

INFORMATION SYSTEM SUCCESS FACTORS INFLUENCING USER
SATISFACTION AT UNIVERSITI TEKNIKAL MALAYSIA MELAKA (UTeM)

MUHAMMAD AZRIN BIN ABDUL RAHIM

This report is submitted to

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Universiti Teknikal Malaysia Melaka

In partial fulfilment for Bachelor of Technology Management (Technology Innovation)

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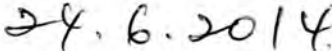
Universiti Teknikal Malaysia Melaka

JUNE 2014

'I acknowledge that I have read this research project and in my opinion this research project is sufficient in terms of scope and quality for the award of Bachelor of Technology Management (Innovation Technology)'


Signature : 

Supervisor Name : Dr. YUSRI BIN ARSHAD

Date : 

DR. YUSRI BIN ARSHAD
Ketua Jabatan
Fakulti Pengurusan Teknologi dan Teknousahawanan
Universiti Teknikal Malaysia Melaka

“I declare that all parts of this report are the results of my own work except for the quotations and references, the source of which have been acknowledge in the bibliography”

Signature : 

Name : MUHAMMAD AZRIN BIN ABDUL RAHIM

Date : *24 June 2014*

DEDICATION

This research project is dedicated to my beloved dad ABDUL RAHIM BIN OSMAN, who taught me that even the largest task can be accomplished if it is done one step at a time and to my beloved mom NORLAILA MOHD YASSIN, who taught me that the best kind of knowledge to have is that which is learned for its own sake.

ACKNOWLEDGMENT

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ABSTRACT

User satisfaction is generally being recognized as one of the most important steps to ensure the success of an information system. Follow development of the IS component, there is a significant changes occur in information technology, especially with the high intensity growth of the Internet. One of the benefits is the ability to use information systems to share information. Information can be shared not only by all users in the university, but information can also be shared with parties outside the university. The main objective of this study is to investigate the impacts of IS success factors towards the user satisfaction in Universiti Teknikal Malaysia Melaka (UTeM). Moreover, the study will discuss the relationship between the dependent variable (user satisfaction) and the independent variable (system quality, information quality, service quality and system use). For this study, survey strategy had been taken as that research strategy because it will be perfect match for this research. The great strength of the survey as a primary data collecting approach is it versatility. The data analysis will involve the interpretation of the data and the testing of the hypotheses. The discussion will discuss on each of the research result objective that will determine the relationship for each variables and lastly is the discussion about the most factor that influences the user satisfaction. Lastly, the conclusion will discuss on the contribution of this study with recommendations for further studies. The study will be of significant value to the Information system users in UTeM in particular because it analyses the existing factors associated with the user satisfaction.

ABSTRAK

Kepuasan pengguna secara umumnya diiktiraf sebagai salah satu langkah yang paling penting untuk memastikan kejayaan sistem maklumat. Ikut pembangunan komponen IS, terdapat satu perubahan yang ketara berlaku dalam teknologi maklumat, terutamanya dengan pertumbuhan intensiti yang tinggi Internet. Salah satu faedah adalah keupayaan untuk menggunakan sistem maklumat untuk berkongsi maklumat. Maklumat boleh dikongsi bukan sahaja oleh semua pengguna di universiti, tetapi maklumat juga boleh dikongsi dengan pihak-pihak di luar universiti. Objektif utama kajian ini adalah untuk menyiasat kesan faktor-faktor kejayaan IS terhadap kepuasan pengguna di Universiti Teknikal Malaysia Melaka (UTeM). Selain itu, kajian ini akan membincangkan perhubungan antara pemboleh ubah bersandar (kepuasan pengguna) dan pemboleh ubah bebas (kualiti Sistem, kualiti maklumat, kualiti perkhidmatan dan system penggunaan). Untuk kajian ini, strategi kajian telah diambil sebagai strategi penyelidikan kerana ia akan menjadi perlawanan yang sempurna untuk kajian ini. Kekuatan besar kajian sebagai satu pendekatan mengumpul data utama adalah ia serba boleh. Analisis data akan melibatkan tafsiran data dan pengujian hipotesis. Perbincangan akan membincangkan setiap satu daripada objektif hasil penyelidikan yang akan menentukan hubungan bagi setiap pemboleh ubah dan akhir sekali ialah perbincangan mengenai faktor yang paling yang mempengaruhi kepuasan pengguna. Akhir sekali, kesimpulan akan membincangkan mengenai sumbangan kajian ini dengan cadangan untuk kajian lanjutan. Kajian itu akan mempunyai nilai yang ketara kepada pengguna sistem Maklumat dalam UTeM khususnya kerana ia menganalisis faktor-faktor yang sedia ada yang berkaitan dengan kepuasan pengguna.

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LIST OF ABBREVIATIONS

IS	–	Information System
IT	–	Information Technology
SERVQUAL	–	Service Quality
SPSS	--	Statistical Package for Social Sciences
UTeM	–	Universiti Teknikal Malaysia Melaka

LIST OF SYMBOLS

P	= Significant Value
B	= Beta
\leq	= Less than and equal to
\geq	= More than and equal to
%	= Percentage
N	= Total Numbers
R	= Coefficient of Correlation
R^2	= Coefficient of determination
Sig.	= Significant

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