

## PSYCHOMETRIC PROPERTIES FOR INSTITUTIONAL TRUST SCALE

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**ABSTRACT:** We would have to admit the great benefit of e-government: One of the great benefit of e-government is it will save time and cost. Unfortunately, the technology is still underutilized. The purpose of this study is to assess psychometric properties for institutional trust scale. A survey instrument is based on questionnaires. The survey was distributed to civil servants around Kuantan district. The findings suggest that institutional trust scale had adequate psychometric properties. The limitations of the study are also discussed.

**KEYWORDS:** *Psychometric Properties; Institutional Trust; E-Government; Validity; Reliability; 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. Thus, the increment 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 Máchová (2018), Dahi (2015), Alomari, (2012) and Hussein (2017). Those factor are belonging to several prominent theories in management literature system literature (MIS).

The 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, Hwang, & Valaei (2019) found that convenience, security, and cost saving were proved to make significant influences on consumers purchase decision using E-wallet. The purpose of this study is to assess psychometric properties for institutional trust scale.

### 2.0 RESEARCH METHODOLOGY

The population of e-government in Malaysia was so big and we are not being able to have the sampling frame. Thus we believe that it is an unknown population. Since there was no sampling frame, random sampling was not possible. Accordingly, we opt for convenience sampling which is non-probability sampling. Instrument used in study was questionnaire. We are using conventional 5 point Likert scale ranging from (1=Strongly Disagree; 2=Disagree; 3=Neutral; 4=Agree; 5=Strongly Agree). All of the items of the questionnaire were borrowed from validated previous literature. All

questionnaire was then sent to approximately 1000 target respondent and 513 usable responses were received.

### 3.0 RESULTS AND DISCUSSION

Table 1 show the psychometric properties for institutional trust. Result indicates that institutional trust scale fulfill the recommended levels for reliability which is measured by composite reliability and Cronbach's a) for which all values were higher than the recommended threshold of 0.70. which is 0.93 and 0.95 respectively. As for validity, as for content validity, all items are based on instruments identified in the research literature. This approach will ensure the content validity of the scale. Face validity is most simple form of validity assessment. Nevertheless, institutional trust scale achieves good face validity.

Table 1: Psychometric properties for institutional trust

Variable	Reliability		Validity	
	Reliability (Cronbach alpha)	Composite reliability	Content validity	face calidity
INSTITUTIONAL TRUST	0.93	0.95	Established by previous literature	Established during pre-testing phase*

\*Pre-test is to test the effectiveness of a questionnaire on a limited number of people from the target population before carried out the actual survey

This study explored the psychometric properties for institutional trust scale. Results indicate adequate psychometric properties for the scale which include its validity and reliability. Institutional trust scale can be considering to have adequate content and face validity since it has already been established in the literature. It is safe to say that current scales can be used in Malaysian populations.

### 4.0 SUMMARY

Present measurements suffer from several limitations including critics on Cronbach alpha coefficient as well as being very subjective assessment of content and face validity. Future research should further explore another rigor assessment especially which involve advanced statistical techniques.

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