THE EFFECTS OF E-GOVERNMENT ADOPTIONS AND USER ACCEPTANCE TO JOB PERFORMANCE AT SABAH STATE GOVERNMENT DEPARTMENT

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DECLARATION

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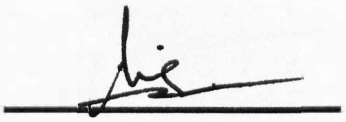

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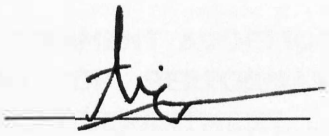

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ABSTRACT

THE EFFECTS OF E-GOVERNMENT ADOPTIONS AND USER ACCEPTANCE TO JOB PERFORMANCE AT SABAH STATE GOVERNMENT DEPARTMENT.

The study is intended to examine the nature of relationship between the e-Government adoption towards employee's job performance at workplace in the various Sabah's State Government departments head offices in Kota Kinabalu, Sabah, and the extent of the employee's acceptance towards such system to the effectiveness of e-Government system in achieving the intended benefits. The study was conducted by distributing self-administered questionnaires to various head offices of departments under the Sabah's State Government. This study is important to help better explain the importance of e-Government towards improving the employee's job performance and how to encourage employees to utilize such system to help improve their work efficiency. The study also intended to help the government sector to better improve their e-Government integration to best benefits the needs and requirement. The Study shows that there is significant effect of e-Government System implementation to employee's job performance at Sabah State's Government Departments. While the User's Acceptance may give a little bit impact to employee's job performance at workplace.

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ABSTRAK

Penyelidikan ini adalah bertujuan untuk mengkaji hubungkait antara penggunaan e-Government dan penerimaan pengguna terhadap e-Government keatas prestasi kerja di pelbagai ibu pejabat jabatan di bawah Kerajaan Negeri Sabah sekitar Kota Kinabalu. Penyelidikan dijalankan dengan kaedah borang kaji selidik yang diedarkan ke setiap ibu pejabat jabatan Kerajaan Negeri Sabah yang telah bersetuju untuk terlibat dengan penyelidikan ini. Penyelidikan ini dilihat mampu untuk menjelaskan kepentingan e-Government dalam membantu memperkasakan pencapaian kakitangan kerajaan dalam menjalankan tugasan rasmi. Secara amnya, penyelidikan ini menunjukkan terdapat hubungkait diantara perlaksanaan sistem e-Government terhadap prestasi pekerja. Manakala, penerimaan pengguna terhadap sistem e-Government keatas prestasi pekerja adalah amat sedikit.

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

With the global emergence of Electronic Government in the recent decades, it had caused the local governments around the world to jump into the band by adapting and adjusting with the changes by investing many resources on their own efforts on implementing e-Government to their needs. "Electronic Government or E-Government" is generally refers to the utilization of information and communication technology (ICT) platforms to help accelerate changes in the structures and processes within the government organisations itself. It is believes almost by everyone that by implementing e-Government, that it has many advantages such as; it will lead to better delivery of government services, improved interaction with the business, the industries, and also public empowerment by better access to information's through web-portal provided by the local government. Apart from the intentions of closing huge gaps between the public and the state government, e-Government will provide a better and efficient "platform" which by using web-portal, then almost everything reachable from the comfort of living room of someone's house, at the same time it will increase public involvement and participations. e-Government will lead to and promote a greater transparency and increases in accountability when dealing with various departments or ministries within the government itself. Another benefits is less corruption, when the processes were electronically and automated, it will decrease direct human interventions, unless the systems were intentionally breached to change the intended outcomes of the systems. However, mostly the system itself comes with safety features in mind, and to breach it is not easy. These benefits nonetheless will increase public confidence towards the government. e-Government is also promoting the

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concept of "paperless" way of doing things, this concept will reduce paper usages and will help in promoting environmental friendly policies to the public and the industries alike, and the most obvious benefits is cost reductions. Cost reductions in e-Government are achievable through utilisation of information and communication technology (ICT) infrastructure for its delivery processes and processing procedures, apart of cost saving for the government sectors, it also can be applied to any adopter of e-Government services especially to the public, the business and industries communities.

1.1 BACKGROUND OF THE STUDY

Sabah State Government is among the first states in Malaysia, which adopting the e-Government system[1]. Nevertheless, compared with private sectors the government sector has been slowed in adopting e-Government system. However, it is better late than never, by the way there are many reasons on why the government are obviously slow on their online adoptions and presence compared to the other private sectors. One of the obvious and main reasons are related to the cost, to implement and adopting a new system will require the government to spend a huge amount of fortunes to buy the system by outsourcing it or developing the system in-house, but then in most the government chooses the former methods by purchasing the existing proven system. In virtual world, the most serious problems are security and confidentiality, security and confidentiality issues are one of the many reasons on why the government delayed their online presence and their adoptions of such systems. Online security is the most expensive and the most difficult outcomes ever produced by the virtual world. Billion of dollars has been spent and invest by many large corporations around the world to protect their system by developing many layers of protocols just to intimidate the possible intruders.

Another reason on why government sector are reluctant to get involved with the virtual world is lack of computer skills among their staffs. Government offices are known with its way of dealing things traditionally for example heavy usage of fix

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telephone lines, facsimiles and through physical medias especially the letters and internal memos. These ways of doing works not only consume lot of resources but it consumes lot of times and they are prone for errors.

Other obvious reasons are difficulties in carrying out organisational changes; government departments are all interrelated to each others and government will be having a difficulties to make this departments work with each others if there is only several department doing things electronically while others still doing things manually. If compared to the private sector, they are more flexible to adapt to changes due to their size and their organisational structure, that is why private sectors, business and industries are much more flexible and faster to implement new systems and technologies within their organisations.

There are obvious differences between government and private sector in terms of the needs to adopt the e-Government. Even though the government decided to adopt the system, but some of the paper-based processes, procedures and services will remain, as some of the employees might be reluctant to leave their comfort zone by doing things manually. Private sectors, businesses and industries sector has a greater obligation to adopt an electronic and virtual systems since such system will promote a total paper-less system which in turn will help to cut their cost of day-to-day operations and such system also will help reduce the size of the organisation and by having smaller size of organisation structure it is more manageable for such sectors, but it will be a different story for the government sector. The government does not have any obligation for an urgency to adopt e-Government. But, even so they do adopt the system, the expected benefits of adopting e-Government by increase in interactions with the public and efficiency of the operations by the improvement and increase in job performance shown by the employees themselves might not come into the picture at all if the transformations are not done completely within the government itself, or in other words until all the transaction can be done completely through out the online system, then the targeted benefits might will never materialize.

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1.2 PROBLEM STATEMENT

When people discuss about e-Government adoptions, human will become the main factor and the subject of this matter. The reason is, that the system is created by human and for human usage. How the implementations of e-Government by the government sector will bring benefits to their employees in terms of the job performance? When an organisation change their way of doing things electronically, organisations will never able to escape from the facts that human influences and interactions are still needed to make things happen as they intended it to be. All the changes will only take place once a person get involved into or with the elements. The perceived effects and impacts will also influence by how the acceptance of a person towards the system, (the e-Government through it's components e-Recruitment and Selection, e-Performance Management System and e-Compensation).

Nowadays people utilized Information Communication Technology (ICT) in their day-to-day basis, everywhere in public places there is obviously could be seen people using their smartphones, laptops or even tablet devices to access emails, others surfing web-pages for leisure or even dealing with their engagement with the social-web-pages, but how far the electronic & virtual lifestyles will influences human's performances at workplaces?

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The study is trying to see how far the e-Government adoptions and implementation within the government sector from the employee's perception. It is known that e-Government will promote better efficiency in government management, but is it enough to become a booster or catalyser for the human or a person to perform better by doing things electronically and in controlled environment?

Does the e-government support individual improvement by giving them direct access, or literally "direct" access to their personal data through electronic Human Capital/Resource Management System by the Internet or intranet connections? The study aims to look at the challenges in the implementation of e-Government within the government departments. For many years, employees in government sector have been

used to do things manually and doing labour intensive task like organizing files and folders, but the emergence of computer systems, such as task can be handle by one person in a shorter time. It is known that some of the employees are reluctant to leave the traditional ways of doing their work.

Usually new system will have its own supporter and people that are opposing such systems within their organisation. Systems are created by human, and will need human interactions to operate and function properly. The study trying to observe how far the human acceptance, perceptions and their overall impressions will influences the intended functions of the e-Government and effect their performance at work place. Are the employees willing to accept the system? Do they view the new system as compliment to support their day-to-day task, or they see the new system as a competitor to their job prospect and a replacement to their vital functions within their organisation.

1.3 RESEARCH QUESTIONS

In this research, there are questions that arise and might hope able to find their answers through the results and the outcomes of the study. The study aims to answer the following:-

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1. What is the relationship between e-government adoptions and the employee's job performance in the Sabah State Government Department?

2. How significant is the e-Government through its components, which include e-Recruitment and Selection, e-Performance Management System and the e-Compensation in influencing and improving the employee's job performance in the Government sector?

3. Does the employee's acceptance toward the e-Government system influence the effectiveness of such system in improving the employee's job performance in the Government sector?

1.4 OBJECTIVES OF THE STUDY

The objectives of this study is to empirically study on how the adoption of e-Government by the State Government of Sabah influence the work performance of the government employees in various departments and various levels in Kota Kinabalu, Sabah. This study also intends to investigate the influence of the challenges in adopting such system, which is the employee's acceptance towards the effectiveness of e-Government to improve employee's job performance at their workplace in the government sector.

1.5 SCOPE OF THE STUDY

The scope of the study is trying to examine and observe the relationship between the adoption of e-Government in government sector and the performance of their employees at work place within their organisations. The study is trying to observe if there are changes in the way of governing an organisation from conventional ways into the new ways, which is through implementation and usage of information technology via the information and communication infrastructures, which shall bring lot of changes in dealing with human resources/capital factors.

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The study also tries to relate the influence of employee's acceptance towards the systems we must take into consideration of the Employee's acceptance, since e-Government can be viewed as competitors in the sense of this system might replace certain functionality or some vital task that used to be done by human-being, and these systems also can be viewed as a system that might compliment the human functionality in terms of enhancing their effectiveness in doing their tasks. The study intends to look into the later view rather than the former statement, which states that human, must work in unison with the system brought in by the government (Eddy, Stone & Stone-Romero, 1999).

1.6 SIGNIFICANCE OF THE STUDY

There are very little research and studies done to observe the effectiveness of e-Government in the local setting especially in the State of Sabah. The outcomes of this research will influence heavily by the current degree of adoption of such system within the government sector. The intended setting for the research is within the State Government of Sabah. The reason of selecting Sabah State Government for the research is by the efforts shown by the state government in adapting e-Government system. The obvious reason is shown by the efforts of setting up their own website the Sabah.gov.my [2] to allow public to access the government services through the internet 24 hours per-day and 7 days per-week.

1.7 KEY VARIABLES INVOLVED

1.7.1 e-Government

These variables are the independent variables within these studies. e-Government plays vital roles within these studies, through its components, which is the **e-Recruitment and Selection, e-Performance Management System and the e-Compensation**. This component was intended to improve the HR officer effectiveness in dealing with the HR development within the organisation in intentions to improve the overall delivery system within the organisations itself. e-Human Resource/Capital Management system within the e-Government will also let the employees to manage their obligations with existence of such system by eliminating multiple layers of procedures on dealing with their jobs. The 3 components within the e-Government that this study intend to look into:

- e-Recruitment and Selection
- e-Performance Management System
- e-Compensation

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