THE ACCEPTANCE OF SELF-ORDERING SYSTEMS AMONG NEW USERS IN MELAKA

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'I hereby declare that I have read this report and in my opinion,this thesis it complies the partial fulfillment for awarding the award of the degree of the Technology of Management(Technology Innovation)with honors.'
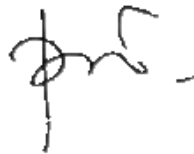
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Report submitted in fulfilment of the requirement for the Bachelor Degree of Technology Management (Innovation)

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DECLARATION OF ORIGINAL WORK

"I at this moment declare that this report is entirely my work with project title "The Acceptance of self-ordering system among new users in Melaka" and except a few clarifications and passages where every source is cited.
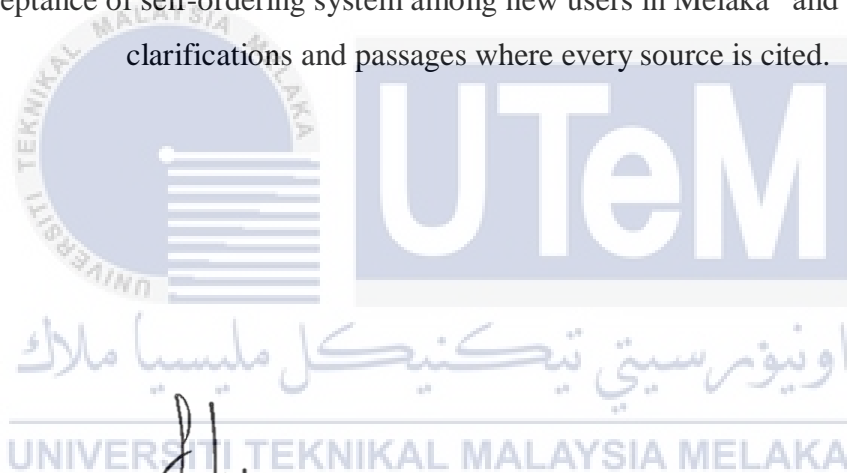
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DATE   :30/1/2023

DEDICATION

I would like to dedicate my gratitude to my dear parents, who have supported me both spiritually and monetarily.

Mohd Fazli Bin Yusoff

Che Norma Binti Hassan
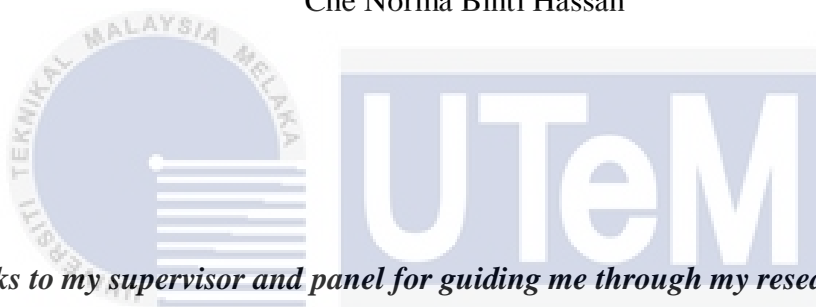
Thanks to my supervisor and panel for guiding me through my research study.

TS. DR. YUSRI BIN ARSHAD (Supervisor)

Thank you so much for always being understanding and my friends who supported and assisted me; without their support and blessing, this study would be difficult to accomplish in the time allotted. Thank you very much.

ACKNOWLEDGEMENT

ABSTRACT

This study will be conducted to examine the level of acceptance of the self-ordering system among new users in Melaka. A self-ordering food system is a system that can take customer orders either through a kiosk or a smartphone. There are several factors that influence users to accept the presence of this self-ordering system such as observed ease of use, observed usability, subjective norms, and simplifying conditions. The food ordering system itself provides convenience to consumers but has some weaknesses that affect the acceptance of the system by new users. This research has been completed with a quantitative method which is a questionnaire that will be distributed to respondents around Melaka. The Pearson correlation was then used to assess the strength of the association between the study variables. A total of 150 questionnaires were distributed and answered by respondents and data were collected and examined using the Statistical Package for Social Science (SPSS) to conduct analysis and construction of graphs and tables for analysis purposes. The results obtained from this study prove that all variables are independent (perceived ease of use, perception of usefulness, subjective norms, and facilitating conditions) and have a relationship towards acceptance of to use of self-order systems among new users. Lastly, the limitations of this research project have been listed and recommendations have been provided for future researchers who are interested in the related fields.

ABSTRAK

Kajian ini akan dijalankan untuk mengkaji tahap penerimaan sistem tempahan sendiri dalam kalangan pengguna baharu di Melaka. Sistem makanan tempahan sendiri ialah sistem yang boleh menerima tempahan pelanggan sama ada melalui kiosk atau telefon pintar. Terdapat beberapa faktor yang mempengaruhi pengguna untuk menerima kehadiran sistem pesanan sendiri ini seperti kemudahan penggunaan yang diperhatikan, kebolehgunaan yang diperhatikan, norma subjektif, dan keadaan yang memudahkan. Sistem tempahan makanan itu sendiri memberi kemudahan kepada pengguna tetapi mempunyai beberapa kelemahan yang menjejaskan penerimaan sistem oleh pengguna baharu. Penyelidikan ini telah dilengkapkan dengan kaedah kuantitatif iaitu soal selidik yang akan diedarkan kepada responden di sekitar Melaka. Korelasi Pearson kemudiannya digunakan untuk menilai kekuatan perkaitan antara pembolehubah kajian. Sebanyak 150 borang soal selidik telah diedarkan dan dijawab oleh responden dan data dikumpul dan diperiksa menggunakan perisian Statistical Package for Social Science (SPSS) untuk menjalankan analisis dan pembinaan graf dan jadual bagi tujuan analisis. Keputusan yang diperolehi daripada kajian ini membuktikan bahawa semua pembolehubah adalah bebas (perceived ease of use, perception of usefulness, subjektif norma, dan facilitating condition) dan mempunyai hubungan ke arah penerimaan penggunaan sistem pesanan kendiri dalam kalangan pengguna baharu. Akhir sekali, batasan projek penyelidikan ini telah disenaraikan dan cadangan telah disediakan untuk pengkaji akan datang yang berminat dalam bidang berkaitan.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter will discuss the acceptance of a self-ordering system among new users in Melaka. The background of the study, problem statement, research questions, research objectives, the scope of the study and importance of the study will be discussed in this chapter. In the current era of globalization, online ordering systems have evolved on many levels. With technology advancing every moment customers are also becoming more technologically literate, orders at eateries and restaurants can be done online. This is the era of self-ordering, whereby one need not rely on either human servers or even the telephone, thanks to the advent of computerised menus. Despite the many advantages restaurants provide, self-ordering is seen as the way of the future.

1.2 Background Study

Research to explain the acceptance of self-ordering systems among new users in the Melaka area. There is a connection between the ordering system and new users in Melaka. The study's context discusses how the rise of the self-ordering system is reshaping the future of the restaurant business by reducing wait times and improving efficiency. Now,

customers may place orders at their own pace, rather than waiting for a cashier to become available.

According to studies cited by Perse Faily (2018), customers are more likely to visit a business with an order kiosk. Furthermore, just 5 people queuing is enough to drive 57% of potential customers to a competitor's store. It's become more apparent that lengthy wait times are bad for business. However, with the introduction of self-ordering kiosks, this is a thing of the past.

A restaurant or someone who runs a diner business may provide profitable results because almost all eateries have daily customer visits. Most restaurants have a list of menus posted on bulletin boards and write customer orders on paper. Prior to the development of technological technology, food ordering procedures were also done entirely by hand. The way of ordering food before is quite different from the current one. When the restaurant is busy, the manual ordering procedure may be hindered, resulting in orders not being taken properly. (Hafiz & Norhaida, 2016)

After COVID-19, attention is focused on online self-ordering platforms like QR code ordering. Given the prevalence of self-ordering machines and other digitally-based machines, many eateries have installed next-generation kiosks that can be accessed via customers' mobile phones in an effort to reduce the number of customer touch points and the frequency with which the screens of self-ordering kiosks must be cleaned. Now that the whole ordering and payment process is automated, waiters and cashiers can concentrate on providing excellent customer service. Kiosks are expected to eventually become the norm in a variety of forms, saving a significant amount of time and money. Rastegar (2018) asserts that self-service kiosks may also minimise errors and raise customer satisfaction by streamlining customised orders. In order to install their own booking machine in a company, customers must be prepared to accept technology. If customers believe the machine will provide what they anticipate, they will be pleased.

1.3 Problem Statement

Now, the COVID-19 pandemic has completely changed the way independent restaurants think about self-service kiosks. Most restaurants use this technology to facilitate takeaway orders and reduce face-to-face contact to ensure the safety of employees and customers. But most restaurants still use the traditional restaurant reservation system to serve customers. In a traditional restaurant ordering system, employees will write the food ordered by the customer on paper which will then be sent to the kitchen and the chef will start cooking. This may be a bit of a problem if the employee makes some mistakes while writing the order. Sometimes, when employees write in a hurry, it will make the handwriting difficult to understand. Language hurdles and order misspellings are only two examples of how human mistakes and old method arranging systems may lead to service failure (Chan, Tang, & Sou, 2017; Hsu & Wu, 2013; Zulkifly, 2017).

When peak hours hit, things might grow worse since employees won't be able to serve every consumer at once. Customers usually have to wait for waiters to connect with them when they visit a restaurant, but now that alternative technologies are accessible and affordable, they may utilise the technology themselves and cut down on the time it takes for customers to wait (Chang et al., 2015). (Collier, Breazeale, & White, 2017; Zulkifly, 2017). The Malaysian foodservice sector has so far undergone a significant upheaval thanks to technology (Euromonitor, 2017). Self-ordering kiosks or digital bookings, which are currently limited in the food service sector, are the technology that is covered in this research (Siniah,2011; Zulkifly, 2017).

A communication mechanism between consumers and the sections where food is prepared is also expected to be provided through touch screen technology, which is used in self-ordering systems. In order to attract millennials, touch screen technology is often used in fast-food restaurants (Cross, 2017); nevertheless, consumer acceptability of the technology in the setting has not been fully studied (Frei, 2012). One concern is whether or not millennials would use touch screens to interact with fast food restaurants' customer service departments. If millennials don't embrace this technology, the costs of

implementation will be wasted, and employees will leave. (Gurau, 2012; Mc Casland, 2005; Muk, 2013).

1.4 Research Question

1. What is factor that affect acceptance of self-ordering systems among new users in Melaka?
2. What is the relationship between perception among new users on factor that affect acceptance of self-ordering systems?
3. What is the most important aspect that influences Melaka's new users' adoption of self-ordering systems?

1.5 Research Objective

1. To identify the factor that affect acceptance of self-ordering systems among new users in Melaka.
2. To investigate the relationship between perception among new users on factor that affect acceptance of self-ordering systems in Melaka.
3. To determine the most important aspect that influences Melaka's new users' adoption of self-ordering systems.

1.6 Scope of the research

The scope of this research revolves around three main parts: stage, place, and time. This research focuses on the use and acceptance of a self-ordering food system among

new users in Melaka during the COVID-19 pandemic. The group targeted for research interests are those aged 18 to 60. This is the most suitable age group as these are those who belong to the young and old age group. Further, this research is proposed to do in the city of Melaka and Fast Food restaurants such as Mcdonald's which provide self-ordering kiosks in addition to improved healthcare control, especially for contact with outsiders who may be exposed to the COVID-19 virus. This research will be conducted over a period of two semesters before being sent to the supervisor.

1.7 Research Significance

The present study attempts to address multiple gaps and in doing so makes important contributions. First, the study extends the limited research on the understanding of performance expectancy and its impact on acceptance using a self-ordering system. Our study is one of the first to consider performance expectancy as an important antecedent of acceptance among new users. Second, assess the mediating role of behavioural intention between performance expectancy and acceptance using a self-ordering system. Thus, explaining the mechanism through which performance expectancy can influence the acceptance of the use self the ordering system. Technology Acceptance Model serves as the study's theoretical framework (TAM; Davis, 1989). It's one of the most influential theories for explaining why people choose to utilise new technologies, with perceived usefulness and ease of use as the two most influential factors. In contrast to the older adult who sees digital games as important mental stimulation and as easy to learn, the older adult who sees digital games as time-wasting or too tough to play is less likely to desire to use this technology. Though TAM has been criticised, it still serves as a useful framework and is in line with various research looking at the factors that influence older people's intentions to use new technology (Braun, 2013).

1.8 SUMMARY

In conclusion, the background of the study has been formulated in this chapter related to the existence of its own food ordering system that needs to be used by new consumers and senior citizens in the current economic situation of the country. The question of why the study was conducted has already been discussed in this chapter. A total of three questions and objectives of the study are presented in this chapter. The scope and importance of this research which are will be discussed in the understanding of performance expectancy and its impact on acceptance using a self-ordering system through this chapter.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter will describe in more detail how literature review is used in the research process. The first step in this study was to evaluate various journals, articles, books, and other materials on self-ordering food systems and the acceptance of this technology among new and older consumers. This self-ordering system helps in managing the daily work of most of the employees in the restaurant, as a result of the enhanced convenience and efficiency for activities and tasks can be completed. Therefore, understanding the elements that influence the use of self-ordering food systems is an interesting and important issue to study. Researchers can also develop a framework that includes independent and dependent variables. This section's goal is to analyse the factors that affect this ordering system's popularity among both new and veteran users, as well as the concepts that may be linked to it. Previous studies conducted by past researchers are presented in this chapter. A researcher has reviewed the findings of previous researchers to help the field of study of interest.

2.2 SELF ORDERING SYSTEMS

Customers may use an eMenu and self-ordering system to peruse the menu and place a meal order by utilising a self-service kiosk in the restaurant's parking lot or a self-ordering terminal at a table. This ensures that orders are handled swiftly during busy periods, speeds up overall service, and cuts down on wait times, all of which promote customer satisfaction. By integrating the system with remote administration software, a web-based digital signage management platform may be produced. The Self-Ordering Service allows customers to use the system to place independent meal orders. This reduces customer wait times and makes it simpler for eateries to process orders.

Self-ordering kiosks have a touchscreen (typically a tablet) with an easy-to-use digital interface. From creating a meal to paying and picking up, this screen also will help consumers through the ordering procedure. The kiosk may display prompts with different promotions or menu modifiers as the customer builds their order (Pendrill, 2019). Prior to the rise of kiosks, businesses had to choose between fewer personnel or faster checkout times. Since kiosks enable both, growth and profit margins are not compromised.

Restaurants that accept orders from customers utilising technologies like the internet, kiosks, etc. are said to have self-service or self-ordering systems. Self-service is often preferred by customers due to its quickness and ease in placing orders and completing transactions while avoiding errors in communication. The benefit is that because all transactions are made online, there are no financial concerns. The drawbacks include costly installation, authorisation, and software development costs. (Shreya Umap, 2018) .

2.3 PERCEIVED EASE OF USE

Aboelmaged & Gebba (2013) state that users are concerned about the time and effort necessary to use new technology, as well as the intricacy involved. Because individuals are more inclined to utilise technology in their everyday lives if it is regarded to be simple to use and comes with clear instructions, perceived ease of use has grown to be an important factor in intention to use (Gunawardana, Kulathunga& Perera, 2015). The degree to which a user would find using a certain technology to be effortless on their part is known as ease of use (Curran & Meuter, 2005; Montazemi & Qahri-Saremi, 2015).

An established correlation exists between customers' expectations of how simple a technology is to use and their actual intentions to do so, as reported by Kattara and Said (2014). This is because, in cases when the technology or system is user-friendly for everyone, like a self-service laundromat, the steps for consumers are often simpler to comprehend and operate, allowing consumers to save time and effort (Collier & Kimer, 2013). Several studies, including one by Mensah, provide evidence of this connection (2016). In his research, he looked at the impact that a service's perceived ease of use had on people's likelihood of actually using it. More than 700 participants were surveyed using both qualitative and quantitative methods. According to the findings, respondents' intentions to utilize the service were favorably affected by perceived simplicity of use. This is due to the fact that people's ease of usage allowed them to save time.

2.4 PERCEIVED USEFULNESS

According to Collier & Collier (2013), the perceived utility has a favorable relationship with the intention to utilize. According to Wang (2012), perceived convenience has the most effect on perceived usefulness, followed by customer satisfaction, which affects consumer intent to utilise it. To put it simply, the primary reason people use technology is so that we can save time and effort., perceived usefulness

is a crucial element in customers' desire to use. In other words, if a technology isn't valuable, it's unlikely to be used. As a result, perceived utility is a significant factor in determining whether or not a person would accept a technological system. Various research, studies on self-service check-in kiosks, like the one conducted by Lee et al. (2013) at Singapore's Changi Airport, have shown that passengers' perceptions of the kiosks' usefulness predict their likelihood of using them. He discovered that perceived utility impacts passengers' willingness to utilise SSCI.

Furthermore, Kabir, Saidin, and Ahmi (2017) investigated the variables that impact customers' willingness to utilise an electronic collection self-service system. The research included 55 Nigerian federal hospital personnel. The research combined TAM with the enabling conditions construct, and the findings revealed that perceived usefulness affected workers' willingness to utilise the e-collection self-service system. The method was beneficial since the respondents said it was productive and effective in assisting them with their task.

Furthermore, Herlina and Wibowo (2011) investigated characteristics that impact customers' intentions to adopt SST ticketing at movies. The research used multiple regression analysis, non-probability sampling, and purposive sampling on customers at 21 movie theatres. According to the findings of the research, perceived usefulness had a favourable impact on customers' intention to use, and it was one of the most important and influential factors. The researcher went on to say that the quickness with which services were supplied to customers was beneficial since it increased efficiency and effectiveness when purchasing tickets. Finally, Iqbal, Hassan, and Habibah (2017) investigated characteristics that impact customers' willingness to utilise SST in general. Respondents were chosen whether they had previously used SST at airports, shopping, banking, or any other setting.

2.5 SUBJECTIVE NORMS

Subjective norms are the expectations that a major person or group will approve of and support a particular behavior. An individual's desire to conform to the judgments of others and their impression of social pressure from others to behave in a certain manner serve to develop subjective standards. In the past, research has shown that the effect of attitude is stronger in producing intentions than the influence of subjective standards. Moreover, Norris Krueger and colleagues found (Krueger, Reilly, & Carsrud, 2000) that subjective norms are unrelated to people's desire to begin their own firms; hence, the authors recommend additional research and revisions to the present assessments. One possible explanation for the subjective norms variable's mixed usefulness is that some of the information it contains is duplicated in the attractiveness of participating in a certain conduct. The lack of a strong link between subjective standards and aims is often noted as a flaw in the concept of planned behaviour. Icek Ajzen (1991), the father of the theory of planned behaviour, explains this by noting that attitudes and perceived behavioural control are important personal characteristics that shape goals and plans. Armitage and Conner (2001) argue that this weak link between normative beliefs and intentions results from the limited conceptualization of the subjective norms variable. Further research in this area is required since, according to Rivis and Sheeran (2003), there is evidence to support the hypothesis that descriptive norms and intentions are linked. What people really do and how they behave are at the heart of descriptive norms. In contrast, social norms refer to the accepted behaviour patterns within a certain group of individuals.

Researchers into environmentally responsible behavior have included some consideration of subjective criteria (e.g. Biel & Thgersen, 2007). According to research conducted by Kumar (2012), subjective standards (as measured by four injunctive questions) have no influence on buying intention when it comes to environmentally sustainable products. Vermeir and Verbeke (2006) and Chen (2008) found that consumers' willingness to buy sustainable and organic food was significantly correlated with their subjective standards (2007).

2.6 FACILITATING CONDITIONS

The term "facilitating conditions" refers to "consumers' assessments of the resources and help available to execute a behaviour" (Venkatesh et al., 2012, p.159). This concept is also a strong predictor of user behaviour in other fields of study, including as healthcare (Ariaeinejad & Archer, 2014; Zhou et al., 2010), mobile tour guides (Lai, 2013), and the not-to-be-overlooked online banking sector (Ariaeinejad & Archer, 2014; Zhou et al., 2010).(Foon & Fah, 2011). Facilitating circumstances describe the resources and assistance accessible to customers while utilising the self-ordering kiosk in this research region. They may "significantly vary between application vendors, technical generations, and smart applications [...]." To be specific, (Venkatesh et al., 2012, p.162).

Quick-service restaurants, in particular, will have an opportunity to contribute to the extensive list of enabling circumstances in the context of self-ordering kiosks. Active marketing in which consumers can make full use of the available app are a win-win for both the hotel and its guests. Hotels, for instance, may increase awareness of self-ordering kiosks used in administration by simply publicising particular discounts, keyless systems, and prizes. Apart from that, the self-ordering kiosk's unique feature of m-payment may also have the ability to encourage direct menu-ordering transactions between restaurants and their clients. As a result, the measures are expected to have a favourable effect on attitudes, which will in turn influence consumer satisfaction and behaviour (Venkatesh et al., 2012).

2.7 THEORETICAL DEVELOPMENT

Technology acceptance model (TAM)

Technology Acceptance Model (TAM; Davis, 1989). One of the most important ideas of technology adoption is that perceived usefulness and ease of use are the two main factors that influence a person's choice to employ new technology. The Technology Acceptability Model (TAM), which is widely used and acknowledged in the development environment but has received less scrutiny in other development contexts, was utilised in the study to examine the acceptability of self-ordering systems. Since its introduction by Davis, TAM has shown to be a practical framework and trustworthy predictor of IT use (1989). Evidence from thousands of studies and empirical data show that TAM is a credible framework and accurate predictor of IT usage (Agrawal, 1999; Davis et al., 1989; Hu et al., 1999; Venkatesh, 1999, 2000). But almost all of this research has been done in developed countries. TAM proposed that two distinct beliefs—perceptions of usability (PeoU) and perceived usefulness— are what determine a person's desire to embrace a certain IT (PeoU). The social psychology theory of reasoned action served as the foundation for TAM (Ajzen and Fishbein 1980). (PU). Perceived ease of use refers to how much a potential IT user believes or thinks that utilising the IT system would be easy (Thong et al., 2002). Perceived usefulness refers to how much a potential IT user believes that utilising the IT system will improve their ability to accomplish their job (Thong et al., 2002). TAM also suggested that although views of ease of use had an indirect and direct positive influence on users' willingness to embrace IT, or perceptions of intention to use, perceptions of usefulness have a direct and positive impact on perceptions of intention to use. Because perceived usefulness directly affects perceived ease of use, perceived ease of use boosts both indirect and direct usage intentions (Thong et al., 2002). Figure 1 is an illustration of the TAM model.
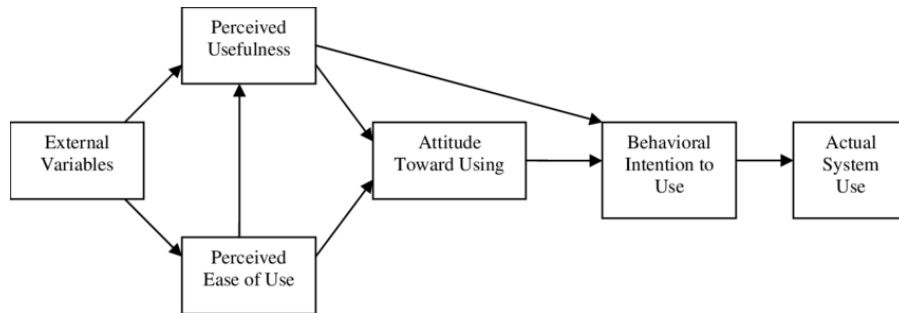
Figure 1: Technology Acceptance Model (TAM 1) by Davis et al. (1989)
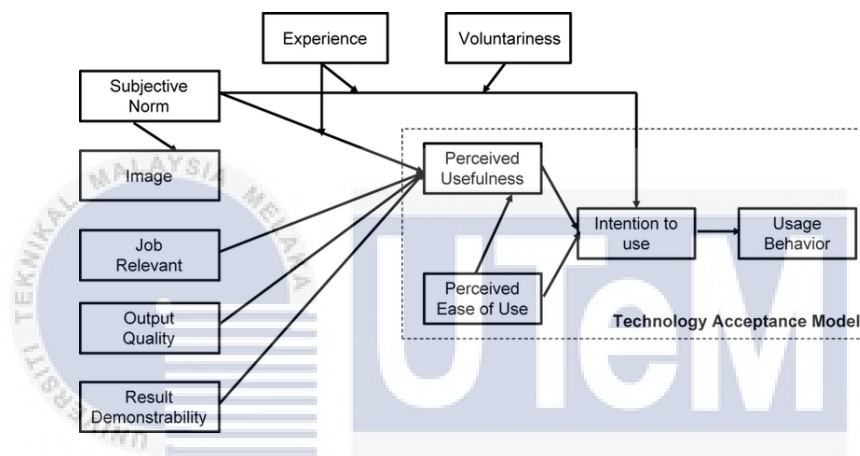
Figure 2 : Technology Acceptance Model (TAM 2) by Venkatesh and Davis (2000)

Based on the figure 2, Venkatesh and Davis (2000) extended the original TAM model to describe Perceived Usefulness and use intention in terms of Social Influence and cognitive instrumental processes (Subjective Norms, Image, Job Relevance, Output Quality and Outcome Demonstrability), but they ignored ATU. The Original Technology Acceptance Model explains that about 40% of the variance in an individual's intention is to use a new technology system (Venkatesh and Bala, 2008). n
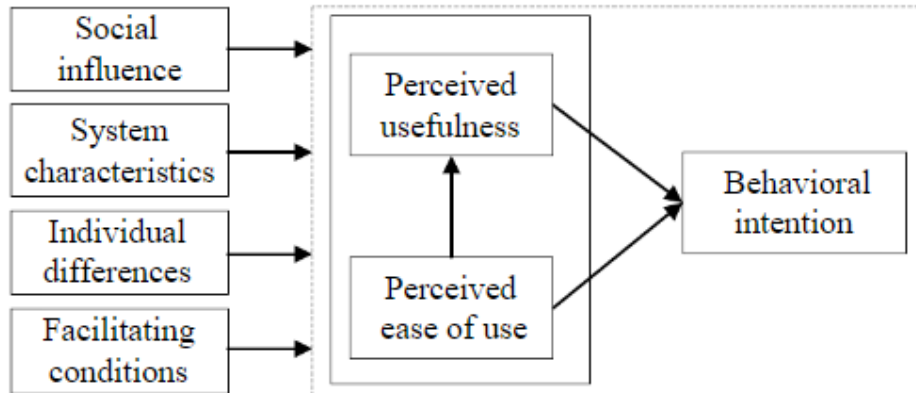
Figure 3: The theoretical framework of the Technology Acceptance Model (TAM 3)

The above TAM theory is taken from the previous research model studied by Zhi Ji, Zhenhua Yang, Jianguo Liu and Changrui Yu (2019). This is the third model that can be used as a reference by researchers before forming an appropriate framework.
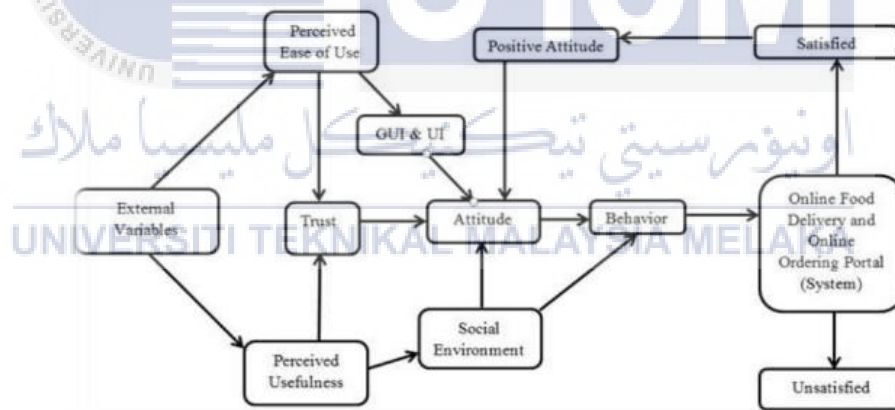
Figure 4: Technology Acceptance Model (TAM 4) in Context with Online Food Ordering and Delivery Services by Prof. Sandeep Salunkhe, Prof. Swapnil Udgir and Prof. Sadanand Petkar (2018)

The above figure 4 shows extended TAM for online food ordering and delivery systems. Basic TAM comprises perceived ease of use and perceived usefulness. After doing exploratory research and literature review on TAM, it is found that may past

researchers have studied and used TAM in different technologies. Eungkyu Kima, Roman Urunovb, and Hyungjoon Kima (2016) in their research regarding consumer acceptance stated that national cultural values are key factors for an individual in adopting new technologies. The extended TAM in this research explains adopting an online food delivery system from the customer perspective.

2.7.1 RESEARCH FRAMEWORK

FACTOR THAT AFFECT ACCEPTANCE OF SELF-ORDERING SYSTEMS AMONG NEW USERS IN MELAKA *(IV)*	*DEPENDENT VARIABLE*
PERCEIVED EASE OF USE	
PERCEIVED USEFULNESS	THE ACCEPTANCE OF SELF-ORDERING SYSTEMS AMONG NEW USERS IN MELAKA
SUBJECTIVE NORMS	
FACILITATING CONDITIONS	
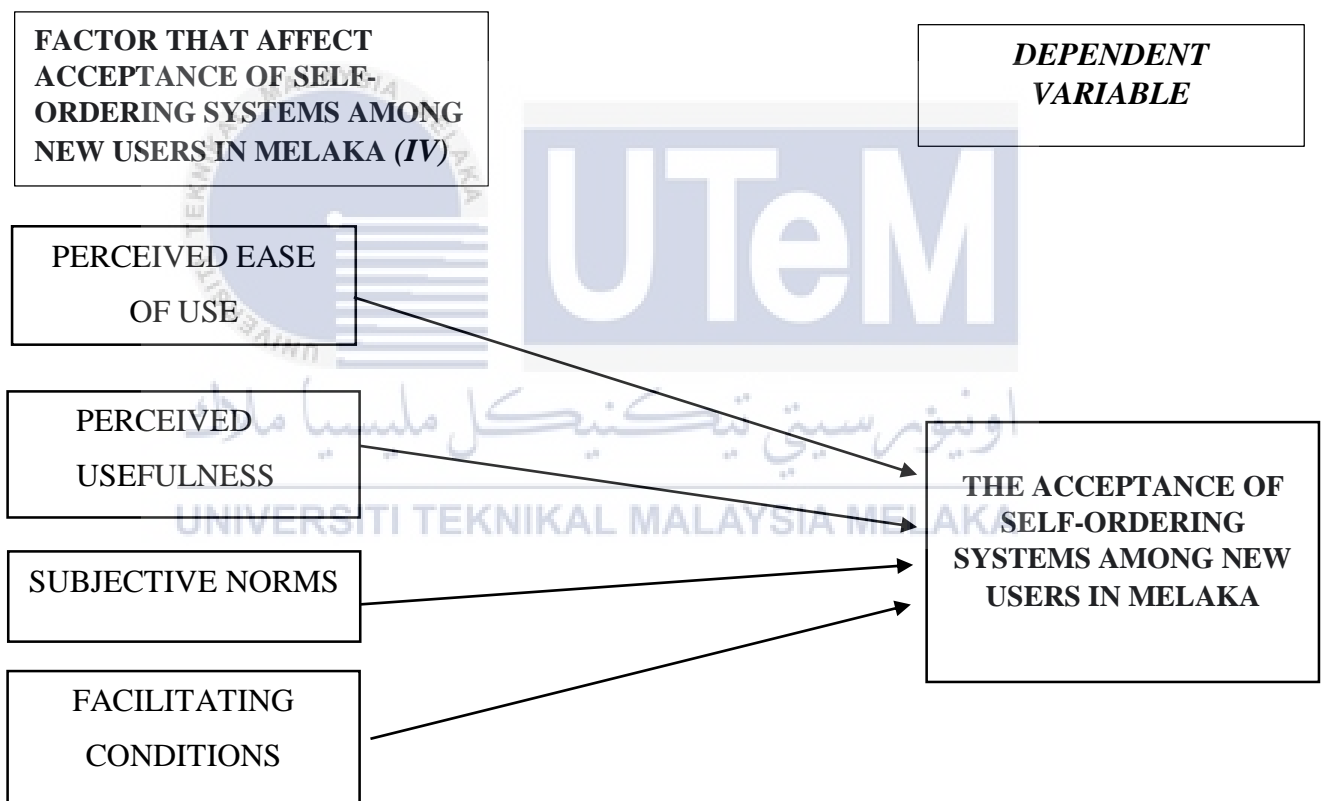
2.8 HYPOTHESIS DEVELOPMENT

Hypothesis 1

H_0 : Perceived ease of use does not influence the acceptance of self ordering system among new users in Melaka.

H_1 : Perceived ease of use positively influence the acceptance of self ordering system among new users in Melaka.

Hypothesis 2

H_0 : Perceived usefulness does not influence the acceptance of self ordering system among new users in Melaka.

H_1 : Perceived usefulness positively influence the acceptance of self ordering system among new users in Melaka.

Hypothesis 3

H_0 : Subjective Norm does not influence the acceptance of self ordering system among new users in Melaka.

H_1 : Subjective Norm positively influence the acceptance of self ordering system among new users in Melaka.

Hypothesis 4

H_0 : Facilitating conditions does not influence the acceptance of self ordering system among new users in Melaka.

H_1 : Facilitating conditions positively influence the acceptance of self ordering system among new users in Melaka.

2.9 SUMMARY

In conclusion, the literature review discussed the concept of a self-ordering system and the variables that influence the acceptance of this system among new users. This chapter discusses both existing variables, the concept of a self-ordering system and the variables that influence the acceptance of the use of a self-ordering system based on Technology Acceptance Model (TAM), taken from previous studies of four models before forming a research framework appropriate to the study run. The researcher has

taken the liberty of determining the possible hypotheses for each of the existing variables in the chapter. A literature review of this chapter was conducted based on past studies to further understand the concept of each variable.

CHAPTER 3

RESEARCH METHODOLY

3.1 INTRODUCTION

This segment of the research identifies the approaches available to collect information for the research. The aforementioned information in the form of data is then to be used in further analysis to understand the nature of the research and provide relevant justifications for the purpose of the research. The researcher would discuss the research design, research strategy, methodology, data collection, location and so on. This chapter is dedicated to determining the proper testing protocols observed, which aids in procuring more accurate, detailed research findings for the purpose of the research.

3.2 Research Design

Churchill & Iacobucci (2005) define "research design" as a collection of practices and methods employed in this study to carry out the analysis. The term "research design" refers to the main strategy for developing the framework for a study's data gathering and processing. It often provides a comprehensive overview of potential content sources, data collection techniques, and data tools. McMillan and Schumacher (2010) define the research design as the part of the research process when the researcher attempts to shift the study emphasis to the themes and move on to the analysis stage. The only thing that bridges the gap between the research subject and the analysis approach is the project idea, which acts as a systematic planning procedure for the analysis. The necessity of selecting a workable research methodology is defended by Sileyew (2019), who claims that "the research design method entails several closely linked judgments" and that "selecting a research methodology is a crucial task in the project design phase because it dictates how specific data can be gathered for a report."

Exploratory research and descriptive research are the two types of research designs that might be used in this section of the study. Exploratory research examines a subject that hasn't been thoroughly investigated previously in order to identify priorities, develop operational definitions, and enhance the overall research strategy. A multitude of themes is possible for this kind of study. Exploratory research aids in the selection of the most efficient research design, data collection method, and study participants. Descriptive research aims to describe the characteristics of the population under study or the phenomenon under investigation. For instance, the objective of descriptive research is to provide a clear image of a situation, person, or event, to show how various elements are related to one another, and to describe how these elements behave naturally (Blumberg, Cooper, and Schindler, 2005) However, an explanatory research design, as defined by Boru (2018), is a study that looks for explanations and causes and gives evidence to either support or refutes a hypothesis or prediction. The process is used to identify and highlight these connections between the different elements of the phenomenon under investigation. Each research mode has its own set of restrictions and is intended to support a certain kind

of exploration. For example, descriptive studies are best suited for research domains that are yet mostly unexplored since they are unable to illuminate the causes of an event (Punch, 2005). The analysis of this particular study may also make use of explanatory research designs. Investigating a scenario or issue in an attempt to better comprehend the features of the study subjects under investigation is the goal of the explanatory research design. The evaluation of the research would probably start with a simple inquiry into "how" and "why" the two relate to one another.

3.3 Methodological Choice

Research may be conducted using qualitative, quantitative, or hybrid methodologies (Saunders et al, 2017). What sets these techniques apart is their emphasis on gathering relevant information. According to Regoniel, quantitative analysis is the process of applying research methods that depend on data to generalize experiences (2015). Regoniel (2015) continued by pointing out that this figure was calculated using quantitative measurements of sample units, also referred to as variables. Numbers, amounts, and measurements that can be consistently statistically analyzed and understood make up quantitative data. In plain English, quantitative research is a study that uses a lot of samples to construct common simulated experiences or generalize a conclusion. The distinction between measurable forms, like numbers, and non-quantifiable material, such as words, photographs, audio files, video samples, and other related resources, is one way to distinguish between quantitative and qualitative analysis, according to Saunders et al. (2019). The qualitative method gathers experiences by analyzing a particular collection of facts and coming to a conclusion from the research, rather than relying on gathering several units of sample data to create an experience.

Because it offers a systematic empirical analysis of observable events using mathematical, statistical, or computer approaches, the researcher chose a quantitative approach. The

development and use of mathematical ideas, models, and hypotheses to explain phenomena is the aim of quantitative research. Furthermore, in order to do statistical computations and test hypotheses, the process is utilized to look into the relationship between independent and dependent variables. Quantitative approaches were used to investigate the relationship between acceptance of self-ordering systems and reported usability, perceived usefulness, subjective norms, and enabling conditions among beginner users.

3.4 Primary data and secondary data sources

According to Douglas, there are many methods for gathering data, with primary and secondary data being the two main types (2015). While secondary data is information that has already been obtained or produced by others, primary data is information that the researcher gathers or develops for the first time (Ajayi.2017). Primary data originates from sources like surveys, experiments, questionnaires, and in-person interviews, while secondary data is gathered from sources like government reports, books, journal articles, and records. With the use of a questionnaire survey, the main data for this research were gathered. The use of this questionnaire has the benefit of allowing for rapid and inexpensive interaction with a large number of people.

Information that has been obtained by someone other than the user is referred to as "secondary data." Information obtained through secondary sources, such as websites, journals, magazines, newspapers, and online publications, is one example. To learn more, a few secondary data sources were explored, including Google Scholar, Science Direct, and Research Gate.

3.5 Research Location

Melaka is the intended site for the study to be conducted. To gather the data, the questionnaire will be delivered to new customers who reside in Melaka. Because the researcher lives in Ayer Keroh, nearby areas such as Jasin, Durian Tunggal and Bandar Melaka are the main focus of the researcher to distribute the questionnaire.

Figure 5: Parliamentary Map of Melaka by Clipart

3.6 Research Strategy

According to Easterby-Smith et al. (2012), a research strategy is a broad plan for how to respond to the researcher's research questions. A research strategy is essentially a means to provide solutions to research problems and decide how to carry out the steps to get those solutions. Various research approaches are available for the researcher to use, including experiments, surveys, archival and documentary research, case studies,

ethnography, action research, grounded theory, and storytelling, claim Saunders et al (2019). Research approaches like experimentation and survey research are applicable.

The investigation, as was already said, was carried out in a quantitative way. Experimental and survey research are therefore suitable for studying techniques. There are several ways to conduct a survey, one of them is by employing a questionnaire. A survey is a technique that enables a researcher to collect a significant amount of data from a very small number of participants. The researcher has extra freedom thanks to the method used for data collection, which may be used to examine the data using both descriptive and inferential analytical techniques. The objective of studying random connections in a study of natural science applications is the second experimental research strategy. To examine if a change in the independent variable results in a change in the dependent variable, to put it another way. There is no set quantity of variables since the number of independent variables may change. A typical experiment involves the formation of two or more groups, one of which is the experimental group.

3.7 Time Horizon

The time horizon establishes the length of the study project. The two types of time scopes are longitudinal time frames and cross-sectional time frames. Cross-sectional research is defined as research that consists of snapshots of a single period and just one data collecting phase in order to address the research questions and continue the study. Longitudinal research is defined as research that is monitored progressively across time at various times.

Because this study only concerns particular events at a certain moment, the researcher will utilise cross-sectional data to conduct the study.

3.8 Sample Design

3.8.1 Target population

The entire number of people from whom a sample might be taken is known as the target population. The person who participates in the survey is referred to as a sample. This study focused on Melaka and respondents who were between the ages of 18 and 60. Given that young and older people fall within this age range, it is the most appropriate age group. Additionally, it is suggested that this study be conducted in the city of Melaka and in fast-food establishments like McD's that have self-ordering kiosks.

3.8.2 Sampling size

According to Mack, Woodsong, Macqueen, Guest, and Namey (2005), quota sampling is more specific in terms of subsample sizes and proportions, with subgroups chosen to reflect similar proportions in the population. In the snowball sampling method, participants or informants that the researcher has already made contact with use their social networks to suggest the researcher to others who could participate in or contribute to the study. The researcher would locate around 15 other persons for the person who passes the quota sampling design, and then the snowball sampling design would discover further people with traits similar to the first 15 people chosen. The goal of the COVID-19 pandemic standard of practice is to ensure that the researcher can collect more samples for the study while employing the snowball sampling approach (SOP). The researcher will focus on a sample of 150 new users who live in Melaka for this study. Depending on the sample size, the researcher will distribute questionnaires to all needed respondents.

3.9 Pre Test

Before full research is conducted, a small sample of respondents is tested in a pre-test to find any issues (unclear wording or the questionnaire taking too long to administer). In order to improve the measurement tool and find flaws in the devices, the researchers used real respondents. Furthermore, if an irrelevant item arises, the researcher can make improvements. Five respondents in all were chosen for this study in order to reinforce and improve the questionnaire items. Three recommendations from respondents were found as a consequence of the pre-test (see Table 1). Based on the feedback provided before the pilot test survey, the questionnaire was changed.

Table 3.1 : Pre Test Table

No.	Recommendations	Action
1	Require two languages that make it easier for respondents to understand the questions.	Done
2	Change questions that have the same meaning or questions.	Done
3	Highlight the IV and DV of the question so that respondents are not confused.	Done

3.9.1 Pilot Test

Before distributing the questionnaire to the respondent, the researcher conducts a pilot test to determine the dependability of the design to make sure there won't be any issues with the respondents' capacity to reply to the questions. To make sure that the information gathered will allow questions to be addressed, preliminary analysis utilizing data from the pilot test may be done.

Bell and Waters (2014) further argue that while performing a questionnaire as an experiment, researchers need to do their hardest since, without testing, they cannot determine if their surveys would be successful. Additionally, it will be simpler for researchers to do data analysis in line with their study's goals. The respondent chosen by the researcher is from the Malacca region.

3.10 Research Instrument

3.10.1 Questionnaire design

The questionnaire was constructed according to structured questions and designed in English and Malay language as appropriate to communicate with the respondents. There were three sections in the questionnaire that covered different results for this study.

First is Section A which is cover the demographic of the respondents that contains gender, age, race, and level of education. Section B will include of questions pertaining to the independent variables (perceived ease of use, perceived usefulness, subjective norms, and facilitating conditions). The section C questions will focus on the dependent variable of new user acceptability of self-ordering systems in Melaka.

The researcher will use Likert scale from 1 'strongly disagree' to 5 'strongly agree'

Table 3.2 : Likert Scale

SCALE	RANGE
1	Strong disagree
2	Disagree
3	Neutral
4	Agree
5	Strong agree

3.11 Technique Analysis

After collecting information from respondents using a widely circulated questionnaire, the data was translated and processed using the statistics for Social Science (SPSS) programme. Regression analysis and reliability testing were performed on the data.

3.11.1 Reliability Test

To determine how consistent and stable the research apparatus is, a reliability test is performed. Cronbach's Alpha, the average coefficient of all possibly combinable halves, was used to assess the scale's components despite the possibility for a significant relationship between the scale's various components.

Table 3.3: Rules of Thumbs about Cronbach's Alpha Coefficient Size

Cronbach's alpha	Internal consistency
$\alpha \geq 0.9$	Excellent
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Questionable
$0.6 > \alpha \geq 0.5$	Poor
$0.5 > \alpha$	Unacceptable

3.11.2 Pearson Correlation Analysis

To assess the robustness of independent variable and dependent variable analyses. On a scale ranging from $+1$ to -1, the correlation coefficient is calculated. Either a $+1$ or a -1 represents a complete connection between two variables. When one variable rises in tandem with the other, the correlation is positive; when one falls in tandem with the other, the correlation is negative. The value 0 denotes a complete lack of association.

Table 3.4: Pearson Correlation Analysis

(Source Develop For This Research)

Correlation Coefficient	Strength of the Relationship
0	None
0.01-0.30	Very Weak
0.31-0.50	Weak
0.51-0.70	Moderate
0.71-0.90	Strong
0.91-1.00	Very Strong

3.11.3 Multiple Regression Analysis

Multiple regressions based on the value of variables or independent predictors are used to forecast that the connection of the analysis between variables is dependent. A study of the independent variable (x) and the dependent variable (y) yields the equation (y). The regression equation, according to N.S. William G. Bill Borgers, (2016), is made up of regression coefficients and regression constants. In this study, a general form of multiple regression models is shown below.

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4$$

Where,

Y = Acceptance of self-ordering systems

b_0 = Regression constant

X_1 = Perceived ease of use

X_2 = Perceived usefulness

X_3 = Subjective norms

X_4 = Facilitating conditions

b_1, b_2, b_3 = Regression Coefficient
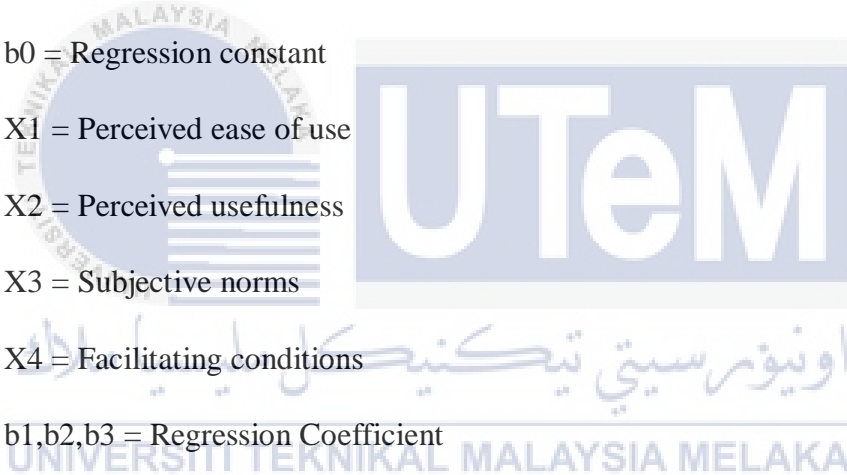
3.12 SUMMARY

This chapter outlines the basic technical framework used for this research. It also discusses the overall methods that will be used in this study. Research methodology is a very important part as it helps researchers collect and analyze data easily. Then, researchers use exploratory research as it is conducted on issues that have not been investigated more thoroughly and try to identify priorities, build operational definitions, and improve the final research plan. So the chosen method is in accordance with the study to be conducted.

CHAPTER 4

RESULTS AND DISCUSSION

4.1 Introduction

In this chapter, the result of the questionaire in Melaka is being discussed. The data had been gathered through the method questionaire distribution to over 150 respondents which consist of demographic backround of the customers. This chapter gives the finding and results of the survey, which is through statistical analysis. The research is based on the descriptive study and hypothesis testing to obtain an interesting relationship between variables, the result are presented in this chapter. All the data received from the questionaire must be coded and entered into SPSS for analysis section. The Statistical Package for the Social Sciences (SPSS) is a powerful tool for data analysis and statistical modelling. It may be used to create charts, reports, and other visualisations; discover meaningful trends and correlations; and conduct in-depth analyses of datasets. This section presents the study's findings and consequences, which are based on a quantitative analysis of the data and the testing of hypotheses in order to establish an intriguing correlation between variables. These findings are presented in the form of unambiguous measurements and research results are provided in pie charts, organised presentations,

frequency, rate, and dependability study findings. All of the survey data must be entered into SPSS and coded.

After that, the data are being analyzed and interpreted. The data and discussion of the findings are based on research objectives. Discussion in the chapter had been divided into three sections of explanatory analysis. The first part discuss about the background information of the respondents. While the second part was an inferential analysis of identifying variables that influence the acceptance of self-ordering systems among new users .Through this study, there are 150 of questionaire distributed by Google form to the respondents. The researcher used the SPSS 26.0 version of window software to analyze all the data collected and the result was presented in table form.

The data is collected only through questionnaire that was answered by the respondents that was distributed to the people in Melaka. Questionnaire had been proven with a pilot test by a sum of 15 respondents to ensure no misunderstanding or error happened with the questionnaire. Before the real survey is conducted, it is crucial to identify the questionnaire's flaws and errors in positioning. After the pilot test was administered, we checked it for grammatical and spelling mistakes and calculated the reliability coefficient, commonly known as Cronbach's Alpha.

4.2 Pilot Test

The first stage before an analyst distributed questionnaires was a pilot test. The pilot test's primary objective is to determine whether or not the professionally crafted questions are sufficiently clear and straightforward to elicit meaningful answers from the target population. From the pilot study, the researcher can determine whether or not the queries may make the respondents feel good. As a pilot test for this investigation, analysts assigned 15 sets of questionnaires to respondents. The official poll was recently conducted following a reliable pilot test result. The data in the table below showed the results of a pilot test with 15 responders. For the pilot test, the Cronbach's Alpha result was 0.701.

The lowest reward in the pilot study is 0.7 for each Cronbach's Alpha (Cronbach, 1951). Since the acknowledged results for the unwavering quality test are greater than 0.60, we may infer that the pilot test was considered legitimate.

Table 4.1 Reliability Statistics for Pilot Test

Reliability Statistics	
Cronbach's Alpha	**N of items**
0.984	25

4.3 Reliability Statistic

Accuracy of study findings requires reliable quality assessment methods to be pursued here. The reliability of the estimate was evaluated by using Cronbach's Alpha to determine the degree to which different variables were linked to one another. According to Malhotra (2014), an alpha coefficient of 0.6 to 1.0 is considered respectable and competent for use in this study.

Based on table 4.2 below, there are five items included in the questionnaires which are perceived ease of use, perceived usefulness, subjective norms, facilitating conditions, and the acceptance of self-ordering systems. The results of Cronbach's alpha for perceived ease of use is 0.883, perceived usefulness is 0.855, subjective norms is 0.755, facilitating conditions is 0.816, and lastly, an 0.857 acceptance rate indicates that self-ordering systems are generally accepted.

Table 4.2 : Reliability Statistic for Variables

Variable	Number Of Item (N)	Cronbach's Alpha
Perceived Ease Of Use	5	0.883
Perceived Usefulness	5	0.855
Subjective Norms	5	0.755
Facilitating Conditions	5	0.816
The Acceptance Of Self-Ordering Systems	5	0.857

4.4 Analysis Of Demographic Information Of Respondent

Investigation of statistic data depicts the foundation of the respondent through the polls. Engaging measurements were utilized to show the arrangement of information through the surveys were gathered from the respondents. Kendrick (2005) said the motivation behind graphic measurement is to portray and clarify more the recurrence of the trademark like age, sexual orientation, and race. This segment is examination, with respect to the statistic of the respondent that including gender, age, educational level ,races, and occupation.

4.4.1 Distribution of Respondent by Gender

Figure 4.1: Distribution of Respondent by Gender
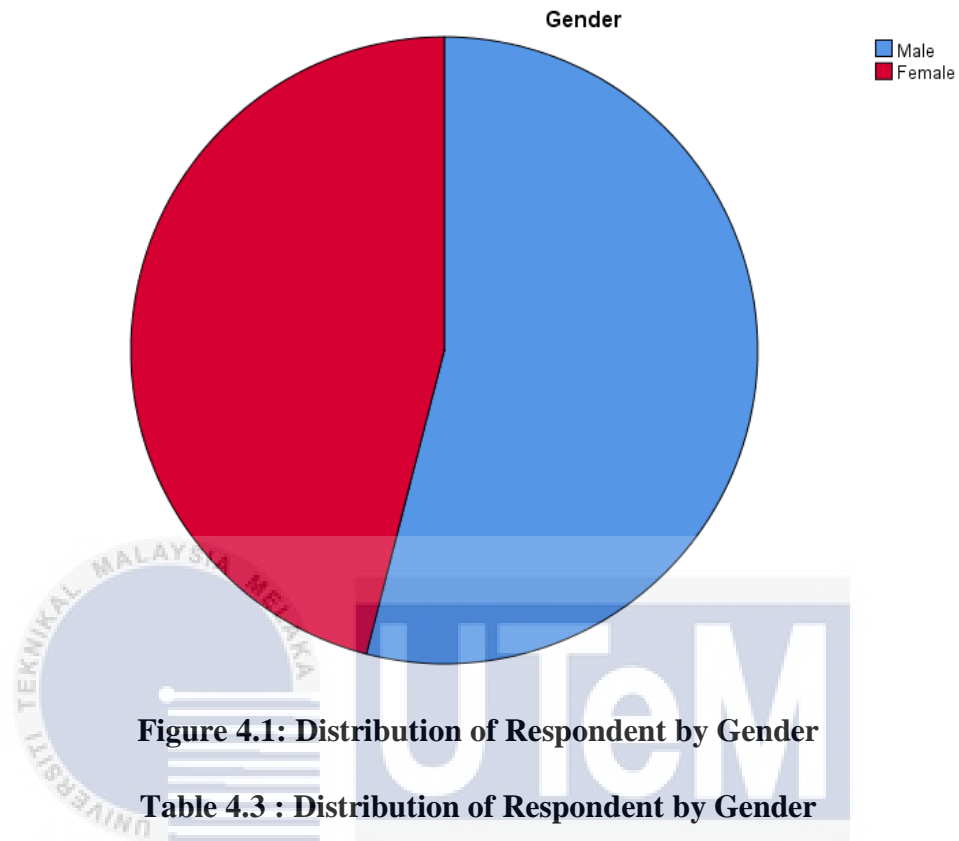
Table 4.3 : Distribution of Respondent by Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	81	54.0	54.0	54.0
	Female	69	46.0	46.0	100.0
	Total	150	100.0	100.0	

According to Table 4.3, male respondents account for 81 people and spend about 54% of the total, while female respondents account for 69 people and spend approximately 46% of the total. Gender breakdown of responders reveals greater input from men than females. This demonstrates that adolescent males are more likely to spend their cash at restaurants and stores.

4.4.2 Distribution of Respondent by Age
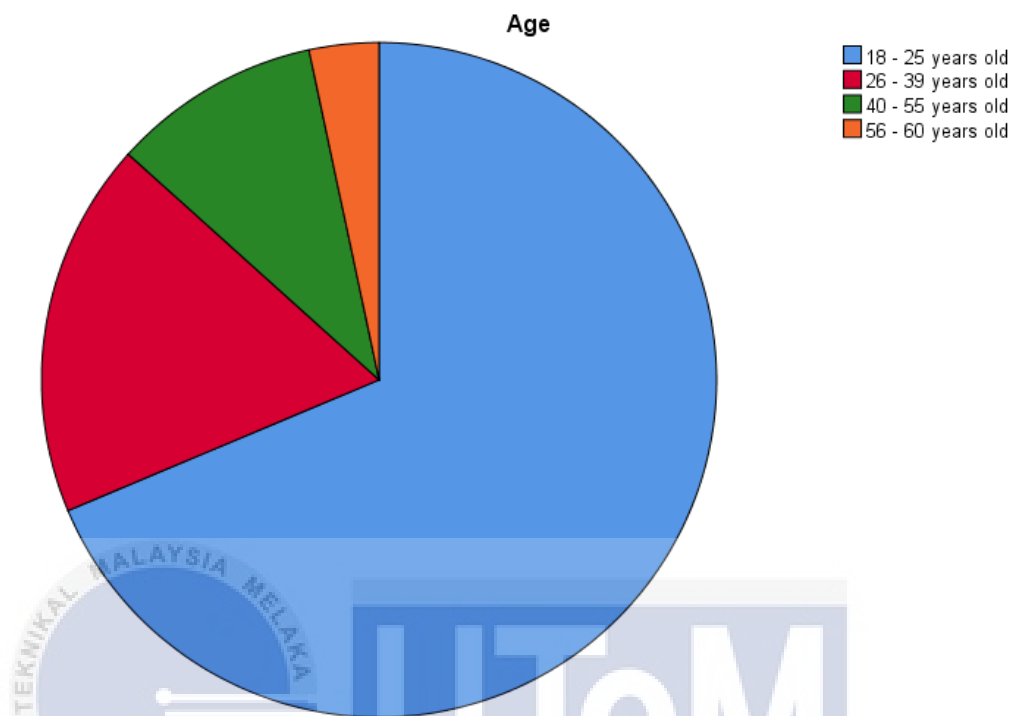
Figure 4.2 : Distribution of Respondent by Age

Table 4.4 : Distribution of Respondent by Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 25 years old	103	68.7	68.7	68.7
	26 - 39 years old	27	18.0	18.0	86.7
	40 - 55 years old	15	10.0	10.0	96.7
	56 - 60 years old	5	3.3	3.3	100.0
	Total	150	100.0	100.0	

The ages of the responders are broken out in table 4.4. There are 103 respondents (68.7%) between the ages of 18 and 25 and 27 respondents (18%) between the ages of 26 and 39. A further 15 participants (or 10%) are aged 40–55, and a further 5 participants (3.3%) are aged 56–60, making the total number of responders across all age groups 100.

4.4.3 Distribution of Respondent by Education Level
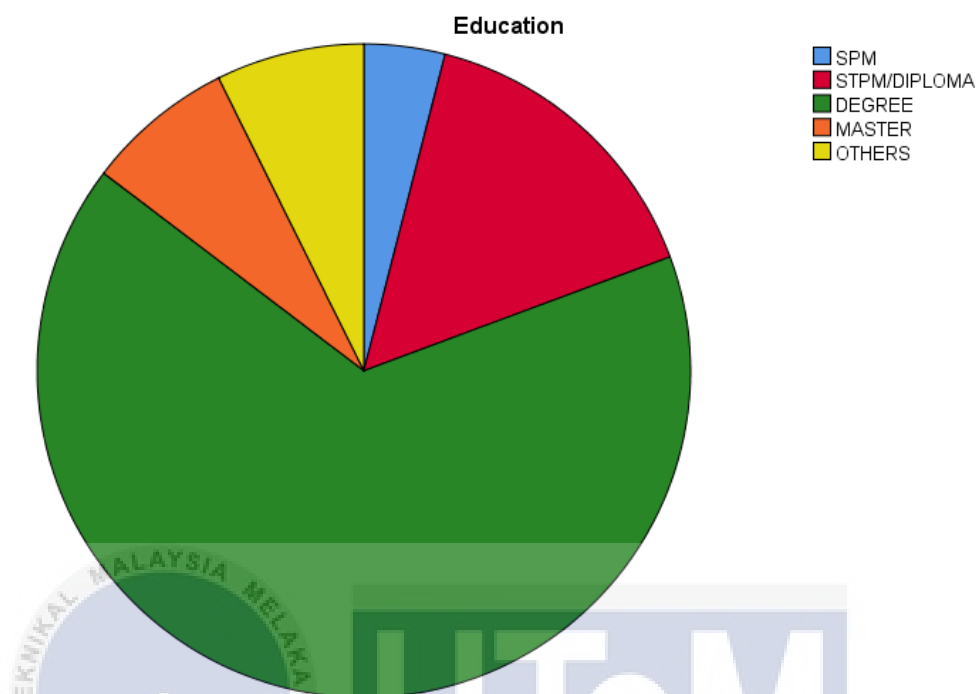
Figure 4.3 : Distribution of Respondent by Education Level

Table 4.5 : Distribution of Respondent by Education Level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SPM	6	4.0	4.0	4.0
	STPM/DIPLOMA	23	15.3	15.3	19.3
	DEGREE	99	66.0	66.0	85.3
	MASTER	11	7.3	7.3	92.7
	OTHERS	11	7.3	7.3	100.0
	Total	150	100.0	100.0	

According to Table 4.5, just 6 respondents (4%) have an SPM education, whereas 23 respondents (15.3%) have a STPM or diploma. In addition, 66 percent of respondents have a bachelor's degree, 11 percent have a master's degree, and 11 percent have some other kind of degree.

4.4.4 Distribution of Respondent by Race
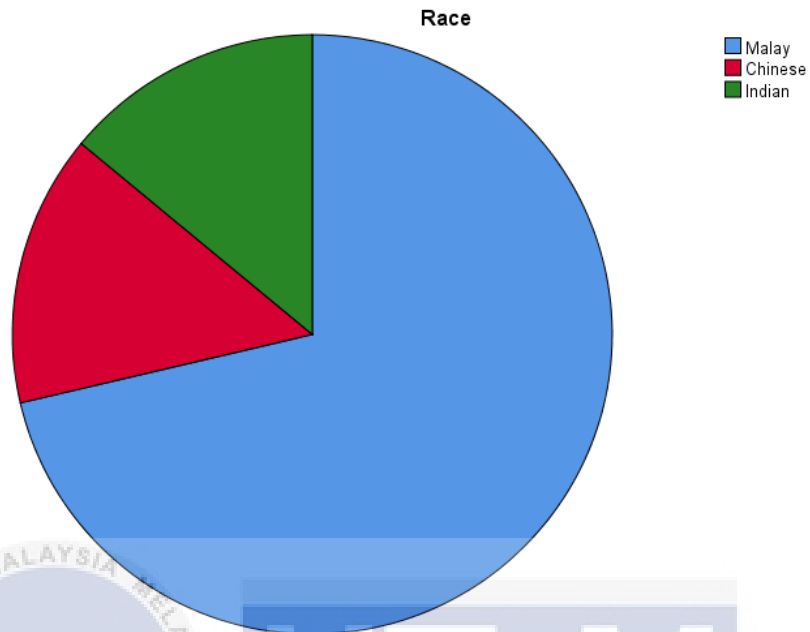
Figure 4.4 : Distribution of Respondent by Race

Table 4.6 : Distribution of Respondent by Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malay	107	71.3	71.3	71.3
	Chinese	22	14.7	14.7	86.0
	Indian	21	14.0	14.0	100.0
	Total	150	100.0	100.0	

Table 4.6 shows that there are 104 respondents equivalent to 71.3% of Malay respondents and 22 respondents equivalent to 14.7% representing Chinese respondents. Then respondents from India contributed approximately 21 respondents which are 14%.

4.4.5 Distribution of Respondent by Occupation
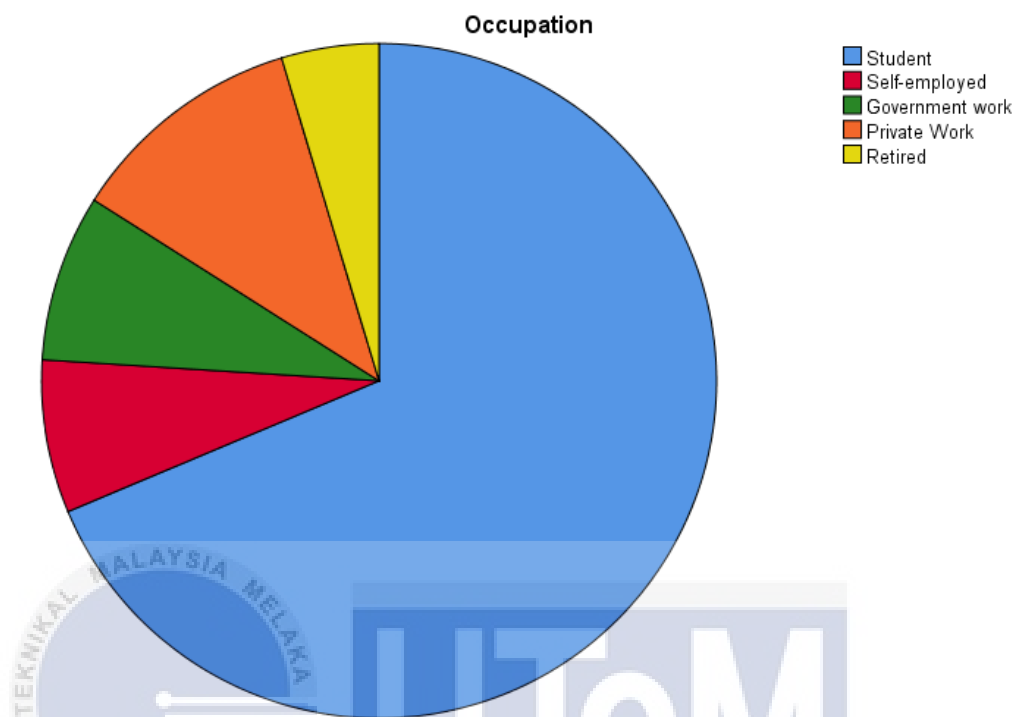
Occupation

Figure 4.5 : Distribution of Respondent by Occupation

Table 4.7 : Distribution of Respondent by Occupation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Student	103	68.7	68.7	68.7
	Self-employed	11	7.3	7.3	76.0
	Government work	12	8.0	8.0	84.0
	Private Work	17	11.3	11.3	95.3
	Retired	7	4.7	4.7	100.0
	Total	150	100.0	100.0	

Respondents' breakdown by profession is shown in Table 4.7. About two-thirds of the 103 people who filled out the survey are really students. Then, 11.7% of the sample

are self-employed people who self-reported in the survey. Twelve people (or 8 percent) said that they work for the government, while seventeen people (or 11 percent) said they work in the private sector. Finally, just 7 people (or 4.7% of the retiree population) responded to the survey.

4.5 Descriptive Analysis

According to Feinberg and Kadam (2002), illuminating measures are used in research in order to depict the main highlights of the data, and it likewise streamlines an immense amount of data in a reasonable method. When clear research is performed, analysts are encouraged to consider all the possible meanings of the questions in the polls by being given this opportunity. The estimation of the mean score was tabulated as follows by Hwang (2009).

Table 4.8: Value Mean Score

Score	Meaning
1.0 – 1.80	Very Low
1.81 – 2.60	Low
2.61 – 3.40	Moderate
3.41 – 4.20	High
4.21 – 5.00	Very High

4.5.1 PERCEIVED EASE Of USE

Table 4.9 Descriptive Analysis of Perceived Ease Of Use

Item	Questions	Mean	Std. Deviation
PEOU1	I think self-ordering kiosk easy to use.	4.12	0.768
PEOU2	The instruction on the kiosk or systems clear and understandable.	4.09	0.763
PEOU3	Interacting with Self-Ordering Systems does not need a lot of my mental effort.	4.01	0.807
PEOU4	It was easy to become skillful at using Self-Ordering Kiosk (SSK).	3.95	0.745
PEOU5	I would find it easy to do what I want to do with the use of SSK.	4.01	0.760

The sub-variable of customer acceptability of self-ordering systems in Melaka is shown as mean and standard deviation data in Table 4.9. The majority of survey takers agreed with each and every one of the questions in this section, as shown by the fact that the mean values of all the questions' sub-variables were less than 5.00. The majority of respondents (4.12) agree that self-ordering kiosks are simple to use. Customers have rated the learning curve for the Self-Ordering Kiosk as 3.95 on average (SSK).

4.5.2 PERCEIVED USEFULNESS

Table 4.10 Descriptive Analysis of Perceived Usefulness

Item	Questions	Mean	Std. Deviation
PU1	Allows me to complete tasks more quickly.	4.07	0.757
PU2	Provides clear images of the different menu items.	4.07	0.692
PU3	Provides complete information, such as meal choices and prices.	4.05	0.708
PU4	Using the self-ordering kiosk will save my time.	4.06	0.744
PU5	Using Self-ordering systems is more convenient.	4.13	0.739

The sub-variable that determines whether or not new users of self-ordering systems in Melaka adopt them is shown in Table 4.10, together with the means and standard deviations of all elements in that category. The majority of respondents agreed with each and every question in this section, as shown by the fact that the mean values of all the questions' sub-variables were less than 5.00. Among new customers, the mean score of 4.13 indicates that they find self-ordering systems to be the most helpful. The median is 4.05, which indicates that all relevant data, such as menu options and pricing, are shown.

4.5.3 SUBJECTIVE NORMS

Table 4.11 Descriptive Analysis of Subjective Norms

Item	Questions	Mean	Std. Deviation
SN1	I feel that it is safe for me to provide my credit card information when I use the kiosk.	3.59	0.829
SN2	I believe the system is faster than the manual method.	4.53	0.730
SN3	I would like to use the kiosk whenever it is available.	4.28	0.715
SN4	I believe the systems are easy to learn and use.	4.17	0.660
SN5	I think I did the right thing when I used the kiosk.	4.06	0.658

The sub-variable of customer acceptability of self-ordering systems in Melaka is shown in Table 4.11, along with the mean and standard deviation of all items in that category. The majority of respondents agreed with each and every question in this section, as shown by the fact that the mean values of all the questions' sub-variables were less than 5.00. With a mean score of 4.53, users are confident that the kiosk is quicker than entering their information manually, and a mean score of 3.59 indicates that they trust the kiosk with their credit card details.

4.5.4 FACILITATING CONDITIONS

Table 4.12 Descriptive Analysis of Facilitating Conditions

Item	Questions	Mean	Std. Deviation
FC1	I have all technical knowledge I need to use a kiosk.	3.59	0.795
FC2	Using the self-service kiosk requires little energy to purchase.	3.49	0.849
FC3	The security policy for credit card information on this system is clear.	3.85	0.757
FC4	The use of the Self-Order System is in line with current trends.	4.15	0.659
FC5	I feel confident that my skill at using the kiosk is just as good or even better than others who use kiosk.	3.73	0.816

The sub-variable of customer acceptability of self-ordering systems in Melaka is shown in Table 4.12, along with the mean and standard deviation for each item in that group. The majority of respondents agreed with each and every question in this section, as shown by the fact that the mean values of all the questions' sub-variables were less than 5.00. The highest mean score was 4.15, which indicates that people generally agree that the self-ordering system follows industry standards, while the lowest mean score was 3.49, indicating that people generally agree that making a purchase through a self-service kiosk requires very little effort on their part.

4.5.5 THE ACCEPTANCE OF SELF-ORDERING SYSTEMS

Table 4.13 Descriptive Analysis of The Acceptance Of Self-Ordering Systems

Item	Questions	Mean	Std. Deviation
DV1	I believe the system makes my purchase easier.	4.22	0.776
DV2	I believe it was a good value for money spent.	4.05	0.771
DV3	I believe this system is safe to pay by credit card or online banking.	4.07	0.757
DV4	I believe this system simplifies the affairs of the restaurant in terms of taking orders.	4.20	0.843
DV5	I think this system is useful to future generations and the country.	4.40	0.742

The sub-variable of customer acceptability of self-ordering systems in Melaka is shown as mean and standard deviation data in Table 4.13. The majority of respondents agreed with each and every question in this section, as shown by the fact that the mean values of all the questions' sub-variables were less than 5.00. The majority of respondents (5.40%) believe that this system will be beneficial to future generations and the nation as a whole. Those who participated in the survey rated the experience an average of 4.05 out of 5, indicating that they got their money's worth.

4.6 Pearson's Correlation Analysis

The Pearson product-moment correlation coefficient (PPMCC) or bivariate connection is referred to as the Pearson correlation coefficient (PCC). The PPMCC quantifies the significance and weight of a connection between two fixed variables (interim and proportion). The r picture provides the most data across the lines indicating the strength of the relationships between the various variables. The value of R may be between +1 and -1, with 1 indicating an absolutely positive direct link and 0 and -1 completely negative ones. The fundamental goal of research in this field is to analyse the causality between the independent variable (perceived ease of use, perceived usefulness, subjective norm and facilitating conditions) and ward variable (acceptance self ordering system among new users) in Melaka. The goal of this study is to determine whether or not the factors contributing to the expected positive, negative, or null outcome can be broken down into their component parts. Furthermore, the purpose of being is to realise the value of the bond between two elements. Researchers calculate the independent and dependent variables using SPSS and the person-item connection (PMCC) approach. The breadth of our social webs may be seen in the table below:

Table 4.14 : Strength of the Correlation Coefficient

Correlation Coefficient	Strength of the Relationship
0	None
0.01-0.30	Very Weak
0.31-0.50	Weak
0.51-0.70	Moderate
0.71-0.90	Strong
0.91-1.00	Very Strong

4.6.1 Relationship between Independent Variable and Dependent Variable

Independent Variable : Perceived ease of use, perceived usefulness, subjective norm and facilitating conditions

Dependent Variable : The acceptance of self ordering system among new users in melaka

Table 4.15 : Correlation between Perceived Ease Of Use, Perceived Usefulness, Subjective Norm And Facilitating Conditions And The Acceptance Of Self Ordering System Among New Users

	Correlations					
		PEOU	PU	SN	FC	DV
PEOU	Pearson Correlation	1	.682**	.687**	.507**	.583**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	150	150	150	150	150
PU	Pearson Correlation	.682**	1	.700**	.663**	.594**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	150	150	150	150	150
SN	Pearson Correlation	.687**	.700**	1	.583**	.649**
	Sig. (2-tailed)	.000	.000		.000	.000
	N	150	150	150	150	150
FC	Pearson Correlation	.507**	.663**	.583**	1	.509**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	150	150	150	150	150
DV	Pearson Correlation	.583**	.594**	.649**	.509**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	150	150	150	150	150

**. Correlation is significant at the 0.01 level (2-tailed).

Correlation analysis is to define the relationship between perceived ease of use, perceived usefulness, subjective norm and facilitating conditions and the acceptance of self ordering system among new users in Melaka. The p-value of 0.000 indicates a very significant connection between the two variables. Values less than or equal to 0.05 indicate a clear and significant relationship between variables, as stated by jafari et al. (2016). According to Jafari et al. (2016), a high or significant correlation (r) falls within the range of 0.60 to 0.79.

Based on Table 4.15, it shows the correlation between independent variables which is perceived ease of use, perceived usefulness, subjective norm and facilitating conditions and dependent variable which is the acceptance of self ordering system among new users in Melaka. The factor of perceived ease of use, perceived usefulness, subjective norm and facilitating conditions has a significant relationship between the acceptance of self ordering system among new users because the 2-tailed p value was less than 0.01.

The perceived ease of use, perceived usefulness and subjective norm was moderate correlations because (r=0. 583; p=0.000), (r=0.594; p=0.000), (r=0. 649; p=0.000), then it been followed by facilitating conditions, the associations were quite weak (r=0.509; p=0.000). Then, based on table correlation, relationship IV 4 (FC) and IV 1(PEOU) shows the least value 0.507, it means weak correlation. For highest value shows that relationship between IV 3 (SN) and IV 2 (PU) which is 0.700 and it means moderate corelation.

4.7 The Hypothesis Result by Using Multiple Regressions

Multiple regression analysis (MRA) is used to analyse the relationship between the dependent variable and the two or more independent variables. This research has four independent variables which are perceived ease of use, perceived usefulness, subjective norm and facilitating conditions. the dependent variable is the acceptance of self-ordering system among new users. mra in this research is used to identify the most significant independent variable that has an impact on acceptance self ordering system among new users.

Table 4.16 : Model Summary for Multiple Regression

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.694ª	.481	.467	.45363

a. Predictors: (Constant), FC, PEOU, SN, PU

In order to determine how well a regression model fits the data in this study, we performed a multiple regression analysis on the model summary (shown in Table 4.16). The study methodology used Multiple Regression Analysis (MRA), and the calculated value for R between the explanatory variable and the outcome variable was 0.694, indicating a modest degree of correlation. Significant values between 0.51 and 0.70 indicate a moderate link between the independent and dependent variables. R Squared, or Coefficient of Determination, is the hypothesis that the variation in one variable may be explained by the variance in another (Saunders et al, 2012). The R-squared value of 0.481 from the preceding table indicates that the independent variable adequately explains 48.1% of the variance in the factors affecting new user approval of the self-ordering system.

The multiple regression equation

Acceptance Technology = 0.605 + (0.177)(Perceived Ease Of Use/ IV 1) + (0.158)(Perceived Usefulness / IV2) + (0.433) (Subjective Norm/ IV3) + (0.117) (Facilitating Conditions/ IV4)

Based on table 4.18, at column unstandardized coefficients (beta), for each unit increase in the dependent variable, IV 1 increases by 0.177 units, then IV 2 increases by 0.158 units, followed by the highest or most significant IV 3 or subjective norms which increase by 0.433 units and finally IV 4 increase by 0.117 for each one unit increased the dependent variable.

Table 4.17 : Anova Analysis

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	27.655	4	6.914	33.597	.000[b]
	Residual	29.839	145	.206		
	Total	57.493	149			

a. Dependent Variable: DV

b. Predictors: (Constant), FC, PEOU, SN, PU

The overall significance of the model was analysed using Analysis of Variance (ANOVA), and the results are shown in Table 4.17. The analysis of variance (ANOVA) is a statistical technique used to compare several means (David M. Lane, 2005). The F-value for this study was 33.597, and the significance level was less than 0.001, indicating that the questionnaires were valid, and that there was a significant link between the

independent factors and the dependent variable. The study has a total sum square of 57.493, whereas the mean square for regression is 6.914. If the P value is less than 0.05, then the regression is appropriate and trustworthy for the data. There is a strong correlation between the dependent variable and each of the independent variables.

Table 4.18 : Coefficient of Multiple Regressions

		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	.605	.314		1.923	.056
	PEOU	.177	.087	.181	2.026	.045
	PU	.158	.107	.147	1.477	.142
	SN	.433	.113	.357	3.825	.000
	FC	.117	.086	.111	1.356	.177

a. Dependent Variable: The acceptance of self ordering system among new users in Melaka.

The following table displays the percentage link between factors and the importance of each variable that affects the acceptability of self ordering system among new users. P value (Sig value) must be less than 0.05 to consider as significant value. The first factor, perceived ease of use has significant value towards factor that affect the acceptance of self ordering system with the value of 0.045. This value is less than 0.05 and considered accepted.

As the figure of 0.142 is more than 0.05, we may conclude that perceived utility does not significantly impact the acceptability of self-ordering systems. The third element, subjective norm, has a value of 0.00 (less than 0.05), hence it is regarded as a contributor to the acceptability of self-ordering systems. Since the numeric value of 0.177 is more than the significance threshold of 0.05, the hypothesis that enabling circumstances plays any role in determining whether or not a self-ordering system is accepted is likewise false.

The Standard Beta Coefficient quantifies the relative importance of each explanatory variable. If the value is big, then a single unit of change in this predictor variable has a considerable impact on the outcome variable. Each predictor variable's influence is roughly approximated by its t and Sig. (P) value. When the p-value is little and the absolute t-value is high, it indicates that the predictor variable has a substantial effect on the outcome variable.

According to the values in Table 4.18, the subjective norm value has the largest regression coefficient, at 0.357, and the lowest significance value, at 0.000. Perceived ease of use has the second-highest regression coefficient value, at 0.181 (with a significant value of 0.045). Perceived usefulness, with a value of 0.147 and a significance level of 0.142, has the third highest regression coefficient value. The most favourable circumstances have a coefficient of 0.111, while the least favourable have a coefficient of 0.177. The researcher believes that subjective norm is the most supporting when employing MRA based on the value of the regression coefficient.

4.8 Hypothesis Testing

The hypothesis may be evaluated using the significant value from Table 4.19. The hypothesis is used to test the the factor that affect the acceptance self-ordering systems among new users and the independent variables which are perceived ease of use, perceived usefulness, subjective norm and facilitating conditions. The hypothesis testing guidelines are used to check whether the value of significant is obtained from the analysis.

Accept H_1 and reject H_0 if significant is less than 0.05
Accept H_0 and reject H_1 if significant is more than 0.05

Figure 4.6: Guideline for Interpreting Hypothesis Testing

(Source : Developed by the researcher)

Table 4.19 : Significant Value Table

Independent Variables	Significant Value (p-value)
Perceived Ease Of Use	0.045
Perceived Usefulness	0.142
Subjective Norm	0.000
Facilitating Conditions	0.177

Hypothesis 1

H_0 : Perceived ease of use does not influence the acceptance of self ordering system among new users in Melaka.

H_1 : Perceived ease of use positively influence the acceptance of self ordering system among new users in Melaka.

The result shows the relationship between the the acceptance of self ordering system among new users in Melaka (dependent) and perceived ease of use (independent). Table 4.19 shows that 0.045 is the cutoff point for significance when analysing user friendliness perceptions. This value is less than 0.05. Therefore, H_0 is rejected and it is positively influence the acceptance of self ordering system among new users in Melaka.

Hypothesis 2

H_0 : Perceived usefulness does not influence the acceptance of self ordering system among new users in Melaka.

H_1 : Perceived usefulness positively influence the acceptance of self ordering system among new users in Melaka.

The result shows the relationship between the the acceptance of self ordering system among new users in Melaka (dependent) and perceived usefulness (independent). Based on the Table 4.19, the significant value for perceived usefulness is 0.142. This value is more than 0.05. Therefore, H_0 is accepted and does not influence the acceptance of self ordering system among new users in Melaka.

Hypothesis 3

H_0 : Subjective Norm does not influence the acceptance of self ordering system among new users in Melaka.

H_1 : Subjective Norm positively influence the acceptance of self ordering system among new users in Melaka.

The result shows the relationship between the the acceptance of self ordering system among new users in Melaka (dependent) and subjective norm (independent). Based on the Table 4.19, the significant value for subjective norm is 0.000. This value is less than 0.05. Therefore, H_0 is rejected and it is positively influence the acceptance of self ordering system among new users in Melaka.

Hypothesis 4

H_0 : Facilitating conditions does not influence the acceptance of self ordering system among new users in Melaka.

H_1 : Facilitating conditions positively influence the acceptance of self ordering system among new users in Melaka.

The result shows the relationship between the the acceptance of self ordering system among new users in Melaka (dependent) and facilitating conditions (independent). The value of 0.177 in Table 4.19 is found to be statistically significant for perceived ease of use. This value is more than 0.05. Therefore, H_0 is accepted and does not influence the acceptance of self ordering system among new users in Melaka.

Based on table 4.18, Coefficient of Multiple Regressions, to test the hypothesis results, the T-Value of subjective norm shows the biggest, which is, 3.825 and the significant value is less than 0.05, which is 0.000 and followed by perceived ease of use

where the T-Value is 2.026. The significant matter is also less than 0.05. This also proves whether hypothesis results can be accepted or rejected.

4.8.1 Discussion for Major Finding

Frequency Analysis

According to the data collected and analysed, a total of 150 people participated in the survey. The result of this survey is that males are more likely to answer which is 81 of the respondents (54%) more than the number of females with 69 of the respondents (46%). Majority of respondents who answered this survey were aged between 18 - 25 years old which is the number of respondents 103 then followed by 26 - 39 years old respondents.

Then, other respondents who are 40 - 55 years old consist of 15 equal to 10% of respondents followed by 56 - 60 years old who are only 5 respondents. This proves that young users are more fond of using this system than older people probably because this group easily follows the development of the times with the presence of gadgets that allow them to learn how this system works. Senior citizens prefer to use the traditional method of taking orders manually from employees.

Next, most respondents are Degree holders with a total of 99 respondents (66%), and 23 respondents from STPM/Diploma holders (15.3%). In addition, Master's holders and others show the same number of respondents which is 11 people equal to 7.3%. Then the least SPM holders are 6 respondents (4%).

Furthermore, the majority of those who answered this question indicated that the Malay race was the highest, with a total of 107 respondents (71.3%). For the Chinese race, there were 22 respondents. (14.7%) and followed by the Indian race, which was only one less than the Chinese race, which was 21 respondents. This may be explained through the 2020 Malaysian Population and Housing Census, the total population of Malacca in 2020 is as

many as 998,428 people with a density of 583 people per square kilometer and a total of 664,635 Malay residents.

Apart from the distribution of race, the distribution of respondents according to occupation also affects the demographic part of this questionnaire. There are 103 respondents (68.7%) who are students who answered this questionnaire. Then a total of 11 respondents represent self-employment equal to 7.3%. For government work, a total of 12 respondents (8%) and 17 respondents equivalent to 11.3% represent private work. And finally, for the retiree group, only 7 respondents equal to 4.7% answered this questionnaire.

Research Objective

Objctive 1 : To identify the factor that affect acceptance of self-ordering systems among new users in Melaka.

Table 4.20 : Multiple Regressions Result for Objective 1

Factor That Affect Acceptance Of Self-Ordering	Significant Value (p-value)
Perceived Ease Of Use	0.045
Perceived Usefulness	0.142
Subjective Norm	0.000
Facilitating Conditions	0.177

Table 4.20 shows the relationship between all the independent variables (perceived ease of use, perceived usefulness, subjective norms, and facilitating conditions) and the dependent variable (self-order acceptance system among new users in Melaka). All the

significant values of both correlations are shown below 0.05 which means the relationship between factors and system acceptance is clear and significant except for the perception of usefulness which is 0.142 and the simple condition is not significant. Perceived usefulness can be defined as the extent to which a technology is expected to improve the performance of potential users (Davis, 1989). The questions asked may not satisfy or reach the level of user satisfaction with the creation of the ordering system itself. Facilitating conditions are related to the availability of sufficient resources and support for individuals to use technology (Neslin & Shankar, 2009). Thus, the prospective users head toward the final selection. In addition to all the above factors, there are certain factors like attitudes, actual behaviors, output quality, and so on that can be considered. This is also can be proven that the factor is being rejected by consumers due to another factor.

Objctive 2 : To investigate the relationship between perception among new users on factor that affect acceptance of self-ordering systems in Melaka.

Table 4.21 : Correlation between factor that affect acceptance of self-ordering systems in Melaka.

Correlations		PEOU	PU	SN	FC	DV
PEOU	Pearson Correlation	1	.682**	.687**	.507**	.583**
	Sig. (2-tailed)		.000	.000	.000	.000
	N	150	150	150	150	150
PU	Pearson Correlation	.682**	1	.700**	.663**	.594**
	Sig. (2-tailed)	.000		.000	.000	.000
	N	150	150	150	150	150
SN	Pearson Correlation	.687**	.700**	1	.583**	.649**
	Sig. (2-tailed)	.000	.000		.000	.000

	N	150	150	150	150	150
FC	Pearson Correlation	.507**	.663**	.583**	1	.509**
	Sig. (2-tailed)	.000	.000	.000		.000
	N	150	150	150	150	150
DV	Pearson Correlation	.583**	.594**	.649**	.509**	1
	Sig. (2-tailed)	.000	.000	.000	.000	
	N	150	150	150	150	150

Based on Table 4.21, it shows the correlation between independent variables which is perceived ease of use, perceived usefulness, subjective norm and facilitating conditions and dependent variable which is the acceptance of self ordering system among new users in Melaka. The factor of perceived ease of use, perceived usefulness, subjective norm, and facilitating conditions has a significant relationship with the acceptance of the self-ordering system among new users in light of the fact that the two-tailed p-value was less than 0.01.

The perceived ease of use, perceived usefulness and subjective norm was moderate correlations because (r=0. 583; p=0.000), (r=0.594; p=0.000), (r=0. 649; p=0.000), then it been followed by facilitating conditions, that was weak correlations which is (r=0.509; p=0.000). Then, based on table correlation, relationship IV 4 (FC) and IV 1(PEOU) shows the least value 0.507, it means weak correlation. For highest value shows that relationship between IV 3 (SN) and IV 2 (PU) which is 0.700 and it means moderate corelation.

Objctive 3 : To determine the most important aspect that influences Melaka's new users' adoption of self-ordering systems.

The multiple regression equation

Acceptance Technology = 0.605 + (0.177)(Perceived Ease Of Use/ IV 1) + (0.158)(Perceived Usefulness / IV2) + (0.433) (Subjective Norm/ IV3) + (0.117) (Facilitating Conditions/ IV4)

Based on table 4.18, at column unstandardized coefficients (beta), for each unit increase in the dependent variable, IV 1 increases by 0.177 units, then IV 2 increases by 0.158 units, followed by the highest or most significant IV 3 or subjective norms which increase by 0.433 units and finally IV 4 increase by 0.117 for each one unit increased the dependent variable.

Results show that the Subjective Norm is the most important independent variable, with a beta value of 0.433, the highest value among those considered. Therefore, subjective norm is the main factor that affects the acceptance of using the self-order system among new users in Melaka.

4.9 Summary

In this chapter, the data collected from the questionnaire were analyzed by using SPSS and summarized. The analysis was made to prove that the independent variable is compatible with the dependent variable. Besides, the research was divided into the descriptive study, the scale of measurement, and inferential analysis. The data collected shows that two of the independent variables which are the subjective norm and perceived ease of use are significant and show a positive relationship with the dependent variable.

In contrast, the other independent variables which are perceived usefulness and facilitating conditions are not significant and show a negative relationship with the dependent variables which is the acceptance of self-ordering systems among new users in Melaka.

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

In this chapter, the researcher will draw conclusions and summarize the results of the researchconducted. In addition, there are some recommendations given to researchers for future use.

5.2 Limitations of Study

Needless to say, all researchers have their deadlines when they have to complete their studies. Sometimes, time constraints can affect the research in a negative way. Coupled with coursework and assignments from other subjects, there is a little time constraint for the researcher to complete this project. To overcome this, researchers can also make a schedule by dividing more time into work that is closer to the submission date or more work than less work so that it is faster and more organized.

Respondents come from various backgrounds this can be meant when there are some who may not be physically perfect or unable to read. Therefore, the target respondent is important for the researcher to obtain relevant and good data so that there is no bias. We all have biases, whether we are their conscience or not. Bias is when a person, place, event, or thing is seen or shown in a consistently inaccurate way. Bias is usually negative, although one can have a positive bias as well, especially if that bias reflects the researcher's reliance on research that only supports his hypothesis.

When data is collected via google forms online and anonymously, especially under mandatory participation conditions, data quality can be a concern. However, little guidance exists in the published literature on techniques for detecting negligent reactions. Previously several potential approaches have been proposed to identify negligent respondents through indices calculated from the data, but almost no previous work has examined the relationship between these indicators or the types of data patterns identified by each. This clearly shows a limitation to the researcher.

5.3 Recommendation for Future Research

To begin, this research employs a total of four independent variables: ease of use, perceived usefulness, subjective norms, and facilitating conditions. Thus, additional external elements, such as fear of technology, culture, perceived behavioural control, quality output, etc., should be included into the model as situational factors. If researchers use other variables that can have more impact considering that there are already many variables used from previous studies. It is very important for researchers to provide information about other variables that can support the dependent variable to ensure that new solutions and new discoveries can be found. For more accurate findings, the questionnaire should use a different scenario for each parameter.

Second, since the small sample size used in this research has limited the ability to generalize what is found in this study to the general industry and it is maybe not sufficient. In order to undertake various group analyses that might explain consumer acceptability and adoption based on different demographics, it would be beneficial to expand the sample size to include respondents from a wider range of regions, such as other Malaysian states and age groups.

Finally, researchers can also conduct research using other methods such as qualitative methods. Qualitative methods may prove useful in clarifying respondent findings and outcomes associated with the relationship between factors that affect the acceptance of self-ordering systems and the acceptance of new users to use the self-ordering systems by using the most appropriate target respondents.

5.4 Summary

In conclusion, this chapter shows that the researcher has included the limitations of the study and suitable suggestions for future research such as increasing the size of the population, adding more factors and independent variables that fit the framework, and using interview methods to obtain more relevant data and further help the management in an organization that uses their own self- ordering system especially managers for their better understand about the behavior and preferences of their customers. Finally, from this study, a questionnaire that was given to 150 respondents and answered the objectives of the study, the results have shown that subjective norms and perceived ease of use are the only factors that influence the acceptance of self-ordering systems by new users in Melaka.

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APPENDIX

QUESTIONNAIRE FORM

**THE ACCEPTANCE OF SELF-ORDERING SYSTEMS AMONG NEW USERS
IN MELAKA**

Dear all, I am completing Bachelor Degree of Technology Management Major in Innovation at Universiti Teknikal Malaysia Melaka. Currently I am conducting a research study for the final year project titled 'The Acceptance Of Self-Ordering Systems Among New Users In Melaka'. It would mean a lot if you all could help me to participate in my survey because I need 150 more respondents to contribute in my survey.

Thank you for cooperation.

Any future enquires kindly contact

Mohd Farhan Aiman Bin Mohd Fazli

Thank you.

SECTION A : DEMOGRAPHIC RESPONDENT

This section is related to your background in brief. Please tick (/) your relevant answer. Your responses will be kept in strict confidentiality.

1. Gender

    Male   ( )

    Female ( )

2. Age

    18-25 years old ( )
    26-39 years old ( )
    40-55 years old ( )
    56-60 years old ( )

3. Education Level

    SPM   ( )
    STPM/DIPLOMA( )
    DEGREE   ( )
    MASTER   ( )

4. Race

    Malay   ( )
    Chinese   ( )
    Indian   ( )

5. Occupation

    Student   ( )
    Self Employed ( )
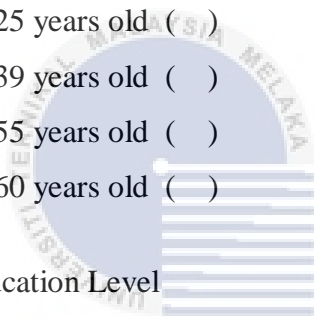
Government Work( )

Private Work   ( )

Retired   ( )

**SECTION B: FACTOR THAT AFFECT ACCEPTANCE OF SELF-ORDERING
SYSTEMS AMONG NEW USERS IN MELAKA**

Please Indicate to what extend do you agree with the following statements by using the
appropriate scale.

STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
1	2	3	4	5

	PERCEIVED EASE TO USE	1	2	3	4	5
1	I think self-ordering kiosk easy to use					
2	The instruction on the kiosk or systems clear and understandable					
3	Interacting with Self-Ordering Systems does not need a lot of my mental effort					
4	It was easy to become skillful at using Self-Ordering Kiosk (SSK)					
5	I would find it easy to do what I want to do with the use of SSK					

	PERCEIVED USEFULNESS	1	2	3	4	5
1	Allows me to complete tasks more quickly					
2	Provides clear images of the different menu items					
3	Provides complete information, such as meal choices and prices					
4	Using the self-ordering kiosk will save my time					
5	Using Self-ordering systems is more convenient					

SUBJECTIVE NORMS	1	2	3	4	5
1	I feel that it is safe for me to provide my credit card information when I use the kiosk					
2	I believe the system is faster than the manual method					
3	I would like to use the kiosk whenever it is available					
4	I believe the systems are easy to learn and use					
5	I think I did the right thing when I used the kiosk					

FACILITATING CONDITIONS	1	2	3	4	5
1	I have all technical knowledge I need to use a kiosk					
2	Using the self-service kiosk requires little energy to purchase.					
3	The security policy for credit card information on this system is clear					
4	The use of the Self-Order System is in line with current trends.					
5	I feel confident that my skill at using the kiosk is just as good or even better than others who use kiosk					

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UNIVERSITI TEKNIKAL MALAYSIA MELAKA

SECTION C : THE ACCEPTANCE OF SELF-ORDERING SYSTEMS

	THE ACCEPTANCE OF SELF-ORDERING SYSTEMS	1	2	3	4	5
1	I believe the system makes my purchase easier					
2	I believe it was a good value for money spent					
3	I believe this system is safe to pay by credit card or online banking					
4	I believe this system simplifies the affairs of the restaurant in terms of taking orders					
5	I think this system is useful to future generations and the country					

II. Gantt Chart

GANTT CHART PSM 1

Weeks / Activities	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
FYP 1 Briefing	▓															
Supervisor distribution		▓														
Topic Selection			▓	▓												
Identify Research Objective and Research Question					▓	▓										
Complete Chapter 1							▓									
Find Literature Review							▓	▓								
Complete Chapter 2								▓	▓	▓						
Complete Chapter 3											▓	▓	▓			
Proposal Submission													▓	▓		
Preparation Before Presentation														▓	▓	
Viva Presentation															▓	
Correction of FYP 1															▓	

GANTT CHART PSM 2

Weeks / Activities	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Form draft questionnaire	■															
Pre testing questionnaire and questionnaire correction		■	■													
Data gathering				■	■	■	■									
Analysis data using SPSS								■	■	■						
Submission progress or draft of report											■					
Preparation of slides and videos for Presentations												■				
Presentation of Final Year Project (FYP II)													■	■		
Correction Of FYP I															■	
Submission Of FYP II																■