MEASUREMENT QUALITY OF PERFORMANCE EXPECTANCY SCALE

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ABSTRACT: One of the great benefit of e-government is it will save time and cost. This study attempts to determine the measurement quality of performance expectancy scale. A survey instrument is based on questionnaires. The survey was distributed to civil servants around Kuantan district. The findings suggest that there is a significant difference between men and women in continuance intention to use e-government. Practical implications are also discussed.

KEYWORDS: *Survey Design; Descriptives Statistics; Technology Acceptance Model; Theory of Reasoned Action; SPSS*

1.0 INTRODUCTION

The use of e-government in public service has been extensively applied. The benefits of e-government are much needed in order to facilitate the communication between citizens and their government. However, the usage of several types of e-government in Malaysia is still low.

The Malaysian Statistics Department reported that in year 2015, there were 73.5% Malaysian used ICT infrastructure and for year 2017, there were only 78.9% of usage being recorded (2019). Thus, the increament of an ICT usage was only 7.35%. Malaysian government has spent a considerably huge amount of investment for e-government facilities thus underutilized of an e-government will jeopardize the future of e-government successfulness. Previous study has identified several factors on why people uses e-government as can be found in Carter, Powell, Chen and Mansoori. Those factor are belonging to several prominent theories in management literature system literature (MIS). Study by Abdullah (2019) found that the factor 'information about products or services' is mutually influenced by the factors 'convenience' 'ease of use system' and 'web reputation. Another study by Nizam (2019) found that convenience, security, and cost saving were proved to make significant influences on consumers purchase decision using E-wallet. This study is aiming to identify the measurement quality of performance expectancy scale.

2.0 RESEARCH METHODOLOGY

This study uses quantitative study method. data is collected using a non-probablity sampling method such as convenience sampling. Measurement instruments were questionnaires in the present study are borrowed from the previous literature. Completed questionnaires were first checked and coded The instrument was measured using a Likert scale ranging from 1 (strongly disagree) to 5 (strongly agree). Of 1000 questionnaires distributed to the targeted population, 700 were returned, 77.6 (%) with usable data.

3.0 RESULTS AND DISCUSSION

Results indicated that performance expectancy had high levels of score (M = 4.14, SD = .71). According to Hair, J.F., Hult, G.T.M., Ringle, C.M. and Sarstedt (2014), the kurtosis and skewness values of the indicators must be within the -1 and + 1 is considered to be in the acceptable range. Cronbach Alpha values were larger than 0.7, indicating a good reliability (Nunnally & Bernstein, 1994). Thus, the measurement of performance expectancy scale had adequate reliability.

Table 1: The measurement of performance expectancy

Variable	*n*	*M*	*SD*	*Skewness*	*Kurtosis*	*Cronbach alpha*
Performance expectancy	543	4.14	.71	-.85	1.16	.92

Based on the result of the analysis, we found that performance expectancy scale had high mean value. The first criterion to be evaluated is typically internal consistency reliability. Normality of the data was assessed by mean of Skewness and Kurtosis and we found that performance expectancy scale had normal distributions. In terms of reliability assessment, we are using traditional criterion in assessing reliability which is Cronbach's alpha, which it's provides an estimate of the reliability based on the intercorrelations of the observed indicator variables (Hair et al., 2014).

4.0 SUMMARY

This paper concludes that performance expectancy scale had adequate measurement quality. However, a potential limitation of the current study is the critics on Cronbach alpha which is sensitive to the number of items in the scale and generally tends to underestimate the internal consistency reliability.

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