Adoption of SPOT-Me in Attendance Management: Assessing User Satisfaction and Continuance Intention

Laila binti Musa[1*], Rashdan bin Rashid, Dr.[2]

[1,2] Department of Commerce, Politeknik Tuanku Syed Sirajuddin, Perlis.

*Corresponding author's email: laila@ptss.edu.my

Abstract: This study focuses on implementation of SPOT-Me (Sistem Pemantauan Operasi Tugas), a digital attendance monitoring system which known as a part of the Malaysian public sector's transition to digital transformation. This study investigates the level of satisfaction and continuance intention among academic and non-academic staff at Politeknik Tuanku Syed Sirajuddin (PTSS) regarding their use of SPOT-Me. The study investigates the effect of compatibility, efficiency, perceived ease of use and perceived usefulness on the satisfaction and continuance intention of using the system by utilizing the Technology Acceptance Model (TAM) and Expectation-Confirmation Theory (ECT). Using a non-parametric approach due to non-normal data distribution, 250 academic and non-academic staff participated in the survey. Spearman's rho analysis revealed strong positive correlations between all variables while the Mann-Whitney U test demonstrated substantial differences in satisfaction levels among user categories. The results confirm that technological and perceptual factors play a key role in fostering positive attitudes toward SPOT-Me. The findings highlight the system's effectiveness in supporting attendance management and provide insights for future technological implementations in public sector's institutions. In addition, these results also emphasize the significance of perceived usability and contextual fit in determining user satisfaction and continuance intention to use the system. This research enhances the discussions on digital transformation within the Malaysian public sector by providing evidence-based insights that might support policy refinement and lead future system improvements for sustainable technology integration.

Keywords: SPOT-Me, Digital Attendance System, User Satisfaction, Continuance Intention

1.0 INTRODUCTION

The integration of technology into organizational processes has revolutionized traditional systems, including attendance management. The digitalisation of attendance management has been a key initiative in educational institutions aiming for administrative efficiency, accuracy and traceability. The evolution of digital technologies has revolutionized organizational operations particularly in employee attendance management. Consistent with Malaysia's digital transformation efforts outlined in the Malaysia Digital Economy Blueprint (MyDIGITAL), organizations in the public sector started the implementation of automated technologies to enhance administrative efficiency, transparency and service delivery (Economic Planning Unit, 2021). One notable invention is SPOT-Me (Sistem Pemantauan Operasi Tugas), a smart attendance system designed for monitoring the employee attendance particularly in flexible and remote working environments. SPOT-Me records location-based attendance data, enables real-time reporting and addressing challenges associated with traditional punch-in systems.

The implementation of SPOT-Me at Politeknik Tuanku Syed Sirajuddin (PTSS) is an attempt to improve attendance tracking and digitize daily staff activities. However, user behavior and perception are essential to the effective adoption of any new technology endeavor. In accordance to

research, a number of criteria such as system compatibility, efficiency, perceived utility and simplicity of use, affect employees' happiness with new systems and their intention to remain with them (Bhattacherjee, 2001; Venkatesh et al., 2003). Therefore, this study uses these attributes to examine SPOT-Me adoption.

SPOT-Me enables immediate attendance recording using geolocation monitoring and automatic check-ins, hence minimizing manual documentation and human errors. The implementation has garnered support across various government agencies and departments especially during and after COVID-19, when remote and hybrid work arrangements became standard (Mohamad et al., 2022). As the deployment of SPOT-Me increase, assessing the efficacy and user satisfaction of these systems becomes steadily necessary. An essential measure of success in any technology adoption campaign is the end-users' acceptance, contentment and ongoing willingness to utilize the system over time (Davis, 1989; Bhattacherjee, 2001).

Moreover, digital applications such as SPOT-Me do not function in separateness. Organizational culture, technical assistance and user education also affect views and adoption behavior (Alalwan et al., 2017). In public sector circumstances, where digital literacy and motivation to embrace new systems differ, understanding these contextual elements is important. A comprehensive perspective comprising both technology features and user-centric aspects will provide a deeper insight into adoption dynamics and inspire future enhancements.

This study focuses to assess the satisfaction level with the use of SPOT-Me among both academic and non-academic staff at Politeknik Tuanku Syed Sirajuddin, identifying satisfaction as an important post-adoption indicator associated with current system usage. This research is drawing on Technology Acceptance Model and Expectation-Confirmation Theory which examines these attributes such as compatibility, efficiency, perceived ease of use and perceived usefulness will affect both satisfaction and the continuance intention to keep engaging using the system. The study also investigates if satisfaction levels significantly differ within academic and non-academic staff since differences in job responsibilities and system interaction may influence their opinions of SPOT-Me's usefulness.

This research enhances the existing knowledge base by examining a practical digital system in the context of Malaysian public education institution. It studies both the technical functionality of SPOT-Me and the human-centric elements determining its adoption and sustainability. The findings from this study will probably guide institutional decision-making, contribute to future system improvements and act as a framework for corresponding technology adoption initiatives in other

institutions. Therefore, assessing user sentiment and intention to keep using SPOT-Me is not only relevant for improving system design, but also for informing policy and training strategies that promote long-term adoption.

2.0 LITERATURE REVIEWS

This section discusses previous studies and relevant theories concerning the use of technology in attendance management systems, focusing on attributes which will influence user satisfaction and continuance intention using such technologies. The adoption of advanced attendance management systems like SPOT-Me is increasingly widespread in modern organizations. According to Lee et al. (2022), automated attendance technologies enhance time management efficiency and reduce human errors.

2.1 Compatibility

Compatibility denotes the degree to which a new system aligns with users' established values, requirements, and work methodologies (Rogers, 2003). In order SPOT-Me to achieve successful adoption, it must correspond with the work environment and operational culture of PTSS. Users are more probable to contend with satisfaction and continue to use the system whenever they believe it is in accordance with their existing reporting practices and administrative requirements. The alignment of technology with users' requirements and work habits is a key element in technology acceptance (Rogers, 2003). Davis (1989) further asserts that technologies aligned with user expectations result in more enjoyment and efficient usage.

Empirical research has shown that compatibility is an important factor that leads to system acceptance and ongoing usage. Karahanna et al. (1999) discovered that users' judgments of compatibility affect their initial attitudes and maintained patterns of use. In educational and public sector settings, where procedural consistency and task organization are essential, technologies perceived disruptive or incompatible with user responsibilities frequently experience rejection (Chen, 2011). In contrast, systems such as SPOT-Me that replicate or enhance current reporting routines are more likely to yield favorable user experiences.

2.2 Efficiency

System efficiency refers to how quickly and accurately the technology performs tasks. Nguyen and Simkin (2021) found that highly efficient systems significantly boost user satisfaction. Efficiency, as a system features, indicates a digital platform's capacity to execute tasks promptly accurately and with minimal consumption of resources. In attendance management systems such as SPOT-Me,

efficiency incorporates the automation of time-tracking, minimized paperwork, better information accuracy, and the implementation of real-time worker attendance monitoring (DeLone and McLean, 2003). When users regard a system as efficient, it improves their productivity and diminishes discomfort related to manual or repetitive operations, consequently affecting their overall satisfaction and intentions for future use (Petter et al., 2008).

Efficiency has been a significant predictor of user satisfaction and continuance intention in empirical studies of technology adoption. A study of Al-Fraihat et al. (2020) discovered that system quality, comprising efficiency, directly and positively affects user satisfaction and indirectly promotes continuous usage in e-learning systems. Similar to this, Roca et al. (2006) indicated that cognitive absorption is strongly influenced by system efficiency, which in turn affects user satisfaction and the possibility that a system would be used again.

2.3 Perceived Ease of Use

Davis (1989) identifies perceived ease of use is a vital determinant of accepting technology. A user-friendly system minimizes user resistance and facilitates smoother technology adoption. Perceived ease of use denotes the degree to which an individual perceives that utilizing a specific technology would require minimal effort (Davis, 1989). It is a fundamental element of the Technology Acceptance Model, has been repeatedly validated in research discovering user adoption and sustained usage of digital systems (Venkatesh and Davis, 2000). In the view of SPOT-Me, perceived ease of use refers to the ability with how users can use the application, documenting their attendance and generating reports without facing technological difficulties. Users are more likely to express satisfaction and demonstrate a higher intention to keep using a system when they perceive it as easy to use (Roca et al., 2006).

Research suggests that perceived ease of use determines not only the initial technology adoption but also has an important impact in post-adoption satisfaction and behavior. Al-Fraihat et al. (2020) found that systems exhibiting enhanced usability scores generated greater satisfaction responses from public sector users. Chauhan and Jaiswal (2016) demonstrated that simplicity of use strongly impacted the intention to continue using e-governance tools, particularly among users with limited technical proficiency.

2.4 Perceived Usefulness

Perceived usefulness refers to the extent to which an individual believes that utilizing a specific system will improve their job performance (Davis, 1989). This is a fundamental concept in the Technology Acceptance Model and is frequently mentioned as a key determinant of user happiness and

intention to continue using digital systems (Venkatesh & Davis, 2000). Throughout the framework of SPOT-Me, perceived usefulness includes users' perceptions that the system enhances the efficacy of attendance tracking, simplifies administrative duties, and encourages improved time management and accountability.

Many studies show that perceived usefulness plays an important role in user satisfaction and continued use. Ifinedo (2012) discovered that users who experienced an information system as beneficial expressed improved satisfaction levels and shown a greater desire for sustained usage. Likewise, Mohammadi (2015) indicated that perceived benefit was the predominant predictor in forecasting user adoption of mobile-based ideas within educational contexts.

2.5 Satisfaction

User satisfaction is a key indicator of technology success (Bhattacherjee, 2001), while the intention to continue using a system is closely linked to satisfaction and user experience (Limayem et al., 2007). Satisfaction describes users' emotional and cognitive assessment of their experience complying with system usage, usually determining the extent to which the system fulfills or meets their expectations (Bhattacherjee, 2001). User satisfaction in the adoption of digital systems is affected by perceived system attributes including compatibility, efficiency, perceived ease of use, perceived usefulness and serves as a significant indicator of continuance intention.

The importance satisfaction in the adoption and utilization of technology is widely documented in the literature. The Expectation-Confirmation Theory suggests that satisfaction arises when users' post-usage perceptions align with or meet their initial expectations regarding system performance (Oliver, 1980; Bhattacherjee, 2001). Studies by Roca et al. (2006) and Lee (2010) indicates that satisfaction serves as an interaction variable between system attributes (e.g., perceived ease of use, perceived usefulness) and continuance intention.

2.6 Continuance Intention

Continuance intention indicates a user's willingness or intention to continue in using a technology or system beyond earliest adoption (Bhattacherjee, 2001). User engagement is regarded as an essential indicator for the long-term performance of digital systems, especially in institutional contexts where it influences the return on technical investments.

The Expectation-Confirmation Theory and the extended Technology Acceptance Model assert that user pleasure, perceived usefulness, and ease of use significantly affect the intention to continue (Bhattacherjee, 2001; Venkatesh & Davis, 2000). Empirical research has repeatedly confirmed this

association. Roca et al. (2006) revealed that satisfaction is the primary determinant of intention to continue in e-learning environments, whereas Zhou (2013) supported identical findings in mobile payment systems.

Prior studies within public and educational contexts have demonstrated that continuing intention may vary among different user groups. Ifinedo (2012) discovered that staff positions and knowledge with the system affected users' continued utilization of enterprise software. Similarly, Al-Fraihat et al. (2020) proposed that senior or more management staff may necessitate enhanced system assistance to foster confidence for continuous use.

2.7 Differences Between Academic and Non-Academic Staff

Chan and Ng (2019) noted that academic and non-academic staff have different needs and perceptions of technology, which may influence their level of technology acceptance. The expectation of compatibility may vary between academic staff and administrative staff. For instance, academic staff may prioritize flexibility and remote accessibility, whereas administrative staff may necessitate punctuality and centralization. Zhang et al. (2020) highlighted that user roles affect technological expectations, requiring the evaluation of compatibility perceptions among various staff groups. Understanding these distinctions can assist administrators in optimizing SPOT-Me's implementation strategy to improve adoption across all employee demographics.

Furthermore, comparison analyses among various staff categories have demonstrated that views of system efficiency may differ based on roles, system exposure, and task complexity. Al-Gahtani (2016) identified significant differences in perceived system efficiency between administrative and academic staff indicating that user roles influence technology satisfaction. Differences in perceived ease of use may arise between academic and non-academic staff. Lee and Lee (2020) suggest that differences in digital task familiarity can influence users' perceptions of a system's usability. Differences in perceived usefulness can also reflect job role expectations and exposure to system functionalities. Teo (2011) emphasized that perceived usefulness varies according to job responsibilities and task position, hence affecting user satisfaction variably across different occupational roles.

Satisfaction is not a consistent experience and might change among various user duties, responsibilities, and levels of digital literacy. Tella (2012) identified significant differences in satisfaction levels between academic and non-academic staff, dependent upon the perceived relevance and functionality of the system. This study examines satisfaction as both an outcome and a bridge between user perceptions and future behavioral intentions, offering practical insights into the system's effectiveness and its alignment with institutional requirements. Greater satisfaction ratings signify a

favorable indication for ongoing system usage, whereas lower satisfaction may reveal obstacles requiring action through system modification or improvements in user support. Overall, the literature reveals that compatibility, efficiency, perceived ease of use and perceived usefulness are important attributes which will affect user satisfaction and continuance intention. Additionally, differences in staff categories must be considered when implementing new technologies within organizations.

2.8 Conceptual Framework and Hypothesis Development

The conceptual framework for this study is developed based on two well-established theories: the Technology Acceptance Model by Davis (1989) and the Expectation-Confirmation Theory by Bhattacherjee (2001). These models are commonly used to explain both users behavior of initial adoption and post-adoption in using technology-based environments. In this study, the framework is designed to examine how four technological factors: compatibility, efficiency, perceived ease of use and perceived usefulness that will shape user satisfaction, which then influences the continuance intention to use the SPOT-Me system.

The framework considers the potential variance in satisfaction levels among categories of users, particularly between academic and non-academic staff at Politeknik Tuanku Syed Sirajuddin. This comparative element examines the third research purpose by exploring if differences exist depending on staff positions and responsibilities, potentially influencing how each group perceives and considers using SPOT-Me.
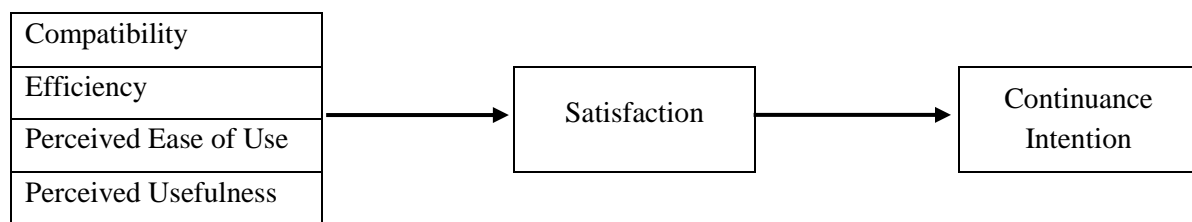
Compatibility
Efficiency
Perceived Ease of Use
Perceived Usefulness

Satisfaction → Continuance Intention

Diagram 1: Conceptual Framework

Compatibility refers to how well a system fits with users' existing work processes, values, and experiences (Rogers, 2003). When users perceive SPOT-Me to be compatible with their daily tasks and administrative responsibilities, they are more likely to view it as beneficial and satisfying. Prior studies have shown that compatibility positively influences satisfaction in various digital service contexts (Chen, 2011; Karahanna et al., 1999).

H1: Compatibility has a significant positive relationship with SPOT-Me user satisfaction.

Efficiency describes the extent of how the system improves work performance, reduces effort and streamlines the attendance management processes. If SPOT-Me enables faster, more accurate and

reliable attendance tracking, users are likely to experience higher satisfaction. Past research confirms the positive association between system efficiency and user satisfaction (Petter et al., 2008; Al-Fraihat et al., 2020).

H2: Efficiency has a positive relationship with SPOT-Me user satisfaction.

Perceived ease of use means how easy the user feels the system is to use. When users find SPOT-Me easy to use and operate, they are probably be satisfied with its usage. The TAM literature supports a robust relationship between perceived ease of use and satisfaction (Davis, 1989; Roca et al., 2006).

H3: Perceived ease of use has a positive relationship with SPOT-Me user satisfaction.

Perceived usefulness is the belief that the system helps to improve productivity or performance. In the case of SPOT-Me, users who are believe the system that makes attendance tracking more effective are likely to be more satisfied. This relationship has been consistently supported in TAM-based studies (Venkatesh & Davis, 2000; Mohammadi, 2015).

H4: Perceived usefulness has a positive relationship with SPOT-Me user satisfaction.

User satisfaction refers as primary predictor of continuance intention. According to ECT, if users are satisfied with their experience, they are likely to keep using the system. Numerous studies confirm this direct relationship in the context of digital tools (Bhattacherjee, 2001; Zhou, 2013).

H5: User satisfaction has a positive relationship with continuance intention to use SPOT-Me.

Differences in system perception can exist between academic and non-academic users due to varying roles and interactions with the system. Prior studies (Tella, 2012; Al-Gahtani, 2016) suggest that satisfaction levels may differ based on job functions and technological familiarity.

H6: There is a difference in satisfaction of using SPOT-Me between academic and non-academic staff.

This set of hypotheses will be tested using quantitative data collected through a structured questionnaire. The results are expected to reveal which technological and user-perception factors most strongly influence satisfaction and continued usage of SPOT-Me among PTSS staff.

3.0 METHODOLOGY

3.1 Research Methodology

This investigation implemented a quantitative, cross-sectional study design that included the structured questionnaire to collect empirical data concerning the use of the SPOT-Me attendance

system. The research looked for for determining user satisfaction and continuance intention among staff at Politeknik Tuanku Syed Sirajuddin, while also examining the diverse technological and perception attributes namely compatibility, efficiency, perceived ease of use, perceived usefulness, satisfaction and the continuance intention in using the system. A non-experimental approach was selected for its suitability in finding correlations and differences among variables at a particular point in time.

3.2 Demographics and Sampling

The study's target group comprised all staff members of PTSS, encompassing both academic and non-academic staff. A convenience sampling technique was utilized to select respondents according to their availability and readiness to participate in the survey. A total of 250 valid responses were collected using a structured questionnaire. The sample size is deemed enough for non-parametric statistical analysis, as it above the minimum threshold generally advised for exploratory studies in the social sciences (Sekaran and Bougie, 2019).

3.3 Research Instruments

Data were gathered utilizing a self-administered questionnaire consisting of two components. The initial component collected demographic data like gender and department. The second part of the questionnaire measured six constructs: compatibility, efficiency, perceived ease of use, perceived usefulness, satisfaction, and continuance intention. All items were adapted from established instruments in past studies, including the Technology Acceptance Model (Davis, 1989) and Expectation-Confirmation Theory (Bhattacherjee, 2001). Responses were rated on a 5-point Likert scale, from 1 (Strongly Disagree) to 5 (Strongly Agree). The instrument showed strong internal consistency in the pilot test, with a Cronbach's alpha of 0.974 (well above the 0.70 threshold). Table 1 below shown a mean range interpretation that will be used in this study.

Table 1
Mean Score Interpretation Table

Mean Score	Interpretation
1.00 – 1.99	Very Low
2.00 – 2.99	Low
3.00 – 3.99	Moderate
4.00 – 4.49	High
4.50 – 5.00	Very High

Source: Al-Fraihat et al., 2020

4.0 DATA ANALYSIS AND FINDINGS

The data collected from the structured questionnaires were analyzed using IBM SPSS Statistics Version 26. This software was chosen for its robust capabilities in handling a wide range of statistical procedures suitable for social science research. The preliminary analysis comprised descriptive statistics to assess the distribution, central tendency and variability of answers. The Shapiro-Wilk test for normality showed that the dataset was not normally distributed, as the skewness and kurtosis values fell outside the acceptable range for parametric analysis. As a result, non-parametric statistical methods were applied to ensure more accurate and reliable interpretation of the data. To address the research objectives, the first objective was evaluated by mean scores to determine the overall satisfaction level. Mean scores exceeding 4.00 were considered as signifying high to very high satisfaction (Al-Fraihat et al., 2020). The second objective was analyzed using Spearman's rho correlation to ascertain the correlations between the independent factors such as compatibility, efficiency, perceived of use and perceived usefulness while the dependent variables include satisfaction and continuance intention. The third objective was assessed with the Mann–Whitney U test to analyze disparities in satisfaction levels between academic and non-academic staff.

4.1 Descriptive Analysis

Descriptive statistics were used to evaluate the overall level of respondents' perceptions for each variable, including compatibility, efficiency, perceived ease of use, perceived usefulness, satisfaction and continuance intention. Based on the mean scores, all variables scored above 4.00, indicating high to very high perceptions among respondents (Al-Fraihat et al., 2020).

Table 2
Mean Score Interpretation for Each Variable

Variable	Mean Score	Interpretation
Compatibility	4.5147	Very High
Efficiency	4.5020	Very High
Perceived Ease of Use	4.2973	High
Perceived Usefulness	4.4693	Very High
Satisfaction	4.3810	High
Continuance Intention	4.4520	Very High

The results suggest that staff at PTSS predominantly hold a favorable perspective on SPOT-Me, especially regarding its compatibility, efficiency and perceived usefulness. User satisfaction and continuance intention received high ratings, suggesting that most users are happy with the SPOT-Me system and are likely to keep using it in the future. This reflects a positive overall experience and acceptance among respondents.

4.2 Correlation Analysis (Spearman's rho)

Spearman's rho was performed in order to examine the relationships between the variables as the data was not normally distributed. All correlations were positive and statistically significant at the 0.01 level, confirming strong associations between the independent variables (compatibility, efficiency, perceived ease of use and perceived usefulness) and the dependent variables (satisfaction and continuance intention).

Table 3
Spearman's Rho Correlation Results

	Compatibility	Efficiency	Perceived Ease of Use	Perceived Usefulness	Satisfaction	Continuance Intention
Compatibility	1.000	.876**	.788**	.885**	.833**	.852**
Efficiency	.876**	1.000	.801**	.889**	.821**	.873**
Perceived of Ease of Use	.788**	.801**	1.000	.851**	.921**	.871**
Perceived Usefulness	.885**	.889**	.851**	1.000	.883**	.894**
Satisfaction	.833**	.821**	.921**	.883**	1.000	.897**
Continuance Intention	.852**	.873**	.871**	.894**	.897**	1.000

** Correlation is significant at the 0.01level (2-tailed)

Table 3 above shown that compatibility showed strong positive correlations with satisfaction ($\rho = .833$) and continuance intention ($\rho = .852$) while efficiency had strong positive correlations with satisfaction ($\rho = .821$) and continuance intention ($\rho = .873$). Perceived ease of use showed strong correlated with satisfaction ($\rho = .921$) and continuance intention ($\rho = .871$). Perceived usefulness also showed strong relationships with satisfaction ($\rho = .883$) and continuance intention ($\rho = .894$). These results support hypotheses H1 to H5 which confirming that all four independent variables significantly influence user satisfaction, which in turn influences continuance intention.

4.3 Group Differences (Mann-Whitney U Test)

The Mann–Whitney U test was conducted to examine whether there were significant differences in satisfaction levels between academic and non-academic staff. The results indicated that both groups showed significant differences in their perceptions of efficiency, perceived ease of use, perceived usefulness, satisfaction and continuance intention. However, no significant difference was found in their perception of compatibility, suggesting that both groups viewed the system as similarly aligned with their work needs.

Table 4
Mann-Whitney U Test Results

Variable	Sig. (2-tailed)	Result	
Compatibility	0.136	Not Significant	(p > 0.05)
Efficiency	0.018	Significant	(p < 0.05)
Ease of Use	0.002	Highly Significant	(p < 0.01)
Usefulness	0.009	Significant	(p < 0.01)
Satisfaction	0.031	Significant	(p < 0.05)
Continuance Intention	0.023	Significant	(p < 0.05)

These findings support this study which indicating that user experiences with SPOT-Me vary by role.

5.0 Discussions and Conclusions

This study aimed to examine the implementation of SPOT-Me among staff at Politeknik Tuanku Syed Sirajuddin. The study focuses on examining user satisfaction and continuance intention, while investigating how system-related attributes (compatibility, efficiency, perceived ease of use and perceived usefulness) affect these results. A total of 250 respondents engaged in the survey, and the analysis conducted through non-parametric techniques revealed numerous significant conclusions.

The descriptive analysis indicated that users predominantly viewed SPOT-Me favorably, exhibiting high to extremely high mean scores across all dimensions. Compatibility and efficiency received the highest scores, then followed by perceived usefulness and perceived ease of use attributes. User satisfaction and continuance intention were scored highly showing prominent satisfaction with the system and an intention for regular use.

Spearman's rho correlation validated robust and statistically significant associations among all four attributes and both satisfaction and continuance intention. The strongest correlations were found between perceived ease of use and satisfaction ($\rho = .921$) and between perceived usefulness and continuance intention ($\rho = .894$). These results support using the Technology Acceptance Model and Expectation-Confirmation Theory to understand how public sector users adopt and continue using technology. Al-Fraihat et al. (2020) found that a system's efficiency can directly boost user satisfaction and indirectly encourage continued use. They also discovered that systems exhibiting higher usability scores generated more positive responses from public sector users. Roca et al. (2006) also showed that efficient systems help users stay focused and satisfied, making them more likely to use the system again. Chauhan and Jaiswal (2016) proved that ease of use strongly impacted the intention to continue using e-governance tools in particular for users with limited technical proficiency. The findings support this study by showing how efficiency is linked to staff satisfaction and their intention to keep using SPOT-

Me. They also help clarify the relationship between perceived ease of use and both satisfaction and the intention to continue using the system at PTSS.

Study by Ifinedo (2012) which found that users who perceived an information system as useful reported higher satisfaction levels and demonstrated greater likelihood of continued use while Mohammadi (2015) reported that perceived usefulness was the most influential variable in predicting user acceptance of mobile-based systems in educational settings directly support to this research objective.

The Mann–Whitney U test showed that academic and non-academic staff had significant differences in how they perceived efficiency, ease of use, usefulness, satisfaction and their intention to continue using the system. However, there was no significant difference in their views on compatibility. The findings suggest that despite SPOT-Me is widely accepted, its usability and perceived value may be experienced differently depending on their job role, potentially due to varying interaction levels of engagement with the system. Zhang et al. (2020) highlighted that people's job roles affect their expectations of technology. It is essential to examine the perceptions of various staff groups about SPOT-Me's compatibility. This helps management in tailoring the implementation of SPOT-Me to enhance staff utilisation. Understanding how each group perceives system efficiency will allow for more tailored training and system improvements that align with the distinct operational needs of both user groups at Politeknik Tuanku Syed Sirajuddin. Lee & Lee (2020) revealed that such differences in digital task familiarity can shape how users experience a system's usability.

The findings also in line with Teo (2011) which highlighted that perceived usefulness varies based on professional responsibilities and task alignment, which can influence user satisfaction differently across occupational roles. Investigating these nuances will provide valuable insights into how SPOT-Me can be further enhanced to meet the distinct needs of diverse user groups within the institution.

The study concludes that compatibility, efficiency, perceived ease of use and perceived usefulness have a strong impact on user satisfaction and their intention to keep using SpotMe. The differences in perception between academic and non-academic staff underscored the importance for role-specific training and greater integration of the system with users' daily responsibilities. These findings suggest that institutional stakeholders have to adapt their support and communication strategies for different staff categories, while system developers should focus on improving usability and maintaining efficiency in order to ensure enhanced user satisfaction and continued engagement. Integrating SPOT-Me data into staff appraisal or departmental monitoring systems can help formalize

its role in institutional processes. This not only promotes system use but also ensures alignment with organizational goals.

This study provides helpful insights but is limited to one institution and based on self-reported data. Future research should involve a larger sample including other polytechnics or public sector organizations to improve generalizability. It could also explore factors like age, ICT skills and job level as moderators and include interviews to better understand user experiences and challenges in context.

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