INTERNET EXPERIENCE AMONG E-GOVERNMENT USERS IN MALAYSIA

Fahmi Zaidi Abd. Razak[1], Azlina Abu Bakar[2] and Wan Salihin Wong Abdullah[2]

[1]Faculty of Education and Social Sciences, Widad University College, BIM Point, Bandar Indera Mahkota 25200 Kuantan, Pahang, Malaysia.

[2]Faculty of Education and Human Development, University Pendidikan Sultan Idris, 35900 Tanjong Malim, Perak Darul Ridzuan.

[2]Center for Quality Assurance and Accreditation, Universiti Malaysia Kelantan Karung Berkunci 36, Pengkalan Chepa, 16100 Kota Bharu, Kelantan

Corresponding Author's Email: [1]fahmi@widad.edu.my

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 determine the internet experience among e-government users in Malaysia. 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: *Quantitative Study; 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. 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 such study by Powell, Williams, Bock, Doellman, & Allen (2012), Yavwa & Twinomurinzi, (2018) and Verkijika & De Wet (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.

The purpose of this study is to determine the internet experience among e-government users in Malaysia

2.0 RESEARCH METHODOLOGY

The study was conducted using survey questionnaire and data collected from 1000 e-governments

with 543 returned usable surveys. 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

The analysis was carried out using SPSS 22. for Windows. Of the participating e-government users, 3 (.6 %) were less than 1 year, 70 (12.9 %) were 1-3 years, 194 (35.7%) were 4-7 years, 96 (17.7%) were 8-11 years and 180 (33.1%) were 12 years and above and Figure 1 shown the results.
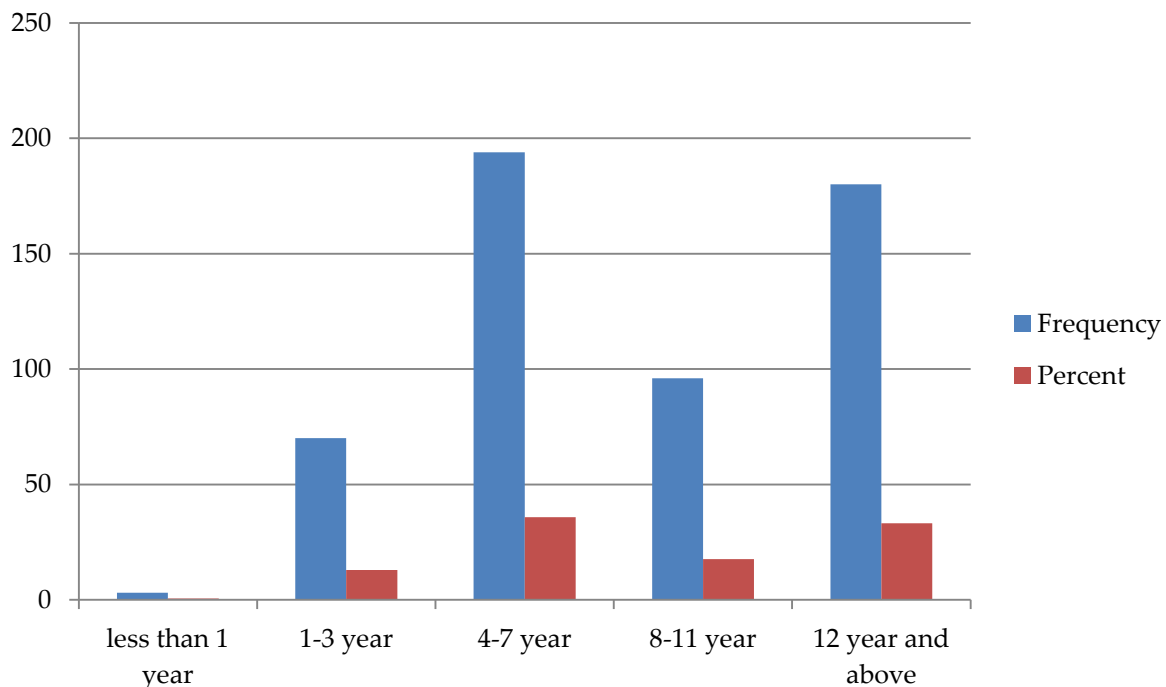
The results indicate that the majority of participants (35.7%) has 4-7 years of experience in using internet and followed by above 12 years of experience (33.1%). Only .6 % has experience less than 1 year. This finding shows that Malaysian e-government users has the kind of Internet-scale technology savvy.

4.0 SUMMARY

Based on the findings, the government has the best way to educate users about the value of the e-government service. Person who has individual innovativeness characteristics, can be easily get convinced with the new innovation like e-government. So it will be easier for the government to promote the use of e-government without any unnecessary promotional costs.

5.0 REFERENCES

Abdullah, L., Ramli, R., Bakodah, H. O., & Othman, M. (2019). Developing a causal relationship among factors of e-commerce: A decision making approach. Journal of King Saud University - Computer and Information Sciences. https://doi.org/10.1016/j.jksuci.2019.01.002

Department of Statistics Malaysia Official Portal. (2019). Retrieved July 15, 2019, from https://www.dosm.gov.my/v1/index.php?r=column/cthemeByCat&cat=462&bul_id=U3FYOHJ3c E90UnNWMWdUaVMzRElKdz09&menu_id=b0pIV1E3RW40VWRTUkZocEhyZ1pLUT09

Nizam, F., Hwang, H. J., & Valaei, N. (2019). Measuring the effectiveness of E-wallet in Malaysia. In Studies in Computational Intelligence. https://doi.org/10.1007/978-3-319-96803-2_5

Powell, A., Williams, C. K., Bock, D. B., Doellman, T., & Allen, J. (2012). e-Voting intent: A comparison of young and elderly voters. Government Information Quarterly, 29(3), 361–372. https://doi.org/10.1016/j.giq.2012.01.003

Verkijika, S. F., & De Wet, L. (2018). E-government adoption in sub-Saharan Africa. Electronic Commerce Research and Applications. https://doi.org/10.1016/j.elerap.2018.05.012
Yavwa, Y., & Twinomurinzi, H. (2018). Impact of Culture on E-Government Adoption Using UTAUT: A Case of Zambia. 2018 5th International Conference on EDemocracy and EGovernment, ICEDEG 2018. https://doi.org/10.1109/ICEDEG.2018.8372350