INVESTIGATION OF THE EFFECTS OF TECHNOLOGY ACCEPTANCE AND ADOPTION OF JOBSMALAYSIA SYSTEM

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DECLARATION

We hereby declare that:

(1) This undergraduate research project is the end result of our own work and that due acknowledgement has given in the references to ALL sources of information be they printed, electronic, or personal.

(2) No portion of this research project has been submitted in support of any application for any other degree or qualification of this or any other university, or other institutes of learning.

(3) Equal contribution has been made by each group member in completing the research project.

(4) The word count of this research report is 18,762 words.

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Our thanks and appreciation also go to our parents and friends for their moral support and encouragement which help us in completion of this research study. We were grateful to our group members for their kind cooperation, understanding and tolerance with each other throughout the research project.

DEDICATION

This dissertation is dedicated to:

Our supervisor,

Dr.Ramesh Kumar a/l Moona Haji Mohamed @ Rajoo

For guided us throughout the completion of this research study.

Tertiary educational institution,

Universiti Tunku Abdul Rahman (UTAR)

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LIST OF ABBREVIATIONS

TAM	Technology Acceptance Model
ELX	Electronic Labour Exchange
MoHR	Ministry of Human Resources
ICT	Information Technology and Communication
TRA	Theory of Reasoned Action
IS	Information System
SPSS	Statistical Package for Social Program
JTK	Jabatan Tenaga Kerja
VIF	Variance Inflation Factor
SEM	Structural Equation Modelling
PC	Perceived Compatibility
PEU	Perceived Ease of Use
PU	Perceived Usefulness
ATU	Attitude Towards Using
ITU	Intention to Use Jobs Malaysia System
HTMT	Heterotrait-monotrait Ratio of Correlations

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Abstract

Jobs Malaysia system also known as *www.jobsmalaysia.gov.my*, is an automated online job matching system provided by the Ministry of Human Resources. It is one out of the three core modules under the Electronic Labour Exchange (ELX). The system was launched by the Minister of Human Resources, YB Datuk Dr. Wira Fong Chan Onn on the 30th of May 2002. Jobs Malaysia system provides facilities for job seekers to seek suitable jobs and for employers to get their right candidates. Job seekers can do online job application while employers can manage the applications by using Jobs Malaysia system. All these facilities are accessible to all levels of users with no charge. The purpose of this research is investigate of the effects of technology acceptance and adoption of Jobs Malaysia system among job seekers. This research primarily uses the Technology Acceptance Model (TAM) as the theoretical basis. The TAM theory is widely used in information technology and information systems research to evaluate user acceptance of the technology. A quantitative data analysis were executed with the target population were focus on job seekers across Malaysia. However, the exact amount of target population for job seekers is unknown. Thus, the convenience sampling was used in this research. There were 150 samples was collected from target population which is job seekers and it is good enough to test the research model as the G power software calculated 120 sample size needed. Next, Smart PLS version 3.3.6 was used by researchers to test 8 hypothesis throughout this research.

CHAPTER 1 : INTRODUCTION

1.0 Introduction

Chapter 1 is the chapter that will provide an overview and outline of the purpose of investigation. The research was conducted to investigate the effects of technology acceptance and adoption of JobsMalaysia system. Researchers will discuss the research background which basically outline the broad fields of the research and also problem statement which describe the symptoms and problems. Next, the research objective will be determined along with the research questions which will be stated according to the objective. In addition, relevant hypotheses of the study will be defined in this chapter. There will also be significance of study which is the result of findings and an overall chapter layout. Lastly, conclusion will be provided which is also a summary of the major themes.

1.1 Research Background

In this modern year of technology, the use of internet has made a revolutionary changes in today's world, especially for recruitment process. Previously, job seekers need to go organization to seek for job and find the vacancy manually (Brahmana & Brahmana, 2013). This gives companies a significantly disadvantage on taking more time to target the right people and high cost on doing promotion. Therefore in order for job seekers to obtain a desired job, business firm is urgent need attract new employees with pool of knowledge to achieve competitive advantage. Thus, more and more companies adopt technology for recruitment that has been derived from Technology Acceptance Model (TAM). Taleo (2003) stated there are 93% of 500 global companies use the advance of internet and new cloud-based technology for recruitment process. Moreover, Maurer and Liu (2007) reported 87% new employee are hired when using online recruitment. Hence, job seekers are more prefer to use online recruitment for vacancy searching compared to traditional recruitment.

In Malaysia, there is a online recruitment system that provide by government which is JobsMalaysia System (www.jobsmalaysia.gov.my). JobsMalaysia system is an automated online job matching system which was launched by YB Datuk Dr. Wira Fong Chan Onn who is the Minister of Human Resources on the 30th of May 2002. This system is one out of the three core modules under the Electronic Labour Exchange (ELX). ELX is known as a application under the 7th Multimedia Super Corridor Flagship, Electronic Government Project and it comprises of three modules namely JobsMalaysia, Labour Market Database and Office Productivity Support . It is a first phase adoption of the Ministry of Human Resources (MOHR) Integrated Information System based on its Information System Planning. The aim of ELX is to improve the services, facilities and accessibilities of MOHR to the clients via the use of information technology and communication (ICT). ELX is a one-stop center for Malaysian labour market information that is accessible electronically.

JobsMalaysia system offers facilities for job seekers to seek suitable jobs and for employers to get their right candidates. Job seekers can do online job application whereas employers can manage the applications through using JobsMalaysia. All these facilities are accessible to and free of charges to all levels of users. This is a win-win application where employers can post company information and job vacancies requirement and job seekers can obtain job that meet their expectation (Rosita & Nadianatra, 2007). Besides, JobsMalaysia system also act as one-stop service that provides job registration and matching, working place and annual return, foreign employee engaged report and private employment agencies listing. Thorough online recruitment derived from Technology Acceptance Model (TAM) could generate additional job applicant without increasing costs of organization. In addition, technology also support human resource function such as human resources information system and new fields has emerged to achieve critical goals (Johnson, Lukaszewski & Stone, 2016). Hence, adoption of technology in recruitment in globalization lead many organization are hiring employees from all around the world. Since the implementation of JobsMalaysia system, there were no tools

developed to monitor the success or failure of the JobsMalaysia system implementation and whether the system has been accepted by the users specifically among the job seekers in Malaysia. Therefore, throughout this research, researchers will use the Technology Acceptance Model (TAM) as theoretical basis. TAM is develop by Davis (1989) and is the information systems theory that define how users come to accept and use the technology. According to Davis (1989), he stated that TAM has 3 main variable which is perceived usefulness, perceived ease of use, and attitude to use. Besides, researchers will use one external variables which is perceived compatibility to investigate the factor that influence user to use JobsMalaysia system. Perceived compatibility has defined by Rogers (1995) and he stated that the technology are created based on the supporting task and lifestyle of users. Hence, the compatibility was one of the most important factors of users' intention to use technologies (Rogers et. al,1995). Low incompatibility will increases the likelihood of adoption on technology as users will unwilling to accept a new technology if that technology is not compatible with their work (Rogers et. al.,1995). Therefore, researchers will use perceived compatibility to study the adoption of JobsMalaysia sytem.

1.2 Problem Statement

The most obvious benefits must be time saving and cost saving to the company by using online recruitment system. On the average, the online recruitment is 70% faster than traditional hiring methods as the recruiting process is speeded up from posting, receiving resume, filtering it, managing the contacts and work flow (Kaur, 2015). One of the online recruitment system is JobsMalaysia system. Jobs Malaysia system is an e-recruitment system which provided by the Ministry of Human Resources and the system is free to access by all levels of users with no charge.

According to MALAYSIA: ENHANCING JOBS STRATEGY (n.d.), it stated that it is estimated that 220,000 people will join the labor force in Malaysia every year.

Hence, in others word, it means that every year has about 220,000 people will seek for the new job vacancy or job placement. According to Human Resources Online (n.d.), it stated that 60% of job seekers in Malaysia preferred to use online recruitment system to seek for the job vacancy and also preferred to apply for a job vacancy using a digital resume or application through online recruitment system.

However, there is less number of job seekers in using the Jobs Malaysia system compare to others online recruitment system in Malaysia such as JobStreet.com, Indeed.com and others. Table 1.1 below shows that the online transaction report information of year 2016 and 2017 at Jobs Malaysia system:

Table 1.1 *2016 Info and 2017 Info*

Year	**2016**	**2017**
Job Placement	24,537	13,133
New Jobseekers Registered	116,613	87,315
Number of visitors	7,148,952	8,818,669

Adopted From: JobsMalaysia.gov.my - GerbangKerjayaInteraktifAnda. (2018.).

Based on the table 1.1, it obvious to see that there was a large huge gape between the number of visitors and the number of new jobs eekers registered in year of 2017 and 2016. From the data which researchers had taken from JobsMalaysia online transaction report, it shows that that there were over 8 million of people had visited the JobsMalaysia system in year of 2017 but only around 87,315 people had register as the new job seeker of Jobs Malaysia system after visited the JobsMalaysia website. In others word, it means there was about 8,716,762 of job seekers had no yet register as the new job seeker user of Jobs Malaysia system after they had visited

this online recruitment system. Whereas for year of 2016, there was over 7 million of people had visited the Jobs Malaysia system but only around 116,613 people had register as the new job seeker registered of Jobs Malaysia system. There was about 7,023,057 of job seekers had no yet register as the new job seeker users of JobsMalaysia system after they had visited this online recruitment system throughout year of 2016. Hence, this may indicate that job seekers was less intention to use and accept the Jobs Malaysia system.

Table 1.2 *E-Government Development Index.*

EGDI Rank	**2016**	**2014**	**2012**	**2010**	**2008**	**2005**
Malaysia	60	52	40	32	34	43

Adopted from: EGOVKB | United Nations > Data > Country Information. (n.d.)

Based on table 1.2, it shows the ranking of e-government development system in Malaysia has been started to decrease from 40 to 60 out of 193 countries during 2012 to 2016. Hence, it indicates that the development of e-government system such as JobsMalaysia system is on median and still need to improve in term of service and quality system. Therefore, this may be able to affect the intention of job seekers to make use and accept the online recruitment system which provide by government.

Besides, in general, the recruitment services provided on the websites such as Jobs Malaysia is free for job seekers and employers. However, they may be unsatisfied with the services that provided by a particular recruitment website (Yang, Shin, Weng & Hsu, 2015). According to the research of Sivaji, Abdollah, Tzuaan, Khean, Nor, Rasidi, & Wai (2014), e-government services are imperative ought to improve in terms of practicality, usability and security that successively to improve the satisfaction and increase the usage. Therefore, they will explore for other websites to fulfill their needs, compatibility and expectations. Users such as job seekers

require the highest quality platform whereas the providers need to improve the service quality by upgrading operational process in order to maximize job seekers' satisfaction. With a higher satisfaction towards the services, the jobs seekers would have more willingness to accept the JobsMalaysia system (Hien, 2014).

Based on the problem statement which identified above, it was indicated that a further research are needed to be conducted to analyses and investigate the factors that affect the acceptance and adoption of Jobs Malaysia system among job seekers.

1.3 Research Objective

1.3.1 General Objectives

The general objective of this research is to identify and understand the factors that influence users to accept JobsMalaysia system. The research examines whether there are any relationship between independent variables (perceive usefulness, perceive compatibility, perceive ease of use, attitude toward using) and dependent variable (intention to use JobsMalaysia system).

1.3.2 Specific Objectives

I. To determine whether there is a positive relationship between perceive compatibility and perceived usefulness.

II. To determine whether there is a positive relationship between perceive compatibility and attitude towards using JobsMalaysia system.
III. To determine whether there is a positive relationship between perceived ease of use and perceived usefulness.
IV. To determine whether there is a positive relationship between perceived ease of use and attitude towards using JobsMalaysia system.
V. To determine whether there is a positive relationship between perceived ease of use and intention to use JobsMalaysia system.
VI. To determine whether there is a positive relationship between perceived usefulness and intention to use JobsMalaysia system.
VII. To determine whether there is a positive relationship between perceived usefulness and attitude towards using JobsMalaysia system.
VIII. To determine whether there is a positive relationship between attitude towards using and intention to use JobsMalaysia system.

1.4 Research Question

The following are the research question of the study:

1. Does perceive compatibility has the significant positive relationship with the perceived usefulness?
2. Does perceive compatibility has the significant positive relationship with the attitude towards using JobsMalaysia system?
3. Does perceived ease of use has the significant positive relationship with the perceived usefulness?
4. Does perceived ease of use has the significant positive relationship with the attitude towards using JobsMalaysia system?
5. Does perceived ease of use has the significant positive relationship with the intention to use JobsMalaysia system?
6. Does perceived usefulness has the significant positive relationship with the intention to use JobsMalaysia system?

7. Does perceived usefulness has the significant positive relationship with the attitude towards using JobsMalaysia system?
8. Does attitude towards using has the significant positive relationship with the intention to use JobsMalaysia system?

1.5 Hypothesis of Study

H1: Perceived compatibility has a significant positive relationship on the perceived usefulness of the system.

H2: Perceived compatibility has a significant positive relationship on attitude towards using JobsMalaysia system.

H3: Perceived ease of use has a significant positive relationship on the perceived usefulness of the system.

H4: Perceived ease of use has a significant positive relationship on attitude towards using the JobsMalaysia system.

H5: Perceived ease of use has a significant positive relationship on intention to use JobsMalaysia system.

H6: Perceived Usefulness has a significant positive relationship on intention to use JobsMalaysia system.

H7: Perceived Usefulness has a significant positive relationship on attitude towards using the JobsMalaysia system.

H8: Attitude towards using has a significant positive effect on intention to use JobsMalaysia system.

1.6 Significant of Study

This study is conducted to understand the factor that affects the intention to use the JobsMalaysia system. Nowadays, people tend to save time and conduct many things through internet. Many graduates would like to seek job to maintain their life. Many organizations would also like to recruit the talent and potential employees. In this research, there are some variable will affect the intention to use JobsMalaysia system to apply for job.

Besides, the study helps the job seekers to understand that what factor might influence themselves to have a intention to accept and use one particular technology. In addition, the employer will able to know the perspective of the job seeker by refer this research. This questionnaire of this research will ask the opinion of job seeker of using JobsMalaysia system. The employer can know the willingness of job seeker to use JobsMalaysia system. When the intention of job seeker to use JobsMalaysia system is high, the employer will easier to recruit more employees. The employer also can choose the right people from the job applicant.

This research also helps the student or undergraduate gain a better understanding of the Technology Acceptance Model (TAM) Theory. They will learn the variables that influence the intention to use JobsMalaysia system. The variables such as perceived of usefulness, perceived ease of use, perceive of compatibility, attitude toward a particular technology such as JobsMalaysia system. Thus, the student or undergraduates can refer to this research reference when they conducted a research related to this field .

Next, this research will help government to have a better understanding of the factors that might influence the users such as job seekers' intention to use and accept the JobsMalaysia system as this system is consider as one of e-govermemnt system. Thus, this will assist government to determine an effective way to improve the effective and efficiency of JobsMalaysia system in future in order to satisfy the need

and want of users. Besides, the study will assist government to quantify the return of investment in government information system project in the future.

1.7 Chapter layout

Chapter 1: Introduction

This chapter will outline the research background, problem statement, research objectives, research questions, hypothesis of the study and significance of study, chapter layout and conclusion.

Chapter 2: Literature Review

This chapter will discuss all the variable which is independent, and dependent which related to this research. Besides, the relevant theoretical models will defined in order to propose the conceptual framework which indicate the finding of this research and hypothesis statement among all variable also will be defined in detail.

Chapter 3: Research Methodology

In this chapter, researchers will define the research methodology that researchers had conducted throughout this research in detail which is research design, data collection methods, sampling design, research instrument, constructs measurement, data processing and data analysis.

Chapter 4: Research Results

Research result will discuss and analysis in detail throughout this chapter. All the data will perform by using Smart PLS and SPSS by researchers.

Chapter 5: Discussion and Conclusion

In this chapter, researchers will provide the summary of descriptive analysis, discussion of major findings, implication of study, limitation of study and recommendations of future research.

1.8 Conclusion

In conclusion, the researchers had define eight hypothesis to investigate relationship between the perceive usefulness, perceive of compatibility, perceive ease of use, attitude toward using and intention to use JobsMalaysia system among job seekers. Thus, researchers will discuss in detail for the relationship between variables in next chapter.

CHAPTER 2 : LITERATURE REVIEW

2.0 Introduction

The chapter illustrate Technology acceptance model (TAM), dependent variable (intention to use JobsMalaysia system) and independent variables (perceived compatibility, perceived ease of use, perceived usefulness and attitude toward using JobsMalaysia system) and reviewed the relevant conceptual models. The researchers form a conceptual framework that provide the dependent variable and independent variables. Besides, conceptual framework and hypothesis development also included in this chapter.

2.1 Literature Review

2.1.1 Technology acceptance model (TAM)

Technology acceptance refers to the the willingness of a person to utilize innovation for the undertakings it is intended to help. In the business and industrial settings, it turned into traditional for builders and procurers of innovation to depend on hierarchical expert to guarantee that innovation was utilized. Nonetheless, exhibit working practices in numerous associations have empowered more prominent carefulness among clients, thus the flow of client acknowledgment cannot be disregarded. Emerging from an enthusiasm for understanding what drives and propels understudies to utilize innovation, analysts have proposed and detailed models that could give a structure to clarify and foresee innovation utilize (Teo & Zhou, 2014).

Technology acceptance model is a theory that initiated by Davis (1986) that propose the usage behavior of computer technology. According to Davis et al. (1989), it provides an explanation of the determinants of computer acceptance that is general and capable of explaining user behavior across technologies and user populations. Likelihood of a new innovation being adopted within a group of individuals or organizations will being predicted. The studies of Davis, Bagozzi, and Warshaw (1989) and Fokides (2017), technology acceptance model is more focused on the technology innovations.

Technology acceptance model (TAM) was adopted from another theory called Theory of Reasoned Action (TRA). TRA is the human actions on the basis of the relationship between pre-existing attitudes and behavioral intentions that being explain and predict. In others way, TAM is the theory that predict users' acceptance of technology and their intentions to use it. TAM also assumes that behavioral intention to use a particular innovation determines whether the users involved will actually utilize it (Fokides et al., 2017).

According to the studies of Davis (1989) and Fathema (2015), technology acceptance model consisted of two fundamental factors of user's technology acceptance which are perceived usefulness and perceived ease of use along with the other three constructs which are attitudes, actual use, and behavioral intention to use. Technology acceptance model has been used across different contexts in various countries. The usage of technology acceptance model involves learning material, social media and others.

2.1.2 Perceived compatibility

According to Al-Ajam and Nor (2013), compatibility is the degree of individual perceives the product or services which are not conflict with their needs, want, experience and beliefs. Technology device is developing to help the organization to recruit potential employees. Government also takes action to reduce the unemployment rate of our country. The job seekers also need to find a job to maintain their life. By using the technology which is not compatible with their interest or needs, perceive of compatibility will increase. The organization will use this technology when they perceives the technology is not conflict with their beliefs (Mndzebele, 2013). The job seeker will choose to use due to the system not compatible with their needs or wants. The system will helps them to find jobs.

According to Moore and Benbasat (1991), perceived compatibility have positive affect the innovation use. The innovation more compatible, the adoption rate will be faster. Batkovic and Batkovic (2015) found that the user will adopt the mobile-service if they perceive the device is compatible with their belief and experiences. Mallat et al (2009) stated that he suggests the compatibility will have positive influence the customer intension to use mobile-ticketing (Batkovic et al., 2015). Chen et al (2012) found that the compatibility also will affect the attitude of customer to use mobile service visit the virtual store (Batkovic et al, 2015). Wu and Wang (2005) stated that it is the major factor of the adoption and consecutive the perceive usefulness of mobile-commerce (Batkovic et al, 2015).

2.1.3 Perceived ease of use

According to the previous study conducted by Jahangir and Begum (2014) , perceive ease of use is define that people will accept to use an technology when people perceive that the technology is easy to use. Besides, Rogers (1962) and Jahangir et al. (2014) also stated that perceived ease of use is defined as the degree to which an technology is perceived not to be difficult to understand, learn or use. He also further defines that perceived ease of use is the degree to which consumers perceive a new product or service as better than its substitutes (Rogers, 1983; Jahangir et al., 2014). Next, Zeithaml (2002) stated the perceive ease of use is consider as the degree to which an technology is easy to understand and use. Furthermore, Mathieson (1991); Jahangir et al. (2014) refer perceived ease of use to the consumer perceived that online banking will involve a minimum of effort. In addition, Consult (2002); Jahangir et al. (2014) noted that perceived ease of use is also refers to the ability of consumers to experiment with a new innovation and evaluate its benefits easily. In the study, he stated that the the perceived ease of use is defined by the drivers of growth in electronic banking which is a combination of convenience provided to those with easy internet access, the availability of secure, high standard electronic banking functionality, and the necessity of banking services (Consult, 2002; Jahangir et al., 2014).

2.1.4 Perceived Usefulness

According to Davis (1989), perceived usefulness can be defined as degree on using a particular system that a person believe to enhance job performance. Rogers (2003) clarified usefulness as degree of innovation is perceived as being better than its precursor. Mazman & Usluel (2016) redefined the meaning perceived usefulness as the perception formed by the belief that by

using a particular system would improve performance of individual with the expectation on particular innovation is better than its precursors. Szajana (1996) suggested that usefulness can directly affect intention to use when an individual becomes more experienced on information technology. The research not just only perceived a generic information systems and captures the characteristics of the perceived usefulness, but also deep into the ultimate goal to show the potential benefits such as term of convenience, search ability, and rich product information environment as concept of 'perceived gain' (Bhatnagar and Ghose, 2014). TAM predicts individual adoption and attitude willing use technology by applying online environment, high of perceived usefulness motivate users to visit or participant interaction in website (Rauniar et al., 2014).

2.1.5 Attitude towards using

In respect to user attitude , user's attitude of a new technology is important on positive adoption of the information system (IS). Ahmad's study (Khalaf, 2014) suggested that an attitude as a construct is hypothetical psyche response an action or reaction. It is a positive or negative feeling toward something by an individual. Davis's study (Osman, 2015) also described the users' behavioral intention in technology determined by the attitude of the users. Davis also stated that the quality and usefulness of the system can only be confirmed through the level of the user's acceptance. Attitude is correlating directly towards the intention which shows the users intent to use the technology based on the positive behaviors toward it. Ibrahim & Hamid (2017) found that positive attitude on technology context refers to measure, the extent in which an individual feel comfortable with the system and their feelings during using it. They believed that if he/she believes the performance of the behavior will lead to positive outcomes, the user may hold a favorable attitude towards a given behavior.

2.1.6 Intention to use Jobs Malaysia system

According to Warshaw and Davis (1985), behavior intention defined as 'the degree to which a person has formulated conscious plans to perform or not perform some specified future behavior. However, theory of reasoned action from Ajzen (1985) stated that behavioral intention is a strong predictor of actual behavior. Therefore, the behavior intention of the two theories is align with each other. In the application of information system, behavior intention to use a particular system had been used to predict by TAM successfully.

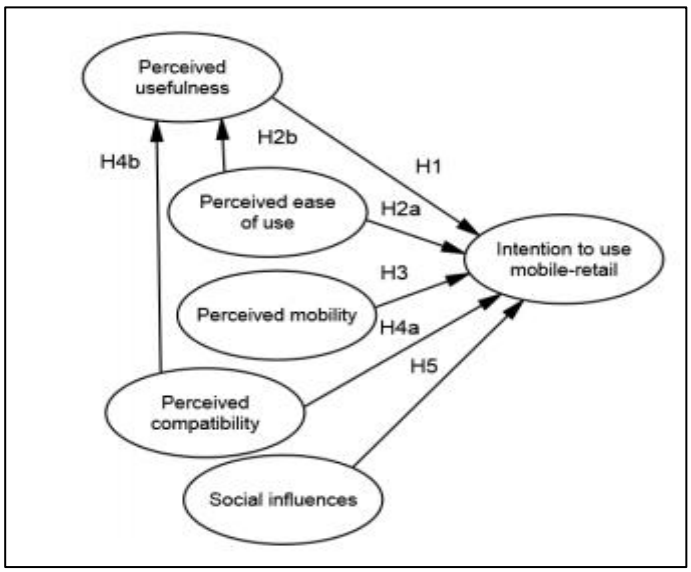
Behavioral intention has different definition according to different research. It defined as the degree to which a person intends to do certain behavior. Behavioral intention specifies that the amount of effort an individual is willing to put in order to perform the behavior (Ajzen & Fishbein, 1980; Fokides et al., 2017). Behavior intention is determined by perceived usefulness, perceived ease of use, and attitudes. It also can be defined as the user's willingness to adapt. The higher willingness to adapt the particular system, the more the intention to use the system.

According to technology acceptance model, a client's behavioral expectation to utilize a data framework mirrors the client acknowledgment of the framework. The TAM guesses that a client's expectation is the most quick indicator of use conduct. Aim, thus, is mutually dictated by the client's state of mind and saw convenience of the framework (Rauniar, Rawski, Yang & Johnson, 2014). The role of intention as a predictor of actual use is critical and has been well established information science and reference disciplines. Technology acceptance model presumes that behavioral intention is formed as a result of conscious decision making process (Venkatesh, 2003).

2.2 Review of Theoretical Framework

2.2.1 Model 1

Figure 2.1: Conceptual Framework of Batkovic &Batkovic (2015)



Adapted from : Batkovic, I., & Batkovic, R. (2015). Understanding Consumer Acceptance of Mobile-Retail. An empirical analysis of the revised technology acceptance model.

Figure 2.1 shown the research model which is based on a revised TAM model and involve the perceive mobility (Mathew et al., 2004) and social influences (Ajzen, 1991). This study was conducted by Batkovic and Batkovic (2015) to understand the consumer acceptance of mobile-retail.

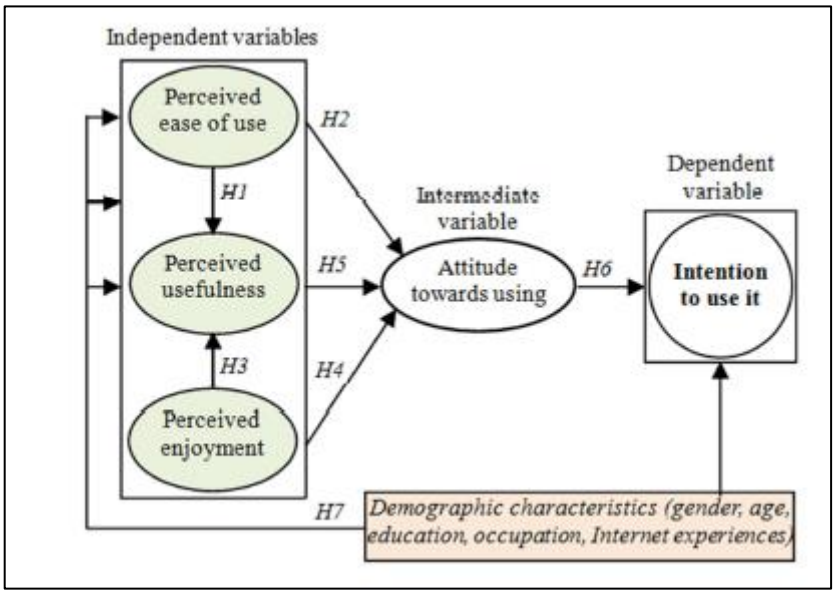
Batkovic and Batkovic (2015) extended the TAM model of Davis (1989) and involved the perceive mobility and social influence in mobile-retail industry.

They found that most of the variables has positive influence the intention to use mobile-retail.

The participation of this study was the undergraduates and graduates students. The sample involved 59.8% of female and 40.2% of male (Batkovic et al., 2015). The result of the study shown the relationship between perceive usefulness to intention to use mobile-retail is significant. The relationship between perceive ease of use and perceive usefulness did not have strong evidence to prove their direct effect ($\beta = 0.57$; $p < 0.001$). The study also stated the indirect relationship between compatibility with intention to use ($\beta = 0.57$; $p < 0.001$)and perceive usefulness ($\beta = 0.29$; $p < 0.001$). The compatibility was more contribute to the intention to use mobile-retail (Batkovic et al., 2015).

2.2.2 Model 2

Figure 2.2 : Conceptual framework of Alsultanny & Alotaibi (2015)



Adapted from: Alsultanny ,Y.A .& Alotaibi, M.F. (2015) Evaluating the Factors Affecting on Intension to Use of E-Recruitment. *International Journal of Mathematics and Computational* Science, *1(5), 324-331.*

The above figure shown the relation between independent variables which is perceived ease of use, perceived usefulness and perceived enjoyment with attitude towards using as the intermediate variable to the dependent variable which is intention to use E-recruitment.

The purpose of this study conducted by Alsultanny and Alotaibi (2015) was to investigate the factors influencing on intention to use of E-Recruitment. They modified the Davis (1989) technology model accepted framework for their study and proposed perceived usefulness, perceived ease of use, and perceived of enjoyment as the predictors of the job seekers intention and they found that all three variables influenced the intention of job seekers to use E-recruitment.

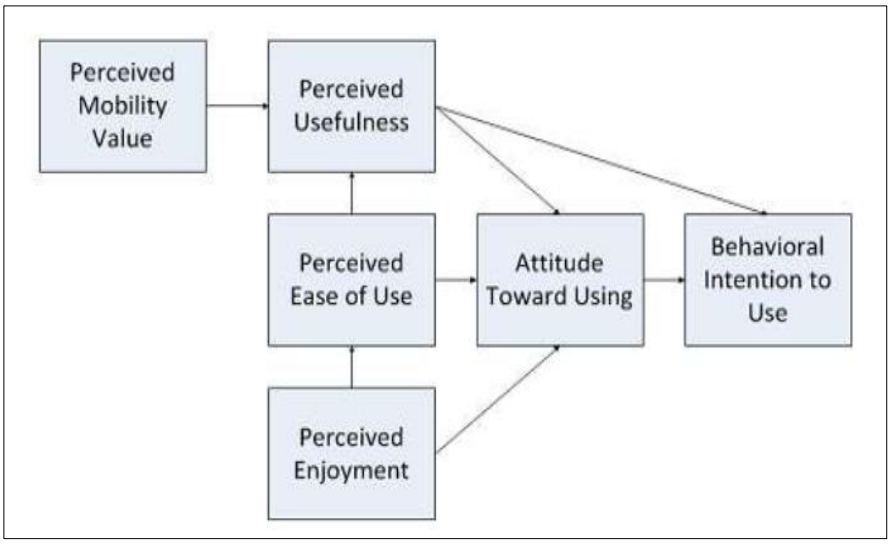
There were two groups participated in this study which are students group and employees group. The student group consisted of undergraduate students who are mostly about to graduate and also postgraduate students in several universities whereas the employees groups taken from several organizations. Hence, there was a total sample of 357 respondents which is job seekers involved for data analysis who were users of e-recruitment and Cronbach's alpha was tested the questionnaire reliability (Alsultanny & Alotaibi, 2015).

The result of the study found that all the independent variables has significant impact on each other. The results showed perceived ease of use have significant effect on (Perceived usefulness, Perceived enjoyment, Attitude toward using, and Intention to use it) with correlation factors (r= 0.528, r=0.487, r=0.444, r=0.376). Besides, the factor as Perceived usefulness have significant effect on (Perceived enjoyment, Attitude toward using, and Intention to use it) with correlation factors (r= 0.539, r= 0.539, r=0.470) and the factor as Perceived enjoyment have a significant effect on (Attitude toward using and Intention to use it) with correlation factors (r=0.620, r=0.486) whereas for the intermediate variable which is the attitude towards using, the result shown that has a strong relationship with the intention to use e-recruitment technology with r= 0.714, this stated that the more the users

have positively toward e-recruitment the more they intend to use it (Alsultanny & Alotaibi, 2015).

2.2.3 Model 3

Figure 2.3 Extended TAM for user behavior of mobile learning (Huang, Lin & Chuang, 2007)



Adopted from: Nurkhin & Arief, (2015). THE DETERMINANT OF STUDENT'S INTENTION TO USE MOBILE LEARNING. *PEOPLE: International Journal of Social Sciences, 1*(1).

The above figure shown the relation between independent variables which are perceived of mobility value, perceived usefulness, perceived easy of use and perceived enjoyment with attitude towards using as the intermediate variable to the dependent variable which is behavioral intention to use.

The purpose of this research was to indicate the factors that influence the student's intention to use mobile learning with the Technology Acceptance Model (TAM) theory. Since the mobile learning is newly emerge, it would be one of the challenges would faced by education. Prajapati & Patel (2014) argued the determinants of students' adoption to use mobile learning are functionalities, user as a consumer, social effect, self-management learning,

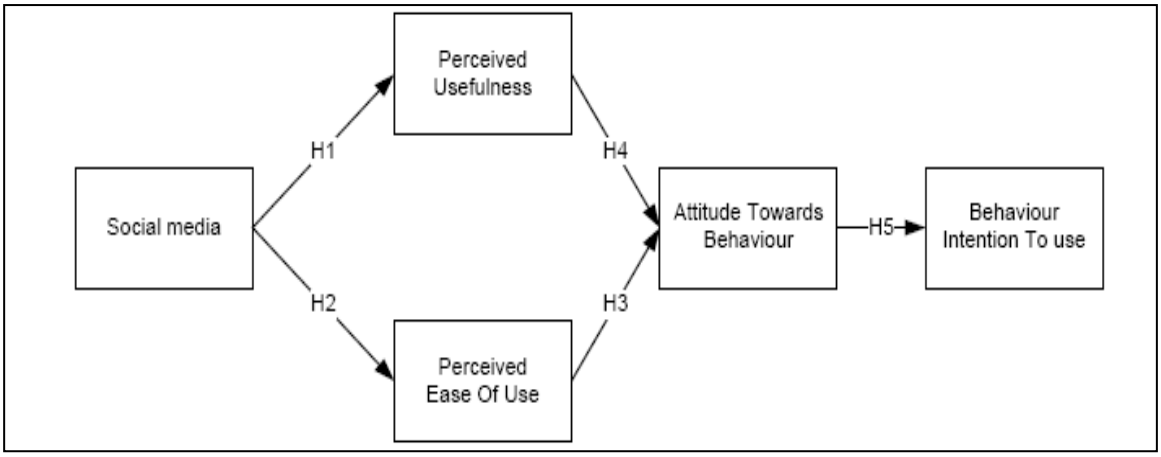
and experiential learning. Mehdipour & Zerehkafi, (2013) explained that mobile learning in classrooms has lead students to work interdependently in groups or individually to solve the problems, to work on projects, to meet individual needs, and to allow for student voice and choice.

There were consist of 3 major population student in this research in Department of Economics Education Faculty of Economics Semarang State University which are Education Office Administration, Accounting Education, and Cooperative Education. The data in this study was primary data obtained from students using Questionnaire developed by Huang et al. (2007) and Zhu et al. (2012). Questionnaire research used 5 likert scales for measuring the research variables. Path analysis was selected to test the hypotheses that have been proposed by using SPSS Analysis tool. The data that is obtained and can be processed in this research is as much as 219 units with response rate of 68, 44%.

The result of the study found that all the independent variables has significant impact on each other. The results showed perceived usefulness have significant effect on (perceived mobility value, Perceived social interaction value, Prior experience for educational purposes and perceived ease to use) with adjusted R square of this model is 0,607. The result of study also found there is also has significant impact between perceived enjoyment to perceived usefulness with adjusted R square of this model is 0,341. The result of the study also found there has significant impact between perceived enjoyment, perceived ease to use and perceived usefulness to attitude toward using with adjusted R square of this model is 0,634. Lastly, the result of study found there has significant impact between perceived usefulness and attitude toward using to behavioral intention to use with adjusted R square of this model is 0,487.

2.2.4 Model 4

Figure 2.4: Conceptual framework of Elkaseh, Kok & Chun (2016)



Adopted from: Elkaseh, A.M., Kok, W.W. & Chun, C.F. (2016). Perceived Ease of Use and Perceived Usefulness of Social Media for e-Learning in Libyan Higher Education: A Structural Equation Modeling Analysis. *International Journal of Information and Education Technology, 6(3)*, 1-8.

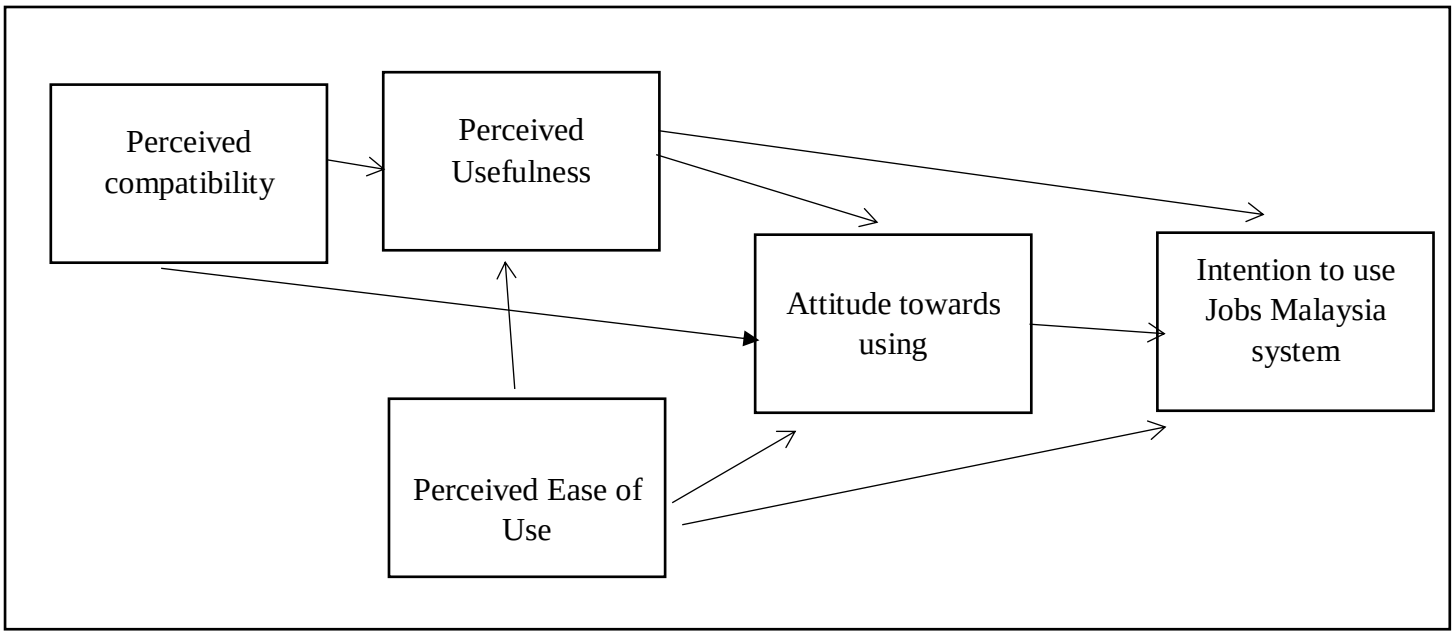
The above figure shown that the relation between social networking media with independent variables which is perceived usefulness and perceived ease of use and also attitude towards behavior as intermediate variable to the dependent variable which is behavior intention to use.

The purpose of this study conducted by Elkaseh, Kok, & Chun (2016) is to investigate the perceived usefulness and the perceived ease of use of social networking media in e-learning for Libyan higher education. According to TAM, they proposed a research model as figure 2.4 that can examine the impact of the perceived usefulness and perceived ease of use of social networking media for e-learning in Libyan education. The model variables were including social media, perceived usefulness, perceived ease of use, attitude, and behavioral intention.

There were two groups participated in this study which are students and teachers. The respondents consisted of two public and two private universities. Besides, there was a total sample of 500 respondents involved for data analyses.

The result of this study indicated that the use of social networking media plays an significant role in the adoption of e-learning in Libyan higher education. Thus, when the social networking media is easy and simple to use, individual will feels that it is useful and will have more intention to use e-learning technology. This result found that students and teachers who have the positive perception of e-learning when they used the system more and often. Furthermore, the research also found that there was a positive relationship between social media ease of use and accepting of e-learning. They also concluded that the high percentage of using the social networking media have a positive impact of the perceived ease of use among students and teachers when learning technology in higher education at Libyan (Elkaseh, Kok, Chun, 2016).

2.3 Proposed Theoretical/ Conceptual Framework



Source: Developed for the research

The conceptual framework as shown is proposed based on the review of previous and past theoretical model. It is formed by the perceived compatibility, perceived usefulness, and perceived ease of use as independent variables and mediated by attitudes towards using the dependent variable which is the intention to use.

Although numerous study or research of this relationship had been done in the past, however the study of this relationship in e-recruitment is still limited. Therefore, this study will determine the intention to use of JobsMalaysia system among job seekers will be affected by the perceived compatibility, perceived usefulness, and perceived ease of use as independent variables by using attitudes as mediating variable. Further study, research and investigation were needed to prove this particular relationship.

2.4 Hypothesis Development

2.4.1 The Relationship between Perceived compatibility and perceived usefulness

According to the study of Batkovic and Batkovic (2015), the relationship between perceive compatibility to intention to use through perceive of usefulness is not direct. Wu and Wang (2005) indicated that perceive compatibility was directly influence the perceive usefulness of E-marketing (Kanchanatanee, Suwanno, & Jarernvongrayab, 2014). The study of Plouffe et al. (2001) stated that a greater adoption intention than traditional TAM construct do in the diffusion of innovation theory. The study of Chen et al (2012); Wu and Wang (2005) indicate the construct is to determine the perceive usefulness of mobile-retail (Batkovic, 2015).

According to Moqbel, Bartelt and Al-Suqri (2014), the result of the study shown perceive compatibility has significant relationship with perceive usefulness. Cognitive dissonance theory can show the relationship between perceive compatibility and perceive usefulness. This perception of compatibility and perception of usefulness is related. As stated in the study of Moqbel et al. (2014), they stated that the people will have greater perceive of compatibility and will cause the perception of people that technology is useful. They will choose to use personal cloud computing if it is compatible with them.

H0: Perceive compatibility has no significant relationship on the perceive usefulness of the system.

H1: Perceive compatibility had significant relationship on the perceive usefulness of the system.

2.4.2 The Relationship between Perceived compatibility and attitude toward using

Vijayasarathy (2004) found that perceive compatibility has significant relationship on attitude toward using E-marketing. The research of Chen, Gillenson and Sherrell (2002); Vijayasarathy (2004) has found that the compatibility has positively affect the attitude toward using online shopping. The result supports the relationship between perceive compatibility and attitude toward using online travel shopping. The results in the study of Amaro and Duarte (2015) also indicated the people will have the attitude toward using online travel shopping if they found that the online travel shopping is compatible with their way of life.

Hsieh (2015) assumed that physicians' perceive compatibility of EMR exchange will influence the attitude of them to use EMR exchange systems. The result shows the perceive compatibility is the important determinants of attitude toward using EMR exchange systems. It will lead to more physicians use EMR exchange system due to the compatibility of EMR exchange system is increase (Hsieh, 2015).

The study indicated that the people who use internet in their daily time and job will prefer to choose online shopping (Zendehdel & Paim, 2015). Zendehdel et al. (2015) also stated that the perceive compatibility is significant with attitude towards online. The relationship between compatibility and attitude toward purchase online is support in the result of

the study. People will change their attitude toward using online shopping is because of the online shopping is compatible with their life which always need to use internet (Zendehdel et al., 2015). It will help them to save time.

H0: Perceive compatibility has no significant positive relationship on attitude toward using Jobs Malaysia system.

H1: Perceive compatibility has significant positive relationship on attitude toward using Jobs Malaysia system.

2.4.3 The Relationship between Perceived ease of use and Perceived usefulness

In the context TAM, perceived ease of use and perceived usefulness are two variables which have impact on the behavioural intentions to use a system. (Davis et al., 1989; Elkaseh, Kok, & Chun , 2016). According to the study that conducted by Elkaseh, Kok, & Chun (2016), it shown that there is a direct impact on the perceived usefulness and perceived ease of use in using e-learning in Libyan higher education.

According to the study conducted by Sanchez-Franco & Roldan (2005); Basri (2016), they found that the relationship between perceived ease of use and perceived usefulness was significant and positively related in the study of technology acceptance. Next, according to the study of Basri (2016), perceived ease of use is positively related to perceived usefulness in e-recruitment adoption. In the e-recruitment context, the easy to use system is likely to be responsible for the rapid growth of the e-recruitment ,where job seekers only need to post their resume to the e-recruitment web sites and the employers just had to only click to accept the application to the company of interest without re-sending the resume's and personal information for continual job application (Basri, 2016).

According to the study conducted by Ramayah & Ignatius (2014), they found that there is a positive relationship between perceived ease of use and perceived usefulness in the context of Internet shopping . Both are surmised to be closely linked as the argument is such that an Internet user who perceives that buy throughout Internet is effortless should in turn develop a tendency to perceive it as useful. This is because of the Internet user would inherently try to mould his or her perception of Internet shopping based on his or her experiences in engaging in Internet shopping and the ease in which the task was executed which is perceived ease of use. Based on the above reviews, the hypothesis is formulated as below:

H0: Perceived ease of use has no significant positive relationship on the perceived usefulness of the JobsMalaysia system.

H1: Perceived ease of use has a significant positive relationship on the perceived usefulness of the JobsMalaysia system.

2.4.4 The Relationship between Perceived ease of use and Attitude towards using

According to the study conducted by Juniwati (2014), the researcher found that perceived ease of use has significant influence on attitude to shop online. The people attitude to the technology will be more positive as more people perceive technology is easy to use (Davis, 1989; Juniwati, 2014). Hence, it is the same aspect when come to shopping via online, when people perceive that shopping via online is easy to access the sites, easy to learn the step, easy to compare products and prices, easy to find desired product , therefore their attitude to shopping via online will be more positive. Besides, a study of Teo and Seif (2009); Elkaseh et al. (2016) also found direct positive relationship between perceived ease of use and attitude towards use among teachers and students to use e-learning system. Next, according to the research conducted

by Elkaseh et al. (2016), it found that perceived ease of use influences students' attitude towards behaviour of using e-learning in Libyan higher education. Based on the above reviews, the hypothesis is formulated as below:

H0 : Perceived ease of use has no significant positive relationship on attitude towards using the JobsMalaysia system.

H1 : Perceived ease of use has a significant positive relationship on attitude towards using the JobsMalaysia system.

2.4.5 The Relationship between Perceived ease of use and Intention to use

Perceived ease of use defined as the extent to which people believe that using certain system would be effortless (Davis et al., 1989; Al-alak, & Alnawas, 2013). According to the study conducted by Igbaria & Iivari (1995); Al-alak et al. (2013), people usually try to minimize effort in their behavior in the point of view of behavioral decision making. Porter and Donthu (2006); Al-alak et al. (2013) hypothesized that that if users perceived that the technology is difficulty and risk associated with learning, users will avoid to leearn something new. According to previous research conducted by Wang et al. (2003) and Amin (2009); Al-alak et al. (2013), they stated that perceived ease of use has a significant effect on behavioral and usage intentions.

Besides, Ong and Lai (2006); Al-alak et al. (2013) found that perceived ease of use had a significant influence on the behavioral intention of students to use e-learning. In their studies, perceived ease of use had influence lecturers at Jordanian has intention to use e-learning system as they perceived such system is less mental effort, less frustrating, flexible, less rigid, easy to understand, helpful guidance in performing tasks (Ong et al., 2006; Al-alak et al., 2013). According to the study of Al-alak et al. (2013), the researchers found that there is positive relationship between perceived ease of use and

behavioral intention among the lecturers at Jordanian. Lecturers who perceive the e-learning system was easy to use will influence their intention to use the system positively (Al-alak et al, 2013). Based on the above reviews, the hypothesis is formulated as below:

H0 : Perceived ease of use has no significant positive relationship on intention to use JobsMalaysia system.

H1 : Perceived ease of use has a significant positive relationship on intention to use JobsMalaysia system.

2.4.6 The Relationship between Perceived Usefulness and Attitude towards using

Zhu et al. (2012) stated that the Perceived Usefulness has direct influences on attitude on determinant of intention to use mobile learning by using Technology Accepted Model (TAM). The researchers argue that a social media user's behavior to use social media is determined by their intention to perform the behavior and such the intention is a function of his or her perceived benefit from the social media based on the TAM theory. According to Zhu et al. (2012), perceived usefulness will effect on consumer attitude which is attitude will be positive if there is high perceived, TAM suggests that the more desired the attitude toward a behavior, the stronger the person's intention to perform the behaviour (Zhu et al., 2012). Based on the above reviews, the hypothesis is formulated as below:

H0: Perceived usefulness has no significant positive relationship on the attitude towards using of the JobsMalaysia system.

H1: Perceived usefulness has significant positive relationship on the attitude towards using of the JobsMalaysia system.

2.4.7 The Relationship between Perceived Usefulness and Intention to use

Technology acceptance model assumes that perceived usefulness determine intention to use the technology which then leads to actual usage (Davis, 1989; Venktatesh and Davis, 2000). When people feel that the technology is useful and able to fulfill their needs, so the intention to use the technology will be high and people will use it more frequently.

Next, many study had confirmed that the perceived usefulness has significant effect of on behavioral intention to use (Lee et al., 2009; Li, Duan, Fu, & Alford, 2011; Saade et al., 2007). According to Roostika (2012), it stated that many of previous studies had confirm that perceived value has significant influence on adoption intentions. Roca and Gagne (2016) have defined that in their research study, the strongest predictor of intention to continue e-learning among employees of four international agencies at United Nations is perceived usefulness. Based on the above reviews, the hypothesis is formulated as below:

H0: Perceived usefulness has no significant positive relationship on the intention to use of the JobsMalaysia system.

H1: Perceived usefulness has significant positive relationship on the intention to use of the JobsMalaysia system.

2.4.8 The Relationship between Attitude towards using and Intention to use

Ajzen and Fishbein (2014) defined attitude as the affective evaluation towards a given task. The attitude towards technology used refers to the level which a user like or unlike with the technology. Intention is an indicator of factors that desired behavior by using technology. Theory of Reaction Action (TRA) emphasizes that individual attitude is a measure of behavioral tendencies as a function of its determinant personal consequences. As stated in the TRA, these relationships will be predictive of behavior when the attitudes and beliefs are specified in a manner consistent, and the behavior will be explained by time, goal and context.

The attitude in TAM represents the attitude towards the behavior of using technology. Personal attitude is an important factor that affects one's behavior in accepting the technology. Davis et al., describes the user's behavioral intention in online learning determined by their attitudes. Shen and Chiou (2015) found that attitude is directly related to the intention to use a technology system based on the positive behaviors towards it. This is consistent with the empirically validated previous studies that demonstrate the positive relationship between the attitude towards using and the intention to use (Cheung & Vogel, 2013; Chang, Yan & Tseng, 2012). Based on the above reviews, the hypothesis is formulated as below:

H0: Attitude towards using has no significant positive relationship on intention to use JobsMalaysia system.

H1: Attitude towards using has a significant positive relationship on intention to use JobsMalaysia system.

2.5 Conclusion

In a conclusion, the research has provided a clear review of literature background about the research and detail explanation of each of the independent variables, and

dependent variable based on the journal articles from previous researchers. Besides, the proposed conceptual framework which includes eight hypotheses is determined and further analysis will be explain detail in the next chapter.

Chapter 3: METHODOLOGY

3.0 Introduction

In this chapter, researchers will discuss about how researchers conduct the survey and how the data was collected by researchers. Besides, the detail of sampling design such as target population, sampling frame and sampling location, sample size, sampling technique and sampling element will discuss. Next, researchers also will outline the research instrument and construct measurement in detail in this chapter.

3.1 Research Design

Research design is the idea-based structure within which research is managed and done. It makes up the written plans for the gathering, estimation and investigation of information (Kothari, 2004). Research design is important because it communicates the information about key functions of the research including qualitative, quantitative, and mixed methods (Harwell, 2015). The purpose of researchers to conduct this research was to investigate the effects of technology acceptance and adoption of JobsMalaysia system among job seekers.

Besides, quantitative research method will be used in this research rather than qualitative research method. Quantitative research method is a research method that tries to increment the ability to see things without prejudice, copybility, and ability to be applied to broader situations of findings. The key features of quantitative research are the use of instruments to collect data, and reliance on chance

explanation to test statistical hypotheses that go along with to research questions of interest (Harwell, 2011).

According to the questionnaire that research construct, quantitative research method will be used in this research to study the relationship among the dimensions of perceived usefulness, perceived ease of use, perceived capability , and attitude to use towards the intention to use. According to Langkos (2014), the collected data were more objective and accurate throughout quantitative research method. This is due to the data were collected by using standardized methods and can be replicated. Therefore, quantitative data will be more efficient and able to test the hypotheses as the data comes in the form of numbers and statistical.

3.2 Data Collection Methods

Data collection method used to obtain and gather the information from the respondents. Therefore, it is one of the important processes in our research. In general, the methods include observation method, interview method, and questionnaire. These type of data collection method could be used to gather the information to do further investigation (Zikmund et al., 2013). In this research, the two types of data that researchers had use was primary data and secondary data.

3.2.1 Primary data

Primary data are the information that needs to be collected specifically by the researchers for a specific research. Primary data are origin in nature and directly related to the issue of the research. Therefore, the accuracy of data is

high. The data were collected through interviews, questionnaire, and direct observation (Kothari, 2004). However, primary data consists of some difficulties such as time consuming, not timely response, and incomplete response. This is due to the research involved a number of people, therefore the time and effort needed will be more. Researchers will use primary data as the main data for this research. Researchers will distribute questionnaire in two methods which via google docs and handout to the job seekers.

3.2.2 Secondary Data

Secondary data are the information that collected by the other researchers that are not link to the research. The collected data were collected for some purpose in past and be reused for other research. Secondary data refers to the data that were published via journal, articles, books and other else. The forms of secondary data were available in written, typed or electronic forms (Kothari, 2004).

In this research, researchers had used different journals, articles and books. Most of the journals and articles were obtained from Google Scholar and Google search engine that leads to Science Direct, SAGE, and so on.

The benefits of using secondary data are the data tends to be reliable and easier to access. The data had been collected by the other researchers for their purpose and can be reused for other research. Thus, secondary data saves time and effort.

3.3 Sampling Design

The sampling is the procedure of collecting the information from a sample (a part of the population) of a population (the whole group of individuals that need to study). The result of the sample will be applied as an estimation of the large population and conduct the research based on the sample. This is because the whole information from a large group of people is difficult to be collected by the researcher. Thus, researchers need to select the accurate people from the sample for the target population to make sure the accuracy of the result (Sekaran & Bougie, 2013).

3.3.1 Target Population

Target population is the group of person who was the researchers want to adopt the research results (Sekaran & Bougie, 2013). In this research, researchers focus on job seekers as target population .However, the target population is infinite due to the exact amount of target population for job seekers is unknown.

3.3.2 Sampling Frame and Sampling Location

Sampling frame is the name list of all the person in the appropriate population (Sekaran & Bougie, 2013). Job seekers across Malaysia has been chosen by researchers as the sampling locations for this research.The channel which researchers distribute the questionnaire to job seekers in different state across Malaysia was through Jabatan Tenaga Kerja (JTK) in Perak as some of

questionnaire was given to officer who work in JTK and they had assist in distribute the questionnaire to jobs seekers across Malaysia.

3.3.3 Sampling Elements

Sampling element is referring to the respondents who will take part in the research study (Sekaran & Bougie, 2013). In this research, researchers will select the job seekers across Malaysia as the main sampling elements. However, the criteria for job seekers is wide, as it could be everyone across Malaysia, such as student, high school leaver, undergraduate of college or university, fresh graduate of college or university, employee of government or private organization and unemployed person. These population were targeted by researchers as they have experience and understanding in using the online recruitment system which is JobsMalaysia system to search job vacancy. Thus, they may provide researchers with more accurate information through the survey instrument.

3.3.4 Sampling Technique

In this research, sampling technique that has been used by researchers was the non-probability sampling and convenience sampling. According to Sekaran & Bougie (2013), non-probability sampling refers to a sampling method that units of the sample are chose on the form of convenience or personal judgment and the selected units in population are unknown. Whereas for convenience sampling, it is a non-probability design that acquired individuals or units conveniently available and the units selecting is made randomly (Sekaran & Bougie, 2013). Convenience sampling is an easy approach, save

time and less costly as compared to other sampling method. Hence, convenience sampling is the best method to conduct in this research and allow researchers obtain data from respondents in convenience and easy way.

3.3.5 Sample Size

Sampling size is the subset of the total amount of element in the given population (Sekaran & Bougie, 2013). Due to the exact amount of target population is unknown and infinite, thus the research will decide to use G power to calculate the sample size. According to G power calculator, it stated that the power needed will be 0.85 and the G power result stated that the amount of sample needed for this research will be 120. However, researchers managed to proceed with the sample size of 150 as this will be more sufficient and more than enough to justify the reliability and validity of the research. According to Saunders, Lewis and Thornhill (2012), they stated that a large quantity size of sampling which is above 100 sample size is better because it could help to obtain a more reliability and accurate result. Besides, a study conducted by Price, Dake, Murnan, Dimmig, and Akpanudo (2005), they stated that commonly statistical power is set at 0.80, meaning that four out of five times (80%) a false null hypothesis will be correctly rejected but however, they recommend that a higher power such as 0.85 and 0.90 will always be preferred when conducted in research.

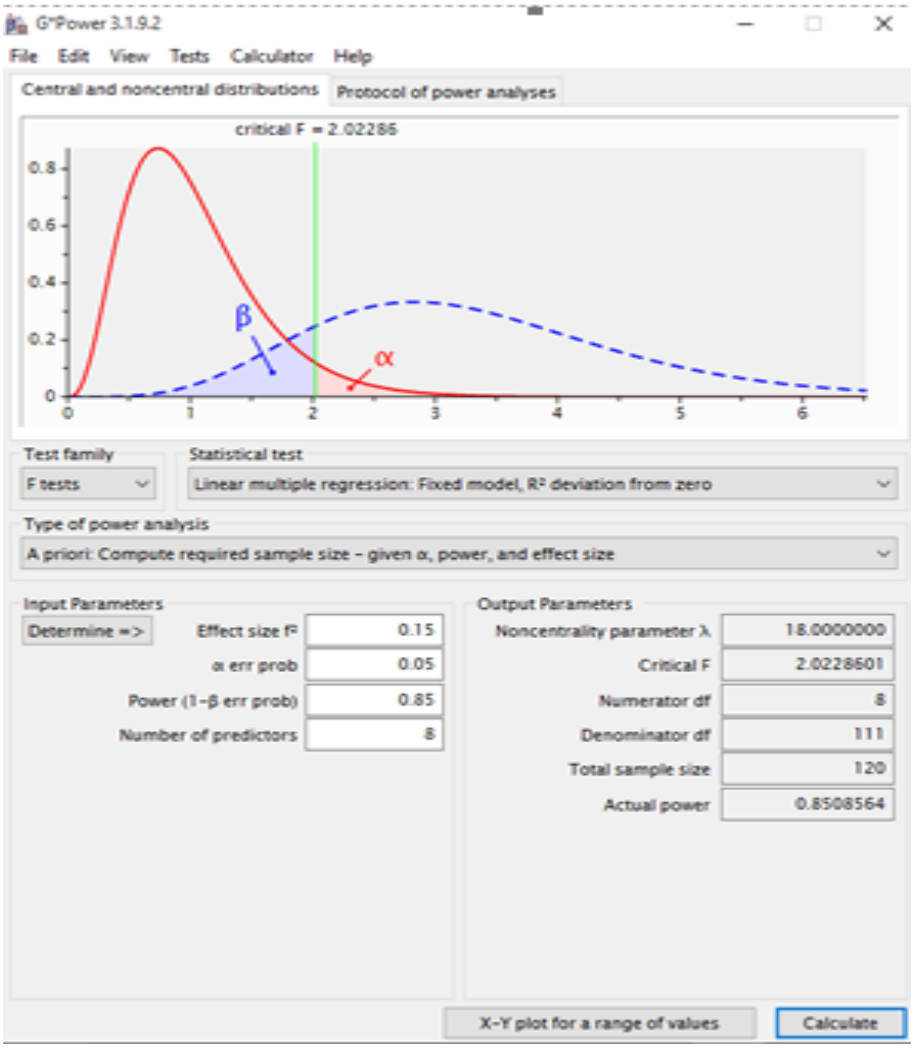


Figure 3.1: G power result

3.4 Research Instrument

Research instrument is a measurement tool which designed to obtain data and elaborate the process that how the study has been done by us. The research instrument which used by researchers is questionnaire in this study. Researchers choose to use questionnaire as the research instrument because it is cost efficient, speedy result and would not bring any pressure to respondents. The questionnaires are set according to the theoretical frameworks that investigate the relationship

between one of TAM determinants which is perceived compatibility, perceived usefulness, perceived ease of use, attitude towards using and intention to use.

3.4.1 Questionnaire

The cover page of questionnaire is the introduction which show up the identities of researchers and the necessity of the questionnaire distribution. This is to ensures that the information provided by respondents is completely confidential. This may motivate them to answer the questions sincerely and passionate.

The questionnaire is divided into three categories which are section A and section B. Section A consists of a few questions which are demographic information such as gender, age, education level and occupation. Furthermore, section B is the combination of 3 independent variables,and 1 dependent variable such as perceived compatibility, perceived ease of use, perceived usefulness, attitude towards using and intention to use. Researchers also applied 5 points Likert Scale to measure the respondent's answer in section B and section C. It is ranging from strongly agree, agree, neutral, disagree and strongly disagree.

Table 3.1 :*Different between Original question and Modified question*

Independent variables

Technology Acceptance Model (TAM)

Original questions	Modified questions
Perceived Compatibility	**Perceived Compatibility**
PC1 I think using e-Government systems would fit well with the way that I like to gather information from government agencies.	PC1 I think using JobsMalaysia system would fit well with the way that I like to gather information about job vacancy. *Saya rasa menggunakan sistem JobsMalaysia akan sesuai dengan cara saya ingin mengumpul maklumat mengenai kekosongan jawatan.*
PC2 I think using e-Government systems would fit well with the way that I like to interact with government agencies.	PC2 JobsMalaysia system would fit well with the way that I like to interact with companies *Sistems JobsMalaysia menyesuaikan saya untuk berinteraksi dengan syarikat*.
PC3 Using e-Government systems to interact with government agencies would fit into my lifestyle.	PC3 Using JobsMalaysia system to interact with company would fit into my lifestyle *Menggunakan sistem JobsMalaysia untuk berinteraksi dengan syarikat sesuai dengan gaya hidup saya.*

Continued

Original questions	Modified questions
PC4 Using e-Government systems to interact with government agencies would be compatible with how I like to do things.	PC4 Using JobsMalaysia systems to interact with company would be compatible with how I like to do things. *Menggunakan sistem JobsMalaysia untuk berinteraksi dengan syarikat akan bersesuaian dengan bagaimana saya suka melakukan perkara-perkara.*
PC5 Using the e procurement system increases my effectiveness on the job.	PC5 Using JobsMalaysia system will increase the effectiveness to find job. *Keberkesanan akan ditingkatkan dengan menggunakan system JobsMalaysia*.
PC6 Smartphone meets user needs.	PC6 Using JobsMalaysia system meets my needs for searching job. *Keperluan saya untuk mencari perkerjaan dipenuhi selepas menggunakan system JobsMalaysia.*
Perceived Usefulness	**Perceived Usefulness**
PU1 Using JobsMalaysia saves me time to submit my resume compared to traditional method.	PU1 I think JobsMalaysia system can save more time to submit resume compared to other traditional method. *Saya rasa sistem JobsMalaysia dapat menjimatkan masa untuk mengemukakan resume berbanding kaedah tradisional yang lain.*

Continued

Original questions	Modified questions
PU2 The JobsMalaysia provides all the information required to apply for a job.	PU2 I able required information to apply job in JobsMalaysia system. *Saya dapat maklumat yang diperlukan untuk memohon pekerjaan dalam sistem JobsMalaysia.*
PU3 The JobsMalaysia offers a variety of careers/jobs to apply for.	PU3 I able to find variety of job by using JobsMalaysia system. *Menggunakan sistem JobsMalaysia membolehkan saya mencari pelbagai pekerjaan untuk memohon.*
PU4 Using JobsMalaysia enable me to compare between different vacancies in my country and other countries.	PU4 I able to compare vacancies in my country and other country when using JobsMalaysia system. *Saya dapat membandingkan kekosongan di Malaysia dan negara lain apabila menggunakan sistem JobsMalaysia.*
PU5 The Jobs Malaysia provides information such as FAQs.	PU5 The JobsMalaysia systemoffer information such as FAQs. *Sistem JobsMalaysia menyediakan maklumat seperti FAQs.*
Perceived Ease Of Use	**Perceived Ease Of Use**
PEOU1 Using e- recruitment sites was easy for me.	PEOU1 Using JobsMalaysia system was easy for me. Saya mendapati bahawa JobsMalaysia sistem adalah senang digunakan.

Continued

Original questions	Modified questions
PEOU2 Learning to use mobile banking is easy for me.	PEOU2 Learning to use JobsMalaysia system is easy for me. *Belajar menggunakan sistem JobsMalaysia adalah mudah untuk saya.*
PEOU3 Interacting with online application process was clear and understandable.	PEOU3 Interaction with application process JobsMalaysia system would be clear and understandable. *Interaksi dengan proses permohonan dalam sistem JobsMalaysia adalah jelas dan mudah difahami.*
PEOU 4 E-recruitment sites and their application process did not require a lot of mental effort.	PEOU 4 JobsMalaysia system and it application process did not require a lot of mental effort. *Sistem Jobs Malaysia dan proses permohonan systemnya tidak memerlukan banyak usaha mental.*
PEOU5 It was easy to become skilful using e-recruitment sites.	PEOU5 It would be easy to become skilful at using JobsMalaysia system. *Ia adalah mudah untuk mahir dalam pengunaan sistem JobsMalaysia*.
PEOU6 I think that it is easy to use mobile banking to accomplish my banking tasks.	PEOU6 I think that it is easy to use JobsMalaysia system to find job. *Saya rasa mudah menggunakan sistem JobsMalaysia untuk mencari pekerjaan*.

Adopted from: Arif, Sharif and Afshan (2016) ; Alsultanny and Alotaibi (2015) ; Ismail (2016)

Dependent variable

Intention To Use	**Intention To Use**
ITU1 I plan to use a learning Management System in the future.	ITU1 I will use JobsMalaysia system in the future for job seeking. *Saya akan menggunakan sistem JobsMalaysia pada masa hadapan untuk mencari pekerjaan*.
ITU2 Assuming that I have access to an LMS, I intend to use it	ITU2 Assuming that I have access to JobsMalaysia system, I intent to use it. *Jika saya boleh akses sistem JobsMalaysia, saya berniat akan menggunakannya.*
ITU3 The likelihood that I would use e-recruitment for job search is high.	ITU3 The likelihood that I would use JobsMalaysia system for search job is high. *Kebarangkalian bahawa saya akan menggunakan sistem JobsMalaysia untuk mencari pekerjaan adalah tinggi*.
ITU4 I am willing to use e-recruitment for job vacancy.	ITU4 I am willing to use JobsMalaysia system for search job vacancy. *Saya rela menggunakan sistem JobsMalaysia untuk kekosongan jawatan carian.*

Adopted from: Erkan and Evans (2016) ; Alharbi and Drew (2014) ; Alsultanny and Alotaibi (2015)

3.4.2 Pilot Test

Pilot test is refer to practice of the research that allows researchers to test the research approach with a small amount of respondents before carry out the main research (Wright, 2017). It is important to take the time to critical evaluate, test and enhance the research design. Pilot test is important part for researcher using it to identify the problem. It also applies to the accuracy, reliability and validity of the data. A pilot study was carry out by researchers with the officer who currently work in Jabatan Tenaga Kerja (JTK) in Perak before conducted the actual survey to target respondents. This is because the JobsMalaysia system was managed by the officers of Jabatan Tenaga Kerja (JTK) thus they may provide researchers with more accurate information. After the officer check for the suitability of the questionnaire, then the researchers had been modified the question in the questionnaire according to the suggestion of the officers. Besides, the researchers also used back to back translation in designing the questionnaire so the respondent can more understanding on question. Back to back translation was one the most commonly used in cross-cultural study as it able to maximize translation, equivalent questionnaire from English into Malay and it will reduce the possibility of wrong translation.

3.5 Construct Measurement

3.5.1 Origin of Construct

Measurement scales is the method that use to categorize the variables. In this research, questionnaire was used the measurement scales. There are four types of measurement scales which are nominal, ordinal, ratio and interval

scales. However, the measurement scales that used in the research were nominal, ordinal and interval scale. These types of measurement scales will help to categorize the different portion of respondents.

Table 3.2: *Sources of Questionnaire's Questions*

Variables	**Sources(Adopted from)**	**Number of Items (Original)**	**Number of Items (Modified)**
Perceived Compatibility	Zafiropoulos, Karavasilis and Vrana (2012) ; Joyce and Moturi (2015) ; Ismail (2016)	13	6
Perceived Usefulness	Alsultanny and Alotaibi (2015)	6	5
Perceived Ease of Use	Arif, Sharif and Afshan (2016) ; Alsultanny and Alotaibi (2015) ; Ismail (2016)	15	6
Attitude Toward Using	Alsultanny and Alotaibi (2015); Arif,Sharif and Afshan(2016)	8	4
Intention To use	Erkan& Evans (2016), Alharbi& Drew (2014), Alsultanny&Alotaibi (2015)	5	4

Source: Develop from research

3.5.2 Scale of Measurement

3.5.2.1 Nominal Scales

Nominal Scales include the simple categorization. It will be the simplest measurement when categorize people or things. Nominal scale is the measurements that include convert the observations into qualitatively different categories (Beins,2017). Examples of nominal scales that use in the questionnaire are gender and age. In the questionnaire, gender has categorize as male and female.

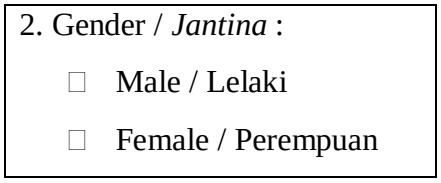


Figure 3.2: Example of Nominal Scale

3.5.2.2 Ordinal Scales

Ordinal scale has the properties of nominal variables (Raiphea, 2015). The differences is ordinal is arrange in a meaningful sequence. Ordinal scale is categorizing the variables into sub-groups (Raiphea et al., 2015). Ordinal scale has order (Marateb, Mansourian & Adibi & Farina, 2014). Ordinal scale will allow the ranking of items which is from highest to lowest. Besides, ordinal scale also has no absolute values (Raiphea et al., 2015).

3.Educationa Level/ *Tarafpendidikan:*

- SPM
- STPM / Diploma
- Degree / *IjazahSarjana Muda*
- Master / *Sarjana*
- Others / *lain-lain* (Specified…….)

Figure 3.3 :Example of Ordinal Scale

3.5.2.3 Interval Scales

Interval scale is the measurement that contains data on a number line which any two contiguous values are the same distance from one another as any other pair of contiguous values (Beins, 2017). Interval scales will allow negative numbers (Beins et al , 2017). As shown in the questionnaire, it based on likert scales. Likert scales are commonly use in questionnaire to measure affective variables (Nemoto & Beglar, 2014).

According to Likert (1932) & Jamieson (2004) & Rocco (2007), Likert scales is the intensity of respondent's felling for somethings. The respondents of the questionnaire will state their feeling in the five level of agreement. The five level of agreement is from the "Strongly Disagree" to "Strongly Agree". All question in section B and C were using interval scale to design question.

The items used to measure each construct are show as below:

Table 3.3 : *Example of Interval Scale (Section B)*

No.	Perceived Compatibility	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	Jobs Malaysia system would fit well with the way that I like to gather jobs information from others e-recruitment system. *Saya rasa menggunakan sistem Jobs Malaysia akan sesuai dengan cara saya ingin mengumpul maklumat mengenai kekosongan jawatan.*	1	2	3	4	5

Source: Develop from research

No.	Intention to use	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	I will use Jobs Malaysia system in the future for job seeking. *Saya akan menggunakan sistem Jobs Malaysia pada masa hadapan untuk mencari pekerjaan.*	1	2	3	4	5

Figure 3.3: Example of Interval Scale (Section C)

Source: Develop from the research

3.6 Data Processing

Data Preparation process include checking, editing, coding, transcribing and any unusual or special data preparation before analyze the data. Data processing is the process of prepare data for analysis. Researcher will use SMART PLS and SPSS for further analysis.

3.6.1 Data Checking

The accuracy of data is important for a research. The data will be entered into the statistical software for analysis after collect the data. The errors can be created while entered the data into the software. When there is an error, it will lead the whole result of research become wrong. Example of error can be the blood group C (Manikandan, 2010). Data Checking is the method use to revise the mistakes that made during manual data entry (Barchard, &Verenikina, 2013).

3.6.2 Data Editing

The data collected through questionnaire might contain the error or missing value (Waal, Pannekoek & Scholtus, 2011). Sometimes, the respondents may not answer the question or give the wrong answers (Waal et al., 2011). The researchers need to enter the data into the computer system (Waal et al., 2011). Winker (2015) defined that data editing is the ways to compile data and fill in missing or conflictive data and can be used in the whole survey processing.

3.6.3 Data Coding

The following process is coding. Coding is the process of identify the topics, similarities and differences disclose by the participants' narratives or the depiction by researcher. Coding will helps researcher to comprehend the participants' viewpoints (Sutton & Austin, 2005). The researcher will do data coding while they want to find the implication of the qualitative data (Blair,

2015). Normally, researcher will use symbol or number to represent each of the data.

The following question in questionnaire will be coded as below:

Question No.	Label	Coding
Q1	Experience using JobsMalaysia system for job vacancy searching	• "Yes" - 1 • "No" - 2
Q2	Gender	• "Male" - 1 • "Female" - 2
Q3	Age	• "Below 20 years old" - 1 • "21-30 years old" - 2 • "31-40 years old" - 3 • "41-50 years old"- 4 • "51-60 years old"- 5
Q4	Education Level	• "SPM"- 1 • "STPM / Diploma" - 2 • "Degree" - 3 • "Master"– 4 • "Others"– 5
Q5	Range	• "Employee" - 1 • "Unemployed"– 2
Q6	Average time of searching job	• "About 10-15 minutes" - 1 • " 1-2 hours"- 2 • "Less than 30 minutes" - 3 • "More than 30 minutes" - 4

Table 3.4 : Data coding for Demographic Profile

For the section B of questionnaire, the question is coding as below:

Question No.	Label	Coding
Q1	I think using JobsMalaysia system would fit well with the way that I like to gather information about job vacancy. *Saya rasa menggunakan sistem JobsMalaysia akan sesuai dengan cara saya ingin mengumpul maklumat mengenai kekosongan jawatan.*	• **"Strongly Disagree" - 1** • **"Disagree" -2** • **"Neutral" - 3** • **"Agree" - 4** • **"Strongly Agree" - 5**

Table 3.5: Example of data coding for Section B and C questions

3.6.4 Data Transcribing

Transcribing data is the process of researcher to convert the data that able for further analysis (Pink, 2016). Data transcribing is the last phase in data preparation processing. In this research, SMART PLS and SPSS will be used to transcribe data for further analysis. It is important for researcher to make quality further analysis.

3.7 Data Analysis

Data analysis is the way to use to explain the data result. In the research, SMART PLS and SPSS were used by researchers to analyze the data and test the hypothesis.

3.7.1 Descriptive Analysis

Descriptive analysis includes transform information of raw data into a form that would provide information to describe a set of factors in a situation (Sekaran & Bougie, 2016). It also provides a summary that easy to understand on sample data and measurement. The data collect by researchers will be transform and display in graphical display such as table, bar chart, pie chart or histogram. In this study, the researcher transforms data into useful information of demographic data of respondents. It also uses to generate the figure in our questionnaire in section A such as age group, gender and so on. Besides, the interval scale also had been used in section B to collect data for the variables part by using Strongly Disagree, Disagree, Neutral, Agree and Strongly Agree to investigate of the effects of technology acceptance and adoption of JobsMalaysia system. In order to make it easier to understand, the data collected will be presented in appendix in the form of pie chart.

3.7.2 Scale Measurement

3.7.2.1 Reliability Test

The meaning of the reliability is an idea to test and assess qualitative research (Golafshani, 2003). The reliability test is performed when all the data is collected from the study. The reason is to make sure the data is reliable on degree of the consistency over time and accuracy of the total population. In scale measurement, the reliability test had been run. G power is used to calculate the reliability on the amount of sample size. Before calculating the result, researchers have to concern on the data input parameters because principal factor may influence the sample size. The researchers enter the alpha error probability p=0.05 is to reduce the risk of error and prevent the increasing of making failure to reject the null hypothesis when it is false. The result of the G power stated the amount of the samples needed to conduct survey is 126 and researchers able to manage to get 150 samples which is more than enough to justify the result reliability. Besides, the researchers stated the power at 0.85 in the input parameters and the result of the actual power showed 0.85 means out of eight in ten chance can detect the difference of the effect size specified. Therefore, the question in the questionnaire can be concluding is reliable and it can be accepted.

3.8 Conclusion

In a conclusion, this chapter had defined the methodology that used to conducted the research design and data collection methods. Next, researchers had used the G power calculation method in order to obtain the valid sample size. Besides,

researchers will use the SMART PLS and SPSS for data running and data analysis. Thus, the result of data analysis will be interpret in detail in the next chapter.

Chapter 4 Research Result

4.0 Introduction

In the chapter 3, researchers had completely identified the methods that need to be used in this research study, identify the sample size and prepared the survey questionnaires for the research study. Furthermore, we also carried out the data processing and the data collection surveys. In Chapter 4, researchers will examine the data which already collected and generated that had been verified before this chapter. The output of the analysis is always interrelated with the research hypothesis and research questions which stated in Chapter 1 and 2. Therefore, researchers will indicate the descriptive analysis, rating outer model and so on. The discussion on the PLS regressions that researchers had used to test the research model. At last, the eight hypothesis that researchers had defined in the Chapter 1 will be explain in depth.

4.1 Preliminary Analysis

Researchers have completed processes the data, and checked for missing data, normality assumption multicollinearity and outliers in the previous chapter. Next, researchers will discuss about the results for the common method and non-responsive bias for this research study.

4.1.1 Data Processing

Data processing is a series of steps that performed on data to verify, transform, integrate, and extract data in an appropriate output for subsequent use ('Data Collection, Processing'). The necessary steps are data checking, data editing, data coding, and data transcribing. Before analyze it, researchers will specify special data in the data processing step.

The first step in the data processing is the have a data checking. It is because the data checking step plays a crucial role in this research study. It helps researchers to make sure that all the questionnaire are adequately answered by the respondents and also carefully examined the data from the questionnaire is complete without any missing or error.

Next, the second step of data processing is data editing which involve the review and adjustment of collected survey data. Researchers are able make the information from the questionnaire become more consistency and legibility. Thus, researchers can make sure the survey questionnaires are perfect, consistent and free from mistake. When discover any information are lacking, it enables the researchers to carry out some modification on the data.

According to Jeff Sauro (2015), respondents may missed some questions when they answering the questions for some reason such as lengthy questionnaire or boring questionnaire. Some participants may reluctant to answer some of the questions that they think will affect them. In addition, there are some ways to handle missing data:

1. Listwise deletion: If the sample is large enough, the researchers can delete all the data from any participant with missing values.

2. Recover the values: The researchers will interact with the participants and ask them to fill in the missing values.

3. Educated guessing: If the participant responds with all "4s", assume that the missing value is 4.

Researchers had used the recover the values and educated guessing approach to handle the missing data. The sample size of this research study is total 150 sets which from Google Doc and survey questionnaire form.

The next step of data processing is data coding which is to take out the definition of the data that respondents have given.. Researchers give out values, percentages or other numerical quantities to these codes to outline inferences in the evaluation of data.

4.1.2 Outlier Detection

Outlier detection is a method used to defined unusual patterns that do not conform to expected behavior (Choudhary, 2017). An outlier can be interpreted as observation point that is not closely related to other observations in statistics. It may be caused by some error in the experiment or inconsistency of the measurement. It often indicates either measurement error or the population has a heavy tailed distribution when it occurs. Therefore, the researcher should remove or re-encode the outliers before analyzing.

Researchers had use the multivariate (Mahalanobis D2 distance) and also univariate detections such as histograms, box-plots and standardised Z score

to determine the outlier. Researchers examining the box-plots and histograms each of the variable and the standardised (z) score. The extreme observations may include the sample maximum and sample minimum or both to determine whether they are extremely high or low.

In addition, researchers apply the multivariate detection to continue examined the data. Researchers used the SPSS Regressions with a case number as the dependent variable and the rest of the non-demographic measure are categories as independent variable in order to obtain the Mahalanobis D2 distances. A potential multivariate outliners will come with a higher D2 values (>3.5). There is no outliner was detected based on the analysis, as refer to table 4.2 below. All 150 set of data was included for the analysis.

4.1.3 Normality analysis

Based on Park (2015), researchers need to conduct the Shapiro-Wilk and Kolmogorov to get the assumption for the data normality. From the result, researchers able to conclude the test if outcome is not significant ($p > 0.05$) then it shows that the distribution is normal. However, if the outcome is significant ($p < 0.05$) will indicates that the distribution of the question is not normal. Besides, when a sample size that is large enough, researchers can guide the important judgements in the second test signal as an alternative for the normal distribution. Hence, skewness and kurtosis statistics is useful to determine the normal distribution. When the outcome of the Kolmogorov-Smirnov test are significant ($p < 0.05$) so it figured out that the questions are not normal. Meanwhile, researchers had involve the statistical results of skewness and kurtosis in the Appendix as a refer. Based on the appendix, it able to seen that most of the questions are normal. Yet, there

are also have some question are abnormal. However, it would not affect our analysis when the distribution is not normal since researchers used PLS base SEM. Therefore, there is no requirement to make any changes on the data when there is a unusual distribution.

4.1.4 Multicollinearity analysis

Researchers had used the IBM SPSS Statistics software to perform the mutlicollnearity analysis. From the multicollinearity analysis, researchers able to calculate the correlation matric for all the variable to receive the Variance Inflation Factor (VIF) values. The purpose to use this software is because the Smart PLS does not offering the VIF value. It is a compulsory to have VIF value that is 5 or lower which able to avoid the collinearity problem. Therefore, the outcome showed that there was insufficient evidence of multicollnearity. (refer to the table 4.3)

4.1.5 Common Method Bias

According to Podsakoff, MacKenzie, Lee, and Podsakoff (2014), they stated that the methods similar bias may occur during the time researcher conduct studies, the participants provided the information related to the criterion variables and the two predictors. In order to reduce the bias, it is necessary for use to keep the respondent's responses unidentified and researcher had convince them by letting them know there is no standard answers, in order to let them answer the question more freely, and the answer they provide would be as honest as they can. (Dinev and Hart, 2006; Podsakoff et al, 2003).

Researchers need let all the respondents aware that the answers they provided it will be a private and confidential. This will motivate the respondents to participate and provide their answer more unbiased and meaningful to researchers. The private and confidential information will be stated in the cover of questionnaire before distribute the questionnaire to respondents. Besides, Harman single factor test will be conducted after researchers collect the data, as this test will help researchers to determine some of the potential effects of the usual methods of weight (Malhotra. 2007). It's also help researchers to determine the same variance in the design research methods (Malhotra et al. 2007). This test also assists researchers to indicate whether a single factor will be seem from the analysis of the factors. When one common factor is occurs, this means there are majority of the covariance of dependent as well as independent variables (Aulakh & Kotabe, 1997; Pavlou & Gefen, 2005).

In order to have a strong evidence for the common method bias, the analysis that researchers conducted must use a single factor that obtain from the large amount of factors to clarify the variance in the data. Which the common method bias has been supported with a strong evidence. Researchers insert all variables for a model to run an exploratory factor analysis as a hypothesis. Next , the unrotated factors helps researchers to define the amount of factors that researchers need to include to the differences in variables. Based on the outcomes, it indicated that the unrotated factor analysis was 74.10 % of the total variance. (See Appendix I). In a nutshell, researchers can defined that the results was not influenced by the responses of the respondents.

4.1.6 Non Responsive Bias

Non responsive bias known as the bias that results when the respondents differ in meaningful ways from non respondents ("Bias in Survey"). Some of the respondents were not willing or not able to involve in the survey. This often happen with mail surveys which the response rate is very low. Other than that, some respondents may refuse to answer the questions which make them feel embarrassing. If the survey contains non-response bias, it may threaten the validity of the survey.

All the respondents obtained from the Google Doc and survey questionnaire form. The respondents will answer the questionnaire via internet or filling in the form that researchers given to them on hand. Researchers used 2 weeks to get back all the data from the respondents. Therefore, there is no non responsive bias in the research study.

4.1.7 Analysis Demographic profile respondents.

Table 4.1 will indicated the detailed information of all the job seeker's demographics profile who involved in the data collection process.

Table 4.1

Respondent's demographic profile among job seekers

		Frequency	Percent
Using JobsMalaysia	Yes	150	100.0
	Total	150	100.0
Gender	Male	106	70.7
	Female	44	29.3
	Total	150	100.0
Age Group	Below 20 years old	7	4.7
	21-30	112	47.4
	31-40	27	18.0
	41-50	4	2.7
	Total	150	100.0
Educational Level	SPM	7	4.7
	STPM / Diploma	24	16.0
	Degree	116	77.3
	Others	3	2.0
	Total	150	100.0
Range	Employee	69	46.0
	Unemployed	81	54.0
	Total	150	100.0
Average time	About 10 – 15 mintues	10	6.7
	1 – 2 hours	18	12.0
	Less than 30 minutes	59	39.3
	More than 30 minutes	63	42.0
	Total	150	100.0

Source: Generate from SPSS version.

Based on the table 4.1 it shown that 150 (100%) respondents have experience using the JobsMalaysia system for job vacancy searching before out of total 150 respondents. For the gender of the participants in the survey in total, there are total 150 respondents who participate in this survey, which including of 106 male participants (70.7%) and 44 female participants (29.3%). Next, is about the respondent's age. Majority of the respondents were fall between age 21 – 30 which were up to 112 (47.4%) out of 150 respondents, and followed by 27 (18%) respondents were fall between 31 – 40, and 7 (4.7%) respondents were fall between 41 – 50 and the remaining 4 (2.7%) respondents were fall between 41 – 50.

In the Educational level, majority of the respondents which was 116 (77.3%) of the respondents have the qualifications of bachelor's degrees. There were 24 respondents (16.0%) who have the qualifications of the diploma/STPM and others 7 respondents (4.7%) having the qualifications of SPM only. The remaining 3 respondents (2.0%) having the others qualifications such as UEC. Whereas for range, most of the respondents were unemployed which consists of 81 respondents (54%) and the remaining were employed which consists of 69 respondents (46%).

Whereas for the average time of searching job through the job search website, majority of the respondents were search more than 30 minutes which was 63 respondents (42%), followed by 59 respondents (39.3%) which were searching less than 30 minutes, and 18 respondents (12%) which were searching for 1 till 2 hours. Whereas for the remaining, there were be 10 respondents (6.7%) were search only about 10 –15 minutes.

All the above, demographic profile, researchers has already prepare the pie chart or histogram in order to have a clear picture of the demographic profile for the respondents. (Refer to Appendix J).

4.1.8 Analysis descriptive statistics of study variables

Table 4.2

Summary of descriptive statistics of the study variables

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
PC	150	2.33	5.00	3.6044	.35946
PEU	150	2.50	5.00	3.6800	.36664
PU	150	2.40	5.00	3.8613	.34830
ATU	150	1.00	4.25	3.7033	.44154
ITU	150	2.00	5.00	3.8450	.37393
Valid N (listwise)	150				

Note: *Attitude towards Using (ATU), Intention to use (ITU), Perceived of Compatibility (PC), Perceived Ease of Use (PEU), Perceived Usefulness (PU)*

Table 4.2 shows the standard deviation and mean for each of the variable which in our study. In the independent variables, there are 72.09% of the respondents are perceived compatibility toward JobsMalaysia system which referring to the mean for the perceived compatibility among the respondents and their standard deviation is 0.36. Besides, there is 73.6% of the respondents are perceived ease of use toward Jobs Malaysia system while the standard deviation is 0.37. Furthermore, the perceived usefulness of the respondents toward Jobs Malaysia system is 77.23% and the standard deviation for perceived usefulness is 0.35.

For the attitudes towards using, there is 87.14% of the respondents are attitude towards using toward the JobsMalaysia system while the standard

deviation is 0.44. Lastly, the dependent variable which is intention to use toward the Jobs Malaysia system among the respondents is 76.9% and their standard deviation is 0.37.

4.2 Rating Outer Model (Measurement Model)

Based on the study, researchers had used the Smart PLS version 3 to test hypothesis. The PLS software had been increasing used by business-related of investigation and it can be easily obtained through the internet. The PLS is one of the method to be used to analysis on the SEM based variance. By using this software will easily to estimate the relatively sample size and benefited with assumptions. Besides, this software is useful to estimate structural equation with the basis of the variance. Before researchers measuring the outer model, researchers need to know 3 important criteria which are convergent validity, composite discriminant validity and reliability (Silaparasetti, Srinivasarao & Khan, 2017). Full depictions of the SEM to evaluate outer Smart PLS model as shown as below.

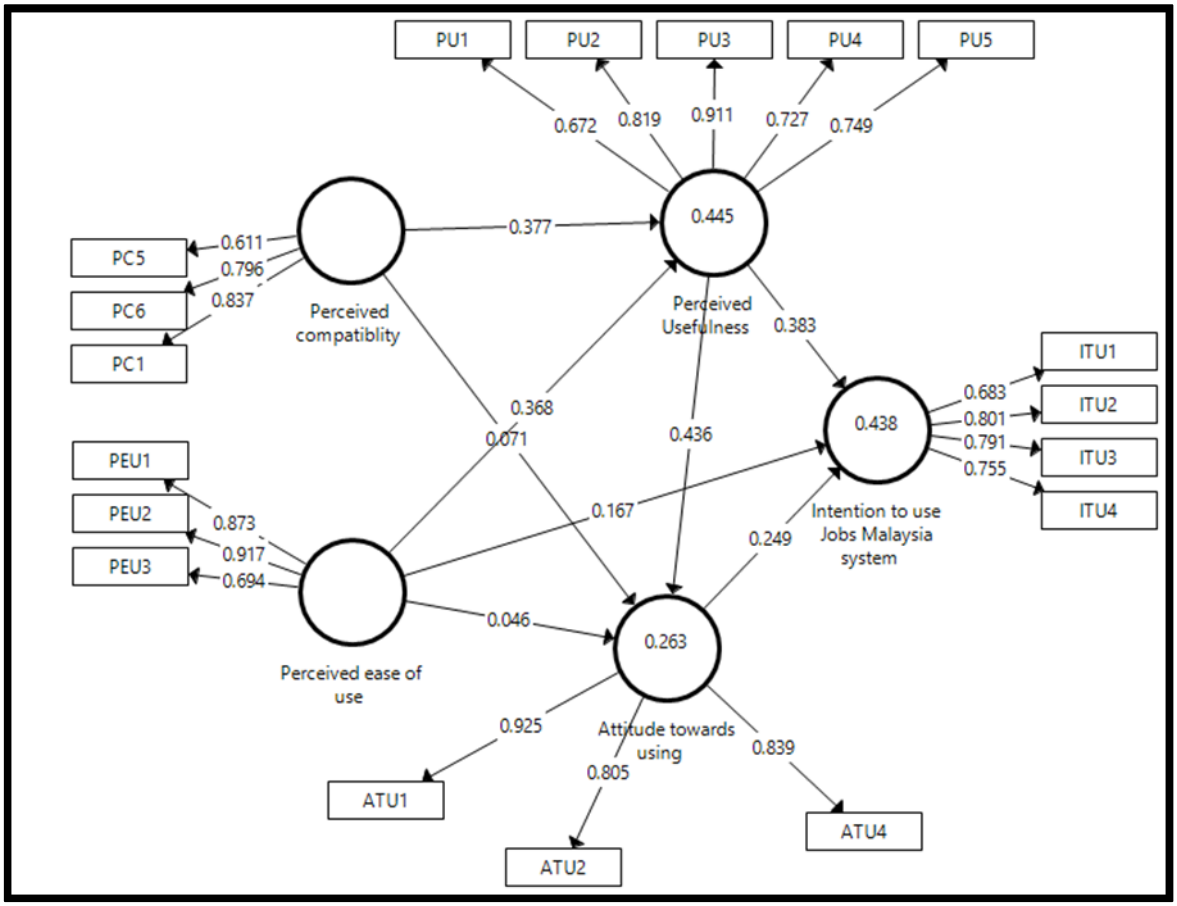


Figure 4.1 Path coefficients among the Independent variables, and dependent variable.

Note: *Perceived Compatibility (PC), Perceived ease to Use (PEU), Perceived Usefulness (PU), Attitude towards Using (ATU), Intention to use JobsMalaysia System (ITU)*

The Figure 4.1 indicated the factors that will influence the intention to use in the JobsMalaysia System which were perceived compatibility, perceived ease to use, perceived usefulness and attitude toward using which are measured by indicators on each. PC1, PC5, PC6 are the indicators for perceived compatibility. PEU1, PEU2, PEU3 are the indicators for perceived ease to use. PU1, PU2, PU3, PU4, PU5 are the indicators for perceived usefulness. ATU1, ATU2, ATU4 are the indicators for attitude towards using. Intention to use is measured by 4 indicators, namely ITU1, ITU2, ITU3 and ITU4. The relationships of those hypothesis are pointed by arrows between the variable, which the attitude toward using act as the mediating in this

study. Throughout this analysis, researchers had deleted 7 indicators in order to make the model fit which are PC2, PC3, PC4, PEU4, PEU5, PEU6 and ATU3. Based on Hair (2016), remove 25% of the indicators to obtain a fit model.

4.3 Measurement Model

Before researches run the hypothesis test, it is necessary to check on the measurement model. This will assist researches to ensure that the model was fit by having the assessing on the measurement model accurateness. The validity of the measurement was the reason that researchers need the measurement model analysis, which this will directly affect the underlying theoretical constructs.

4.3.1 Testing Outer Model (Measurement Model)

The Outer Assessment Model (Measurement Models) comprises of three criteria which is Convergent Validity, Discriminant Validity and Composite Reliability (Ghozali, 2013). From the figure 4.1, it shows the full structural equation model to assess outer Smart PLS models by using version 3.

Table 4.3

Reliability of Constructs

Constructs	Items	Loadings	CR	AVE	VIF
Attitude towards Using	ATU1	0.925	0.893	0.736	2.916
	ATU2	0.805			2.163
	ATU4	0.839			1.688
Intention to use	ITU1	0.683	0.844	0.576	1.457
	ITU2	0.801			1.737
	ITU3	0.791			1.403
	ITU4	0.755			1.522
Perceived Compatibility	PC1	0.837	0.885	0.609	1.473
	PC5	0.611			1.686
	PC6	0.796			2.225
Perceived Ease Of Use	PEU1	0.873	0.796	0.569	2.459
	PEU2	0.917			1.301
	PEU3	0.694			1.491
Perceived Usefulness	PU1	0.672	0.871	0.695	2.672
	PU2	0.819			3.523
	PU3	0.911			1.679
	PU4	0.727			1.779
	PU5	0.749			1.194

Source: Data Processing SmartPLS (2018)

Note: *Attitude towards Using (ATU), Intention to use (ITU), Perceived of Compatibility (PC), Perceived Ease of Use (PEU), Perceived Usefulness (PU)*

From the table 4.3, it shown that the outer models variables is Attitude towards Using (ATU), Intention to use (ITU), Perceived Compatibility (PC), Perceived Ease of Use (PEU), Perceived Usefulness (PU). In the entire construct indicators, the value convergent validity must with loading factor more than 0.5. In figure 4.1, researchers can concluded that the all data is valid and fit.

According to the study conducted by Chin, Gopal and Salisbury (1997), they recommended that loading of indicators was exceeded value of 0.6 which indicate that reliability of the measurement items are acceptable. Hence, in

this research, based on the table 4.3, the loading results for all the indicators were more than 0.6 which mean that the all indicators in this research were fully reliable and acceptable.

In order to demonstrate the correlation between the variable, researchers had used the divergent validity test, if the cross correlation values loading latent variables greater than the correlation on the other latent variables, the cross correlation value loading all indicators used in forming latent variables declared unacceptable. Table 4.4 shows that the loading cross correlation values respectively the variable.

Table 4.4

Cross Loading

Items	Attitude towards using	Intention to use Jobs Malaysia system	Perceived Usefulness	Perceived Compatibility	Perceived Ease of use
ATU1	**0.925**	0.486	0.475	0.355	0.252
ATU2	**0.805**	0.288	0.36	0.171	0.247
ATU4	**0.839**	0.476	0.451	0.362	0.389
ITU1	0.269	**0.683**	0.332	0.173	0.243
ITU2	0.413	**0.801**	0.49	0.464	0.266
ITU3	0.483	**0.791**	0.525	0.395	0.529
ITU4	0.309	**0.755**	0.464	0.41	0.365
PC1	0.418	0.446	0.576	**0.837**	0.632
PC5	0.073	0.334	0.302	**0.611**	0.264
PC6	0.202	0.316	0.403	**0.796**	0.358
PEU1	0.28	0.376	0.54	0.424	**0.873**
PEU2	0.391	0.445	0.563	0.562	**0.917**
PEU3	0.171	0.389	0.365	0.55	**0.694**
PU1	0.246	0.353	**0.672**	0.558	0.552
PU2	0.394	0.514	**0.819**	0.388	0.398
PU3	0.523	0.622	**0.911**	0.558	0.532
PU4	0.404	0.433	**0.727**	0.435	0.426
PU5	0.373	0.411	**0.749**	0.391	0.416

Source: Data Processing SmartPLS (2018)

Note: *Attitude towards Using (ATU), Intention to use (ITU), Perceived of Compatibility (PC), Perceived Ease of Use (PEU), Perceived Usefulness (PU)*

Table 4.5

Construct Correlations (Diagonal Elements are Square Roots of the AVE)

Items	**Attitude towards using**	**Intention to use Jobs Malaysia system**	**Perceived Usefulness**	**Perceived compatibility**	**Perceived ease of use**
Attitude towards using	**0.858**				
Intention to use Jobs Malaysia system	0.501	**0.759**			
Perceived usefulness	0.506	0.609	**0.78**		
Perceived compatiblity	0.361	0.492	0.6	**0.755**	
Perceived ease of use	0.349	0.482	0.596	0.606	**0.834**

Source: Data Processing SmartPLS (2018)

From the table 4.5, it clearly showed the square root AVE value for individual construct is more than 0.5. Hence, the divergent validity was all been achieved. Besides, the table has pointed out that all variable have a greater value as compare to other constructs of their square root AVE value. As a conclusion, the criteria for the Partial Test Least Square Models with Outer size (Measurement Model) had all been met in this research.

Table 4.6

heterotrait-monotrait ratio of correlations (HTMT)

	Attitude towards using	**Intention to use Jobs Malaysia system**	**Perceived Usefulness**	**Perceived Compatiblity**	**Perceived ease of use**
Attitude towards using					
Intention to use Jobs Malaysia system	0.593				
Perceived Usefulness	0.595	0.737			
Perceived Compatiblity	0.396	0.653	0.75		
Perceived ease of use	0.417	0.606	0.735	0.783	

Source: Data Processing SmartPLS (2018)

The discriminant validity assessment has the goal to ensure that a reflective construct has the strongest relationships with its own indicators such as comparison with than any other construct in the PLS path model (Hair et al., 2017). According to Campbell and Fiske (1959), they stated that the HTMT result less than 0.85 indicates that discriminant validity likely exists between the two scales whereas HTMT result greater than 0.85, will indicated that the two constructs overlap greatly and they are likely measuring the same thing. From the table 4.6, it clearly shown that all constructs were less than 0.85. Hence, researchers can concluded that the discriminant validity exists between all the constructs. In order words , most of the items of constructs were not measuring the same thing and it did not contains the overlapping items from the respondents' perception in the affected constructs.

4.3.2 Testing Inner Model

Table 4.7

Inner Model Results by size of R-Square

Variable	Included	Excluded	f-squared	Effect size
Intention to use Jobs Malaysia	0.438	0.39	0.0854	**Small**

Source: Data Processing SmartPLS (2018)

R Square used to identify the coefficient for determination in the dependent constructs. According to Chin (1998), he state that for a strong R square need 0.67, while for moderate need 0.33 and for a weak R square need 0.19. Besides, according to Hair et al. (2016), the R square of 0.75 is strong, 0.5 is moderate, and 0.25 is weak. Next, Falk and Miller (1992) recommended that R square should be equal to or bigger than 0.10 in order for the variance explained of a particular endogenous construct to be deemed adequate. Hence, based on these study, the R square for researcher's study is moderate (0.438).

Next, researchers have to know on the F Square in order to know about the power of this model. The purpose to have the Effect Size (f square) was to help researchers to determine a good model. After researchers has calculated the excluded and included R square, researchers will know how big was the effect size (see Appendix Q for the included and excluded R square).

By referring to the table 4.7, the Intention to use Jobs Malaysia has a small effect size, In conclusion, researchers had known that researchers's model had meet the requirement of the Inner Model by referred to the measurement requirement for the Inner Model.

4.4 Structural Model

The output for the hypothesis testing with the bootstrapping was obtained by using the Smart PLS version 3 software. Figure 4.2 as shown as below is the test result we obtained.

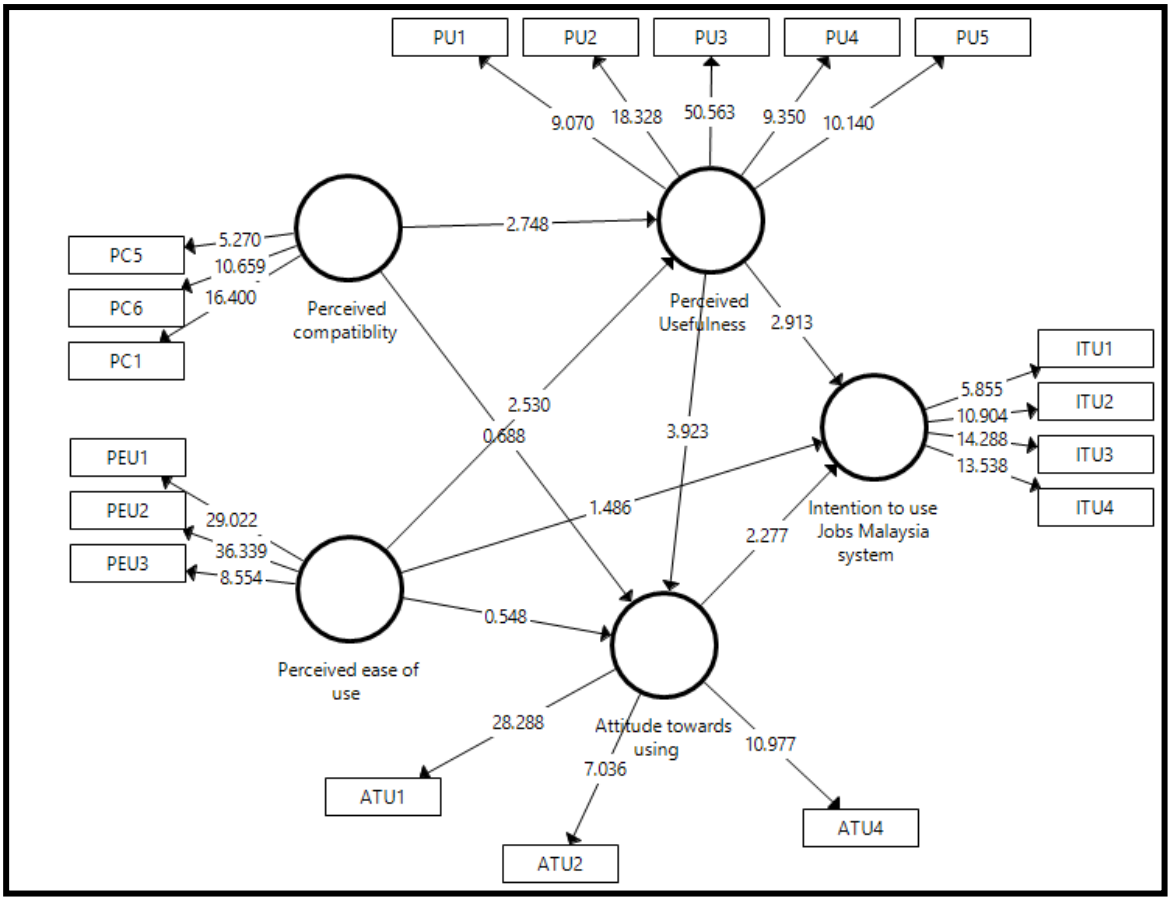


Figure 4.2 T-value among the dependent variables and independent variables.

4.4.1 T-Statistic

Table 4.8

Hypothesis	**Beta**	**Std error**	**T value**	**P Values**	**LL**	**UP**	**Decision**
Attitude towards using -> Intention to use JobsMalaysia system	0.249	0.109	2.277	0.023	0.106	0.558	Supported
Perceived Usefulness -> Attitude towards using	0.436	0.111	3.923	0	0.218	0.638	Supported
Perceived Usefulness -> Intention to use JobsMalaysia system	0.383	0.131	2.913	0.004	0.07	0.598	Supported
Perceived Compatibility -> Attitude towards using	0.071	0.103	0.688	0.491	-0.114	0.293	Not Supported
Perceived Compatibility -> Perceived Usefulness	0.377	0.137	2.748	0.006	0.061	0.6	supported
Perceived Ease of use -> Attitude towards using	0.046	0.084	0.548	0.584	-0.125	0.203	Not Supported
Perceived ease of use -> Intention to use JobsMalaysia system	0.167	0.113	1.486	0.137	-0.045	0.405	Not Supported
Perceived ease of use -> Perceived Usefulness	0.368	0.145	2.53	0.011	0.069	0.637	Supported

Table 4.7 shows all the hypothesis stated down from H1 to H8, and in the table it also contain the T-statistics value for each hypothesis. When the hypothesis is significant, the t-value is more than 1.645 ($p<0.05$), t-value more than 2:33 ($p <0.01$) for 1-tail test, t-value more than 1.96 ($p<0.05$) or t-value more than 2:58 ($p <0.01$). From Table 4.7 indicates that there are three hypothesis, Perceived compatibility -> Attitude towards using, perceived ease to use -> Attitude towards using and perceived ease to use -> intention to use JobMalaysia system are insignificant because the lower limit is in a negative value while the upper limit for the hypothesis is in a positive value, so the hypothesis had become insignificant. At the same time, all the remaining hypothesis were supported.

4.5 Conclusion

In chapter 4, researchers had figured out different types of test and analysis in order to have an observation on the data that collected for the questionnaire such as Normality and Multicollinearity analysis. From the outcome for this chapter, we had determine there are 3 hypothesis are not supported which are perceived compatibility gave a not significant relationship to the attitude towards using, perceived ease to use gave a not significant relationship to the attitude towards using and perceived ease to use gave a not significant relationship to intention to use job Malaysia system. Hence, researchers able to have a further discussion based on the outcome of analysis result and interpretation of the result on our study. Lastly, researchers able to provide recommendation and impact of this study as well as develop a conclusion for the further study.

CHAPTER 5: DISCUSSION AND CONCLUSION

5.0 Introduction

Researchers had discussed the result of data in detail in the previous chapter. Hence, a summary of statistical analyses, discussions of major findings, and implications of the study will be provided by researchers in this chapter. Furthermore, the limitations of the study and recommendation for future research also will be discussed in detail.

5.1 Summary of Statistical analysis

5.1.1 Descriptive analysis

5.1.1.1 Summary of study variables

Table 5.1

Summary of descriptive Statistics of the study variables

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Perceived Compatibility	150	2.33	5.00	3.6044	.35946
Perceived ease of use	150	2.50	5.00	3.6800	.36664
Perceived usefulness	150	2.40	5.00	3.8613	.34830
Attitudes Towards Use	150	1.00	4.25	3.7033	.44154
Intention To Use	150	2.00	5.00	3.8450	.37393
Valid N (listwise)	150				

Based on table above, it clearly shown that all the mean of variables was below 4 and all was fall in the range of 3 is consider as neutral. The mean for the intention to use was shown that the intention of job seekers to use the JobMalaysia system is neutral, which mean that even job seekers have intention to use the JobsMalaysia system, but their intention to use such system may not so strongly. For the perceived usefulness, the mean is shown that job

seekers have no strongly perceived that the JobsMalaysia system was useful for them to search the job vacancy even they had perceived such system was useful but such perceived was no so strongly. Next, for the attitude towards use, the mean clearly shown that even the job seekers had positive attitude to use JobsMalaysia system, however their attitude might no so positive or no favorable when using the JobsMalaysia system. Thus, the intention to use for JobsMalaysia system will be low. For the perceived ease of use, the mean is shown that although the job seekers had perceived that JobsMalaysia was easy to use but however the job seeker may have no easily to search for their desired job vacancy compare to others job search website. Whereas for the perceived compatibility, the mean shown that was the lowest among others variables, it indicate that job seekers may have no strongly agree that the JobsMalaysia system has compatible with their needs and wants in finding job.

5.1.1.2 Summary of demographic profiles

In this research, the demographic profile involved of 150 respondents. All of the respondents had used JobsMalaysia system for job searching. Majority of the respondents are male respondents that stands for 70.7% and female respondents with 29.3%. Besides, the distribution of age group was divided into 4 categories. The most respondents involved in the category of age between 21 to 30 with 47.4 % and followed by the category of 31 to 40 with 18%. The least age category that the respondents involved was 41 to 50 as 2.7%. Thus, the mostly education level of the respondents are degree level which are 77.3%, and followed by STPM as 16%. While the other respondents are SPM holder with 4.7% and the remain respondents are 2%. Moreover, the range of employment had been divided into two which are employed and unemployed. Most of the respondents were unemployed. The unemployed respondents consists of 54% whereas the remaining were employed which stands for 46%.

Based on the research, the researchers had figured out the average time that the job seekers spent through job searching website. There were 42% of the

respondents spent more than 30 minutes through job searching website to search for jobs. It followed by 39.3% of the respondents spent less than 30 minutes through job searching website. The time spent around 1 - 2 hours consists of 12% of the respondents and some of the respondents spent only 10 - 15 minutes in the job search website.

5.2 Discussion of major finding

Table 5.2

Summary of Hypothesis Results

Hypothesis	**Beta**	**Std error**	**T value**	**P Values**	**LL**	**UP**	**Decision**
Attitude towards using -> Intention to use JobsMalaysia system	0.249	0.109	2.277	0.023	0.106	0.558	supported
Perceived Usefulness -> Attitude towards using	0.436	0.111	3.923	0	0.218	0.638	supported
Perceived Usefulness -> Intention to use JobsMalaysia system	0.383	0.131	2.913	0.004	0.07	0.598	supported
Perceived compatibility -> Attitude towards using	0.071	0.103	0.688	0.491	-0.114	0.293	Not Supported
Perceived compatibility -> Perceived Usefulness	0.377	0.137	2.748	0.006	0.061	0.6	supported
Perceived ease of use -> Attitude towards using	0.046	0.084	0.548	0.584	-0.125	0.203	Not Supported
Perceived ease of use -> Intention to use JobsMalaysia system	0.167	0.113	1.486	0.137	-0.045	0.405	Not Supported
Perceived ease of use -> Perceived Usefulness	0.368	0.145	2.53	0.011	0.069	0.637	supported

5.2.1 Relationship between Attitudes towards using and Intention to use JobsMalaysia system

H1: There is a significant relationship positive relationship between attitudes towards using and intention to use JobsMalaysia system.

The result shown that the attitudes towards using has a positive relationship with the intention to use JobsMalaysia system. According to the study of Davis et al. and Shen & Chiou (2016), the attitudes towards using has a direct effect to the intention to use a certain system.

The positive the attitudes towards using, the more the intention to use JobsMalaysia system. Hence, the results of this variable was within the expectation of the researchers. Osman stated that the level of the user's acceptance only can be determined from the quality and usefulness of the system. The more comfortable with the system and their feeling when using the system, the more positive attitude on technology context. Thus, Ibrahim & Hamid (2017) supported that the user may have a favorable attitudes towards a given behaviour if he or she believes the performance of such behaviour will bring a positive outcomes. Therefore, the intention to use JobsMalaysia system among job seeker is higher when the job seekers have the positive attitude towards the JobMalaysia system.

24.9% of job seekers perceived that attitudes towards using have a direct effect to their intention to use JobsMalaysia system. However, 75.1% of job seekers did not agree this statement because they did not have a positive attitudes towards using JobsMalaysia system. Thus, it means that 75.1% of job seekers do not consist positive attitudes when using JobsMalaysia system. They may

think that JobsMalaysia system do not fulfill their expectation and thus affect their intention to use JobsMalaysia system.

5.2.2 Relationship between Perceived Usefulness and Attitude towards using

H1: There is a significant relationship positive relationship between perceived usefulness and attitudes towards using.

According to the result of the study, perceived usefulness have a positive relationship with the attitude towards using. The table stated that there are 43.6% of job seekers perceived that JobsMalaysia system is useful and have positive attitudes towards using. In contrast, 56.4% of job seekers did not recognize the usefulness of JobsMalaysia system.

The studies of Zhu et al. (2012) proved there was a direct influences on attitude from perceived usefulness based on the determinant of intention. This relationship also had been examined on mobile learning by using Technology Acceptance Model (TAM). Perceived usefulness will be able to give positive impact on consumer attitudes. The higher perceived usefulness, the positive consumer attitudes will be.

Based on the theory of TRA, it proposes that the attitudes towards a behavior will affect the intention of a person to perform the behavior. Hence, the active attitude towards a behavior leads the job seekers to have a stronger intention in order to perform the behavior.

5.2.3 Relationship between Perceived Usefulness and Intention to use JobsMalaysia system

H1: There is a significant relationship positive relationship between perceived usefulness and intention to use JobsMalaysia system.

Based on the table 5.2, the result shown that there is a positive relationship between perceived usefulness and intention to use JobsMalaysia system. The higher the perceived usefulness, the more the intention to use JobsMalaysia system. 38.3% of job seekers agreed that perceived usefulness give impact to their intention to use JobsMalaysia system.

Yet, the result of the relationship between perceived usefulness and intention to use JobsMalaysia system are constant with the previous studies such as Lee et al., 2009; Li, Duan, Fu, & Alford, 2011; Saade et al., 2008. Davis (1989); Venktatesh and Davis (2000) stated that the intention to use the technology was determined by the perceived usefulness. The user intend to use the technology because of the benefit that able to fulfill their needs and wants. When the jobseekers find out that the Jobsmalaysia system is useful in seeking job vacancy, hence they have the intention to use the system continuously.

5.2.4 Relationship between Perceived Compatibility and Attitude towards using

H0: There is no significant positive relationship between perceived compatibility and attitudes towards using.

In accordance with the result, it shown that there is no significant positive relationship between perceived compatibility and attitude towards using. However, the previous research or studies such as Vijayasarathy (2004), Chen, Gillenson and Sherrell (2002), and Amaro and Duarte (2015) stated that perceived compatibility brings significant impact on attitude towards using. Yet, the studies were conducted in the areas of e-marketing, online shopping, online travel shopping and others else. Consequently, this study unable to be in line with the previous studies done by the past researchers. Thus, the statement that the higher the perceived compatibility, the better the attitude towards using a particular technology could not be established in this study.

There was only 7.1% of job seekers think that perceived compatibility bring positive impact to the attitudes towards using. Yet, 92.9% of job seekers did not agreed because JobsMalaysia system may has conflicts with their needs or wants. Perceived compatibility did not have significant relationship on the attitudes towards using (Taylor & Todd, 1995; Nor & Pearson, 2007). According to the study of Nor & Pearson (2007), they identified that there was no effect of perceived compatibility on attitudes towards using. Yet again, the studies helps to prove that the compatibility of technology does not bring impact to the person in order to shape a positive attitude towards using JobsMalaysia system.

Al-Ajam and Nor (2013) stated that compatibility is the extent of individual considers the product or services which are not conflict with their needs, wants, experience, and beliefs. Perceive of compatibility will only increase when using the technology that is not compatible with the person's interest or needs. Mndzebele (2017) argued that the organization use a such technology when they consider the technology does not have conflict with their beliefs. At present, there are a lot of activities occurs to give advantages to the public. For advance, government action that aimed to reduce unemployment rate, the development of technology or others. Therefore, the job seekers will only

choose to use the JobsMalaysia system if they perceive such this system is compatible with their needs and wants when search for job vacancy.

5.2.5 Relationship between Perceived Compatibility and Perceived Usefulness

H1:There is significant relationship between perceived compatibility and Perceived Usefulness in using JobsMalaysia system.

The result of the study shows the positive relationship for perceived compatibility and perceived usefulness. The Beta of this relationship is 0.377, it means that there are 37.7% of jobs seekers is perceive JobsMalaysia system is compatible and useful to them. Based on the respondents' perception, JobsMalaysia system is compatible with their need and want and they will perceive JobsMalaysia system is useful.

The study of Moqbel, Bartelt and Al-Suqri (2014) has also stated there are a significant relationship. It means that the more perceived compatibility, the job seeker will have more perceived usefulness after using JobsMalaysia system. This statement also supports by Wu and Wang (2005) indicated that there is a direct influence of perceived compatibility to perceived usefulness.

Besides, when the jobseeker is feel the JobsMalaysia system is compatible with their lifestyle, they will feel that the JobsMalaysia system is useful (Moqbel, Bartelt & Al-Suqri,2014). According to Moqbel, Bartelt and Al-Suqri (2014), the cognitive dissonance theory can used to explain the relationship between compatibility and perceive usefulness. Same as this study, the job seeker will choose to use JobsMalaysia system to search job vacancy because they feel that such system is compatible and useful in searching job vacancy.

The analysis of Tung, Yu & Yu (2014) has also show the perceive compatibility is direct influence and have significant relationship to perceive usefulness. They also stated out compatibility is the one of important innovation characteristic of IDT (Tung,Yu & Yu , 2014).

5.2.6 Relationship between PEOU and Attitude towards Using

H0:There is no significant relationship between perceived ease of use and attitude toward using JobsMalaysia system.

The researcher found that the relationship between perceive ease of use and attitude toward using JobsMalaysia system is no significant relationship. Although there is a study of Juniwati (2014) stated that the perceive ease of use has significant influence on attitude towards using, it is about online shopping. According to Al-Hujran, Al-Debei, Chatfield & Migdadi (2016), their analysis result indicated that there was small effect for perceive ease of use on attitude towards using.

The result of the statistical analysis shows only 4.6 % of jobseekers perceived JobsMalaysia system is easy to use and influence their attitude to use this system. The result of analysis that conducted by researcher is show that it is not support and there are not significant relationship between them. This may due to although the JobsMalaysia system is easy to use and learn by job seekers, but it is not easy for job seeker to search their desired job vacancy. Thus, their attitude to using JobsMalaysia system will be more negative.

Based on the result of the research of Chin & Lin (2016), they also found that hypothesis between PEOU and Attitude toward use is not supported. It means that no evidence prove that the PEOU influence the attitude towards using. There may also because the job seeker perceive the JobsMalaysia system not easy to use as other job search website such as JobsStreet. The job seeker more prefer the other job search website that easier them to use, not as the JobsMalaysia need to register then only can refer the job vacancy details.

The result of analysis that conducted by researcher show that it is not support and there are not significant relationship between them. This may due to although the JobsMalaysia system is easy to use and learn by job seekers, but it is not easy for job seeker to search their desired job vacancy. Thus, their attitude to using Jobs Malaysia system will be more negative.

5.2.7 Relationship between PEOU and Intention to use

H0:There is no significant relationship between perceived ease of use and attitude toward using JobsMalaysia system.

There are some research that conducted by Wang et al. (2003), Amin (2009); Al-alak et al.(2013) stated that the perceive ease of use will influence the behavioral and usage intention. In this study, the researcher found that there is no significant relationship between perceived ease of use and intention to use JobsMalaysia system. In the study of Al-alak et al. (2013) on e-learning system, he believed the people that perceive ease of use will affect the intention to use.

In the previous chapter, the researcher found that the statement is not support in this research. There are only 16.7% of job seekers perceive JobsMalaysia is

easy to use and affect their intention to use this system. Although the job seekers perceive that JobsMalaysia system is easy to use, however there is not much direct influence on their intention to use this system positively. The other reason may also because the some function of JobsMalaysia system not easy as other job search system. They may prefer other job search website because JobsMalaysia is not affecting their intention to use.

There was a study of Juniwati (2014), the researcher found that the relationship between perceived ease of use and intention to online shopping is not significant. According to Agrebi & Jallais (2015), they also found that there is not significant relationship between perceived ease of use and intention to use.

In the study of Al-alak et al. (2014) on e-learning system, he believed the people that perceive ease of use will affect the intention to use. In this research, the result shown that the statement is not support in this research. Although the job seekers perceive that JobsMalaysia system is easy to use, however there is not much intention for them to use this system positively.

5.2.8 Relationship between PEOU and Perceived Usefulness

H1:There is significant relationship between perceived ease of use and Perceived Usefulness in using JobsMalaysia system.

Based on the result of the research, it shows that there was only 3.68% of job seekers perceive JobsMalaysia system is easy to use and useful for them to search job vacancy. The researcher found that there is a direct influence of jobs seeker's perceive ease of use on perceive usefulness. In other words, if the job

seeker perceive JobsMalaysia is easier to them, they will perceive the JobsMalaysia system is useful for them to search job.

According to Davis et al.,(1989); Elkaseh & Chun (2016), perceive ease of use and perceived usefulness was the variables that will influence the intention to use the system. Researchers of this study have found that there is a positive relationship between perceived ease of use and perceived usefulness in using JobsMalaysia system.

Elkaseh,Kok & Chun (2016) indicated that there is a direct influence on the perceive ease of use and perceived usefulness in E-learning in higher education. Besides, the study of wed acceptance stated that was a positive and significant relationship for the perceived ease of use and perceived usefulness (Sanchez-Franco, Roldan, 2005; Basri, 2016).

Basri (2016) stated that perceived ease of use was positively related to perceived usefulness in the e-recruitment adoption. Hence, when the job seekers perceived that Jobs Malaysia system is easy to use, thus the job seekers will perceived that such system is useful for them in searching the job vacancy.

5.3 Implication of Study

5.3.1 Managerial Implication

Based on the analysis of the researcher, it shows that and perceived compatibility is no direct influence to the job seekers' attitude toward using JobsMalaysia system. It can say that if the job seeker has perceived JobsMalaysia system is compatible, their attitude towards using JobsMalaysia system will be higher. The reason may because the some of the information on JobsMalaysia is not compatible with the jobseekers' lifestyle. The JobsMalaysia system may need to ensure the information is compatible with the job seekers' need and wants.

In the case of perceive ease of use, it is no significant relationship with intention to use JobsMalaysia system. The researcher found the hypothesis result between perceived ease of use and intention to use JobsMalaysia system is not supported. Although the job seeker is perceived JobsMalaysia system is easy to use, there is not a must to increase their intention to use. To increase their intention to use, JobsMalaysia system can use some advertisement to attract the job seeker. The government can promote JobsMalaysia system through media and online channel such as Facebook , radio and others. The government also can set up vendor in the public area and prepare the computer to offer the job seeker to apply jobs. The government can send some personnel to assist the job seeker search job.

Besides, the compatibility also has the impact on the perceived usefulness of job seeker to use JobsMalaysia system. If the information on JobsMalaysia system is compatible with the job seeker's lifestyle, they will have the perception that using JobsMalaysia system is useful for them. The information on JobsMalaysia system must be update and ensure the information is compatible and useful. The government may need to develop and update the system which easier the job seeker to use. Besides, the government can introduce this system to the private sector and allows the fresh graduates send their resume and information saves into the system. The employer may refer the information and resume of the job seeker to

recruit talent employee. This will lead to increase of people using JobsMalaysia system.

5.3.2 Theoretical Implication

The researcher found that this research had dedicate to the information of applying Technology Acceptance Model (TAM) in analyze the perception of job seeker on using JobsMalaysia system. The purpose of this study is to emphasize the factors that influencing the intention to use JobsMalaysia system.

In this study, the attitude towards using has the impact on intention to use JobsMalaysia system. The researcher has found the positive relationship between these two variables. The perceived usefulness also significantly affect the intention of job seekers to use the system. But the perceived ease of use has no significant impact on the intention to use the system.

Based on the Technology Acceptance Model (TAM), the researcher found in this research perceived usefulness will affect the attitude towards using. The researcher also found that the job seekers will perceive JobsMalaysia system is useful to them when they feel it is compatible. It can be compatible with the job seekers' lifestyle. However, the questionnaire of study is asking the perception of job seekers about using the JobsMalaysia system. The researchers also analyze the different perception of job seeker towards using JobsMalaysia system.

5.4 Limitation of the Study

There is some restriction that faced by the researcher in this research. Those problems cause this research spent additional time to complete. The researchers need to take more effort to check the study to prevent the result of this study is affected.

5.4.1 Respondents' Involvement

This restriction gives the significant effect to this research. Due to some respondents did not use JobsMalaysia system to search job before, hence they may not provide the accurate data as their perception just based on other system and assume they using JobsMalaysia system before. This cause the researcher obtain inaccurate data and need to be cut off those data.

Besides, some respondents do not complete the survey that distributed by researchers. The willingness to complete survey of respondent is low. Some of the respondents give more than one answers which cause the questionnaire not able to analyze. The questionnaire that was not completed or more than one answer will not able to analyze.

Researchers also met the respondents who were not willing to complete the survey. They refuse to provide answers for the researcher. Researcher need to ask for respondents to provide answer. The researcher may spend more time to collect data.

5.4.2 Time Constraints

The researcher used additional time to complete this study due to Chinese New Year week disruption. The researchers were celebrating the Chinese New Year at their hometown. Hence, researchers forced to postpone and delay the process of conducting the research. Next, due to some of the respondents did not have any experience in using JobsMalaysia system before, hence researchers had to spend additional time to looking for the respondent who had experience using the JobsMalaysia before in order to make researchers data more accurate and realibility.

In addition, the researchers only have 20 weeks to complete this research . This may a big obstacles for the researcher as researchers may need more time to analyze and run the data in order to get the more accurate data. This is due to researchers is the new beginners of using PLS and SPSS software as researchers did not have any experience in using these software before, therefore it required researchers spend additional time and effort to learn these two software from supervisor.

5.4.3 Cost Constraints

This restriction has become the major problem that will faced by researchers in this study. This is due to the software that use by researchers to perform the analysis on data is expensive which is SPSS and Smart PLS. Both of the software required researchers to pay first before using it. Therefore, the only

choice that researchers left were seek help from the supervisor to borrow the software in order to run the analysis on data. Besides, the researchers also had to bear the cost of printing fee and other administrative fees. The researchers need to bear this cost due to no support from other parties.

5.4.4 Population Constraints

A significant effect of this restriction had been occurred. In this research, the target population was focused on the job seekers across Malaysia. However, the researches faced the problem of getting a large number of response for the questionnaire from the job seekers across Malaysia. The researchers only able to get a limited number of questionnaire from the job seekers. Moreover, the researchers need to make sure that the respondents as job seekers must have experience or understanding towards JobsMalaysia system. Therefore, it increased a difficulty for the researchers to get the responses from job seekers.

5.4.5 Lack of promotion of JobsMalaysia system

Government only promoted JobsMalaysia system in public sector such as public universities. However, the private sector as private university does not have any promotion about JobsMalaysia system. In this research, the researchers faced the problem that there are many people do not know about JobsMalaysia system. They only know the other online recruitment system such as Jobstreet. The researchers were unable to let the respondents to fill up the questionnaire because they do not have any understanding and experience towards JobsMalaysia system.

5.5 Recommendations for Future Research

According to this study, the hypothesis was to study the effect of technology acceptance of Jobs system Malaysia among job seekers. However, there are some recommendation for the future research.

5.5.1 Multi-Language of questionnaire

In the limitations of study mentioned that there are lacks of involvement from the respondents. There are some of the respondent may not fully understood the questions in the questionnaire as respondents consist of different races . Therefore, the multi-language of question can be consist in the questionnaire. In the questionnaire of this study, researchers only used two types of language which are English and Malay. However, the researcher can add more other languages such as Chinese and Tamil in order to let the respondents easily to understand and save more time when answer the questions.

5.5.2 Coverage in other industries

In this research, researchers conducted the research to investigate of the effects of technology acceptance and adoption of JobsMalaysia system. Thus, the researcher can carry out the effect of technology acceptance and adoption of system in the other industries in future. The research that conduct in different area of industries will able to get distinct responses. Thereby, the researchers might can collect the more accurate and reliable data.

5.5.3 Exploration of Different Dimensions

The dimensions that used in this study were perceived usefulness, perceived ease of use, attitudes towards using, and intention to use. Rather than these dimensions, the researcher could based on the area or industry that they select to choose the dimensions which are relevant. From this, the research they made would be able to attain more reliable and accurate data.

5.6 Conclusion

In a nutshell, the purpose of this research is to investigate the factors that influence the jobseekers' intention to use JobsMalaysia system. The research analysed the relationship between 3 independent variables (perceive usefulness, perceive compatibility, perceive ease of use, attitude toward using) and dependent variable (intention to use Jobs Malaysia system). Throughout the research, it can be concluded that only 3 hypothesis is not supported and has not significant relationship out of total 8 hypothesis which is relationship between Perceived compatibility and Attitude towards using, Perceived ease of use and Attitude towards using, Perceived ease of use and Intention to use Jobs Malaysia system. Significant indicators towards intention to use Jobs Malaysia system are provided by researchers to help the government in understanding how the job seeker accept and adopt such the system. Besides, several limitations and recommendation had been suggested by the researchers for the future researchers to refer.

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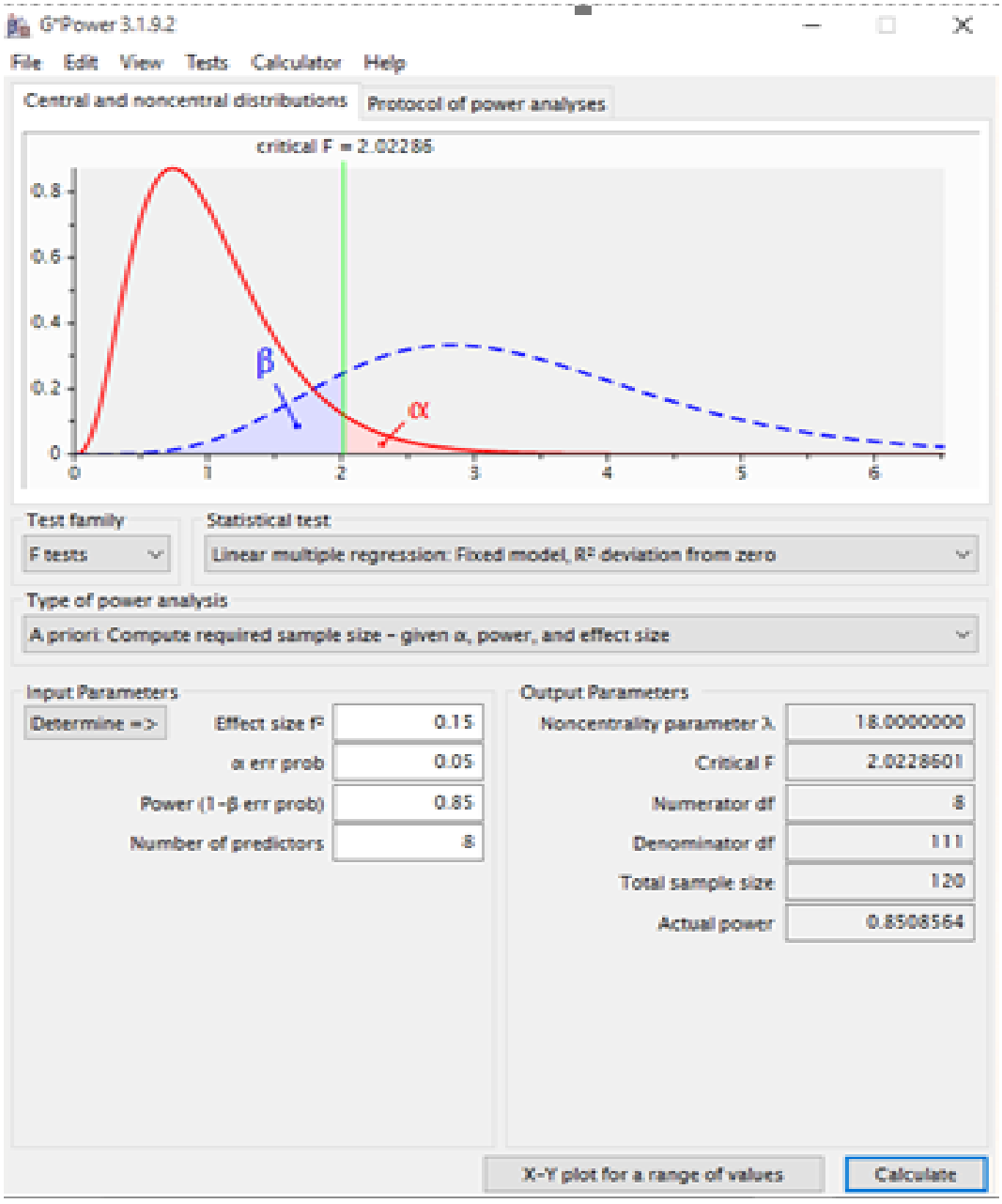
Appendices

Appendix A: G power result



Appendix B: Different between Original question and Modified question

Independent variables

Technology Acceptance Model (TAM)

Original questions	Modified questions
Perceived Compatibility	**Perceived Compatibility**
PC1 I think using e-Government systems would fit well with the way that I like to gather information from government agencies.	PC1 I think using Jobs Malaysia system would fit well with the way that I like to gather information about job vacancy. *Saya rasa menggunakan sistem Jobs Malaysia akan sesuai dengan cara saya ingin mengumpul maklumat mengenai kekosongan jawatan.*
PC2 I think using e-Government systems would fit well with the way that I like to interact with government agencies.	PC2 Jobs Malaysia system would fit well with the way that I like to interact with companies *Sistems Jobs Malaysia menyesuaikan saya untuk berinteraksi dengan syarikat*.
PC3 Using e-Government systems to interact with government agencies would fit into my lifestyle.	PC3 Using Jobs Malaysia system to interact with company would fit into my lifestyle *Menggunakan sistem Jobs Malaysia untuk berinteraksi dengan syarikat sesuai dengan gaya hidup saya.*
PC4 Using e-Government systems to interact with government agencies would be compatible with how I like to do things.	PC4 Using Jobs Malaysia systems to interact with company would be compatible with how I like to do things. *Menggunakan sistem Jobs Malaysia untuk berinteraksi dengan syarikat akan bersesuaian dengan bagaimana saya suka melakukan perkara-perkara.*
PC5 Using the e procurement system increases my effectiveness on the job.	PC5 Using Jobs Malaysia system will increase the effectiveness to find job.

	Keberkesanan akan ditingkatkan dengan menggunakan system Jobs Malaysia.
PC6 Smartphone meets user needs.	PC6 Using Jobs Malaysia system meets my needs for searching job. *Keperluan saya untuk mencari perkerjaan dipenuhi selepas menggunakan system Jobs Malaysia.*
Perceived Usefulness	**Perceived Usefulness**
PU1 Using Jobs Malaysia saves me time to submit my resume compared to traditional method.	PU1 I think Jobs Malaysia system can save more time to submit resume compared to other traditional method. *Saya rasa sistem Jobs Malaysia dapat menjimatkan masa untuk mengemukakan resume berbanding kaedah tradisional yang lain.*
PU2 The Jobs Malaysia provides all the information required to apply for a job.	PU2 I able required information to apply job in Jobs Malaysia system. *Saya dapat maklumat yang diperlukan untuk memohon pekerjaan dalam sistem Jobs Malaysia.*
PU3 The Jobs Malaysia offers a variety of careers/jobs to apply for.	PU3 I able to find variety of job by using Jobs Malaysia system. *Menggunakan sistem Jobs Malaysia membolehkan saya mencari pelbagai pekerjaan untuk memohon.*
PU4 Using Jobs Malaysia enable me to compare between different vacancies in my country and other countries.	PU4 I able to compare vacancies in my country and other country when using Jobs Malaysia system. *Saya dapat membandingkan kekosongan di Malaysia dan negara lain apabila menggunakan sistem Jobs Malaysia.*
PU5 The Jobs Malaysia provides information such as FAQs.	PU5 The Jobs Malaysia systemoffer information such as FAQs.

	Sistem Jobs Malaysia menyediakan maklumat seperti FAQs.
Perceived Ease Of Use	**Perceived Ease Of Use**
PEOU1 Using e- recruitment sites was easy for me.	PEOU1 Using Jobs Malaysia system was easy for me. *Saya mendapati bahawa Jobs Malaysia sistem adalah senang digunakan.*
PEOU2 Learning to use mobile banking is easy for me.	PEOU2 Learning to use Jobs Malaysia system is easy for me. *Belajar menggunakan sistem Jobs Malaysia adalah mudah untuk saya.*
PEOU3 Interacting with online application process was clear and understandable.	PEOU3 Interaction with application process Jobs Malaysia system would be clear and understandable. *Interaksi dengan proses permohonan dalam sistem Jobs Malaysia adalah jelas dan mudah difahami.*
PEOU 4 E-recruitment sites and their application process did not require a lot of mental effort.	PEOU 4 Jobs Malaysia system and it application process did not require a lot of mental effort. *Sistem Jobs Malaysia dan proses permohonan systemnya tidak memerlukan banyak usaha mental.*
PEOU5 It was easy to become skilful using e-recruitment sites.	PEOU5 It would be easy to become skilful at using Jobs Malaysia system. *Ia adalah mudah untuk mahir dalam pengunaan sistem Jobs Malaysia.*
PEOU6 I think that it is easy to use mobile banking to accomplish my banking tasks.	PEOU6 I think that it is easy to use Jobs Malaysia system to find job. *Saya rasa mudah menggunakan sistem Jobs Malaysia untuk mencari pekerjaan.*

Attitude Towards Using	**Attitude Towards Using**
ATU1 I have a positive attitude towards using e-recruitment technology.	ATU1 I have a positive attitude towards using Jobs Malaysia System. *Saya mempunyai sikap positif terhadap menggunakan teknologi sistem Jobs Malaysia.*
ATU2 I would recommend e- technology to my friends.	ATU2 I would recommend Jobs Malaysia system to my friends. *Saya akan mencadangkan sistem Jobs Malaysia kepada rakan-rakan saya.*
ATU3 Compared with the traditional recruitment method, I consider e-recruitment technology is better.	ATU3 Compared with the traditional recruitment method, I consider Jobs Malaysia system technology is better than other job seeking website. *Berbanding kaedah pengambilan tradisional, saya anggap sistem Jobs Malaysia lebih baik berbanding dengan laman mancari perkerjaan lain.*
ATU4	ATU4
Using the e-recruitment system is a good idea.	Using the Jobs Malaysia system is a good idea to search job. *Menggunakan sistem Jobs Malaysia adalah cadangan yang baik untuk mencari pekerjaan.*

Dependent variable

Intention To Use	**Intention To Use**
ITU1 I plan to use a learning Management System in the future.	ITU1 I will use Jobs Malaysia system in the future for job seeking. *Saya akan menggunakan sistem Jobs Malaysia pada masa hadapan untuk mencari pekerjaan*.

ITU2 Assuming that I have access to an LMS, I intend to use it	ITU2 Assuming that I have access to Jobs Malaysia system, I intent to use it. *Jika saya boleh akses sistem Jobs Malaysia, saya berniat akan menggunakannya.*
ITU3 The likelihood that I would use e-recruitment for job search is high.	ITU3 The likelihood that I would use Jobs Malaysia system for search job is high. *Kebarangkalian bahawa saya akan menggunakan sistem Jobs Malaysia untuk mencari pekerjaan adalah tinggi.*
ITU4 I am willing to use e-recruitment for job vacancy.	ITU4 I am willing to use Jobs Malaysia system for search job vacancy. *Saya rela menggunakan sistem Jobs Malaysia untuk kekosongan jawatan carian.*

Appendix C Source of questionnaire question

Table 3.2: *Sources of Questionnaire's Questions*

Variables	**Sources(Adopted from)**	**Number of Items (Original)**	**Number of Items (Modified)**
Perceived Compatibility	Zafiropoulos, Karavasilis and Vrana (2012) ; Joyce and Moturi (2015) ; Ismail (2016)	13	6
Perceived Usefulness	Alsultanny and Alotaibi (2015)	6	5
Perceived Ease of Use	Arif, Sharif and Afshan (2016) ; Alsultanny and	15	6

	Alotaibi (2015) ; Ismail (2016)		
Attitude Toward Using	Alsultanny and Alotaibi (2015); Arif,Sharif and Afshan(2016)	8	4
Intention To use	**Erkan& Evans (2016), Alharbi& Drew (2014), Alsultanny&Alotaibi (2015)**	**5**	**4**

Source: Develop from research

Appendix D: Example of Interval Scale (Section B)

No.	Perceived Compatibility	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	Jobs Malaysia system would fit well with the way that I like to gather jobs information from others e-recruitment system. *Saya rasa menggunakan sistem Jobs Malaysia akan sesuai dengan cara saya ingin mengumpul maklumat mengenai kekosongan jawatan.*	1	2	3	4	5

Source: Develop from research

Appendix E: Example of Interval Scale (Section C)

No.	Intention to use	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	I will use Jobs Malaysia system in the future for job seeking. *Saya akan menggunakan sistem Jobs Malaysia pada masa hadapan untuk mencari pekerjaan.*	1	2	3	4	5

Source: Develop from research

Appendix F: Table of demographic profile and coding

Question No.	**Label**	**Coding**
Q1	Experience using JobsMalaysia system for job vacancy searching	• "Yes" - 1 • "No" - 2
Q2	Gender	• "Male" - 1 • "Female" - 2
Q3	Age	• "Below 20 years old" - 1 • "21-30 years old" - 2 • "31-40 years old" - 3 • "41-50 years old"- 4 • "51-60 years old"- 5
Q4	Education Level	• "SPM"- 1 • "STPM / Diploma" - 2 • "Degree" - 3 • "Master"– 4 • "Others"– 5
Q5	Range	• "Employee" - 1 • "Unemployed"– 2
Q6	Average time of searching job	• "About 10-15 minutes" - 1

	• " 1-2 hours"- 2 • "Less than 30 minutes" - 3 • "More than 30 minutes" - 4

Appendix G: data coding for Section B and C questions

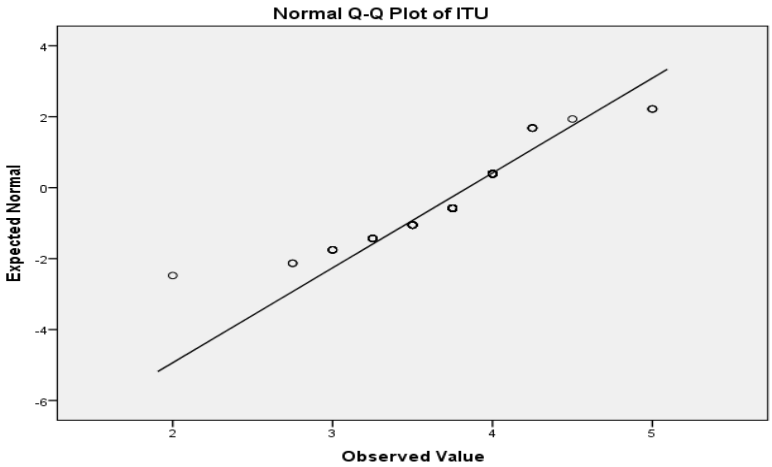
Question No.	**Label**	**Coding**
Q1	I think using JobsMalaysia system would fit well with the way that I like to gather information about job vacancy. *Saya rasa menggunakan sistem JobsMalaysia akan sesuai dengan cara saya ingin mengumpul maklumat mengenai kekosongan jawatan.*	• **"Strongly Disagree" - 1** • **"Disagree" -2** • **"Neutral" - 3** • **"Agree" - 4** • **"Strongly Agree" - 5**

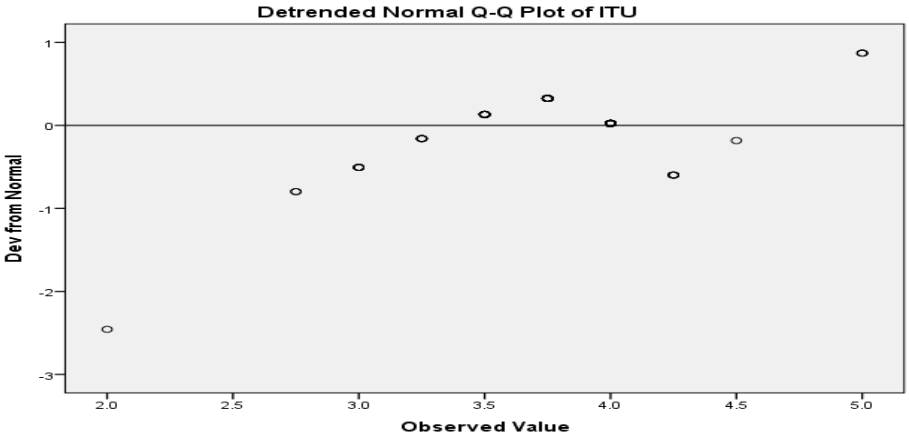
Appendix H: Result of normality test

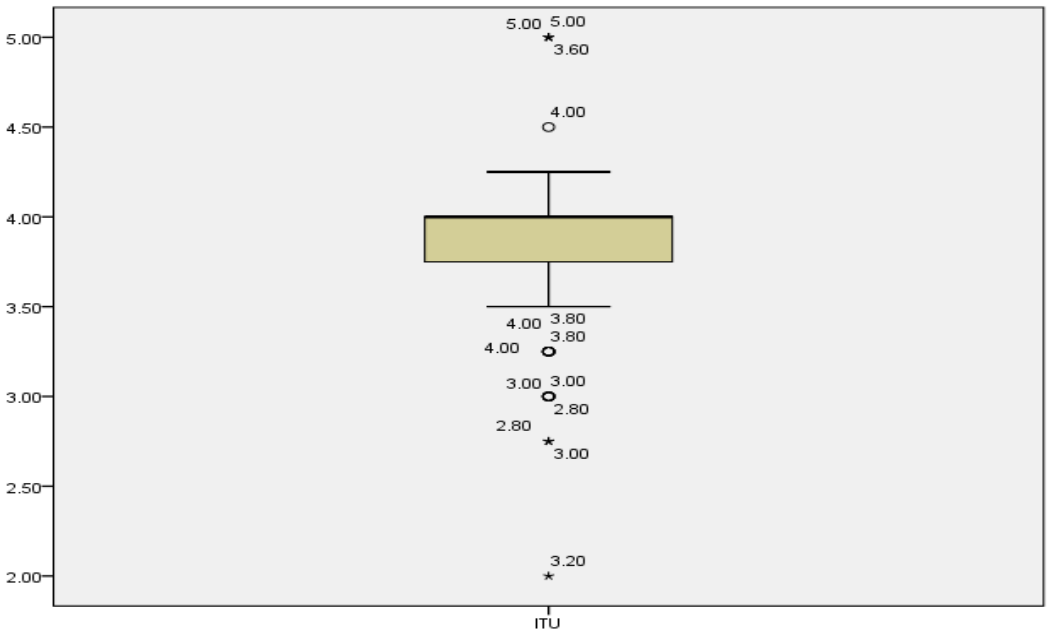
Tests of Normality

	Kolmogorov-Smirnov[a]			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
ITU	.294	150	.000	.773	150	.000

a. Lilliefors Significance Correction


Normal Q-Q Plot of ITU
Expected Normal
Observed Value
4
2
0
-2
-4
-6
2
3
4
5


Detrended Normal Q-Q Plot of ITU
Dev from Normal
Observed Value
1
0
-1
-2
-3
2.0
2.5
3.0
3.5
4.0
4.5
5.0


5.00
4.50
4.00
3.50
3.00
2.50
2.00
5.00
5.00
3.60
4.00
4.00
3.80
4.00
3.80
3.00
3.00
3.00
2.80
2.80
3.00
3.20
ITU

Appendix I: Total Variance Explained commona method bias

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	7.961	31.842	31.842	7.961	31.842	31.842	4.698	18.792	18.792
2	3.785	15.142	46.984	3.785	15.142	46.984	3.123	12.493	31.285
3	1.936	7.743	54.727	1.936	7.743	54.727	2.962	11.847	43.132
4	1.502	6.007	60.734	1.502	6.007	60.734	2.523	10.090	53.223
5	1.306	5.225	65.959	1.306	5.225	65.959	2.383	9.532	62.755
6	1.032	4.126	70.085	1.032	4.126	70.085	1.420	5.679	68.434
7	1.004	4.018	74.103	1.004	4.018	74.103	1.417	5.669	74.103
8	.791	3.166	77.269						
9	.734	2.938	80.207						
10	.648	2.591	82.797						
11	.624	2.497	85.294						
12	.535	2.138	87.433						
13	.474	1.896	89.328						
14	.417	1.668	90.996						
15	.383	1.531	92.527						
16	.298	1.193	93.720						
17	.260	1.042	94.762						
18	.237	.948	95.710						
19	.215	.861	96.571						
20	.205	.821	97.392						
21	.165	.659	98.051						
22	.158	.632	98.683						
23	.141	.564	99.247						
24	.106	.424	99.671						
25	.082	.329	100.000						

Extraction Method: Principal Component Analysis.

Appendix J : Frequency table for respondent's demographic profile from job seekers

UsingJobsMsia

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	150	100.0	100.0	100.0

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	106	70.7	70.7	70.7
	Female	44	29.3	29.3	100.0
	Total	150	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 20 years old	7	4.7	4.7	4.7
	21-30	112	74.7	74.7	79.3
	31-40	27	18.0	18.0	97.3
	41-50	4	2.7	2.7	100.0
	Total	150	100.0	100.0	

EducationLevel

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SPM	7	4.7	4.7	4.7
	STPM / Diploma	24	16.0	16.0	20.7
	Degree	116	77.3	77.3	98.0
	Others	3	2.0	2.0	100.0
	Total	150	100.0	100.0	

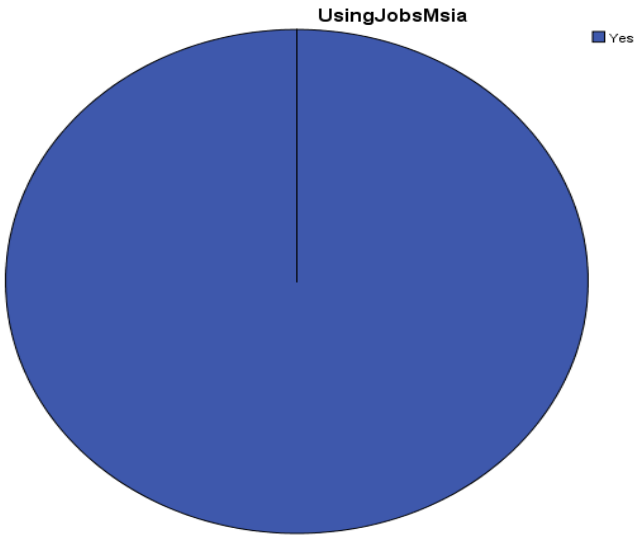
Range

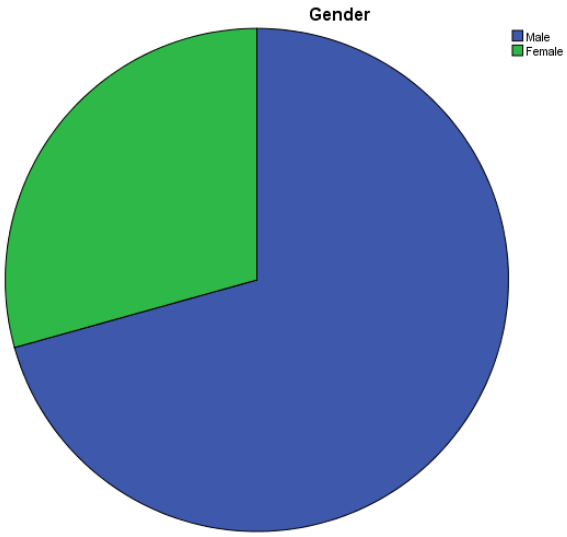
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employee	69	46.0	46.0	46.0
	Unemployed	81	54.0	54.0	100.0
	Total	150	100.0	100.0	

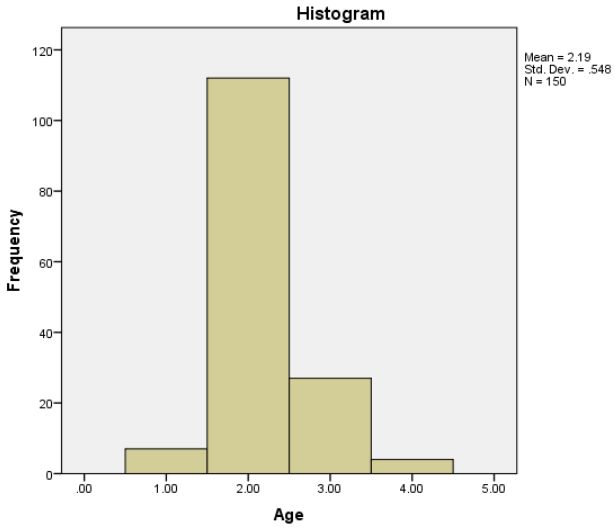
AverageTime

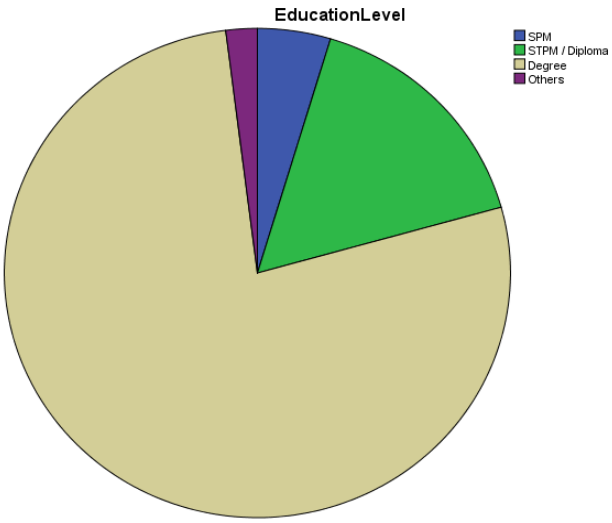
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	About 10 - 15 minute	10	6.7	6.7	6.7
	1 - 2 hour	18	12.0	12.0	18.7
	Less than 30 minutes	59	39.3	39.3	58.0
	More than 30 minutes	63	42.0	42.0	100.0
	Total	150	100.0	100.0	

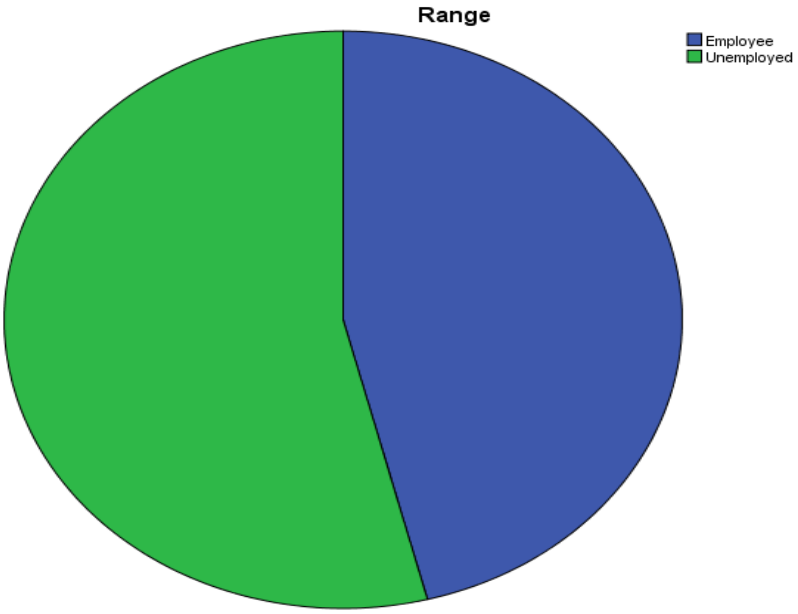
Appendix K: Chart diagram for respondent's demographic profile from job seekers

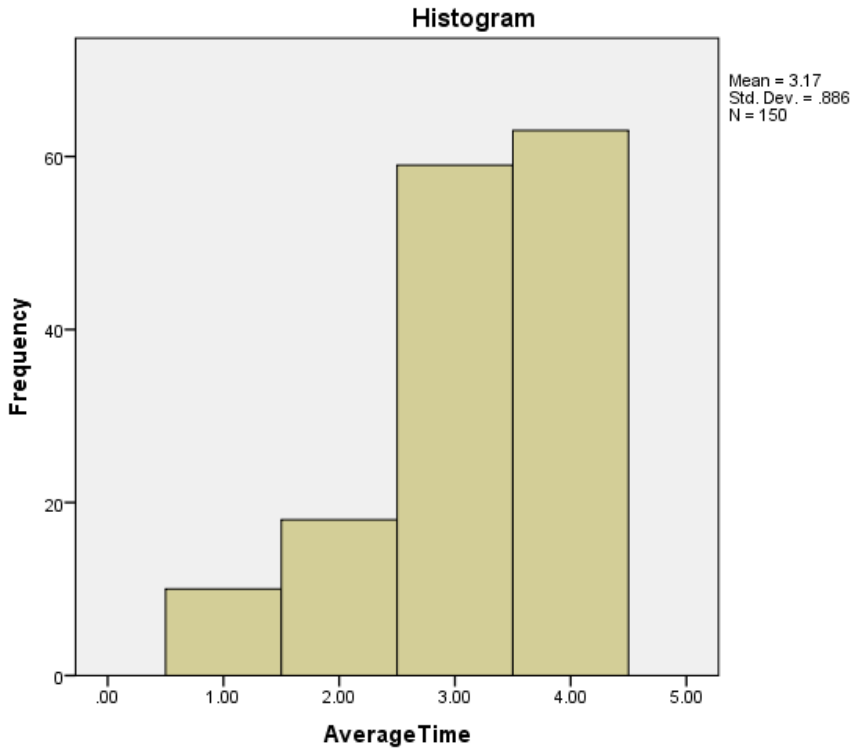



Gender
Male
Female


Histogram
Mean = 2.19
Std. Dev. = .548
N = 150
Frequency
120
100
80
60
40
20
0
.00
1.00
2.00
3.00
4.00
5.00
Age


EducationLevel
SPM
STPM / Diploma
Degree
Others


Range
Employee
Unemployed

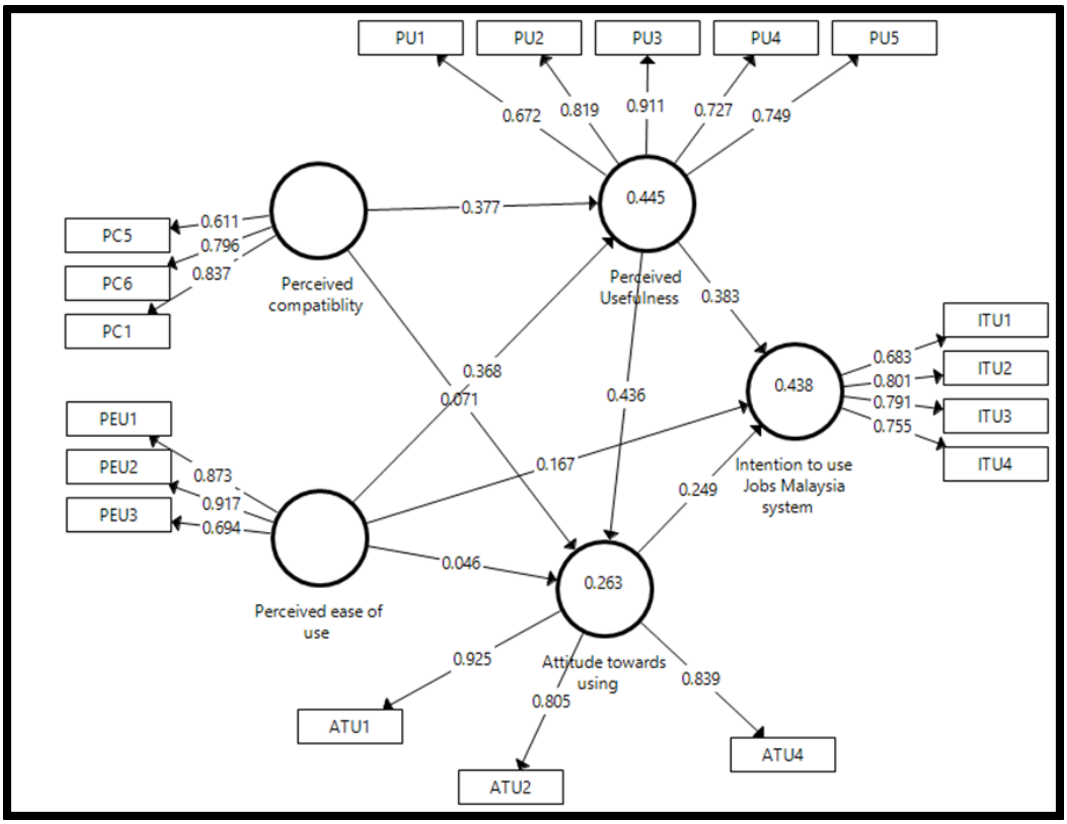

Histogram
Mean = 3.17
Std. Dev. = .886
N = 150
Frequency
0
20
40
60
.00
1.00
2.00
3.00
4.00
5.00
AverageTime

Appendix L: Descriptive Statistics of the study variables

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
PC	150	2.33	5.00	3.6044	.35946
PEU	150	2.50	5.00	3.6800	.36664
PU	150	2.40	5.00	3.8613	.34830
ATU	150	1.00	4.25	3.7033	.44154
ITU	150	2.00	5.00	3.8450	.37393
Valid N (listwise)	150				

Appendix M : Path coefficients among the Independent variables, and dependent variable.



Appendix N : Reliability of Constructs

Constructs	Items	Loadings	CR	AVE	VIF
Attitude towards Using	ATU1	0.925	0.893	0.736	2.916
	ATU2	0.805			2.163
	ATU4	0.839			1.688
Intention to use	ITU1	0.683	0.844	0.576	1.457
	ITU2	0.801			1.737
	ITU3	0.791			1.403
	ITU4	0.755			1.522
Perceived of Compatibility	PC1	0.837	0.885	0.609	1.473
	PC5	0.611			1.686
	PC6	0.796			2.225
Perceived Ease Of Use	PEU1	0.873	0.796	0.569	2.459
	PEU2	0.917			1.301
	PEU3	0.694			1.491
Perceived Usefulness	PU1	0.672	0.871	0.695	2.672
	PU2	0.819			3.523
	PU3	0.911			1.679
	PU4	0.727			1.779
	PU5	0.749			1.194

Appendix O : Cross Loading

Items	Attitude towards using	Intention to use Jobs Malaysia system	Perceived Usefulness	Perceived Compatibility	Perceived Ease of use
ATU1	**0.925**	0.486	0.475	0.355	0.252
ATU2	**0.805**	0.288	0.36	0.171	0.247
ATU4	**0.839**	0.476	0.451	0.362	0.389
ITU1	0.269	**0.683**	0.332	0.173	0.243
ITU2	0.413	**0.801**	0.49	0.464	0.266
ITU3	0.483	**0.791**	0.525	0.395	0.529
ITU4	0.309	**0.755**	0.464	0.41	0.365
PC1	0.418	0.446	0.576	**0.837**	0.632
PC5	0.073	0.334	0.302	**0.611**	0.264

PC6	0.202	0.316	0.403	**0.796**	0.358
PEU1	0.28	0.376	0.54	0.424	**0.873**
PEU2	0.391	0.445	0.563	0.562	**0.917**
PEU3	0.171	0.389	0.365	0.55	**0.694**
PU1	0.246	0.353	**0.672**	0.558	0.552
PU2	0.394	0.514	**0.819**	0.388	0.398
PU3	0.523	0.622	**0.911**	0.558	0.532
PU4	0.404	0.433	**0.727**	0.435	0.426
PU5	0.373	0.411	**0.749**	0.391	0.416

Source: Data Processing SmartPLS (2018)

Appendix P : Construct Correlations

Items	**Attitude towards using**	**Intention to use Jobs Malaysia system**	**Perceived Usefulness**	**Perceived compatibility**	**Perceived ease of use**
Attitude towards using	**0.858**				
Intention to use Jobs Malaysia system	0.501	**0.759**			
Perceived usefulness	0.506	0.609	**0.78**		
Perceived compatiblity	0.361	0.492	0.6	**0.755**	
Perceived ease of use	0.349	0.482	0.596	0.606	**0.834**

Source: Data Processing SmartPLS (2018)

Appendix Q : Inner Model Results by size of R-Square

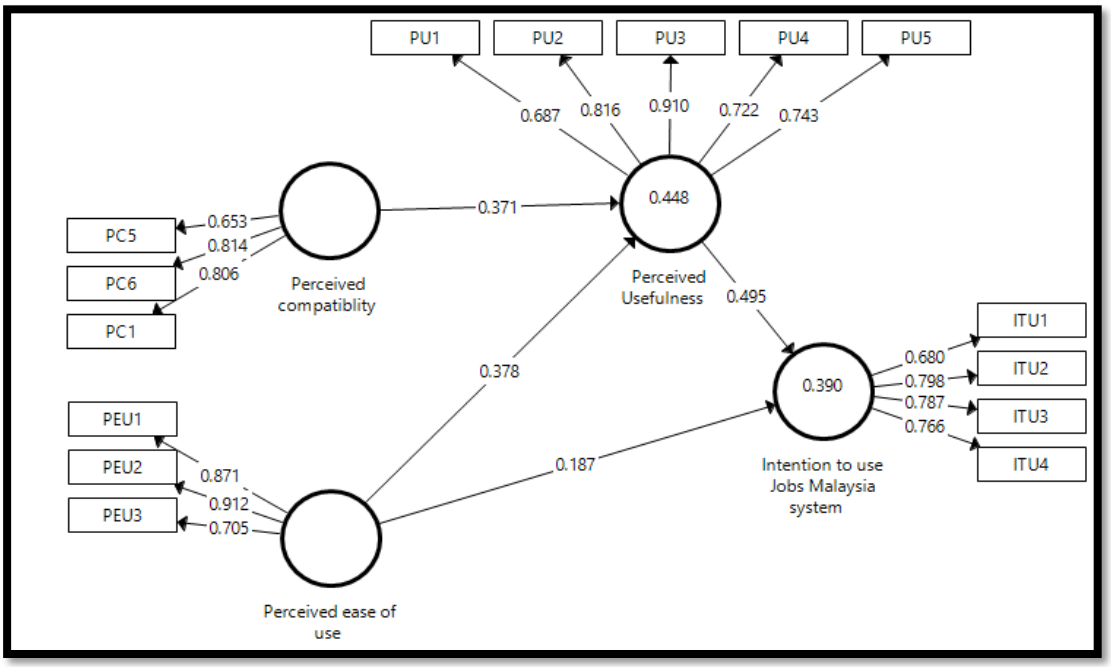
	Included	Excluded	f-squared	Effect size
R-squared	0.438	0.39	0.0854	Small

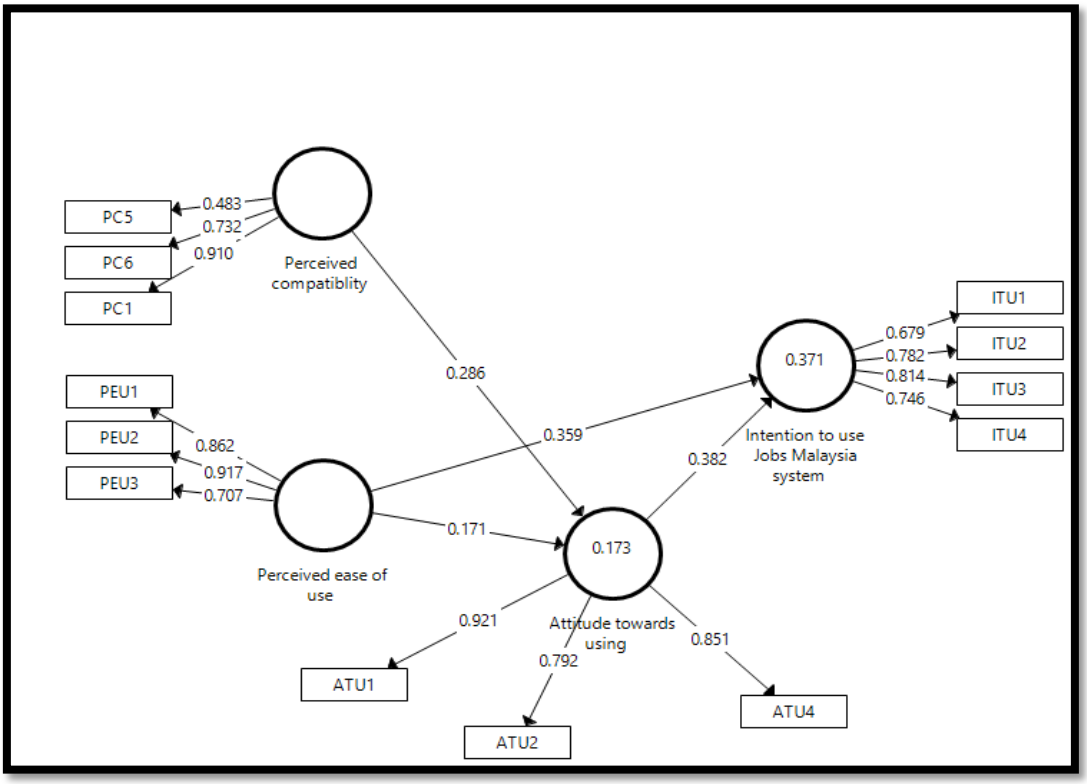
Appendix R : heterotrait-monotrait ratio of correlations (HTMT)

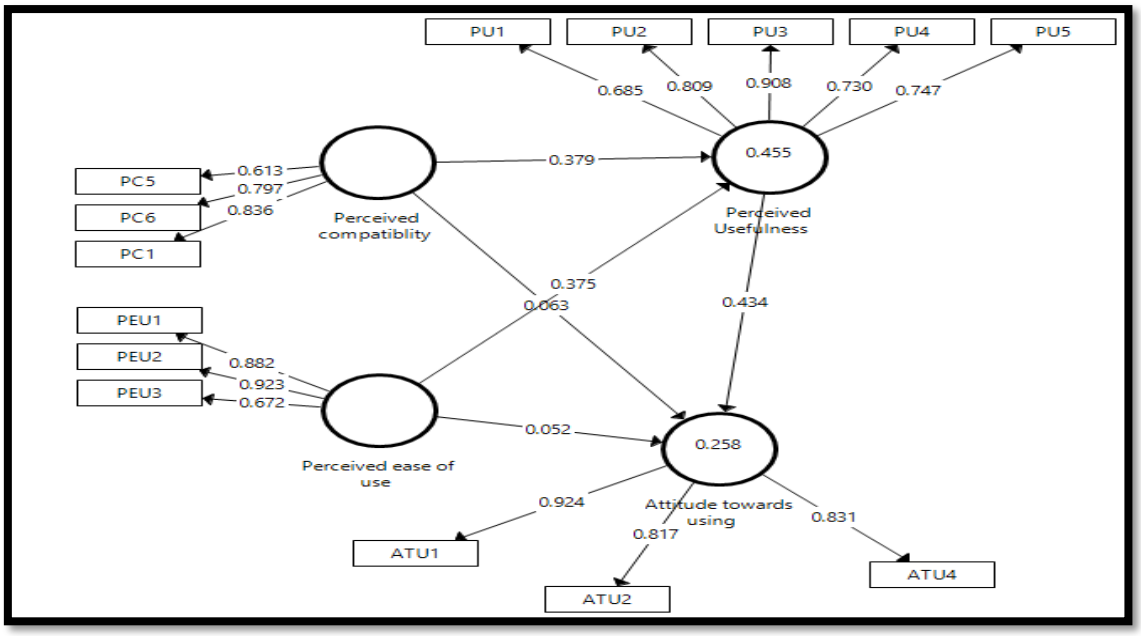
	Attitude towards using	Intention to use Jobs Malaysia system	Perceived Usefulness	Perceived Compatiblity	Perceived ease of use
Attitude towards using					
Intention to use Jobs Malaysia system	0.593				
Perceived Usefulness	0.595	0.737			
Perceived Compatiblity	0.396	0.653	0.75		
Perceived ease of use	0.417	0.606	0.735	0.783	

Source: Data Processing SmartPLS (2018)

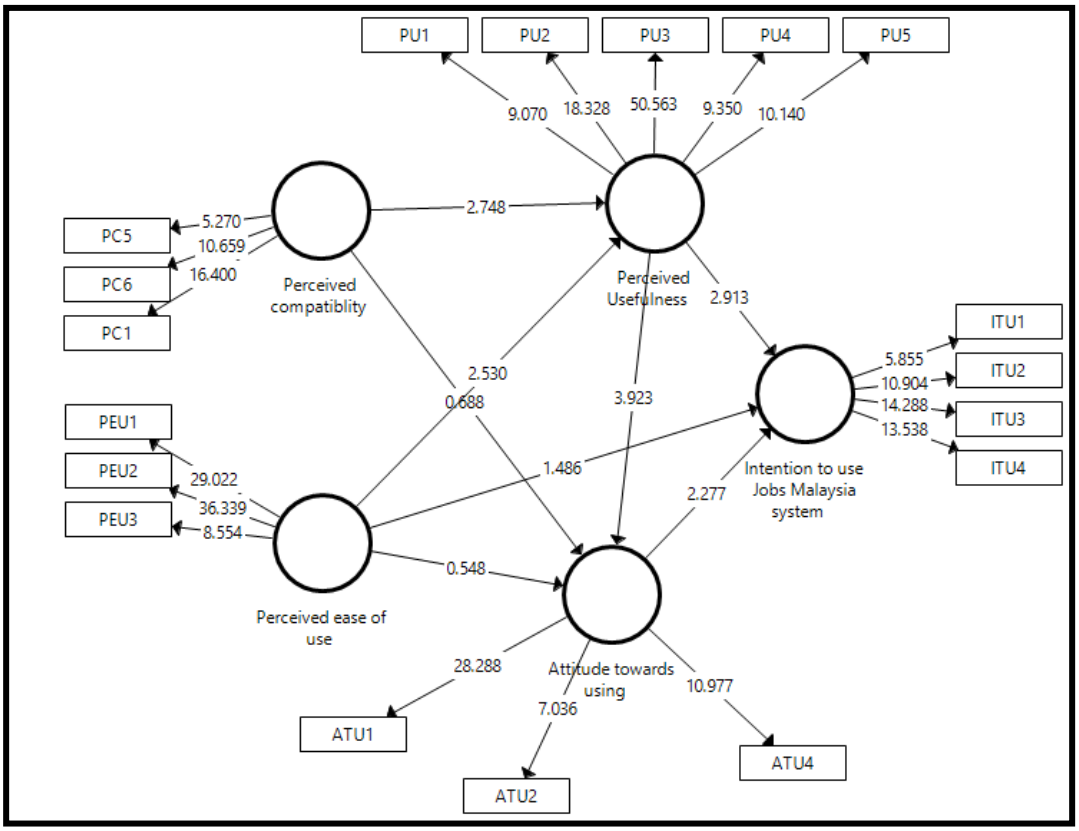
Appendix S : F square







Appendix T : T-value among the dependent variables and independent variables.



Appendix U : Path Coefficients for Hypothesis Testing

Hypothesis	**Beta**	**Std error**	**T value**	**P Values**	**LL**	**UP**	**Decision**
Attitude towards using -> Intention to use JobsMalaysia system	0.249	0.109	2.277	0.023	0.106	0.558	Supported
Perceived Usefulness -> Attitude towards using	0.436	0.111	3.923	0	0.218	0.638	Supported
Perceived Usefulness -> Intention to use JobsMalaysia system	0.383	0.131	2.913	0.004	0.07	0.598	Supported
Perceived compatibility -> Attitude towards using	0.071	0.103	0.688	0.491	-0.114	0.293	Not Supported
Perceived compatibility -> Perceived Usefulness	0.377	0.137	2.748	0.006	0.061	0.6	supported
Perceived ease of use -> Attitude towards using	0.046	0.084	0.548	0.584	-0.125	0.203	Not Supported
Perceived ease of use -> Intention to use JobsMalaysia system	0.167	0.113	1.486	0.137	-0.045	0.405	Not Supported
Perceived ease of use -> Perceived Usefulness	0.368	0.145	2.53	0.011	0.069	0.637	Supported

Appendix V : Final year project questionnaire

UNIVERSITI TUNKU ABDUL RAHMAN
Faculty of Business and Finance

Bachelor of Business Administration (Hons)
FINAL YEAR PROJECT

TITLE: Investigation of the effects of technology acceptance and adoption of Jobs Malaysia system

Survey Questionnaire

Dear respondent,

We are the undergraduate students of Bachelor of Business Administration (Hons) from Faculty of Business and Finance (FBF) at Universiti Tunku Abdul Rahman (UTAR). The purpose of this survey is investigate the effects of technology acceptance and adoption of Jobs Malaysia system among job seekers. Your cooperation in answering those questions is greatly appreciated in helping our research.

Name	Student ID
Siew Jia Hui	14ABB01755
Ngo Ping Yee	14ABB02288
Loke Jing Xin	14ABB01990
Leong Mei Yi	14ABB04784
Chan Mei Yen	14ABB03500

Instructions:

1) There are **TWO** (2) sections in this questionnaire. Please answer ALL questions in

ALL sections.

2) Completion of this form will take you approximately 5 to 10 minutes.

3) Please feel free to share your comment in the space provided. The contents of this

questionnaire will be kept **strictly confidential**.

4) Please be informed that in accordance with Personal Data Protection Act 2010 ("PDPA") which came into force on 15 November 2013, Universiti Tunku Abdul Rahman ("UTAR") is hereby bound to make notice and require consent in relation

to collection, recording, storage, usage and retention of personal information.

Acknowledgment of Notice

[ ] I have been notified by you and that I hereby understood, consented and agreed per UTAR notice (refer to Appendix I).

[ ] I disagree, my personal data will not be processed.

Name, ID, email address

……

Section A: Demographic Profile

Please place a tick "√" or fill in the blank for each of the following:
Sila jawab soalan berikut pada ruang yang disediakan dan tandakan bagi jawapan pilihan .

1. Have you experience using the Jobs Malaysia system for job vacancy searching before?

Pernahkah anda mengalami menggunakan sistem Jobs Malaysia untuk carian kekosongan jawatan sebelum ini?

- □ Yes / *Ya*
- □ No / *Tidak*

2. Gender / *Jantina* :
   - □ Male / *Lelaki*
   - □ Female / *Perempuan*

3. Age / *Umur* :
   - □ Below 20 years old / *dibawah 20 umur tahun*
   - □ 21 – 30
   - □ 31- 40
   - □ 41 - 50
   - □ 51 – 60

4. Education level / T*araf pendidikan* :
   - □ SPM
   - □ STPM / Diploma
   - □ Degree / *Ijazah Sarjana Muda*
   - □ Master / *Sarjana*
   - □ Others / *lain-lain* (Specified…….)

5, Range / *Status* :
   - □ Employee / *Perkerja*
   - □ Unemployed / *perkerja menganggur*

6. Average time of searching job through the job-search website :
   Tempoh masa dalam mencari perkerjaan melalui laman mencari perkerjaan :
   - □ About 10 – 15 minute
   - □ 1 – 2 hours
   - □ Less than 30 minutes
   - □ More than 30 minutes

Section B: Technology Acceptance and Adoption (*Penerimaan Teknologi dan adaptasi)*

Please circle your answer to each statement using 5 Likert scale [(1) = strongly disagree; (2) = disagree; (3) = neutral; (4) = agree and (5) = strongly agree]

Sila tandakan jawapan anda kepada setiap pernyataan menggunakan skala 5 Likert [(1) = sangat tidak setuju; (2) = tidak bersetuju; (3) = neutral; (4) = setuju dan (5) = sangat setuju]

Perceived of Compatibility Persepsi *Keserasian*

No.	Questions	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I think using Jobs Malaysia system would fit well with the way that I like to gather information about job vacancy. *Saya rasa menggunakan sistem Jobs Malaysia akan sesuai dengan cara saya ingin mengumpul maklumat mengenai kekosongan jawatan.*	1	2	3	4	5
2	Jobs Malaysia system would fit well with the way that I like to interact with companies *Sistems Jobs Malaysia menyesuaikan saya untuk berinteraksi dengan syarikat.*	1	2	3	4	5
3	Using Jobs Malaysia system to interact with company would fit into my lifestyle *Menggunakan sistem Jobs Malaysia untuk berinteraksi dengan syarikat sesuai dengan gaya hidup saya.*	1	2	3	4	5
4	Using Jobs Malaysia systems to interact with company would be compatible with how I like to do things. *Menggunakan sistem Jobs Malaysia untuk berinteraksi dengan syarikat akan bersesuaian dengan bagaimana saya suka melakukan perkara-perkara.*	1	2	3	4	5

5	Using Jobs Malaysia system will increase the effectiveness to find job. *Keberkesanan akan ditingkatkan dengan menggunakan system Jobs Malaysia*.	1	2	3	4	5
6	Using Jobs Malaysia system meets my needs for searching job. *Keperluan saya untuk mencari perkerjaan dipenuhi selepas menggunakan system Jobs Malaysia.*	1	2	3	4	5

Perceived Ease of Use *Persepsi Kemudahan Kegunaan*

No.	Questions	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	Using Jobs Malaysia system was easy for me . *Saya mendapati bahawa Jobs Malaysia sistem adalah senang digunakan.*	1	2	3	4	5
2	Learning to use Jobs Malaysia system is easy for me. *Belajar menggunakan sistem Jobs Malaysia adalah mudah untuk saya*	1	2	3	4	5
3	Interaction with application process Jobs Malaysia system would be clear and understandable . *Interaksi dengan proses permohonan dalam sistem Jobs Malaysia adalah jelas dan mudah difahami.*	1	2	3	4	5
4	Jobs Malaysia system and it application process did not require a lot of mental effort. *Sistem Jobs Malaysia dan proses permohonan systemnya tidak memerlukan banyak usaha mental.*	1	2	3	4	5

5	It would be easy to become skilful at using Jobs Malaysia system. *Ia adalah mudah untuk mahir dalam pengunaan sistem Jobs Malaysia.*	1	2	3	4	5
6	I think that it is easy to use Jobs Malaysia system to find job. *Saya rasa mudah menggunakan sistem Jobs Malaysia untuk mencari pekerjaan*	1	2	3	4	5

Perceived Usefulness Persepsi *Kegunaan*

No.	Questions	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I think Jobs Malaysia system can save more time to submit resume compared to other traditional method. *Saya rasa sistem Jobs Malaysia dapat menjimatkan masa untuk mengemukakan resume berbanding kaedah tradisional yang lain.*	1	2	3	4	5
2	I able required information to apply job in Jobs Malaysia system. *Saya dapat maklumat yang diperlukan untuk memohon pekerjaan dalam sistem Jobs Malaysia.*	1	2	3	4	5
3	I able to find variety of job by using Jobs Malaysia system. *Menggunakan sistem Jobs Malaysia membolehkan saya mencari pelbagai pekerjaan untuk memohon.*	1	2	3	4	5
4	I able to compare vacancies in my country and other country when using Jobs Malaysia system. *Saya dapat membandingkan kekosongan di Malaysia dan negara lain apabila menggunakan sistem Jobs Malaysia.*	1	2	3	4	5

5	The Jobs Malaysia system offer information such as FAQs. *Sistem Jobs Malaysia menyediakan maklumat seperti FAQs.*	1	2	3	4	5

Attitude towards Using *Sikap terhadap Penggunaan*

No.	Questions	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I have a positive attitude towards using Jobs Malaysia System. *Saya mempunyai sikap positif terhadap menggunakan teknologi sistem Jobs Malaysia*	1	2	3	4	5
2	I would recommend Jobs Malaysia system to my friends. *Saya akan mencadangkan sistem Jobs Malaysia kepada rakan-rakan saya.*	1	2	3	4	5
3	Compared with the traditional recruitment method, I consider Jobs Malaysia system technology is better than other job seeking website. *Berbanding kaedah pengambilan tradisional, saya anggap sistem Jobs Malaysia lebih baik berbanding dengan laman mancari perkerjaan lain .*	1	2	3	4	5
4	Using the Jobs Malaysia system is a good idea to search job. *Menggunakan sistem Jobs Malaysia adalah cadangan yang baik untuk mencari pekerjaan.*	1	2	3	4	5

Intention to use / *Niat untuk menggunakan*

No.	Questions	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	I will use Jobs Malaysia system in the future for job seeking. *Saya akan menggunakan sistem Jobs Malaysia pada masa hadapan untuk mencari pekerjaan*.	1	2	3	4	5
2	Assuming that I have access to Jobs Malaysia system, I intent to use it. *Jika saya boleh akses sistem Jobs Malaysia, saya berniat akan menggunakannya.*	1	2	3	4	5
3	The likelihood that I would use Jobs Malaysia system for search job is high. *Kebarangkalian bahawa saya akan menggunakan sistem Jobs Malaysia untuk mencari pekerjaan adalah tinggi*	1	2	3	4	5
4	I am willing to use Jobs Malaysia system for search job vacancy. *Saya rela menggunakan sistem Jobs Malaysia untuk kekosongan jawatan carian.*	1	2	3	4	5

Thank you very much for your participation.

Your time and opinion are greatly appreciated.

Terima kasih banyak untuk penyertaan anda.

Masa dan pendapat anda sangat dihargai.

Appendix I

PERSONAL DATA PROTECTION STATEMENT

Please be informed that in accordance with Personal Data Protection Act 2010 ("PDPA")which came into force on 15 November 2013, Universiti Tunku Abdul Rahman ("UTAR")is hereby bound to make notice and require consent in relation to collection, recording,storage, usage and retention of personal information.

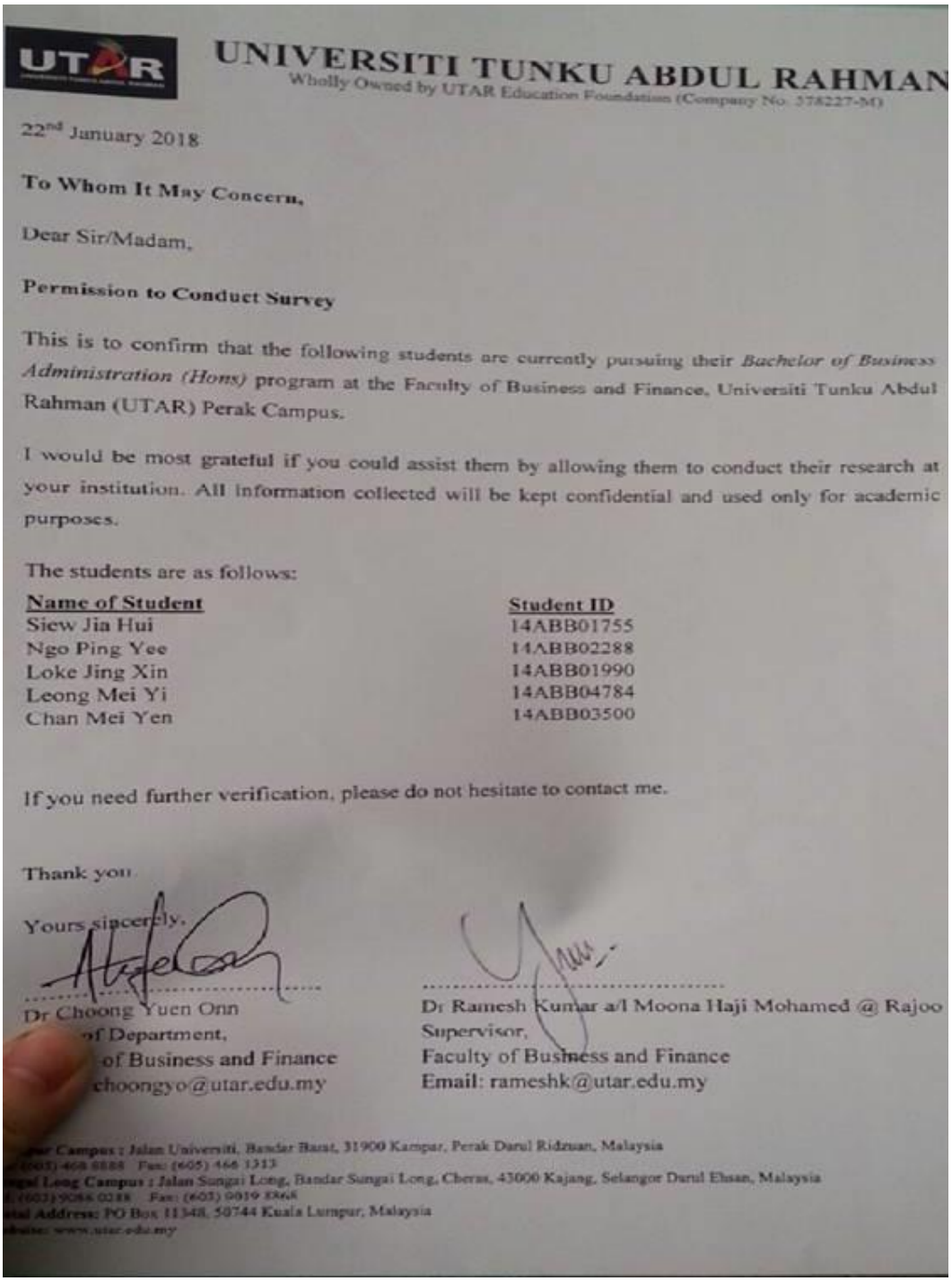
Notice:

1. The purposes for which your personal data may be used are inclusive but not limited to:-
   - For assessment of any application to UTAR
   - For processing any benefits and services
   - For communication purposes
   - For advertorial and news
   - For general administration and record purposes
   - For enhancing the value of education
   - For educational and related purposes consequential to UTAR
   - For the purpose of our corporate governance
   - For consideration as a guarantor for UTAR staff/ student applying for his/her scholarship/ study loan
2. Your personal data may be transferred and/or disclosed to third party and/or UTAR collaborative partners including but not limited to the respective and appointed outsourcing agents for purpose of fulfilling our obligations to you in respect of the purposes and all such other purposes that are related to the purposes and also in providing integrated services, maintaining and storing records. Your data may be shared when required by laws and when disclosure is necessary to comply with applicable laws.
3. Any personal information retained by UTAR shall be destroyed and/or deleted in accordance with our retention policy applicable for us in the event such information is no longer required.
4. UTAR is committed in ensuring the confidentiality, protection, security and accuracy of your personal information made available to us and it has been our ongoing strict policy to ensure that your personal information is accurate, complete, not misleading and updated. UTAR would also ensure that your personal data shall not be used for political and commercial purposes.

Consent:

1. By submitting this form you hereby authorise and consent to us processing (including disclosing) your personal data and any updates of your information, for the purposes and/or for any other purposes related to the purpose.
2. If you do not consent or subsequently withdraw your consent to the processing and disclosure of your personal data, UTAR will not be able to fulfill our obligations or to contact you or to assist you in respect of the purposes and/or for any other purposes related to the purpose.
3. You may access and update your personal data by writing to us at *rameshk@**utar**.edu.my* or yoyojia@1utar.my

Appendix W : Letter of Permission to Conduct Survey



UNIVERSITI TUNKU ABDUL RAHMAN
Wholly Owned by UTAR Education Foundation (Company No. 578227-M)

22nd January 2018

To Whom It May Concern,

Dear Sir/Madam,

Permission to Conduct Survey

This is to confirm that the following students are currently pursuing their *Bachelor of Business Administration (Hons)* program at the Faculty of Business and Finance, Universiti Tunku Abdul Rahman (UTAR) Perak Campus.

I would be most grateful if you could assist them by allowing them to conduct their research at your institution. All information collected will be kept confidential and used only for academic purposes.

The students are as follows:

Name of Student	Student ID
Siew Jia Hui	14ABB01755
Ngo Ping Yee	14ABB02288
Loke Jing Xin	14ABB01990
Leong Mei Yi	14ABB04784
Chan Mei Yen	14ABB03500

If you need further verification, please do not hesitate to contact me.

Thank you.

Yours sincerely,

Dr Choong Yuen Onn
of Department,
of Business and Finance
choongyo@utar.edu.my

Dr Ramesh Kumar a/l Moona Haji Mohamed @ Rajoo
Supervisor,
Faculty of Business and Finance
Email: rameshk@utar.edu.my

Jalan Universiti, Bandar Barat, 31900 Kampar, Perak Darul Ridzuan, Malaysia
Fax: (605) 466 1313
Jalan Sungai Long, Bandar Sungai Long, Cheras, 43000 Kajang, Selangor Darul Ehsan, Malaysia
Fax: (603) 9019 8868
PO Box 11348, 50744 Kuala Lumpur, Malaysia

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