

# 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.

Thank you for the interesting insights about [Exploring the Factors of Using Cloud Service in Malaysia Higher Education Institutions During COVID-19 Pandemic Outbreak](#). I have read the article with much interest. The article is good in terms of its organisation, flow, and presentation of ideas.

However, I leave it to the authors to improve some comments for clarity.

1. Authors stressed that the adoption of UTAUT and TAM - Unified Theory of Acceptance and Use of Technology (UTAUT) and Technology Acceptance Model (TAM) - in which I would expect their variables to be incorporated and tested, i.e., performance expectancy, effort expectancy, social influence, facilitating conditions, behavioural intentions, use behaviour (based on UTAUT), and perceived usefulness, perceived ease of use, attitude, behavioural intentions, actual use (TAM). However, the current conceptual model has not incorporated fully both UTAUT and TAM's variables. The authors need to justify the exclusion of 1) performance expectancy, effort expectancy, facilitating conditions, use behaviour, and attitude.
2. Another concern is the adoption of scales, i.e., measurement items. PU and PEOU's scales of Keržič, Tomažević, Aristovnik, & Umek (2019) were not traceable, nor listed in the reference list, nor in Google Scholar.
3. About the social influence scale, even though it stated its sources (Cheung, R., & Vogel, D. (2013) and Chen & Chang (2013)), I found their statements were not consistent with what was stated in the current paper. For example, Chen & Chang (2013) has 3 Social Influence items, but yours has 4 items. Authors need to explain why there is one extra item. Then for Cheung & Vogel (2013), there is no mention of social influence items. Is this the correct source?
4. About the Intention to Use scale, the citation source of Ghani, Hamzah, Ramli, Daud, Romli, & Mokhtar (2019) indicated 4 items, which contradicts yours of 5 items. Did the authors self-develop some items for the current study? If yes, do elaborate.
5. Thank you, authors.