

CHAPTER 5

CONCLUSION AND RECOMMENDATION

This chapter presents a summary of the research finding. Implication of the study for academics and the military is presented next. Some limitations and direction for future research of the study are also discussed.

5.1 Research Overview

The purpose of this study is to contribute to a better understanding of the current status of male and females of RSC personnel in Malaysian Army, their attitudes and beliefs toward IT. The study also revealed other demographic factor and personnel IT background that can affect signalers attitude toward IT. The development of IT application in MAF particularly Malaysian Army has undergone a major transformation since early 1990s. IT has provided the platform to enable all Army personnel to handle, manage and maintain information and sophisticated modern communication and weapon systems in order to safeguard the nation. The advancement of IT and communications system has dramatically changed the facets of how present and future war would be fought. The utilization by Malaysian Army on Command, Control, Communication, Computing, Intelligence, Surveillance and Reconnaissance (C4ISR) system is essential for success in any military operations in the future.

Since RSR is responsible for installing, operating and maintaining most of IT system in Malaysian Army. It is therefore pertinent to evaluate the characteristics and behaviors of their signalers particularly their attitude toward IT. This study thus covered the RSR other rank respondents of various ranks to fulfill the laid out objectives. The summary of the finding of the research is presented as follows:

5.2 Summary of Research Result

Based on the research analysis, it was found that no significance differences exist between males and females signaler in attitudes toward IT. Although in earlier literatures found by Nelson and Watson (1995), Matthew (1997), Shashaani and Khalili (2001), Schumacher and Morahan-Martin (2001), and Broos (2005) review leads one to believe that males have more positive attitude about using computer than females. However, the data showed that females in this study are slightly more positive toward IT compared to males although the differences are not significant. In Malaysian Army, both males and females have been given similar experiences and the same amount and type of opportunities and achievements. This was affirmed by Kirkpatrick and Cuban (2000) who found that the effect of gender in access, use, attitudes, and achievement with computers is changing. There is no clear indication that women would be disadvantaged if more advanced technology was used in the academy as argued

by Beazley (2000). This finding was also affirmed by Tsai, Lin, and Tsai, (2001) and Anduwa-Ogiegbaen and Isah, (2005) who found that there is no significant gender differences of attitudes in internet usage; Davis and Davis, (2007) who found that no statistically significant difference was found on overall perception of computer competence based on gender studies on the use of computers by males and females in workplace.

In term of other demographic factors attitude toward IT, the analysis showed that the differences are only significant in certain area between rank structures, expertise and experience and education level among signaler toward IT. However, the rank structures, and expertise groups are significant differences in comfort when using computer. In RSR, the higher rank structures and technician are a group of people that most frequently have access to computer related subject and knowledge; it is therefore logical that they were also more interested in computers and had more confidence working with them as was found by Shashaani (1997). One explanation for this finding was reflect of by Lau and Ang (1998) and Roussos (2007) who found that age had no significant relationship with attitudes towards computing.

The research finding also revealed respondents IT background is significant in affecting differences in attitude toward IT. The data obtained support that respondent with personal computer and having exposure with computer courses before joining the MAF are more positive in attitude toward IT. This was affirmed

by Necessary and Parish (1996), Salameh (1993) finding that those who have had previous experience with computers had more positive perceptions of technology and was further supported by Reynolds and Rucker (2002); and Wong & Hanafi (2007) that those who had positive previous experiences with computer and related technological tools developed positive perceptions toward technology than those who lacked experience or had negative experiences with technology.

The finding of this study leads one to believe that Malaysian Army personnel particularly RSR signaler have a strong positive attitude toward IT. They strongly believe IT can improve work efficiency, communication and their ability to plan. Although both males and females group held predominantly positive attitude toward IT, the specific believe they held is slightly different and those that were common had different levels of importance to the groups.

However, in the analysis of respondents personal IT background showed that only 44.4% of respondents possess personal computer, 36% had internet accounts and 22.9% regularly browse the internet. Although all signalers have a strong positive attitude toward IT, nevertheless their exposure toward utilization of internet facilities is still very low. The most common reasons given by respondents is too busy with daily duty, facilities not provided at workplace and internet service is expensive. The finding also remind the Malaysian Army top management to pay more attention in providing more internet accessibility,

training, superior's support and encouragement at workplace especially for other ranks in future.

5.3 Implication of Study

The finding of this study has implications for both academic and military, as well as for further research. The present environment and changing of attitudes by females toward IT today has reminded educators that females, as well as males are suited for a full range of technology programs. Since females have a higher regard that IT can contribute toward productivity and are more comfortable with IT than males, they should be allow to pursue technology related courses. In employment situations, the MAF should increase the employment of females in future particularly for IT assignments. Because their positive attitudes and comfort levels with technology may make females adept at creative application of technology.

5.4 Limitations and suggestions for Future Research

This is the first such study done to evaluate gender attitude and belief toward IT in the Malaysian Army particularly RSR personnel. The findings of this study had given other researcher new directions and areas to broaden the study on military personnel IT perception and behaviors. In this study, the author faced numerous problems to obtain literatures and articles that are related to military organization.

Since this survey is confined to Malaysian Army RSR personnel only and it may limit the generalisability of the findings to MAF organization as a whole. It is suggested that further research should be carried out to extend the finding of this study to soldier's in different organization in MAF. Future research also should look into evaluating the level of IT knowledge among MAF personnel and the effectiveness of MAF organization in implementing IT courses or program.