

Factors affecting the user acceptance of malaysia's e-government smart national i...



Smart card is represented in similar sizes and shapes to a credit card, containing a microchip. Many national governments have started replacing their existing paper-based identity card with smart cards. Malaysia is the first country in the world to succeed in rolling -out the smart national IC known as Malaysia Card (MyKad). MyKad currently combines major applications such as, Malaysian Passport application, national health card, ATM access applications and so on.

Furthermore, research had been done based on the (Unified Theory Acceptance and Use on Technology) UTAUT model. It contains dependent and independent variables, such as performance expectancy, social influence, facilitating conditions, and intention to use. The effort expectancy factor in UTAUT model is excluded because it is not applicable as there is no effort or usability issue related to the usage of the MyKad IC. It is just a basic way of slotting the card into the card reader and putting the thumb onto scanner.

The five hypotheses have been made based on the research. Performance expectancy, social influence, facilitating condition and perceived credibility will have a positive influence on ITU MyKad while anxiety will have a negative influence on it. The observation credibility has the most significant positive influence on MyKad holders' intention to use the MyKad IC and the users might refuse to use MyKad as if they perceived the card is lacking credibility.

However, such plans have been made with fierce resistance because citizens believed identity cards infringed individual privacy. In addition, Malaysian

citizens have low intention in using the MyKad. They are aware of the MyKad's security features, its benefit, lack of facilitating conditions, and social support as they fear the costs resulting from the lost and damages. To increase the acceptance and usage of the MyKad IC, five recommendations are made based on the research.

First is to create awareness, address performance expectancy issue, facilitate the use of MyKad IC, address influence social issue and allay fear or loss and damages. Lastly, aim of the research is to identify the acceptance of the users on the factors that influences Malaysians' intention to use MyKad so that recommendations can be given to the government to increase its acceptance.