



# DETERMINANTS OF PERCEIVED EASE OF USE OF E-FILING

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Lord, I thank you for blessing me with the best supportive parents, husband and children anyone could ask for. I thank each and every one of you.

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## ABSTRAK

Kerajaan sedang mencari faedah daripada teknologi maklumat dengan memperkenalkan e-kerajaan di mana melibatkan pelbagai perkhidmatan kerajaan untuk memberi faedah kepada rakyat. E-Filing diperkenalkan di Malaysia pada tahun 2006. Ia merupakan satu contoh perkhidmatan e-kerajaan. Faktor penggunaan dan sikap dibuang dari model TAM. Ramai penyelidik telah menunjukkan faktor “senang diguna” adalah penting dalam penggunaan sesebuah system teknologi maklumat baru. Teori yang digunakan dalam penyelidikan ini adalah teori TAM. Data dikumpulkan daripada 100 orang berdasarkan soal jawab struktur. Pemboleh ubah keupayaan kegunaan komputer mempunyai pengaruh yang kuat dalam faktor tanggapan senang diguna. ( $\beta = 0.500$ ). Pemboleh ubah lain yang mempengaruhi faktor tanggapan senang diguna adalah ketakutan menguna komputer, kondisi kemudahan, norma subjektif and individu inovatif. Kerelaan menguna sesuatu teknologi di dapati moderat teori TAM dalam sesetengah penyelidikan. Keputusan hirarki regresi menunjukkan kuasa penterjemahan model ini bertambah dari 45.8% kepada 50.9% apabila faktor kerelaan menguna dimasukkan sebagai pemoderat dalam analisis statistik. Faktor individu inovatif terutamanya di dapati mempengaruhi tanggapan senang diguna. Memahami faktor-faktor ini boleh meluaskan pengetahuan untuk perancangan dan penguatkuasaan e-filing di Malaysia.

## **ABSTRACT**

Governments are seeking to benefit from information technology by introducing e-Gov, whereby incorporating various government services online for the benefits of the citizen. e-Filing introduced in Malaysia in 2006, is one of the example of e-government services. This is an exploratory study to model the determinants of ease of use of e-Filing. Many researchers have shown that ease of use is an important driver to intention to use and actual usage of a particular technology. Usage and attitude was omitted as many researchers have already shown the direct effect of ease of use and perceived usefulness on actual usage. Data was collected from 100 respondents using a structured questionnaire. The findings show that computer self-efficacy has the strongest influence on perceived ease of use (Beta=0.500). Other variables found to influence ease of use includes computer anxiety, facilitating conditions, subjective norm, and personal innovativeness. Voluntariness to use a system has been found to moderate TAM relationships in past research. The hierarchical regression results show that explanatory power of the model increases from 45.8% to 50.9% when voluntariness moderates the relationship. Personal innovativeness influence on ease of use will be stronger when voluntariness is high. Understanding these factors can extend the knowledge which can lead to better planning and implementation of e-Filing in Malaysia.