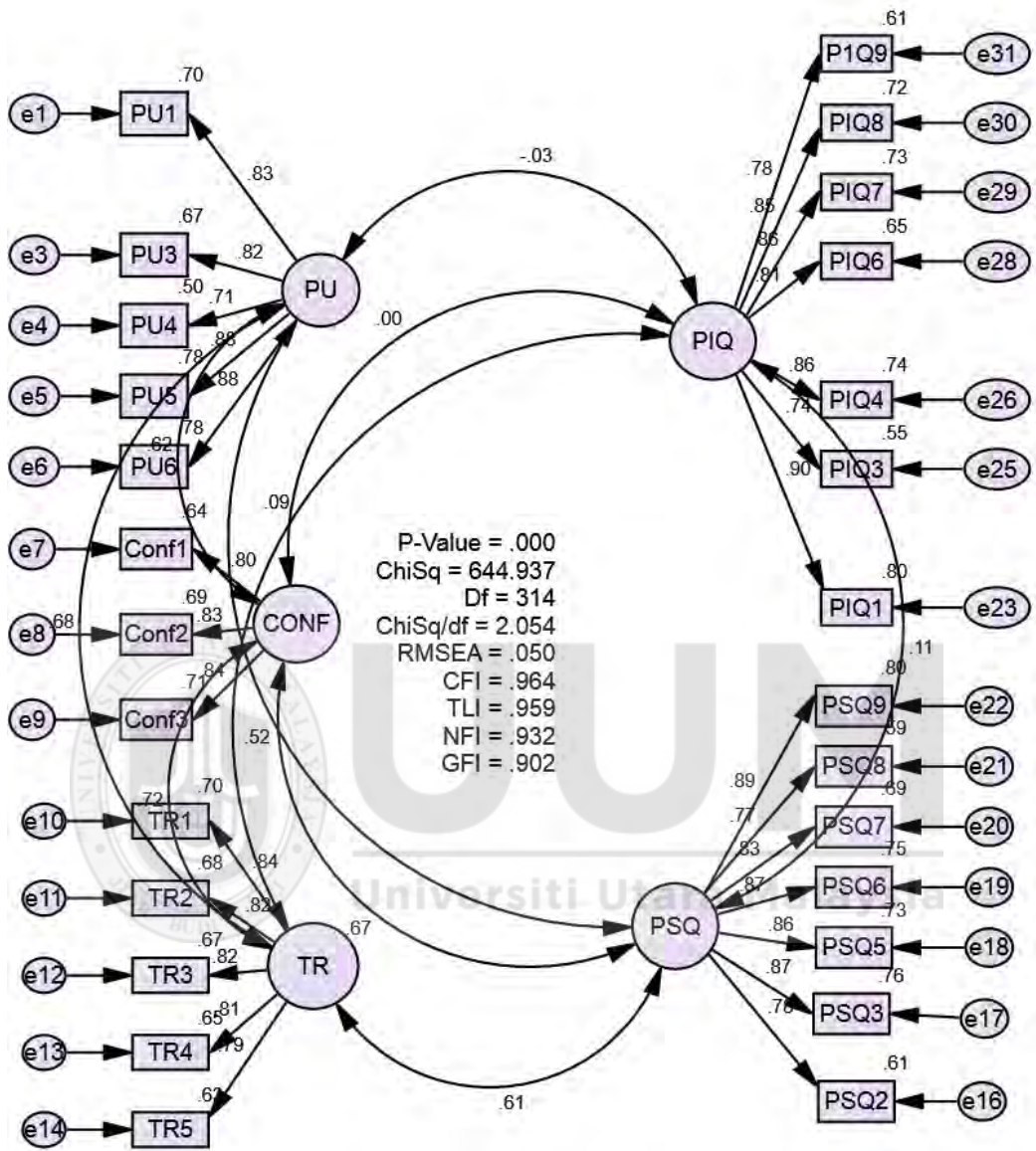
# CFA Exogenous

## CFA EXOGENEOUS VARIABLES



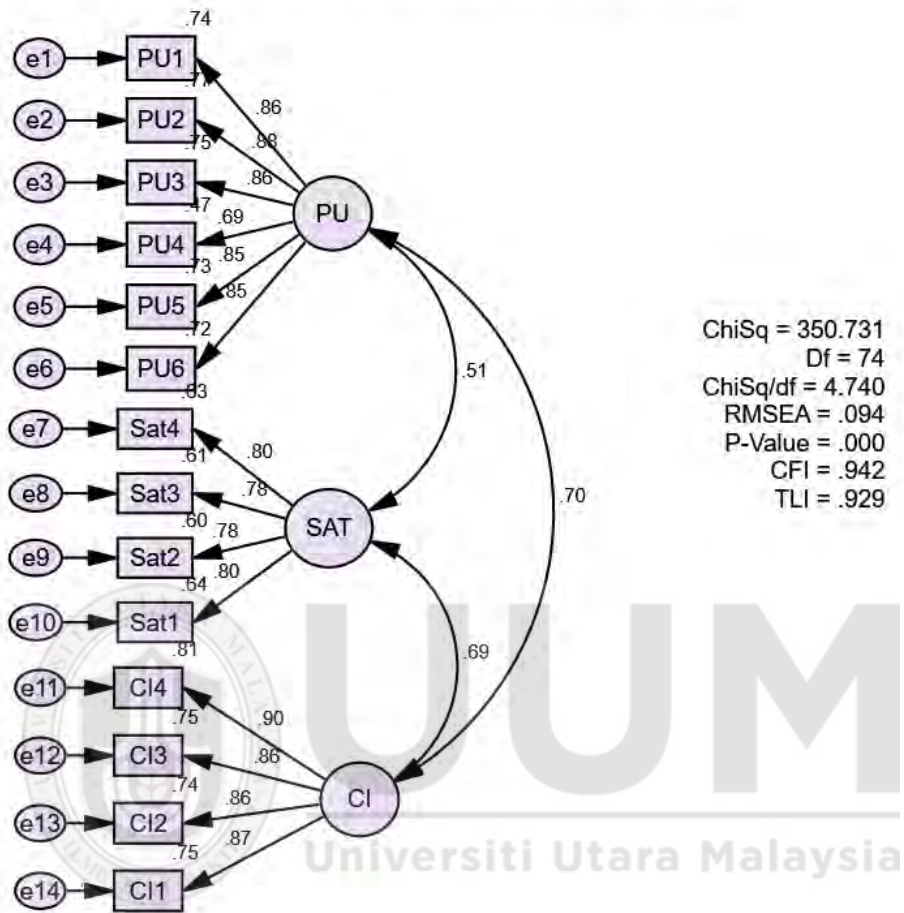


### CFA EXOGENEOUS VARIABLES

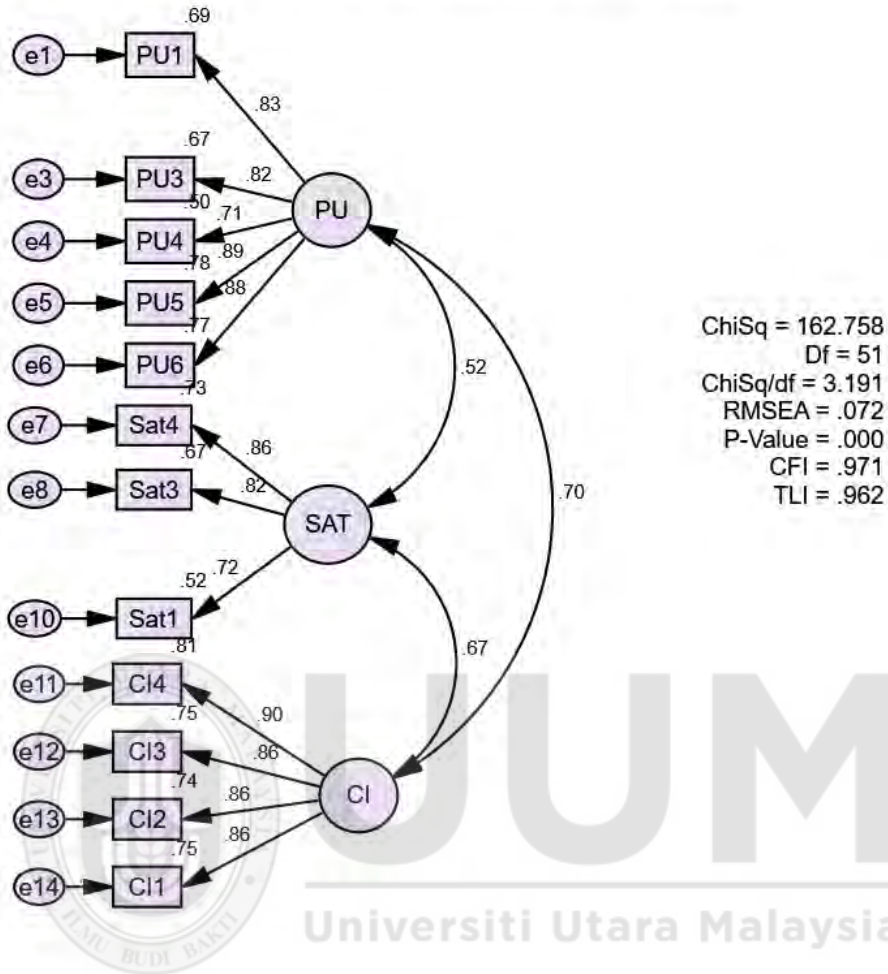


## CFA Endogenous

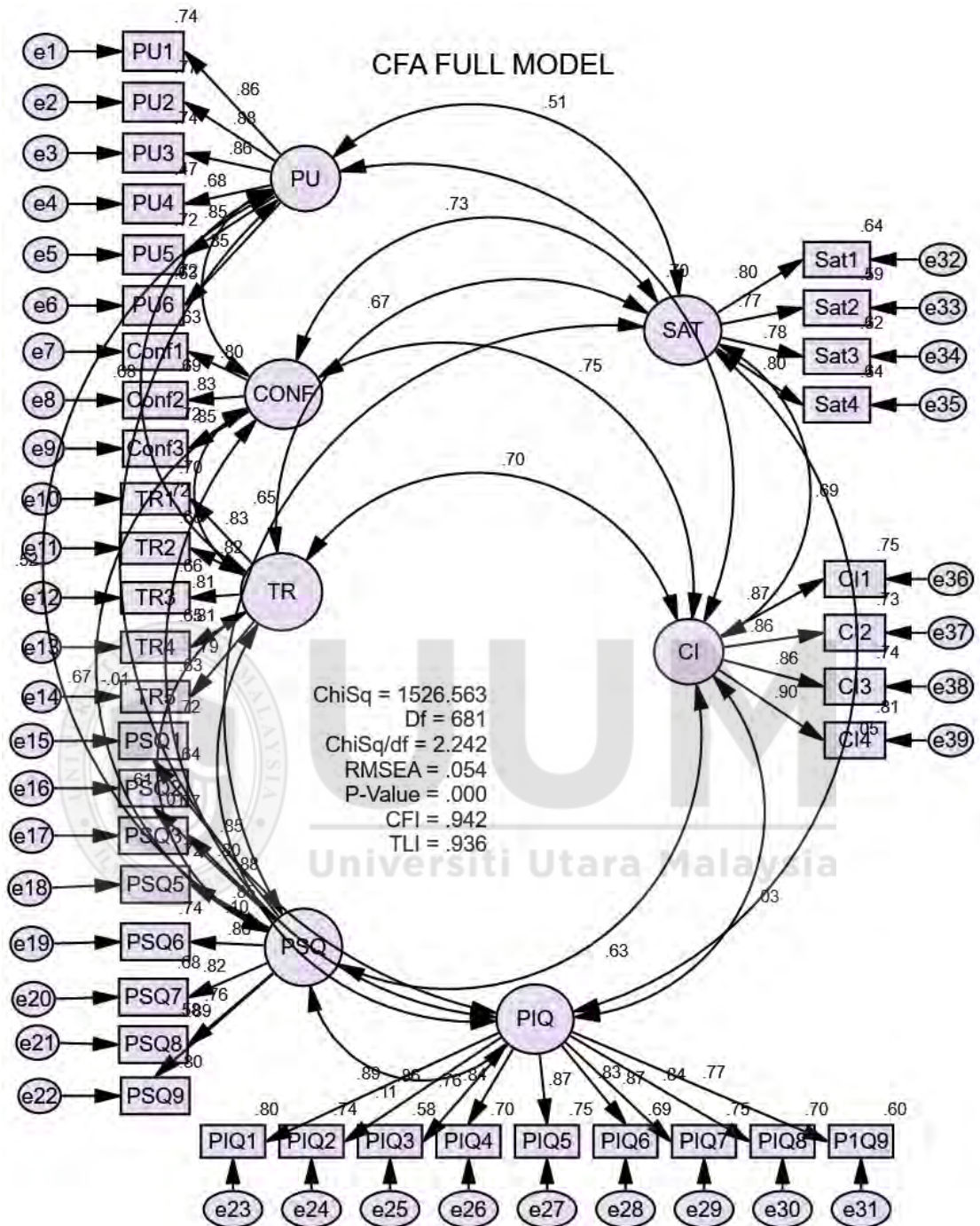
### CFA ENDOGENOUS VARIABLE



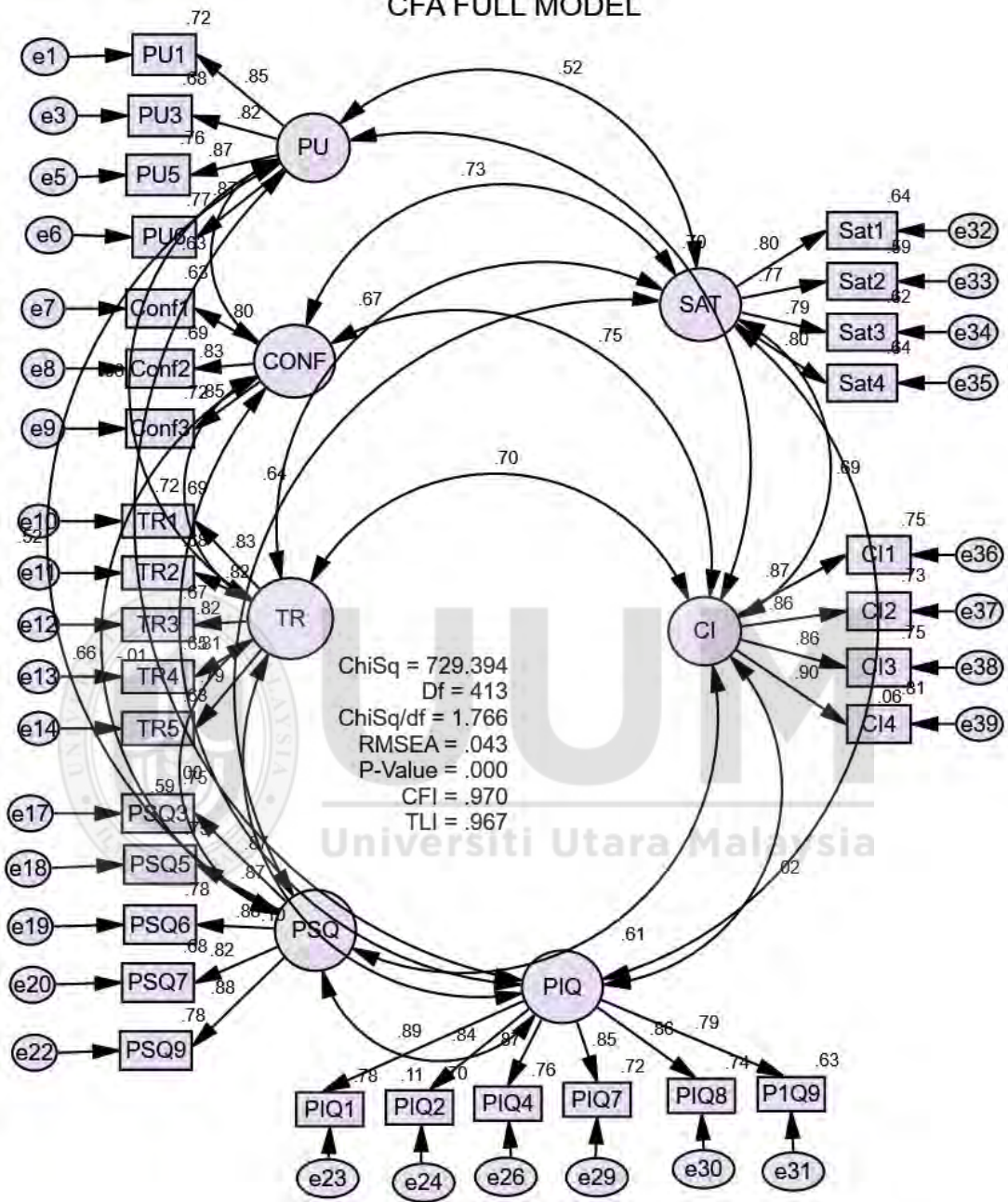
### CFA ENDOGENOUS VARIABLE



### CFA Full Model



### CFA FULL MODEL



## APPENDIX TWELVE

### Generated Model Output

#### Result of Generated Model

**Regression Weights: (Group number 1 - Default model)**

			Estimate	S.E.	C.R.	P	Label
PU	<---	CONF	.737	.059	12.453	***	par_27
SAT	<---	PU	-.027	.039	-.681	.496	par_28
SAT	<---	CONF	.338	.053	6.360	***	par_30
SAT	<---	TR	.227	.048	4.718	***	par_31
SAT	<---	PSQ	.212	.042	5.031	***	par_34
SAT	<---	PIQ	.007	.029	.251	.802	par_35
CI	<---	PSQ	.131	.046	2.857	.004	par_25
CI	<---	PIQ	-.014	.030	-.468	.640	par_26
CI	<---	PU	.313	.039	8.014	***	par_29
CI	<---	SAT	.395	.069	5.731	***	par_32
CI	<---	TR	.164	.053	3.118	.002	par_33