ORGANIZATIONAL COMMITMENT ON INFORMATION TECHNOLOGY AT THE STATE SECRETARY OFFICE OF PERLIS

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ORGANIZATIONAL COMMITMENT ON INFORMATION TECHNOLOGY AT THE STATE SECRETARY OFFICE OF PERLIS

A thesis submitted to the Graduate School in partial fulfillment of the requirement for the degree of Master of Science (Management), University Utara Malaysia

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ABSTRACT

Information Technology (IT) has been extensively used by the Government to support its services to the public across a wide spectrum of government functions. Often, the public is unaware that IT is working 'behind the scen'e to deliver these services. Nevertheless, the public has benefited from increased efficiency in the use of IT, for example, faster renewal of road tax or driving license and greater convenience in paying various utility bills at One-stop Payment Centers. The significance of modern information technology to good governance and public administration is apparent as well. Taking advantage of modern information technology to improve the quality and effectiveness of government's programs and services has been placed in a premium in many countries. It is believed that services could be delivered more easily and at less cost. In fact, effective and intelligent use of information technology has been an essential component of modern public administration. For that reason, we are try to interview with CEO Perlis State Information Technology Department to get a explanation about organization commitment on IT in Perlis State Secretary. We are also do the survey for 369 respondents of staff in Perlis State Secretary for support the research. In the question we are try to got they commitment and leader or top management commitment on IT application.

ABSTRAK

Teknologi Maklumat (IT) telah digunakan secara meluas oleh pihak kerajaan di dalam menyokong fungsi perkhimatannya kepada awam dan juga memperluaskan fungsinya. Sering kali kita melihat orang awam tidak meyedari bahawa IT yang membantu memberikan perkhidmatan yang terbaik kepada mereka. Memang tidak dapat dinafikan, bahawa orang awam memperolehi kebaikan daripada peningkatan kecekapan pengunaan IT ini. Sebagai contohnya kecepatan mempabaharui cukai jalan atau lesen memandu dan kemudahan yang baik untuk membayar bil di One Stop Payment Center. Kemodenan IT dengan jelas memberikan impak yang baik kepada kerajaan dan pengurusan awam. Dengan mengambil peluang peningkatan IT ini untuk mempertingkatkan kualiti dan kecekapan kerajaan, banyak negara telah meletakkan langkah ini sebagai yang paling utama. Ini adalah kerana penggunaan IT akan membuatkan sesuatu kerja menjadi lebih senang dan mengurangkan kos. Secara realitinya, kecekapan dan kebijaksanaan menggunakan IT adalah menjadi satu kompenen keperluan untuk mejadikan pentadbiran awan yang moden.Dengan kesedaran itulah, kami telah menemurah dengan CEO Bahagian Teknologi Maklumat Kerajaan Negeri Perlis, untuk memdapatkan penjelasan mengenai komitmen organisasi terhadap IT di Setiausaha Kerajaan Negeri Perlis. Kami juga telah membuat kajian terhadap 369 orang responden di kalangan staf untuk menyokong kajian kami. Di dalam soalan-soalan kajian ini kami telah cuba mendapatkan mengenai komitmen mereka dan juga orang atasan di dalam penggunaan IT di organisasi ini.

DEDICATION

To my beloved wife, Sarina binti Hj. Shuib, and my children, Muhammad Afiq, Nur Afiqah, Muhammad 'Adli and Muhammad Arman, my late father Haji Wan Sulaiman bin Wan Alang, my mother Hajjah Chik binti Saad and the rest of my family as well as my lecturers, colleagues and finally to all my staff in State Development of Perlis who had always encourage me to achieve my best.

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TABLE OF CONTENTS

		Page
ABSTRACT		i
ABSTRAK		ii
DEDICATION		iii
ACKNOWLEDGEMENTS		iv
LIST OF TABLES		vii
LIST OF FIGURES		vii
CHAPTER		
I.	**INTRODUCTION**	
1.1	Background of the Project Paper	1
1.2	Problem Statement and Key Research Statement	4
1.3	Objective of the Study	6
1.4	Significance of the Study	7
1.5	Scope of the Study	8
1.6	Organization of the Project Write-up	8
II.	**EXAMINATION OF THE RELATED ISSUES- ORGANIZATION COMMITMNET, IT AND PUBLIC SERVICES**	
2.1	Introduction	10
2.2	Information Technology and Organizational Commitment	11
2.3	Organizational Commitment Defined	15
2.4	Commitment in Information System and Technology	19
2.5	Influences of Information Technology on Organizational Learning	26
2.6	The IT Component in an Organization	33
2.7	Overview of Public Sectors and its IT Policies	40
III.	**RESEARCH APPROACH**	
3.1	Introduction	57
3.2	Methodology Employed	57
	Methodology	57
	Sample	58
	Construct Measurement	59
3.3	The Adoption of Survey in a Case Study and Rationale for the Selected Approach	61
3.4	Identify the Sub-framework and the Framework in its Totality	62
3.5	The Summary of the Theoretical Framework on Organizational Commitment and Information Technology	64
	Theoretical Framework and Hypotheses	64
3.6	Data Analysis Techniques	69

IV. DATA ANALYSIS AND DISCUSSION

4.1 Introduction. 70
4.2 Insights into the Perlis State Secretary and its IT Policies 70
4.3 Analysis and Findings 73
Result 73
Measurement Model Assessment 74
Assessment on the Theoretical Model 76
The Predictive Power of the Model 77
Hypothesis Testing 78
4.4 Discussion 81

V. RECOMMENDATIONS AND CONCLUSIONS

5.1 Introduction 85
5.2 Research Summary 85
5.3 Research Implications 87
5.4 Recommendation for Future Research 88
5.4 Conclusion 89

REFERENCES 90

APPENDIX A: Questionnaire Items

Table Page

LIST OF TABLES

Table 2.1 Applications of internal information technology and their benefits 13
Table 2.2 Applications of shared information technology and their benefits 14
Table 2.3 Summary of Commitment Drivers identified in IS and IT Literature 25
Table 4.1 Internal Consistency of the Construct Variables 74
Table 4.2 Validity Analysis 75
Table 4.3 The Predictive Power of the Model 77
Table 4.4 Summary of Path Coefficients and Significant Levels 80

Figure Page

LIST OF FIGURES

Figure 3.1 Theoretical Framework 65
Figure 4.1 The Research Model with Path Coefficients and R^2 Values 79

CHAPTER 1

INTRODUCTION

1.1 Background of the Project Paper

At the early stage of computer application in government, computing power was largely concentrated at the operational level, for example data processing (DP), the first computer payroll systems deployed in 1954. The applications development were then directed towards support of administration and management involving decision-making of authority (Thomas, 1993). The management information system (MIS) and decision-making support system (DSS) are example of the application development that are still popular until now.

Before 1980s, many governments have been making an effort on computerizing their business process, i.e using computers to automate or aid business activities as much as possible. Since the early nineties, there are two significant developments taking place in the use of information technology. Firstly computers are crowding into millions of families and secondly the emergence and development of the internet and intranet technology.

The former implies that the role of the computer in human society has been extended dramatically – not only as computing power and information processing within the institutions and enterprises but also within the home system for information retrieval

The contents of the thesis is for internal user only

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