



The Application of Unified Theory of Acceptance and Use of Technology (UTAUT) in Assessing Student Clearance System

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ABSTRACT

Student clearance systems were designed and implemented as complementary tools aiding conventional clearance systems. Although these systems overtime has save tremendously time and other organizational resources, it has been relegated to the background, possibly due to user non- usage. This research paper adopts Unified Theory of Acceptance and Use of Technology (UTAUT) in assessing the acceptance level of student clearance system. Fifteen (15) system users were examined based on a structured interview approach. The result shows: eleven (11) respondents answering yes while four (04) respondents answering no to performance expectancy. Eleven (11) respondents answering yes while four (04) respondents answering no to effort expectancy. Ten (10) respondents answering yes while five (5) respondents saying no to social influence. Nine (09) respondents answering yes while six (06) respondents answering no to facilitating condition.

Keywords: UTUAT, Student, System.

1.0 INTRODUCTION

Clearance has been described as the process of determining, organizing and negotiating required permission on which a student is granted exit or entry into an institution of choice. The clearance processes usually focuses on student data (credentials) (Ben, 2015). These processes of clearance either entry or exiting an institution consume considerable time affecting both management staffs and students. This has resulted in clearance proceeding parallel with other academic activities which possibly could hamper the security and availability of accurate record held within Universities repositories. Overtime the internet has provided an avenue where software system are developed and launched across the net providing an avenue in achieving prompt and reliable clearance. This involves the development of clearance system (Idachaba, 2015).

Student Clearance System (SCS) is a software system designed with the aim of accepting student clearance credentials, compared these credentials with clearance criteria that has been set and based on this determined clearance status or not. These systems are designed with the aim of helping students meet certain clearance requirement quickly, promptly and accurately. In most cases, clearance documentation is issued after all clearance criteria have been met (Omoregbe, 2015).

A clearance system can be used as a clearance tool for university freshers entering the university in which case student O' level certificate are verified and compared with university based clearance procedures which has been preset and in alignment with Nigeria University Commission (NUC) standards. This may include providing student birth certificate, O' level result, guarantor letters, sponsor letter and affidavit of non-membership in secret cult. Sequel to these clearance procedures, clearance documentation is handed to the student ensuring his full completion of clearance requirement. This documentation identify the

student as an authentic student of the institution. Student documentation is also given to a graduating student after the student has met all criteria exiting the student from the institution. The clearance procedure may include clearing from university library, university sport center, university bursary, university hostel, university exams and record and even full clearing from university student affairs. It could also involve identifying departmental requirement; satisfying all relevant scores to graduate a student, payment for any damaged departmental equipment.

Although this system has been in existence for some time the acceptance of these systems has been questionable overtime due to it neglect or non-acceptance. Determining the level of clearance system acceptance and technological adaptation will ensure system survival, usage and eliminate obsolescence. Therefore this research paper adopts and implements Unified Theory of Acceptance and Use of Technology (UTAUT) in ascertaining the acceptance and user adoption of student clearance system.

2.0 Applied Material and Method: Unified Theory of Acceptance and use of Technology (UTAUT)

UTAUT: Unified Theory of Acceptance and use of technology was postulated by Venkatesh (Jayantha, 2011 and Ali et al., 2015). The articulation of this model focused closely on consolidating previous acceptance models with the aim of enhancing this model. UTAUT was designed based on four predominant criteria: performance expectancy, effort expectancy, social influence and facilitating conditions. In consolidating this unified model, several model acceptance criteria were tested and integrated as a unified concept under UTUAT (Ali et al., 2015). Four (4), out of the seven (07) constructs were adopted and implemented from previously acceptance models. These four criteria served as the determinant for technology usage in UTAUT. The rest three constructs were identified as less important ee in ascertaining technology usage such as self-expectancy, attitude and anxiety. Therefore these three components were removed from UTAUT model (Paul, 2013 and Lin, 2005). Figure 2.1 provides a graphical description of Unified Theory of Acceptance and Use of Technology (UTAUT).

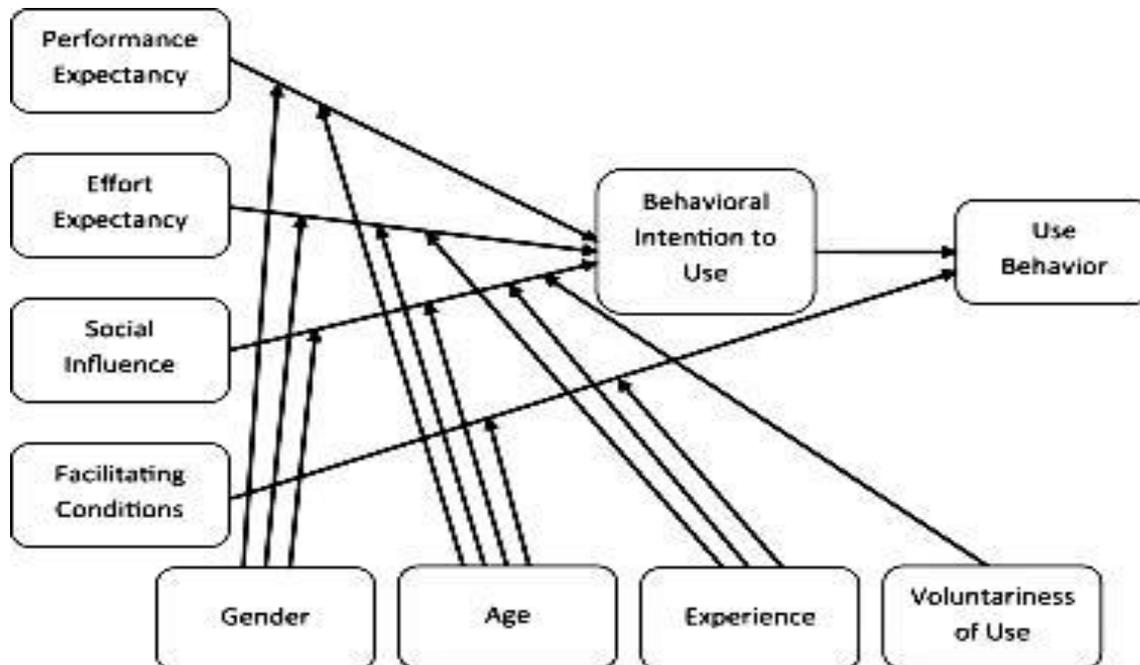


Figure 2.1: Graphical description of UTAUT Model (Venkatesh, 2003)

3.0 Data Collection for Assessing UTAUT: Student clearance System

In other to assess the acceptance of student clearance system using UTUAT model, data gathering and collection was instituted using structured survey approach focusing mainly on structured interview. The question employed across the interview was structured basis on four main component of UTAUT model. Fifteen (15) respondents were employed focusing main of system user (management staff) employed for the clearance process. These users were identified anonymously. These users were tested based on system usage and proficiency. The interview was pre and post examined after each individuals has sufficiently utilized the system. Experience was an integral in question formation. Out of 15 respondents, nine (09) male were identified while six (06) female respondents were also employed. The age of respondent was within 27 – 44. The experiences of the interviewee were range between 3 – 20 years. The respondent of each respondent was streamlined toward Yes or No.

The questions basically focused on the four main construct of UTUAT: performance expectancy, effort expectancy, social influence and facilitating conditions. The following were the four main questions asked based on UTUAT.

- Performance expectancy: Are you sure the system will be useful in student clearance?
- Effort expectancy: Are you sure the system is robust in term of system user?
- Social influence: Are you sure the system will support continue system usage?
- Voluntariness: Are you sure the system will be environmental friendly?

Table 3.1 shows the respondent answer based on UTAUT components.

Table 3.1: UTAUT Fundamental Components

SN	UTAUT Construct				UTAUT Moderator			
	Performance Expectancy	Effort Expectancy	Social Influence	Facilitating Condition	Gender	Age	Experience	Voluntariness
Case 1	Yes	Yes	Yes	Yes	Male	27	1	Yes
Case 2	No	Yes	Yes	Yes	Female	40	13	Yes
Case 3	Yes	No	Yes	Yes	Male	38	11	Yes
Case 4	Yes	No	No	Yes	Male	28	2	Yes
Case 5	Yes	Yes	Yes	No	Female	30	3	Yes
Case 6	No	Yes	Yes	No	Male	33	6	Yes
Case 7	No	Yes	Yes	No	Male	32	5	Yes
Case 8	Yes	Yes	Yes	Yes	Female	40	13	Yes
Case 9	Yes	Yes	No	Yes	Female	41	14	Yes
Case 10	No	Yes	No	No	Male	44	17	Yes
Case 11	Yes	Yes	Yes	No	Male	40	13	Yes
Case 12	Yes	Yes	Yes	No	Female	39	12	Yes
Case 13	Yes	Yes	Yes	Yes	Male	37	10	Yes
Case 14	Yes	No	No	Yes	Female	38	11	Yes
Case 15	Yes	No	No	Yes	Male	40	12	Yes
Total	Yes= 11 No= 4	Yes= 11 No= 4	Yes= 10 No= 5	Yes= 9 No= 6	Male =9 Female =6			YES = 15

4.0 RESULTS AND DISCUSSION

The interviewees provided the result found on table 3.1. The result focused squarely on the questions raised pertaining to UTAUT four fundamental components: performance expectancy, effort expectancy, social influence and facilitating condition and the associated respondents. Each respondent has the potential of responding Yes or No based on their feeling, understanding and utilization of the systems. Figure 4.1 graphical depict the result of table 3.1.

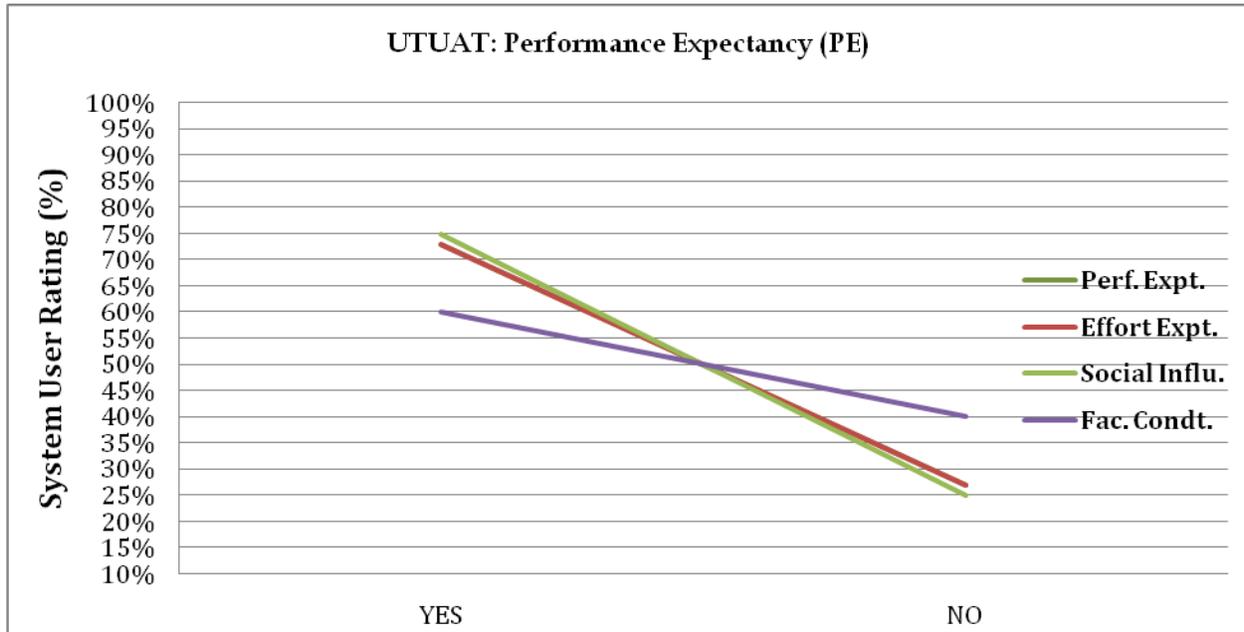


Figure 4.1: Result Analysis for UTUAT

Figure 4.1: portrays a graphical description for Expectancy (PE), Effort Expectancy (EE), Social Influence (SI) and Facilitating Condition (FC). The graph shows clearly eleven (11) respondents answer YES while four (04) responds NO performance expectancy. This shows that some respondents agree with the system as a tool for improving performance while others disagree. The graph also shows clearly eleven (11) respondents answered YES while four (04) responded NO to effort expectancy. This shows that some respondents agree with the system as a tool for improving effort while others disagree. The graph also shows clearly ten (10) respondents answered YES while five (5) stated NO to social influence. This shows that some respondents agree with the system as a tool for enhancing continued usage while others disagreed. The graph also shows clearly nine (09) respondents answered YES while six (06) stated NO to facilitating condition. This shows that some respondents agree with the system as an environmental tool while others disagreed.

5.0 CONCLUSION

This research paper has shown the versatility of UTUAT model in assessing user acceptance of novel technology. The research focused solely on assessing the acceptance level of student clearance student using the fundamentals of UTUATS. Fifteen (15) qualified system users were explored. The results show clearly that all constructs are averagely accepted.

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