

MOTIVATION FOR THE ACTIVATION OF PINTAR PARLIAMENT PORTAL
TOWARD OPEN & DIGITAL GOVERNMENT IN PARLIAMENTARY
AFFAIRS DEPARTMENT OF MCMC

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UNIVERSITI TEKNOLOGI MALAYSIA

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DEDICATION

Terutama buat arwah ibu tercinta, Allahyarhamah Rokiah Bte Abdullah
and ayah, who endlessly sacrifices for my success and showers me with moral supports; my wife and children for continuous encouragement and support; to my supervisor who always keeps me going and makes my thesis happen; and friends who were in light in this journey.

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ABSTRACT

It is a known fact that electronic records and digital records are widely replacing paper records; hence, proper storage is a must for future references. This paves the way for the creation of novel theoretical record-keeping models, newer electronic record-keeping standards, and the ever-evolving development of electronic record-keeping technologies to be used internally in organisations. The usage rate, acceptance and implementation of electronic record keeping solutions by end-users vary significantly, and it has become a problem. This could be attributed to the legal requirements, the exponential increase of electronic records, and the implication of trustworthy electronic record keeping to individuals, organisations, and societies. Subsequently, this study aims to address the issue above by determining the variables that impact users' decision to utilise an electronic record-keeping system. A crucial task in any research project is defining its core objectives or questions. In order to achieve the objectives of the study, this research has employed a mix method research strategy and with help the help of previous study, observation, analysis, comparison and reasoning. Significant amount of research has been dedicated to studying the systems used in various situations. A survey instrument was developed and administered to a selected sample of employers from the Communication and Multimedia Commission ("MCMC"). This is done in order to evaluate the research model quantitatively and to determine the relative importance of the factors. By identifying the factors that impact the use of electronic record-keeping systems, this research will inform future strategies to improve the capture and retention of our digital heritage. Finally, establish connections between organizational processes and knowledge activities is critical for gaining a competitive edge and securing agency credibility

Keyword: EDRMS, Information Sharing, Record Management, Parliamentary Information

ABSTRAK

Tidak dapat dinafikan bahawa rekod elektronik atau rekod digital telah digunakan secara meluas dan menjadi alternatif menggantikan dokumentasi kertas. Oleh itu, aktiviti merekod yang betul adalah satu kemestian terutamanya untuk rujukan masa hadapan. Ini membuka jalan kepada penciptaan model penyimpanan rekod, piawaian penyimpanan rekod elektronik yang lebih baharu, dan pembangunan teknologi penyimpanan rekod elektronik yang sentiasa berkembang untuk digunakan secara dalaman dalam organisasi. Kadar penggunaan, penerimaan dan pelaksanaan penyelesaian penyimpanan rekod elektronik oleh pengguna adalah berbeza, dan ia telah menjadi isu dan masalah kolaborasi maklumat. Seterusnya, kajian ini bertujuan untuk menangani isu di atas dengan menentukan kadar penerimaan dan pembolehubah yang memberi kesan kepada keputusan pengguna untuk menggunakan sistem penyimpanan rekod elektronik. Elemen penting dalam mana-mana kertas penyelidikan ialah mentakrifkan objektif atau persoalan terasnya. Bagi mencapai objektif kajian, kajian ini telah menggunakan strategi kajian kaedah campuran dan dengan bantuan kajian terdahulu, pemerhatian, analisis, perbandingan dan penaakulan. Sejumlah besar penyelidikan telah didedikasikan untuk mengkaji sistem yang digunakan dalam pelbagai situasi. Instrumen kaji selidik telah dibangunkan dan ditadbirkan kepada sampel terpilih iaitu daripada Suruhanjaya Komunikasi dan Multimedia (“SKMM”). Ini dilakukan untuk menilai model penyelidikan secara kuantitatif dan untuk menentukan kepentingan relatif faktor-faktor tersebut. Dengan mengenal pasti faktor yang memberi kesan kepada penggunaan sistem penyimpanan rekod elektronik, penyelidikan ini akan memaklumkan strategi untuk meningkatkan usaha mempraktikkan dokumentasi dan rekod digital oleh agensi. Akhir sekali, ia diharap dapat mewujudkan hubungan antara proses kerja organisasi dan aktiviti perkongsian maklumat/pengetahuan yang penting untuk mendapatkan kelebihan daya saing dan memastikan kredibiliti agensi ditahap yang sepatutnya.

Kata kunci: EDRMS, Perkongsian Maklumat, Pengurusan Rekod, Rekod Parliamentary

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LIST OF ABBREVIATIONS

EKCMS	- Knowledge Management Centre Portal
KKMM	- Kementerian Komunikasi dan Multimedia Malaysia
KMRC	- Knowledge Management Resource Center Department
MCMC	- Malaysian Communications and Multimedia Commission Suruhanjaya Komunikasi dan Multimedia Malaysia
PAD	- Parliamentary Affairs Department
PPP	- Portal Pintar Parlimen
UTM	- Universiti Teknologi Malaysia

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CHAPTER 1

INTRODUCTION

1.1 Introduction

In these contemporary times, an organisation's ability to collect, store, and apply knowledge (in the form of records) significantly impacts its performance. However, in order for these organisations to rely on records to meet their legal and business requirements, they must be trusted. To meet this need, a specialised discipline known as records management is continually evolving over time to enable the collection, categorisation, storage, and retrieval of documents. The discipline also looks at managing key features of records, such as trustworthiness, authenticity, integrity, and usability.

At the beginning of the twenty-first century, in addition to addressing the established legal and regulatory obligations, most public-sector enterprises worldwide began implementing electronic document and records management systems ("EDRMS") to improve document management and organisational efficiency (Ab Aziz et al., 2018). By implementing the EDRMS, users now have a responsibility to identify documents that are eligible to be preserved and to apply descriptive metadata to those records. The selection of descriptive information (including the use of accurately acceptable categories of records) drives the adoption of storage schedules and ultimately influences future contextual search and retrieval.

However, the success rate of such initiatives in the public sector is limited and far from satisfactory (Ab Aziz et al., 2018). The rate at which this system is being used continues to be disappointing. At the individual level, the use of technology has a significant impact on the use of EDRMS in the public sector. Individual use of user EDRMS is low, resulting in inefficient electronic documents

and records management, as users prefer manual management over system management. Nonetheless, there are still models of successful EDRMS implementations based on high utilisation and tangible benefits.

This research will explore initiatives to improve digital history collection and storage by identifying features that influence the adoption and use of electronic record-keeping systems. Only with a reliable EDRM system can an electronic document be genuinely trustworthy and systematically in order. Taken a quote from Archives New Zealand:

“Do nothing, lose everything. If no action is taken, public sector digital information will be lost.”

1.2 Case Company Introduction

The Parliamentary Affairs Department (PAD) of the Malaysian Communications and Multimedia Commission (MCMC) is a support department under the MCMC’s Legal Sector responsible for;

1. Managing Parliamentary questions on communications and multimedia arising in Parliament (Dewan Rakyat & Dewan Negara) and Dewan Undangan Negeri (DUN);
2. Attending Parliamentary sittings, coordination meetings, briefings and workshops and managing the attendance of relevant MCMC officers;
3. Analysing, reviewing, managing, coordinating and preparing first draft answers raised at the Parliament and DUN;
4. Preparing forecast questions, briefing materials, quick notes, and current statistics for Ministers and Deputy Ministers.

The issues brought up in the Parliament's Lower and Upper Hall can be divided into several topics and categories under multimedia and communication. There are five (5) main categories classified by the PAD; Perkhidmatan Komunikasi, Perkhidmatan Jalur Lebar, POS, Media Baharu and Kandungan Penyiaran.

1.3 Problem Statement

PAD activity's main focus in this research is reviewing, interpreting, planning, and preparing draft answers to questions for Aturan Urusan Mesyuarat ("AUM"). The draft answers to these questions will then be submitted to the Kementerian Komunikasi dan Multimedia ("KKMM") to coordinate the final answers to be read by the Minister or Deputy Minister. Under the circumstances, MCMC has the right to change or alter the answer according to the minister's suggestions. The Parliament will record all the answers presented by the minister in a document called Hansard.

1.3.1 Problem Diagnosis

This situation has posed a challenge for PAD to record both these questions and answers for reference purposes. However, the adoption rate of central repositories in this organisation is still ambiguous because the move to centralised repositories requires users to gain exposure and a clear understanding of why centralised repositories are significantly needed. That leaves a gap where there is a lack of repositories for initial MCMC responses to the Parliamentary AUM (Aturan Urusan Mesyuarat) questions, which are the primary responsibility to the questions prepared by MCMC before being submitted to the Ministry. Besides, there is also a lack of cataloguing and documentation or data classification for all records.

Currently, PAD uses the local network-intranet-based shared folder system to accommodate the need to store the documents related to Parliamentary responses. This record-keeping platform is initiated by SITD for every MCMC department. It is to be used by all to save and keep any data in the internal server. Unfortunately, there are limits to the capability of this system or practice due to its primitive filing method. Besides that, this single-user dedicated platform's method of record-keeping resulted in difficulty of retrieval by other stakeholders and user departments. As a result, it is difficult for an interested party to conduct a review or search of the records to the answers that have been recorded.

On the other hand, the randomness of the AUM issues and mixing the categories create a significant challenge to PAD, especially for cataloguing the documents. This issue became a challenge because the shared folder system is not equipped with such capability. The problem occurs when the AUM question consists of more than one issue category under one document. The main issue that can be recognised in this context is that identifying and classifying the questions' categories without the problem of redundancy has cascaded into the department's less efficient recording and reporting mechanism. As discussed in other researches and studies, a data catalogue is an essential tool, especially when a data library has an extensive collection. It serves as a key to the large collection (Sangam, 2015).

All these issues and problems stated above ultimately impact the MCMC in general and specifically the PAD as the record keeper of MCMC's responses to the national inquiries. The lack of proper record-keeping and management comes with potentially devastating consequences. In some cases where the MCMC gets pressured by the public to get to the final answer, it is often not the proposed answer by the agency. Only by proper record keeping, this original answer can be retrieved, analysed and saved by MCMC.

1.3.2 Theoretical Underpinning

This study will use the TAM Model as an underpinning theory to examine users' behavioural intention towards adopting a centralised repository for user use. Since this study is an action research, the researcher will divide this study into two parts, namely before the innovation and after the innovation is done. It will be reflected in the survey instrument that will be developed for this study.

This theory was first developed by Davis (1986) and subsequently used and developed by later scholars such as Adams et al. (1992), Szajna (1994), Igarria et al. (1995), as well as Venkatesh and Davis (2000). The TAM model is as shown in the below diagram:-

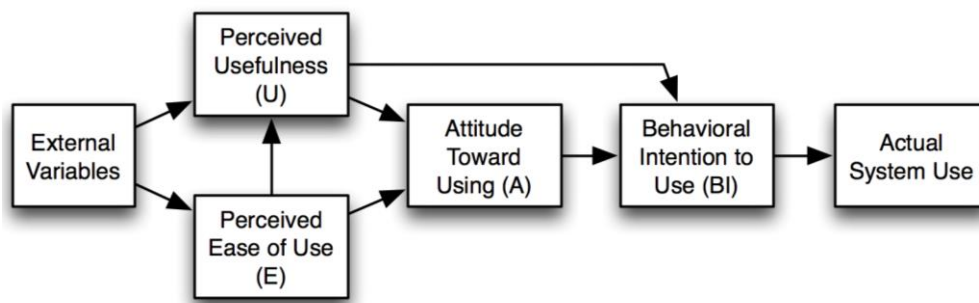


Figure 1.1 TAM Model

The Technology Acceptance Model (TAM), first introduced by Davis, applies and develops the Theory of Reasoned Action (TRA), specialising in modelling user acceptance of information systems. The purpose of TAM, among others, is to explain the determinants of the acceptance of information-based technology in general and explain the behaviour of end-users of information technology with a wide variety and user population and characteristics.

1.3.3 Practical Gap

Through a high-level understanding of the understudy department business process, it is clear that there is a gap and needs for documentation management to ease the business process in the department further.

1.4 Research Question

Based on the gaps mentioned in the problem statement, the following research questions are as stated below:

1. Does the Commission (MCMC); especially the Parliamentary Department, have a repositories system for MCMC record of Parliamentary answers ?
2. Will digital repositories such as Electronic Document and Records Management System (EDRMS) help keep the parliamentary record?
3. How effective is the EDRMS in archiving and sharing the parliamentary record?

Based on the research problem and the proposed underpinning theory of the TAM Model, the following research questions are developed by the researcher to address the issue of intention to adopt the innovated centralised repository system as follows:-

Table 1.1 Research question before and after innovation

Innovation Stage		Research Questions
Before Innovation	RQ1	What is the level of perceived usefulness, attitude and intention to adopt shared folder retrieval for parliamentary information retrieval?
	RQ2	What is the level of perceived ease of use, attitude and intention to adopt shared folder retrieval for parliamentary information retrieval?
After Innovation	RQ3	What is the level of perceived usefulness of EDRMS attitude and intention to adopt EDRMS by users?
	RQ4	What is the level of perceived ease of use of EDRMS, attitude and intention to adopt EDRMS by users?
	RO5	To what extent the level of perceived usefulness, level of perceived ease of use, attitude and intention to adopt prior and after the innovation are different?

Based on the research questions and the type of research that uses the situational method of before and after, this study will use the Paired Sample T-Test analysis to study the differences before and after the innovation is made. Moreover, based on underpinning theory, it may require the researcher to conduct the relationship study separately consisting of Independent Variable, Dependent Variable and Mediating Variable, but the researcher will scope this study to only differences before and after innovation based on scores differences of each variable.

1.5 Research Objectives

Based on the research questions, research objectives have been constructed in order to conduct this research. The research objectives consist of:

- RO1:** To identify the factors that motivate a user's intention to use an electronic record-keeping system at MCMCs Parliamentary Affairs Department (PAD).
- RO2:** To measure the effectiveness and perceived use of the proposed costume made EDRMS system (Portal Pintar Parlimen), by PAD and other Parliamentary stakeholders departments.
- RO3:** To recommend improving EDRMS implementation and explore possible cooperation with MCMC Knowledge Resource Centre to increase documentation efficiency.

1.6 Researcher's Role

Researchers play an essential role in ensuring the effectiveness of this study. Researchers are asked to share information in research methodologies, develop data systems, select data collection methods, perform data collection and analysis, and ensure all data are obtained and appropriately documented for the project. The researcher then works with managers in the understudy departments to develop study questions and study design, raise awareness among research stakeholders, and plan appropriate intervention processes.

1.7 Researcher's Ethics

Research ethics is a value of integrity that can be described as an active commitment to the ethical principles and professional standards required for responsible research activities. This is especially true when the research involves experts who are from different fields of expertise. Ethics will bind together all

thoughts under the consideration of significant value such as accountability, cooperation, coordination, mutual respect and fairness. For this research paper, the researcher is fully committed to the basic principles of honesty, objectivity, integrity, trustworthiness, and responsibility.

Researchers always provide sufficient information and knowledge to reviewers and participants to understand the scope of any research study conducted under the researchers' supervision. Participants are fully informed of the goals and methodology of the research and consent requests are always provided as an option not to participate in the research.

Researchers always maintain the confidentiality of all study participants, including data derived from reviews of documents that may be considered sensitive to the research outcome, such as race, ethnicity, religion, or political view. The information gathered will be purely to further the study and will not be used for any other reason. There will be no personal data collected that is not directly relevant to this study.

Finally, before commencing the data compilation, data processing techniques are communicated explicitly to the respondents.

1.8 Significance of the Research

Following are the practical and theoretical significance of this study towards the usability of the methods and replication of the theory.

This study's core purpose is to explore and propose to PAD on organising and the practice of archiving and sharing of MCMC's initial parliamentary AUM responses through digital repositories system (EDRMS). This helpful information can be used for future reference and study by various parties such as internal commission stakeholder and a selected public.

1.8.1 Significance to Theory

Although this study does not present new variables to the existing body of knowledge, the model used by the researcher can be used as a theoretical underpinning for important and highly strategic government agencies that have the intention to implement future innovation projects that use a centralised repository system. This theory can also be developed in the future by introducing new variables as factors that affect the increased adoption of innovations in areas other than repositories.

1.8.2 Significance to Practice

This study practically serves as a benchmark for other ministries to innovate on internal repositories for internal reference and other interested stakeholders. Due to the role of the MCMC as a substantial statutory regulatory body to the nation's telecommunications and broadcasting industry, the innovation for a centralised repository to store vital information is highly significant. It not only helps improve the quality of information, but the information channelled through the repositories will also be more accurate and full of integrity, efficient and fast. It cannot be denied that the level of security can be increased, and any forms of information leakage can be curbed.

1.9 Definition of the Key Terms and Operational variables

The table below will explain in definition the variables that will be used, as well as the definition of some key terms used in this study.

Table 1.2 Definition of key terms and operational variables

Key Term and Variables	Definition of Key Terms and Variables
Shared Folder Retrieve	Special folders for each department can only be retrieved by officers of the department concerned. It is located on the main server and is controlled by the Information Technology Department off MCMC, and only solely retrievable by PAD.
Parliamentary Information Retrieval	The process of obtaining parliamentary data information from shared folders managed by the MCMC Shared Folder Department and only solely retrievable by PAD.
Perceived Usefulness	User perceptions resulting from the outcome of the experience using the shared folder system and the Pintar's Parliamentary Portal (PPP) at MCMC.
Perceived Ease of Use	The degree to which a person believes that using a particular system would be free from effort (Davis, 1989). In this sense, experience on the ease of use of shared folder systems and the use of PPP for internal use.
Portal Pintar Parlimen (PPP)	A proposed (intervention) Portal developed as a collection centre for documents related to MCMC information by the Parliamentary Department at MCMC.
Intention to Adopt	The readiness stage of users to perform a given behaviour (Davis, 1989). In the context of MCMC, the readiness to adopt shared folders and the readiness to adopt PPP. Adopt also means a willingness to use innovation that has been implemented from Shared Folder retrieval to PPP.

1.10 Scope of Study

The scope of the study is an explanation of what will be done in the study precisely and the extent of to which the researcher will do this study. Thus, the researcher has set the use of the information retrieval tools to gain information for official purposes at the parliamentary level as the scope of this study. In addition, the parameters of this study are the use of repositories systems in the Parliamentary Affairs Department (PAD). It has to be noted that the respondents of this study are only limited to internal users only.

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