

CROSS TABULATION OF GENDER AND AGE AMONG MALAYSIAN E-GOVERNMENT USERS

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ABSTRACT: Low usage of e-government has been reported in Malaysia. This study attempts to determine the proportion of gender and age among Malaysian e-government users. A survey instrument is based on questionnaires. The survey was distributed to government 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: *E-Government; Theory of Reasoned Action; Technology Acceptance; Quantitative Design; SPSS*

1.0 INTRODUCTION

The e-government has managed to save time and administrative costs of a government. In addition, e-government can also prevent corruption among civil servants. Previous studies have suggested that e-governments are able to deal with corruption. A study by Máchová (2018) indicates that higher levels of e-government development are related to lower levels of corruption. Despite the benefits of e-government, it still imposes considerable low level of use... 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. Those factors can be found in Yavwa (2018), Verkijika (2018), Janita (2018), Carter (2005) and Sahari (2012). 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 proportion of gender and age among Malaysian e-government users.

2.0 RESEARCH METHODOLOGY

Data were collected from government servant around Kuantan district through a questionnaire.

The items were measured on a 5 point Likert scale. The questionnaire was based on previous literature which is in English then translated into Malay language. The instrument was validated through face validity as well as content validity. We then engaged with one of the most common types of nonprobability sampling, which is convenience sample.

3.0 RESULTS AND DISCUSSION

Figure 1 shows the gender proportion of the older group. Among the respondents, 20.8% were male and 79.2% were female. Since the survey was conducted mostly among government servant, most of the respondents were younger than 40 years of age.

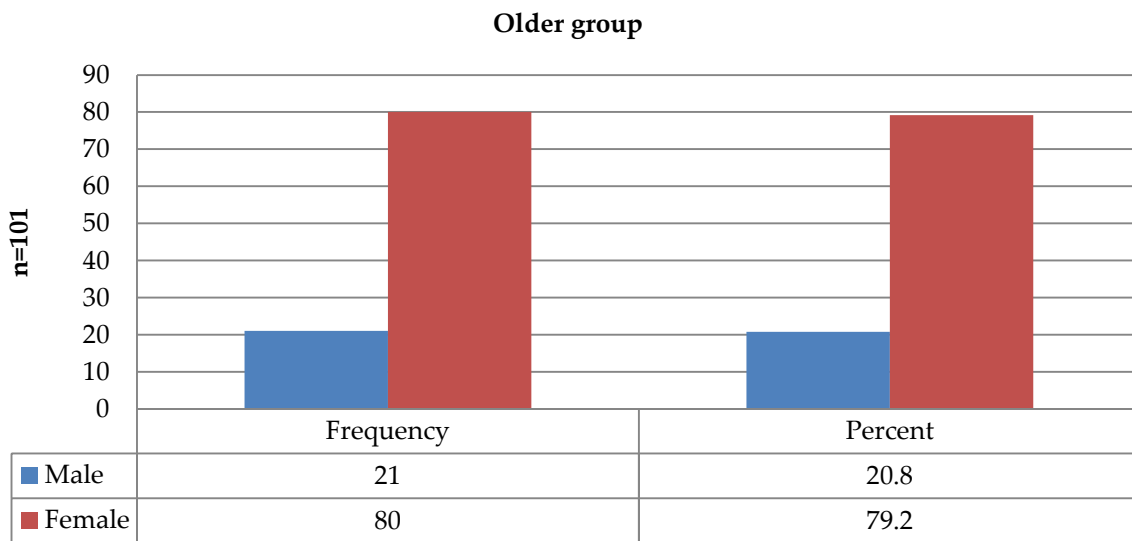


Figure 1: The proportion of gender for older group

The Figure 2 shows the gender proportion of the younger group. Among the respondents, 21.5% were male and 78.5% were female. Based on the descriptive statistics, there were no significant different between younger and older group.

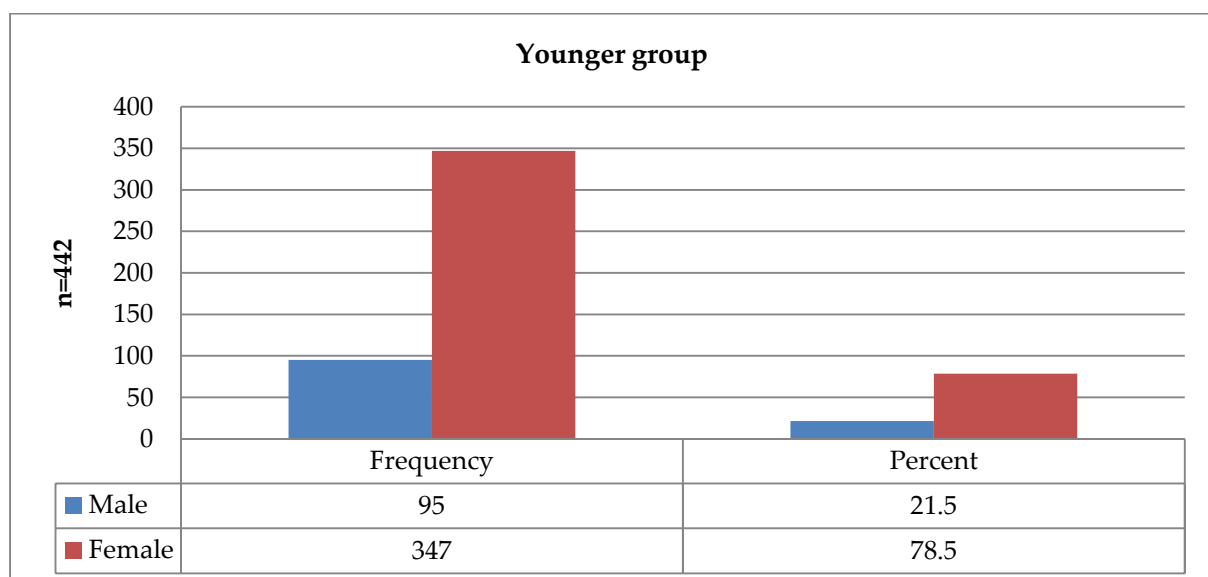


Figure 2: The proportion of gender for younger group

Based on the descriptive statistics above, we can comprehend that the population is highly homogenous in terms of age. This explains that the e-government users in Malaysia was similar across age groups as well as gender proportion. Based on the results obtained in this study, government should maintain the standards of the e-government promotion. Accordingly, no further investment should be made on the e-government promotion by segmenting the target since the population is highly homogenous in terms of age.

4.0 SUMMARY

Although the findings are somewhat helping, it is actually containing too little information to capture the whole information. Future study should be carried out to study even more factors and patterns on Malaysian consumerism in e-government.

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