

E-GOVERNMENT USAGE IN MALAYSIA: HOW HIGH THE INSTITUTIONAL TRUST ARE?

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ABSTRACT: Low usage of e-government has been reported in Malaysia. This study attempts to determine the level of institutional trust among e-government user in Malaysia. A survey instrument is based on questionnaires. The survey was distributed to government servants around Kuantan district. The findings indicate that scores on the institutional trust was in the middle range. Managerial implications are also discussed.

KEYWORDS: *E-Government; Descriptives Statistics; Technology Acceptance Model; Theory of Reasoned Action; Descriptives Statistics*

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. ("Department of Statistics Malaysia Official Portal," 2019) 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 Mak et al. (2019), Powell, Williams, Bock, Doellman, & Allen (2012), Yavwa & Twinomurizi (2018), Verkijika & De Wet, (2018) and Janita & Miranda (2018). Those factor are belonging to several prominent theories in management literature system literature (MIS). Study by Abdullah, Ramli, Bakodah, & Othman, (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. This study is aiming to identify how high the institutional trust among Malaysian e-government users are.

This study is aiming to determine whether or not continuance intention to use e-government is segregated by age.

2.0 RESEARCH METHODOLOGY

The goal of this study is to employ a survey of e-government users to gather data and 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

Level of the institutional trust was defined as (low, middle, high) based on 5 point likert. (See Figure 1). The low score group ranged from 1.00 to 2.33, middle score group ranged from 2.34 to 3.67 and in the high score group is ranged from 3.68 to 5.00. Results indicated that scores on the institutional trust were score was in the middle range $M = 3.41$, $SD = .69$

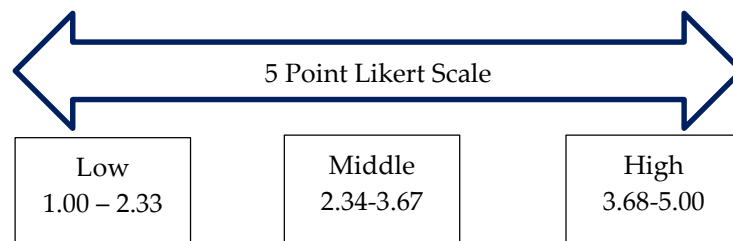


Figure 1: Likert scale classification

Table 1: Mean and std. dev

Variable	<i>n</i>	<i>M</i>	<i>SD</i>
Institutional trust	543	3.41	.69

We find that respondents expressed relatively moderate institutional trust in e-government. Such a score is may be caused by Malaysian state of nature perspective which they believe that transactions that has been made are not somewhat secured. This will create uncertainty among e-government users. This result supports the findings of Gao, Waechter, & Bai, (2015) which they found that trust positively affect continued intention towards mobile purchase. As for managerial implication, the government should invest more in e-government education as well as promotion.

4.0 SUMMARY

Although this study has been conducted with methodological rigidity, the findings should be interpreted with caution as the sample was limited to only one geographic region of Malaysia which is in Kuantan. Future research should explore another sample which may come from another part of the country.

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