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**CASE MANAGEMENT SYSTEM (CMS):  
AN EVALUATION AMONG USERS**



**MASTER OF SCIENCE  
(INTERNATIONAL ACCOUNTING)  
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**CASE MANAGEMENT SYSTEM (CMS):  
AN EVALUATION AMONG USERS**

**By**

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**UUM**  
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Othman Yeop Abdullah Graduate School of Business,  
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in Partial Fulfillment of the Requirement for  
the Master of Sciences (International Accounting)**



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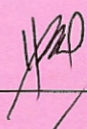
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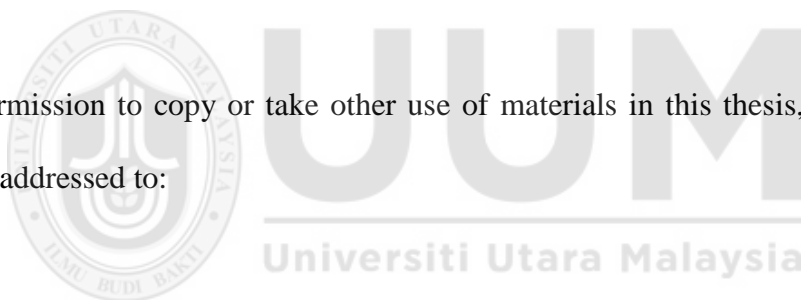
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## ABSTRAK

Pelaburan yang dibuat ke atas sistem maklumat yang baru boleh membantu pekerja untuk memperbaiki kerja-kerja seharian dan meningkatkan produktiviti. Ia boleh juga mengakibatkan bencana jika tidak dikendalikan dengan baik. Lembaga Hasil Dalam Negeri Malaysia (LHDNM) telah melabur bagi membangunkan *Case Management System* (CMS) untuk membantu juruaudit dalam menguruskan fail kes audit mereka dan membuat laporan audit secara atas talian. CMS adalah sistem mandatori yang wajib digunakan oleh pegawai audit walaupun mereka mempunyai sedikit keraguan terhadapnya. Oleh itu, kajian ini dijalankan untuk menilai faktor kejayaan CMS di LHDNM dari sudut pandangan juruaudit atau pengguna individu CMS. *DeLone and McLean Information System Success Model* (*D&M ISSM*) digunakan bagi menentukan hubungan diantara enam faktor utama, iaitu kualiti sistem, kualiti servis, kualiti maklumat, penggunaan sistem, kepuasan pengguna, dan faedah bersih. Sebanyak 338 kaji selidik telah diedarkan secara atas talian dan 105 responden telah memberikan maklumbalas. Responden terdiri daripada pegawai audit yang bertugas di unit-unit seperti audit meja, audit luar, profiling, audit Potongan Cukai Berjadual (PCB), dan cawangan siasatan. Hasilnya menunjukkan bahawa hanya kualiti maklumat yang mempengaruhi penggunaan sistem. Walau bagaimanapun, kualiti sistem dan kualiti perkhidmatan tidak signifikan. Di samping itu, kualiti perkhidmatan dan penggunaan perkhidmatan mempengaruhi kepuasan pengguna. Penggunaan CMS dan kepuasan pengguna juga didapati memberi pengaruh positif kepada manfaat bersih (*net benefit*) CMS. Penemuan kajian ini menunjukkan pegawai-pegawai audit LHDNM lebih mementingkan kualiti maklumat yang diberikan oleh CMS dan kualiti perkhidmatan yang diterima daripada *Help-Desk* CMS. Oleh itu, LHDNM perlu memberi lebih perhatian untuk meningkatkan ciri-ciri seperti kualiti maklumat dan kualiti perkhidmatan semasa menaik taraf atau membangunkan sistem yang wajib bagi pengguna atau mempunyai ciri-ciri yang sama seperti CMS. Perhatian tambahan kepada kedua-dua ciri ini akan membantu sistem mencapai kejayaan seperti yang diperincikan oleh manfaat bersih CMS.

## ABSTRACT

Investments made in a new information system can help employees to improve their daily task and increase productivity. It can also lead to disastrous result if not managed well. Inland Revenue Board of Malaysia (IRBM) has invested in developing Case Management System (CMS) to help the auditors in managing their audit case files and reports online. CMS is a mandatory system that the auditors needed to use even though they have some reservations about it. This study, therefore, aimed to assess the success factors of CMS in IRBM from the auditors or the individual users' point of view. The DeLone and McLean Information System Success Model (D&M ISSM) was used to determine the relationship between its six constructs, namely, system quality, service quality, information quality, use, user satisfaction, and net benefit. Three hundred and thirty-eight (338) questionnaires were distributed online, and 105 responded. The respondents were officers from the desk audit, field audit, profiling, Monthly Tax Deduction (PCB) audit and investigation branches. The results indicated that only information quality influenced system use. System quality and service quality were, however, not significant. In addition to that, service quality and use influenced user satisfaction. Use and user satisfaction were also found to positively influence net benefit of CMS. The findings show that the auditors of IRBM care more in the quality of information provided by CMS and the service quality received from the CMS Help-Desk. Hence, IRBM should pay more attention to enhance features, such as information quality and service quality, when upgrading or developing a system that is mandatory for the users or has similar features as CMS. Extra attention to both features will help the system to attain success as described by the net benefits of CMS.

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## LIST OF ABBREVIATIONS

ACCA	:	Association of Chartered Certified Accountants
AVE	:	Average Variance Extracted
B2C	:	Business To Customers
C	:	Company
CMS	:	Case Management System
CRM	:	Customer Relationship Management
D&M ISSM	:	DeLone and McLean Information System Success Model
DWA	:	Data Warehouse Application
e-HRM	:	e-Human Resource Management
EIS	:	Enterprise Information System
EUCS	:	end-user computing satisfaction
FAIS	:	Financial and Accounting Information System
G2C	:	Government to Customer
G2E	:	Government to Employees
HRIS	:	Human Resource Information System
ICT	:	Information Communication and Technologies
IRBM	:	Inland Revenue Board of Malaysia
IS	:	Information System
IT	:	Information Technology
IQ	:	Information Quality
KMS	:	Knowledge Management System
NB	:	Net Benefit
OG	:	Business Income
PCB	:	<i>Potongan Cukai Berjadual</i> / Monthly Tax Deduction

PLS	:	Partial Least Squares
REMS	:	Revenue Management System
RMK-9	:	<i>Rancangan Malaysia Ke 9</i>
SEM	:	Structural Equation Modelling
SerQ	:	Service Quality
SERVQUAL	:	Service Quality
SG	:	Employment Income
SMUP	:	<i>Sistem Maklumat Unit Pengesanan</i>
STSC	:	Company Self-Assessment System
SUse	:	System Use
SQ	:	System Quality
TAM	:	Technology Acceptance Model
TPB	:	Theory of Planned Behaviour
US	:	User Satisfaction
TRA	:	Theory of Reasoned Action
UTAUT	:	Unified Theory of Acceptance and Use of Technology
UUM	:	Universiti Utara Malaysia

# CHAPTER 1 INTRODUCTION

## 1.1 Background of the Study

Inland Revenue Board of Malaysia (IRBM) is one of the focal departments under the Ministry of Finance (MOF). IRBM has been entrusted to collect direct taxes. What it aims is to promote voluntary compliance with the laws and tax regulations. The primary objective of the IRBM is to implement effective, fair, and equitable tax management system (IRB, 2009).

The IRBM has invested a lot of money to improve their services, either to other government agencies, employees, and citizens (IRB, 2009). Employees' productivity can be increased through the implementation of latest information communications and technologies (ICT) tools and systems that can help in fulfilling their duties and responsibilities. The implementation of e-Filing system by the IRBM in 2004, for instance, is a part of the IRBM's Government to Customer (G2C) initiative under the e-Government. The overall productivity of the IRBM has improved with the implementation of e-filing, where all the manual tax return forms are now processed through the system which has expedited the refund process (if any) (IRB, 2009).

In ensuring that the Government to Employees (G2E) elements under the e-Government is successful, the IRBM has invested in new technologies to enhance its employee's productivity. Currently, various systems have been introduced by IRBM to boost employee's productivity, such as E-Detection, *Sistem Maklumat Unit Pengesanan (SMUP)*, Revenue Management System (REMS), Customer Relationship Management (CRM), and many more. IRBM has

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## APPENDICES

### Appendix 1. Preliminary Questionnaire



Pusat Pengajian Perakaunan  
Tunku Puteri Intan Safinaz  
TUNKU PUTERI INTAN SAFINAZ SCHOOL OF ACCOUNTANCY  
Universiti Utara Malaysia

## PRELIMINARY QUESTIONNAIRE

### The Success of CMS (Case Management System) in Inland Revenue Board of Malaysia (IRBM)

Dear participant,

This questionnaire is designed to study about the problems that user encounters when using the CMS system at IRBM. Your participation is highly appreciated.

This study is conducted as a partial fulfillment for my Master of Science (International Accounting). The information you provide for the purpose of this study will be kept **STRICTLY CONFIDENTIAL** and will be used for the academic purpose only.

Your input is highly valued. Thank you very much for your time and cooperation.

Yours sincerely,

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Peserta yang dihormati,

Soal selidik ini adalah untuk mengkaji tentang masalah yang dihadapi pengguna semasa menggunakan sistem CMS LHDNM. Penyertaan anda amat dihargai.

Kajian ini dilakukan sebagai memenuhi sebahagian daripada keperluan Sarjana Sains (Perakaunan Antarabangsa). Maklumat yang anda berikan untuk tujuan kajian ini akan **DIRAHSIAKAN** dan akan digunakan bagi tujuan akademik sahaja.

Maklumbalas anda amatlah dihargai. Terima kasih atas masa dan kerjasama yang diberikan.

Yang ikhlas,

Nadianauli Yaakub  
Master of Science (International Accounting)  
Universiti Utara Malaysia

Name:

Nama:

Position:

Jawatan:

Current Branch/ Division/ Department:

Cawangan/ Bahagian/ Jabatan Sekarang:

Title/ Responsibilities in Current Unit:

Gelaran/ Tanggungjawab di unit sekarang:

Service Period at IRBM:

Tempoh berkhidmat di LHDNM:

Service Period in audit:

Tempoh berkhidmat dalam bidang audit:

Please state your 2 current Main Work Process:

Nyatakan 2 Proses Kerja Utama (PKU) anda yang terkini:

Limitations in using CMS for your Main Work Process:

Kekangan penggunaan CMS dalam melaksanakan PKU:

Problems encounter when using CMS for your Main Work Process:

*Masalah dihadapi semasa menggunakan CMS dalam melaksanakan PKU:*

Please state other systems used in your Main Work Process:

*Nyatakan sistem-sistem lain yang turut digunakan dalam melaksanakan PKU:*

Please state the advantages of CMS compared to the systems used before CMS was introduced:

*Sila nyatakan kelebihan CMS berbanding dengan sistem yang digunakan sebelum CMS diperkenalkan:*



Please state your opinion on what needs to be fixed or improvements that need to be done with CMS.

*Sila nyatakan pendapat anda mengenai perkara yang perlu dibaiki atau penambahbaikan yang perlu dilakukan pada CMS:*

## Appendix 2. Prior Studies with Extended D&M ISSM

No.	Study	IS/IT Context	Country	IV	DV	Finding
1	Human Resources Information Systems Success Assessment an integrative model (AlShibly, 2011)	HRMS	Jordan	Perceived HRIS System Quality (SQ) Perceived HRIS Information Quality (IQ) Perceived HRIS Ease of Use (EOU) Perceived HRIS Usefulness (Use)	HRIS User Satisfaction (Sat)  HRIS Success (Succ)	<u>Significant</u> SQ->Sat IQ->Sat Use->Sat Sat->Succ
						<u>Not significant</u> EOU->Sat
2	Measuring the Success of Library 2.0 Technologies in the African Context: The Suitability of the DeLone and McLeans Model (Lwoga, 2013)	Library	Tanzania	Information Quality (IQ) System Quality (SQ) Service Quality (SvsQ)	Perceived Net Benefits (PNB) User Satisfaction (Sat) Behavioural Intention to reuse (ItR)	<u>Significant</u> IQ->Sat IQ->PNB SQ->Sat SvsQ->PNB PNB->Sat PNB->ItR Sat->ItR
						<u>Not significant</u> SQ->PNB SvsQ->Sat
3	Information System Success Model for	Customer Relationship	Korea	Information Quality (IQ) System Quality (SQ)	Perceived Usefulness (PUse)	<u>Significant</u> IQ->PUse

No.	Study	IS/IT Context	Country	IV	DV	Finding
	Customer Relationship Management System in Health Promotion Centers (Choi, Rho, Park, Kim, & Kwon, 2013)	Management System		Service Quality (SvsQ)	User Satisfaction (Sat) Individual Performance (Ind) Organisational Performance (Org)	SvsQ->PUse SQ->Sat IQ->Sat SvsQ->Sat Sat->Ind Ind->Org  <u>Not significant</u> SQ->PUse PUse->Org
4	Assessing m-Health success in Bangladesh An empirical Investigation using IS success models (Hossain, 2016)	m-health	Bangladesh	Platform Quality (PQ) Quality of Advice (QoA) Interaction Quality (IQ)	User Satisfaction (Sat) Perceived Value (PV) Continuance Intention (CI) Quality of Health Life (Q)	<u>Significant</u> PQ->Sat QoA->Sat IQ->Sat PQ->PV QoA-PV IQ->PV PV->Sat PV->CI Sat->CI CI->Q
5	A model for assessing blog-based learning systems success (Wang, Li,	e-Learning	Taiwan	System Quality (SQ) Service Quality (SvsQ) Content Quality (CQ) Context and Linkage Quality (CLQ)	User Satisfaction (Sat) System Use (Use) Learning Performance (LP)	<u>Significant</u> CQ->Sat CLQ->Sat SQ->Use

No.	Study	IS/IT Context	Country	IV	DV	Finding
	Li, & Wang, 2014)					CQ->Use CLQ->Use Sat->Use Use->LP Sat->LP  <u>Not significant</u> SQ->Sat SvsQ->Sat SvsQ->Use
6	Assessing e-Excise Success with DeLone and McLean Model (Khayun, Ractham, & Firpo, 2012)	e-Excise	Thailand	Trust (T) Perception of Information Quality (IQ) Perception of System Quality (SQ) Perception of Service Quality (SvsQ) Individual Characteristic (IC)	User Satisfaction (Sat) Use (Use) Perceived Net Benefits (NB)	<u>Significant</u> T->IQ T->SQ T->SvsQ IQ->Sat SQ->Use SvsQ->Use SvsQ->Sat Sat->Use Use->Sat Sat->NB IC->Use  <u>Not significant</u> IQ->Use SQ->Sat Use->NB

### Appendix 3. Questionnaire



Pusat Pengajian Perakaunan  
Tunku Puteri Intan Safinaz  
TUNKU PUTERI INTAN SAFINAZ SCHOOL OF ACCOUNTANCY  
Universiti Utara Malaysia

## QUESTIONNAIRE

### ASSESSING THE EFFECTIVENESS OF CMS IMPLEMENTATION IN INLAND REVENUE BOARD OF MALAYSIA (IRBM)

Dear participant,

This questionnaire is designed to assess the effectiveness of the Case Management System (CMS) implementation in Inland Revenue Board of Malaysia (IRBM). Please evaluate the system with regards to the scope of your job. Your participation is highly appreciated.

This study is conducted as a partial fulfillment for my Master of Science (International Accounting). The information you provide for the purpose of this study will be kept **STRICTLY CONFIDENTIAL** and will be used for the academic purpose only.

Your input is highly valued. Thank you very much for your time and cooperation.

Yours sincerely,

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Peserta yang dihormati,

Soal selidik ini bertujuan untuk menilai keberkesanan pelaksanaan Sistem Pengurusan Kes (CMS) di Lembaga Hasil Dalam Negeri Malaysia (LHDNM). Sila buat penilaian terhadap sistem yang berkaitan dengan skop kerja anda. Penyertaan anda amatlah dihargai.

Kajian ini dilakukan sebagai memenuhi sebahagian daripada keperluan Sarjana Sains (Perakaunan Antarabangsa). Maklumat yang anda berikan untuk tujuan kajian ini akan **DIRAHSIAKAN** dan akan digunakan bagi tujuan akademik sahaja.

Maklumbalas anda amatlah dihargai. Terima kasih atas masa dan kerjasama yang diberikan.

Yang ikhlas,

.....

Nadianauli Yaakub

Master of Science (International Accounting)

Universiti Utara Malaysia

## SECTION A – SYSTEM USE

### **BAHAGIAN A – PENGGUNAAN SISTEM**

System use is the degree and manner in which staff utilise the capabilities of an information system. Items below represent your opinion on using the CMS.

*Penggunaan sistem adalah tahap dan cara bagaimana kakitangan menggunakan keupayaan sistem maklumat. Item-item di bawah mewakili pendapat anda mengenai penggunaan CMS.*

Based on the scale given, please circle the number that you think appropriate for each item.

*Berdasarkan skala yang diberikan, sila bulatkan pada nombor yang sesuai menurut pandangan anda terhadap item di bawah.*

- A1. Overall, how would you rate the frequency of using the CMS system in a month?  
*Secara keseluruhan, bagaimana anda menilai kekerapan penggunaan sistem CMS dalam sebulan?*

1	2	3	4	5	6	7
Rarely <i>Jarang</i>						Often <i>Kerap</i>

- A2. I depend on the CMS system.  
*Saya bergantung kepada sistem CMS.*

1	2	3	4	5	6	7
Strongly Disagree <i>Sangat Tidak Setuju</i>						Strongly Agree <i>Sangat Setuju</i>

- A3. I use many functions of the CMS system.  
*Saya menggunakan banyak fungsi yang terdapat di dalam sistem CMS.*

1	2	3	4	5	6	7
Strongly Disagree <i>Sangat Tidak Setuju</i>						Strongly Agree <i>Sangat Setuju</i>

- A4. If CMS is not mandatory, I would still use the system.  
*Jika CMS tidak diwajibkan, saya masih akan menggunakan sistem ini.*

1	2	3	4	5	6	7
Strongly Disagree <i>Sangat Tidak Setuju</i>						Strongly Agree <i>Sangat Setuju</i>

Please comment on your answers in this section.  
*Komen jawapan anda dalam bahagian ini.*

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## SECTION B – USER SATISFACTION

### **BAHAGIAN B – KEPUASAN PENGGUNA**

User satisfaction refers to users' level of satisfaction with the reports, Web sites, and support services of the system. The items below represent your satisfaction on using CMS.

*Kepuasan pengguna merujuk kepada tahap kepuasan pengguna terhadap penghasilan laporan, laman web, dan perkhidmatan sokongan sistem. Item-item di bawah mewakili kepuasan anda menggunakan CMS.*

Based on the scale given below, please circle the number that you think appropriate for each item.  
*Berdasarkan skala yang diberikan di bawah, sila bulatkan pada nombor yang sesuai menurut pandangan anda terhadap item di bawah.*

	1	2	3	4	5	6	7
Strongly Disagree <i>Sangat Tidak Setuju</i>							Strongly Agree <i>Sangat Setuju</i>
B1. CMS is a good system within my area of responsibility. <i>CMS adalah sistem yang baik di bawah bidang tanggungjawab saya.</i>	1	2	3	4	5	6	7
B2. The CMS is of high quality. <i>CMS adalah berkualiti tinggi.</i>					1	2	3
B3. The CMS has met my expectations. <i>CMS telah memenuhi jangkaan saya.</i>					1	2	3
B4. Overall, I am satisfied with using CMS. <i>Secara keseluruhannya, saya amat berpuas hati menggunakan CMS.</i>	1	2	3	4	5	6	7

Please comment on your answers in this section.  
*Komen jawapan anda dalam bahagian ini.*

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## SECTION C – NET BENEFITS

### BAHAGIAN C – FAEDAH BERSIH

Net benefits are the extent to which information system is contributing to the success of individuals, groups, organisations, industries, and nations. The items below represent your opinion about the net benefits accomplished out of using CMS in your daily job.

*Faedah bersih adalah sejauh mana sistem maklumat menyumbang kepada kejayaan individu, kumpulan, organisasi, industri, dan negara. Item-item di bawah mewakili pendapat anda tentang faedah bersih yang dicapai melalui penggunaan CMS di dalam tugas seharian.*

Based on the scale given below, please circle the number that you think appropriate for each item.  
*Berdasarkan skala yang diberikan di bawah, sila bulatkan pada nombor yang sesuai menurut pandangan anda terhadap item di bawah.*

1	2	3	4	5	6	7
Strongly Disagree						Strongly Agree
<i>Sangat Tidak Setuju</i>						<i>Sangat Setuju</i>

- C1. Using CMS enhances my work performance.  
*Penggunaan CMS lebih meningkatkan prestasi kerja saya.*      1    2    3    4    5    6    7
- C2. Using CMS improves the time spent on work process.  
*Penggunaan CMS lebih menambahbaik tempoh masa yang digunakan untuk membuat proses kerja.*      1    2    3    4    5    6    7
- C3. Using CMS makes my job easier.  
*Penggunaan CMS menjadikan tugas saya lebih mudah.*      1    2    3    4    5    6    7
- C4. CMS helps the IRBM to save cost.  
*CMS membantu IRBM untuk menjimatkan kos.*      1    2    3    4    5    6    7
- C5. Overall, using CMS enhances my productivity.  
*Secara keseluruhan, penggunaan CMS meningkatkan produktiviti saya.*      1    2    3    4    5    6    7
- C6. Overall, using CMS helps IRBM to achieve its goal.  
*Secara keseluruhan, penggunaan CMS membantu LHDNM mencapai matlamatnya.*      1    2    3    4    5    6    7
- C7. Overall, using CMS increases IRBM's productivity.  
*Secara keseluruhan, penggunaan CMS meningkatkan produktiviti LHDNM.*      1    2    3    4    5    6    7

Please comment on your answers in this section.

*Komen jawapan anda dalam bahagian ini.*

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## SECTION D – INFORMATION QUALITY

### BAHAGIAN D – KUALITI MAKLUMAT

Information quality refers to a desired characteristic of the system output from the management of reports to the web pages itself. The items below represent your opinion about the information quality in regards to the CMS system.

*Kualiti Maklumat adalah ciri-ciri yang dikehendaki perlu wujud pada keluaran sistem samada dari segi pengurusan laporan sehinggalah kepada paparan laman web itu sendiri. Item-item di bawah mewakili pendapat anda mengenai kualiti maklumat bagi sistem CMS.*

Based on the scale given below, please circle the number that you think appropriate for each item.  
*Berdasarkan skala yang diberikan di bawah, sila bulatkan pada nombor yang sesuai menurut pandangan anda terhadap item di bawah.*

1	2	3	4	5	6	7
Strongly Disagree						Strongly Agree
<i>Sangat Tidak Setuju</i>						<i>Sangat Setuju</i>

- D1. CMS provides sufficient information.  
*Maklumat yang dibekalkan oleh CMS adalah mencukupi.*      1    2    3    4    5    6    7
- D2. CMS provides information that is exactly what I need.  
*Maklumat yang dibekalkan oleh CMS adalah bertepatan dengan kehendak saya.*      1    2    3    4    5    6    7
- D3. CMS provides me the information at the time that I need it.  
*CMS menyediakan maklumat pada masa saya memerlukan maklumat tersebut.*      1    2    3    4    5    6    7
- D4. CMS provides information that is relevant to my job.  
*CMS menyediakan maklumat yang berkaitan dengan kerja saya.*      1    2    3    4    5    6    7
- D5. CMS provides information that is easy to understand.  
*CMS membekalkan maklumat yang mudah difahami.*      1    2    3    4    5    6    7
- D6. CMS provides an up-to-date information.  
*CMS membekalkan maklumat yang terkini.*      1    2    3    4    5    6    7

Please comment on your answers in this section.  
*Komen jawapan anda dalam bahagian ini.*

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## SECTION E – SYSTEM QUALITY

### BAHAGIAN E – KUALITI SISTEM

System quality is a desirable characteristic of an information system itself. The items below represent your opinion about the quality of CMS system.

*Kualiti sistem adalah ciri-ciri yang perlu ada pada sistem maklumat itu sendiri. Item-item di bawah mewakili pendapat anda mengenai kualiti sistem CMS.*

Based on the scale given below, please circle the number that you think appropriate for each item.

*Berdasarkan skala yang diberikan di bawah, sila bulatkan pada nombor yang sesuai menurut pandangan anda terhadap item di bawah.*

1	2	3	4	5	6	7
Strongly Disagree						Strongly Agree
<i>Sangat Tidak Setuju</i>						<i>Sangat Setuju</i>

- |     |  |   |   |   |   |   |   |   |
|-----|--|---|---|---|---|---|---|---|
| E1. | CMS is easy to use.<br><i>CMS adalah mudah untuk digunakan.</i>  | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| E2. | CMS is very user friendly.<br><i>CMS amat mesra pengguna.</i>  | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| E3. | CMS provides high-speed information access.<br><i>CMS menyediakan akses maklumat berkelajuan tinggi.</i>                                 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| E4. | CMS allows information to be readily accessible to me.<br><i>CMS membolehkan maklumat sedia diakses oleh saya.</i>                       | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| E5. | CMS provides interactive features between users and system.<br><i>CMS menyediakan ciri-ciri interaktif antara pengguna dan sistem.</i>   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| E6. | CMS can flexibly adjust to my new work demands.<br><i>CMS boleh menyesuaikan diri dengan mudah kepada tuntutan kerja saya yang baru.</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| E7. | Feedback on enquiries/request through CMS is fast.<br><i>Maklumbalas mengenai pertanyaan/ permintaan melalui CMS adalah cepat.</i>       | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Please comment on your answers in this section.

*Komen jawapan anda dalam bahagian ini.*

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## SECTION F – SERVICE QUALITY

### BAHAGIAN F – KUALITI PERKHIDMATAN

Service quality is the quality of the support that system users receive from the Information System Department and the information technology (IT) support personnel. The items below represent your opinion about the quality of service of CMS Help-Desk.

*Kualiti perkhidmatan adalah kualiti sokongan yang diterima oleh pengguna sistem daripada Jabatan Teknologi Maklumat dan kakitangan sokongan IT. Item-item di bawah mewakili pendapat anda mengenai kualiti perkhidmatan Meja Bantuan CMS.*

Based on the scale given below, please circle the number that you think appropriate for each item.

*Berdasarkan skala yang diberikan di bawah, sila bulatkan pada nombor yang sesuai menurut pandangan anda terhadap item di bawah.*

1	2	3	4	5	6	7
Strongly Disagree						Strongly Agree
<i>Sangat Tidak Setuju</i>						<i>Sangat Setuju</i>

- F1. CMS Help-Desk does give prompt service.  
*Meja Bantuan CMS memberikan perkhidmatan yang segera.*      1    2    3    4    5    6    7
- F2. CMS Help-Desk always willing to help users.  
*Meja Bantuan CMS sentiasa bersedia untuk membantu pengguna.*      1    2    3    4    5    6    7
- F3. CMS Help-Desk is never been too busy to respond to user's requests.  
*Meja Bantuan CMS tidak pernah terlalu sibuk untuk membalas permintaan pengguna.*      1    2    3    4    5    6    7
- F4. When users have a problem, CMS Help-Desk shows a sincere interest in solving it.  
*Apabila pengguna mempunyai masalah, Meja Bantuan CMS menunjukkan minat yang ikhlas dalam menyelesaikannya.*      1    2    3    4    5    6    7
- F5. CMS Help-Desk tells users exactly when services will be performed.  
*Meja Bantuan CMS memberitahu pengguna dengan tepat apabila perkhidmatan akan dilakukan.*      1    2    3    4    5    6    7
- F6. CMS insists on error-free records.  
*CMS mewajibkan kemasukan rekod yang bebas dari kesilapan.*      1    2    3    4    5    6    7
- F7. Members of CMS Help-Desk give users a personal attention.  
*Ahli Meja Bantuan CMS memberikan perhatian peribadi kepada pengguna.*      1    2    3    4    5    6    7

Please comment on your answers in this section.  
*Komen jawapan anda dalam bahagian ini.*

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## SECTION G: RESPONDENT PROFILE

### BAHAGIAN G: PROFIL RESPONDEN

Please tick (✓) in the box provided.  
*Sila tandakan (✓) di dalam kotak yang disediakan.*

#### G1. Sex / Jantina

Male/ *Lelaki*

Female / *Perempuan*

#### G2. Age / Umur

20 - 30 years / *tahun*

51 – 60 years / *tahun*

31 - 40 years / *tahun*

61 years and above / *tahun dan ke atas*

41 – 50 years / *tahun*

#### G4. Service period in IRBM/ *Tempoh berkhidmat di LHDNM*

0 - 3 years / *tahun*

7 - 9 years / *tahun*

4 - 6 years / *tahun*

10 years and above / *tahun dan ke atas*

#### G5. Current access of CMS

*Peranan dalam penggunaan CMS*

Assessor  
*Penaksir*

Pengurus  
*Manager*

Group Leader  
*Ketua Kumpulan*

Others / *Lain-lain:* \_\_\_\_\_

G6. Current position/*Jawatan sekarang*

- Assistant Executive Officer  
*Pen. Pegawai Eksekutif*
- Executive Officer Grade 41/44  
*Pegawai Eksekutif Gred 44*

- Senior Executive Officer Grade 48  
*Pegawai Eksekutif Gred 48*
- Others \_\_\_\_\_ / Grade \_\_\_\_  
*Lain-lain*

G7. Academic Qualification/ *Kelayakan Akademik*

- Master Degree/ *Sarjana*
- Bachelor Degree / *Sarjana Muda*
- MCE/ *SPM*
- Others / *Lain-lain*: \_\_\_\_\_

G8. Current Unit / *Unit semasa*

- Field Audit/ *Audit Luar*
- Desk Audit/ *Audit Meja*
- PCB Audit/ *Audit PCB*
- Profiling/ *Profiling*
- Investigation/ *Siasatan*
- Others / *Lain-lain*: \_\_\_\_\_

G9. Current state you're working/ *Negeri tempat anda bertugas sekarang*

- Johor
- Kedah
- Kelantan
- Melaka
- Negeri Sembilan
- Pahang
- Perak
- Perlis
- Pulau Pinang
- Sabah
- Sarawak
- Selangor
- Terengganu
- Wilayah Persekutuan Kuala Lumpur
- Wilayah Persekutuan Labuan
- Wilayah Persekutuan Putrajaya

**THANK YOU VERY MUCH FOR YOUR VALUABLE TIME AND SUPPORT.  
TERIMA KASIH ATAS MASA DAN SOKONGAN ANDA.**