



UNIVERSITI SAINS MALAYSIA

**UNIVERSITY RESEARCH GRANT
FINAL REPORT**
*Geran Penyelidikan Universiti
Laporan Akhir*

A.	PARTICULARS OF RESEARCH / MAKLUMAT PENYELIDIKAN:
(i)	Title of Research: <i>Tajuk Penyelidikan:</i> Determining the capability and capacity of SMPs in using and providing ebusiness to SMEs in Northern Corridor of Economic Region (NCER)
(ii)	Account Number: <i>Nombor Akaun:</i> 1001/PMGT/816063
B.	PERSONAL PARTICULARS OF RESEARCHER / MAKLUMAT PENYELIDIK:
(i)	Name of Research Leader: <i>Nama Ketua Penyelidik:</i> Dr Phua Lian Kee
	Name of Co-Researcher <i>Nama Penyelidik Bersama:</i> Dr Siti Nabihah Abdul Khalid Dr Adeline Lau Hooi Ping Dr Chee Hong Kok
(ii)	School/Institute/Centre/Unit : <i>Pusat Pengajian /Institut/Pusat/Unit :</i> Pusat Pengajian Pengurusan
C.	Research Platform (Please tick (I) the appropriate box): <i>Pelantar Penyelidikan (Sila tanda (I) kotak berkenaan):</i>
	<input type="checkbox"/> A. Life Sciences <i>Sains Hayat</i>
	<input type="checkbox"/> B. Fundamental <i>Fundamental</i>
	<input type="checkbox"/> C. Engineering & Technology <i>Kejuruteraan & Teknologi</i>
	<input checked="" type="checkbox"/> D. Social Transformation <i>Transformasi Sosial</i>
	<input type="checkbox"/> E. Information & Communications Technology (ICT) <i>Teknologi Maklumat & Komunikasi</i>
	<input type="checkbox"/> F. Clinical Sciences <i>Sains Klinikal</i>
	<input type="checkbox"/> G. Biomedical & Health Sciences <i>Bioperubatan Sains Kesihatan</i>

D. Duration of this research :
Tempoh masa penyelidikan ini :

***Duration :**3 years.....
Tempoh :

From : ..18/02/2008 **To :**17/02/2011
Dari: *Ke :*

E. ABSTRACT OF RESEARCH

Abstrak Penyelidikan

Kajian ini mempunyai empat objektif utama. Pertama, kami memeriksa tahap penggunaan internet di kalangan pengamal profesional bersaiz kecil dan sederhana (SMPs). Kedua, kami menilai kesediaan SMPS dari segi teknologi dalam usaha menawarkan perkhidmatan mereka. Objektif ketiga dan keempat adalah untuk menilai tanggapan tentang faedah, pendorong dan penghalang terhadap pengamalan teknologi informasi di kalangan SMPs. Kerangka sample kajian ini terdiri daripada kesemua firma audit (149 firma) di Utara Semenanjung Malaysia pada 2008. Unit analisis merupakan firma audit. Dapatan kami menunjukkan hanya lebih kurang 10% firma membangunkan laman web. Laman web tersebut secara amnya kekurangan dari segi ciri-ciri interaksi yang maju. Tanggapan tentang faedah dan kesenangan penggunaan merupakan dua faktor utama terhadap pengamalan internet. Dapatan kajian menyarankan bahawa peningkatan kesedaran tentang faedah penggunaan kertas kerja audit yang dihasilkan komputer mempunyai kesan positif terhadap pengamalannya. Dapatan daripada kajian lapangan kami menunjukkan keperluan untuk komunikasi secara talian, kekurangan masa dam kekurangan pakar teknologi informasi dalaman serta tanggapan tentang faedah internet mempengaruhi pengamalan teknologi Internet. Analisi kami juga menyarankan bahawa firma-firma audit bersaiz kecil tidak menikmati keberkesaan dari segi kos dalam usaha membangunkan infrastruktur dan meningkatkan sistem teknologi informasi mereka.

Inggieris.

This research project has four primary objectives. First, we examine the extent to which small and medium-sized practices (SMPs) leverage the internet. Second, we assess the perceived technological readiness of SMPs in rendering their services. The third and fourth objectives are to evaluate the perceived benefits, the drivers and barriers to the implementation of Information Technology among SMPs. The sampling frame of the study consists of all audit firms (149 firms) located in Northern Malaysia as of 2008. Individual audit firm is used as the unit of analysis. Our results show that only about 10% of the firms actually adopted websites. The web sites are generally lacking of advanced and interactive features. The perception of the usefulness and ease of use are two important factors for Internet adoption. The findings suggest that increasing audit firms' awareness of the benefits of computer-generated audit working papers have a positive effect on its adoption. Findings from our field survey indicate that the need for online communication, lack of time, lack of internal IT expertise and perceived Internet benefits influence Internet technologies adoption. Our analysis also suggests that small audit firms lack the economies of scale to develop IT infrastructure and upgrading IT systems.

F. SUMMARY OF RESEARCH FINDINGS
Ringkasan dapatan Projek Penyelidikan

Our results show that only about 10% of the firms actually adopted websites. The web sites are generally lacking of advanced and interactive features. The perception of the usefulness and ease of use are two important factors for Internet adoption. The findings suggest that increasing audit firms' awareness of the benefits of computer-generated audit working papers have a positive effect on its adoption. Findings from our field survey indicate that the need for online communication, lack of time, lack of internal IT expertise and perceived Internet benefits influence Internet technologies adoption. Our analysis also suggests that small audit firms lack the economies of scale to develop IT infrastructure and upgrading IT systems.

G. COMPREHENSIVE TECHNICAL REPORT

Laporan Teknikal Lengkap

Applicants are required to prepare a comprehensive technical report explaining the project.

(This report must be attached separately)

Sila sediakan laporan teknikal lengkap yang menerangkan keseluruhan projek ini.

[Laporan ini mesti dikepilkan]

List the key words that reflect our research:

Senaraikan kata kunci yang mencerminkan penyelidikan anda:

English	Bahasa Malaysia
Internet adoption	Pengamalan internet
Small and medium-sized practices	pengamal profesional bersaiz kecil dan sederhana
Computer-generated audit working papers	kertas kerja audit yang dihasilkan komputer
Audit	Audit
Perceived benefits and barriers	Tanggapan terhadap faedah dan halangan