DETERMINANTS OF OPEN SOURCE ENTERPRISE SYSTEMS' ADOPTION IN MALAYSIA THROUGH MANAGERIAL PERSPECTIVES

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Abstract

The Open Source System (OSS) has seen significant adoption for the past 25 years. It has impacted not only by the intensity of the developer but it has also an impact on the organization as well. The selection and acquiring of the system does have an impact on the managerial decision. This study identifies the variables and the factors that have a direct effect on a manager's decision towards Open Source System (OSS) enterprise system adoption, particularly in Malaysia. Grounded by the Technology-Organization-Environment (TOE) theory, the research is initiated by inviting the managers in Malaysian organizations who implemented OSS. A survey was conducted via online OSS social communities and by sending emails to shortlisted public organizations taken from the Laporan Adoption Chart 2011 report by Malaysian Administration Modernization and Management Planning (MAMPU). A total of 124 organizations responded to the survey and the results showed that four out of six factors were found significant to this study. In the technological context, ‘perceived relative advantage’, ‘perceived compatibility and trialability’ and ‘perceived complexity’ factors were supported in the OSS adoption. In the organizational context, ‘management support, knowledge and expertise’ was identified as the supporting factor. Two factors in the environmental context which were rejected were the ‘technology skills and services’ and ‘platform long term viability’ although there were previous studies that agreed to this. The result of this study showed that these two factors were not being taken into consideration in order to implement OSS system.
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Last but not least, I dedicate this to my late parents, for their words of inspiration and encouragement still lingers on.
# Table of Content

Abstract .......................................................................................................................... i  

Acknowledgement......................................................................................................... ii  

List of Figures ............................................................................................................. vii  

List of Tables .............................................................................................................. viii  

List of Symbols and Abbreviation ................................................................................ x  

Chapter 1  Introduction ............................................................................................... 1  
  1.1  Problem Statement ........................................................................................ 1  
  1.2  Purpose and Significance of the Study .......................................................... 2  
  1.3  Research Objectives ...................................................................................... 3  
  1.4  Research Questions ....................................................................................... 4  
  1.5  Organization of the study .............................................................................. 5  

Chapter 2  Literature Review ...................................................................................... 7 
  2.1  Introduction ................................................................................................... 7  
  2.2  Open Source Software (OSS)........................................................................ 7  
  2.3  OSS vs. Proprietary Software....................................................................... 8  
  2.4  OSS in Malaysia .......................................................................................... 12  
  2.5  OSS for Enterprise Applications .................................................................. 14  
  2.6  OSS Studies in Malaysia ............................................................................. 16  
  2.7  Adoption Theories ....................................................................................... 18  
    2.7.1  Diffusion of Innovation (DOI) ............................................................... 18  
    2.7.2  Technology-Organization-Environment (TOE) ................................... 20  
    2.7.3  The Technology Context ..................................................................... 21  
    2.7.4  The Organizational Context ................................................................. 22
Chapter 3 Research Methodology

3.1 Introduction

3.2 Development of Hypotheses

3.3 Theoretical Framework

3.4 Development of questionnaires

3.4.1 Dependent Variable

3.4.2 Independent Variable

3.5 Sampling Design

3.6 Data Collection Procedure

3.6.1 Questionnaire

3.6.2 Pilot Test

3.6.3 Data Collection

3.7 Data Analysis Technique

3.7.1 Descriptive Analysis

3.7.2 Normality Analysis

3.7.3 Reliability Analysis

3.7.4 Correlation Analysis

3.7.5 Factor Analysis

3.7.6 Multiple Regression Analysis

3.8 Chapter Summary

Chapter 4 Research Results

4.1 Introduction

4.2 Data Overview
List of Figures

Figure 1-0-1: Organization of the Study ....................................................................... 5

Figure 2-1: Worldwide Linux and Open Source Software Ecosystem Revenue ........... 11

Figure 2-2: 2011 OSS Adoption Chart in Malaysian Public Sector ......................... 14

Figure 2-3: Categorization of adopters (Rogers, 2003)............................................. 19

Figure 2-4: The Technology, Organization, Environment (TOE) model (Tornatzky & Fleischer, 1990)................................................................................................. 21

Figure 3-1: Theoretical Framework ............................................................................. 33
List of Tables

Table 2-1: OSS vs. Proprietary ................................................................. 9
Table 2-2: 101 Open Source Apps for Enterprise ...................................... 14
Table 3-1: Summary of Literatures Reviewed in Hypotheses Development 30
Table 3-2: Summary of Hypothesis .......................................................... 32
Table 3-3: Dependent Variable Measurements of OSS Adoption .............. 34
Table 3-4: Independent Variable Measurements of OSS adoption ............ 35
Table 3-5: Reliability Analysis Result for Pilot Study – Dependent Variable 39
Table 3-6: Reliability Analysis Result for Pilot Study – Independent Variable 40
Table 4-1: Survey Collection Method and Response Rate ......................... 47
Table 4-2: Demographic Profile of the Companies .................................... 47
Table 4-3: OSS System Implementation .................................................. 48
Table 4-4: Descriptive Statistics for OSS Adoption Independent Variables .... 49
Table 4-5: Descriptive Statistics for OSS Adoption Dependent Variables .... 51
Table 4-6: Normality Analysis of Independent Variables ............................ 52
Table 4-7: Reliability Statistics for Research Variables ............................... 53
Table 4-8: Correlation Table of Technological Context > OSS Adoption ...... 55
Table 4-9: Correlation Table of Organizational Context > OSS Adoption ...... 56
Table 4-10: Correlation Table of Environmental Context > OSS Adoption ... 57
Table 4-11: KMO and Bartlett’s Test ....................................................... 58
Table 4-12: Total Variance Explained for OSS Adoption ........................... 58
Table 4-13: KMO & Bartlett’s Test for the Technological Context ................ 59
Table 4-14: Total variance explained for the Technological context .......... 60
Table 4-15: Rotated Component Matrix for Technological Context ............. 61
## List of Symbols and Abbreviation

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>$\beta$</td>
<td>Beta in correlation coefficient</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Abbreviations</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>BPO</td>
<td>Business Process Outsourcing</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and Communication Technologies</td>
</tr>
<tr>
<td>IDC</td>
<td>International Data Corporation</td>
</tr>
<tr>
<td>IS</td>
<td>Information System</td>
</tr>
<tr>
<td>MAMPU</td>
<td>Malaysian Administration Modernization and Management Planning</td>
</tr>
<tr>
<td>MIS</td>
<td>Management Information System</td>
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<tr>
<td>OSS</td>
<td>Open Source System</td>
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<tr>
<td>SaaS</td>
<td>Software as a Service</td>
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<tr>
<td>TOE</td>
<td>Technology-Organization-Environment</td>
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