

# 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 inviting me to review the paper titled, "Exploring the Factors of Using Cloud Service in Malaysia Higher Education Institutions During the COVID-19 Pandemic Outbreak." Firstly, I appreciate the authors for their valuable insights into the realm of online learning, particularly in the context of utilizing cloud services. This study offers significant implications for the ongoing transition towards online learning facilitated by cloud-based technologies. However, upon careful examination, several concerns have arisen regarding the methodology and scope of the study, which I will outline below. I kindly request the authors to address these concerns to ensure the robustness and clarity of their research findings.

1. The study provides valuable insights into cloud service adoption in Malaysian higher education during the early stages of the COVID-19 pandemic, which is relevant given the shift towards online learning. However, using 2020 (pandemic period) data raises concerns about its applicability in 2024. The authors should address limitations and discuss how the findings reflect the current state.

2. The population under study is clearly defined and known. Hence, why did the authors opt for snowball sampling instead of utilizing stratified random sampling? Stratified random sampling would have allowed for a more systematic and representative selection of participants from each university, ensuring better generalizability of the findings to the entire population of Malaysian higher education institutions.

3. In this study, the authors focused specifically on social influence, perceived ease of use, and perceived usefulness as determinants of intention to use cloud services in Malaysian higher education institutions during the COVID-19 pandemic outbreak. While these variables are undoubtedly important in understanding technology adoption, there are indeed other significant factors that could have been considered in the research framework. Here are some potential variables the authors might have missed:

**Technological Infrastructure:** The availability and reliability of technological infrastructure, including internet connectivity and access to hardware, can significantly impact the adoption of cloud services. Assessing the adequacy and accessibility of such infrastructure could provide valuable insights into the challenges and opportunities for cloud service adoption.

**Institutional Support:** Support from university administrations, including funding, policies, and training programs promoting the use of cloud services, can play a crucial role in facilitating technology adoption. Investigating the level of institutional support and its impact on adoption intentions could provide additional context for the study.

**Pedagogical Strategies:** The alignment of cloud services with effective pedagogical strategies, such as active learning approaches and personalized instruction, can influence their perceived usefulness and intention to use. Exploring how cloud services support different teaching and learning methodologies could enhance understanding of their adoption dynamics.

**Student Access and Engagement:** Factors related to student access to devices, internet connectivity, and digital literacy skills are critical determinants of technology adoption in education. Assessing the impact of these factors on perceived ease of use and intention to use cloud services could provide insights into equity and accessibility issues.

**Faculty Training and Support:** Adequate training and support for faculty members in utilizing cloud services for teaching is essential for successful implementation. Investigating the availability and effectiveness of faculty training programs and their influence on perceived ease of use and usefulness could enrich the research findings.

**Security and Privacy Concerns:** Addressing security and privacy concerns related to cloud-based platforms is crucial for gaining trust and confidence in their use. Assessing perceptions of security and privacy risks and their impact on intention to use could provide important insights into adoption barriers.

**Scalability and Flexibility:** The scalability and flexibility of cloud services in accommodating diverse teaching and learning needs are key considerations for adoption. Exploring how these factors influence perceived usefulness and intention to use could contribute to a more comprehensive understanding of technology adoption dynamics.

By incorporating these additional variables into the research framework, the authors could provide a more comprehensive analysis of the factors influencing cloud service adoption in Malaysian higher education institutions.