

# Review of: "Exploring the Factors of Using Cloud Service in Malaysia Higher Education Institutions During COVID-19 Pandemic Outbreak"

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Potential competing interests: No potential competing interests to declare.

## Review Report

### Title:

The title "Integrating TAM and UTAUT to Predict University Students' Intention to Utilize Cloud Services in Learning: A Case of Malaysian Higher Education Institutions" provides a clear indication of the focus and scope of the article, as it highlights the integration of two well-known models (TAM and UTAUT) to predict university students' intention to use cloud services in the context of Malaysian higher education institutions.

### Introduction:

The study's introduction provides a comprehensive background, clearly identifies the problem, and outlines the research objectives. It begins by contextualizing the significance of cloud services in higher education settings, highlighting their increasing adoption and importance in facilitating learning activities. The introduction then proceeds to identify the problem statement, which revolves around the need to understand university students' intention to utilize cloud services, particularly in the Malaysian higher education context. This problem statement is effectively articulated, setting the stage for the subsequent research. Furthermore, the introduction outlines the specific objectives of the study, which include integrating the Technology Acceptance Model (TAM) and Unified Theory of Acceptance and Use of Technology (UTAUT) to predict university students' intention to use cloud services and examining the mediating role of perceived ease of use and perceived usefulness in this relationship. These objectives are clearly defined and align closely with the research problem, providing a clear roadmap for the study's focus and direction.

### Methodology:

Yes, the methodology section provides clear justifications for the methods selected, including the use of Partial Least Squares Structural Equation Modeling (PLS-SEM) and the survey questionnaire approach. The rationale for employing PLS-SEM is explained, highlighting its suitability for predicting students' intention to utilize cloud services and its applicability for exploring theories such as UTAUT and TAM in the context of higher education. Furthermore, the appropriateness of the sample is addressed, with details provided on the demographics of the participants and the distribution across different educational institutions. The data collection techniques, such as the survey questionnaire and

the Likert scale used for measurement, are described. The statistical models, particularly PLS-SEM, are justified based on their ability to analyze complex relationships among latent variables and assess measurement and structural models in the context of the research objectives.

### **Sample Composition:**

The manuscript does not explicitly mention whether the sample includes students already using and not using the technology. It would be preferable to explicitly mention the inclusion of students already using the technology and those not in the sample, either within the sample description or as a separate section discussing the rationale for the sample selection. Alternatively, if this aspect is not addressed in the sample section, it should be clearly acknowledged and discussed within the study's limitations.

### **Control Variable:**

The manuscript does not explicitly mention whether control variables were included in the study. It is important for empirical papers to clearly state whether control variables were considered and to provide justification for their inclusion or exclusion. If control variables were not included, the manuscript should discuss the rationale behind this decision and acknowledge any potential limitations. The inclusion of control variables can enhance the robustness of the analysis by accounting for potential confounding factors that may influence the relationships being studied. The paper should ideally mention whether control variables were considered and, if so, provide justification for their inclusion. If control variables were not included, the paper should discuss the rationale behind this decision and any potential implications for the interpretation of the results.

### **Results and Conclusion:**

The Results section presents the findings in a clear and understandable manner. The results are structured logically, following the outlined hypotheses, and organized into tables for easy reference. Each hypothesis is tested and supported or rejected based on the statistical analysis conducted, with path coefficients, standard deviations, total effects, VAF values, t-values, and p-values provided for each relationship examined.

Additionally, the results are discussed comprehensively in relation to previous literature, with comparisons made to existing studies to contextualize the findings. The authors draw connections between their results and the theoretical frameworks of TAM and UTAUT, highlighting the alignment with prior research and the contributions made by their study. Furthermore, the discussion delves into the implications of the findings for theory development and practical applications, providing a thorough analysis of the results' significance.

### **Originality:**

The paper demonstrates a level of originality by integrating two established theoretical frameworks, TAM and UTAUT, to predict students' intention to use cloud services in tertiary education. By combining these theories, the study offers a unique perspective on technology adoption within the specific context of cloud services in higher education settings.

Moreover, the findings contribute to the body of knowledge by providing empirical evidence of the relationships between social influence, perceived ease of use, perceived usefulness, and intention to use cloud services among university students. The mediation analyses further enhance understanding by elucidating the indirect effects of perceived ease of use and perceived usefulness on the relationship between social influence and intention.

**Limitations:**

The limitations are not specifically provided as subheadings in the manuscript. Instead, they are discussed within the conclusion section and woven into the paper's narrative. While subheadings dedicated to limitations could provide a clearer structure and highlight these points more prominently, the absence of such subheadings does not diminish the clarity of the limitations discussed in the paper.

Overall, the manuscript presents a well-structured and informative study contributing to the literature on technology adoption in higher education. However, addressing the mentioned areas for improvement would further enhance the manuscript's clarity, rigor, and completeness.