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HUBUNG KAIT ANTARA AMALAN PERANCANGAN  
STRATEGIK SISTEM MAKLUMAT (PSSM) DAN  
PRESTASI AGENSI KERAJAAN DI MALAYSIA : KESAN  
PENYEDERHANA KONTEKS PSSM DAN PENDEKATAN  
PSSM



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UUM  
Universiti Utara Malaysia

**DOKTOR PENTADBIRAN PERNIAGAAN  
UNIVERSITI UTARA MALAYSIA  
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HUBUNG KAIT ANTARA AMALAN PERANCANGAN STRATEGIK SISTEM  
MAKLUMAT (PSSM) DAN PRESTASI AGENSI KERAJAAN DI MALAYSIA :  
KESAN PENYEDERHANA KONTEKS PSSM DAN PENDEKATAN PSSM

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**Disertasi diserahkan kepada  
Othman Yeop Abdullah Graduate School of Business,  
Universiti Utara Malaysia  
bagi Memenuhi Sebahagian Syarat Ijazah Doktor Pentadbiran Perniagaan**

## **KEBENARAN MERUJUK**

Disertasi ini dikemukakan sebagai memenuhi keperluan pengurniaan Ijazah Doktor Pentadbiran Perniagaan daripada Universiti Utara Malaysia (UUM). Saya dengan ini bersetuju membenarkan pihak perpustakaan UUM mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada disertasi ini untuk tujuan akademik perlulah mendapat kebenaran daripada penyelia saya atau Dekan Othman Yeop Abdullah Graduate School of Business terlebih dahulu. Sebarang bentuk salinan dan cetakan bagi tujuan komersial adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penyelidik dan UUM perlulah dinyatakan jika rujukan terhadap disertasi ini dilakukan.

Kebenaran untuk menyalin atau menggunakan disertasi ini sama ada secara sebahagian atau sepenuhnya hendaklah di pohon melalui:



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## ABSTRAK

Perancangan strategik sistem maklumat (PSSM) merupakan satu amalan pengurusan dan proses yang membantu organisasi untuk mengenal pasti serta memilih aplikasi komputer yang sesuai untuk meningkatkan prestasi organisasi. Walaupun penyelidikan terhadap PSSM telah mendapat perhatian ahli akademik dan pengamal-pengamalnya, namun tumpuan terhadap agensi kerajaan masih kurang diberi penekanan. Sehubungan dengan itu, kajian ini merupakan satu usaha percubaan untuk menyelidik PSSM dalam kalangan agensi kerajaan di Malaysia. Oleh itu, kajian ini bermatlamat untuk menentukan hubungan antara amalan PSSM dengan prestasi agensi kerajaan dan untuk mengetahui sama ada konteks dan pendekatan PSSM mempunyai kesan penyederhana terhadap amalan PSSM dan prestasi agensi kerajaan. Kajian yang berbentuk kuantitatif ini telah meneliti kesan penyederhana konteks dan pendekatan PSSM terhadap hubungan antara amalan PSSM dengan prestasi agensi kerajaan berdasarkan kerangka kontigensi. Soal selidik telah diedarkan kepada sejumlah 254 agensi kerajaan yang diperoleh daripada pihak Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU). Data dianalisis dengan menggunakan kaedah statistik deskriptif, korelasi Pearson, analisis regresi mudah dan analisis regresi hirarki. Analisis yang dijalankan terhadap data yang diperoleh daripada responden memperlihatkan bahawa terdapat hubungan yang signifikan antara amalan PSSM dengan prestasi agensi kerajaan. Konteks dan pendekatan PSSM pula memberi kesan penyederhana terhadap hubungan antara amalan PSSM dengan prestasi agensi kerajaan. Kajian ini dapat menyumbang kepada perkembangan teori dan pengetahuan kerana amalan PSSM didapati boleh mempengaruhi perkembangan prestasi agensi kerajaan. Penemuan penyelidikan ini menyokong tanggapan bahawa amalan PSSM mempunyai hubung kait dengan prestasi agensi-agensi kerajaan. Hubung kait antara amalan PSSM dan prestasi agensi-agensi kerajaan dan juga kesan penyederhanaan konteks PSSM dan pendekatan PSSM memberi implikasi kepada pengamal, pembuat dasar dan agensi kerajaan.

**Kata kunci:** Perancangan Strategik Sistem Maklumat (PSSM), amalan PSSM, konteks PSSM, pendekatan PSSM dan prestasi agensi-agensi kerajaan

## ABSTRACT

Strategic information system planning (SISP) as a management practice and process helps organizations to identify as well as selecting suitable computer- based systems for improving their organizational performance. Although, as an area of study, SISP has gained much attention among academics and practitioners, research that focuses on SISP in government agencies has not been emphasized. Given the limited number of studies on SISP in government agencies, this study initiated an attempt to investigate SISP among government agencies in Malaysia. The objectives of this study were to determine the relationship between SISP practices and performance of government agencies as well as to determine whether SISP contexts and SISP approaches moderate the relationship between SISP practices and performance of government agencies. More specifically, the study adopted the contingency framework to examine the moderating effects of SISP contexts and SISP approaches on the relationship between SISP practices and performance of government agencies in Malaysia. Questionnaires were sent to 254 government agencies that were registered with the Malaysian Administrative Modernization and Management Planning Unit (MAMPU). Descriptive analysis, Pearson correlation, and multiple and hierarchical regressions were used to analyze the data. Based on the analyses of the data obtained from the respondents, the results of the study indicated positive relationships between SISP practices and performance of the government agencies. Furthermore, the results also showed that SISP contexts and SISP approaches moderate the relationship between SISP practices and performance of the government agencies. The findings of this study appear to support the notion that SISP practices are related to the performance of government agencies. The association between SISP practices and the performance of government agencies as well as the moderating effects of SISP contexts and SISP approaches further suggests implications to practitioners, policy - makers and government agencies.

**Keywords:** Strategic Information System Planning, SISP practices, SISP contexts, SISP approaches and performance of government agencies

## PENGHARGAAN

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Dengan menyatukan hati kepada zat yang maha Agung yakni Allah SWT atas limpahan taufik hidayahNya, kerana itu wajarlah kiranya saya panjatkan kesyukuran ini ke hadrat Allah SWT yang telah meredhai dan melindungi saya selama menyelesaikan disertasi ini. Selawat dan salam ke atas junjungan besar Nabi Muhammad SAW yang telah membuka peradaban manusia dari alam jahiliyah ke alam keilmuan.

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## **SENARAI SINGKATAN**

SISP – Strategic Information System Planning

PSSM – Perancangan Strategik Sistem Maklumat

DP – Data Processing

MIS – Management Information System

SIS – Strategic Information System

IT – Information Technology

IS – Information System

ICT – Information and Communication Technology

MAMPU - Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia

TM – Teknologi Maklumat

SM – Sistem Maklumat

TMK – Teknologi Maklumat dan Komunikasi

PD – Pemprosesan Data

SPM – Sistem Pengurusan Data

SSM – Strategik Sistem Maklumat

BPM – Bahagian Pengurusan Maklumat

SPIS – Strategik Planning for Information System

ISP – Information System Planning

ISSP – Information System Strategic Planning

TBS – Teori Berasaskan Sumber

IPT – Institut Pengajian Tinggi

PSMA – Pelaksanaan Sistem Maklumat Awam



# **BAB 1**

## **PENDAHULUAN**

### **1.1 Latar Belakang Pengajian**

Sebagai sebuah bidang pengajian dan amalan, ulasan karya menunjukkan penyelidikan berkaitan dengan bidang perancangan strategik sistem maklumat (PSSM) telah menarik perhatian ramai penyelidik, pengamal dan ahli akademik. Situasi ini disebabkan penambahan bahan bukti kajian empirikal yang menunjukkan kebergantungan dan peranan terhadap PSSM sebagai amalan yang baik bagi pengurusan sesebuah organisasi (Aali, Sargazi dan Tayyar, 2014; Rad, 2015; Hammouri, Shraideh dan Abu-Shanah, 2015; Madadipouya, 2015).

PSSM telah memainkan peranan yang penting sebagai proses untuk meningkatkan prestasi organisasi serta kemampuan bersaing. Walaupun terdapat peningkatan dalam kajian yang telah dilaksanakan terhadap PSSM sejak tahun-tahun kebelakangan ini dan PSSM mempunyai peranan yang penting terhadap peningkatan prestasi organisasi sektor awam, penyelidikan mengenai penerimaan dan pelaksanaan PSSM di kalangan agensi-agensi kerajaan didapati masih terhad dan terabai terutamanya dalam konteks tempatan (Altameem, Aldrees dan Alsaeed, 2014; Mangalaraj, 2014).



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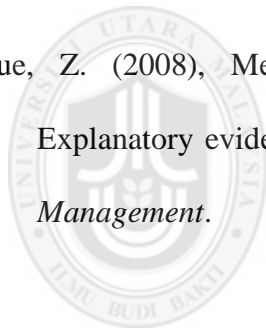


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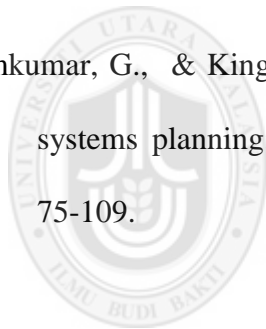
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