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

Dr Varuna Dahiya[1]

1 Bhagat Phool Singh Mahila Vishwavidyalaya

Potential competing interests: No potential competing interests to declare.

The research paper **"Exploring the Factors of Using Cloud Service in Malaysia Higher Education Institutions During COVID-19 Pandemic Outbreak**" presents a comprehensive analysis of factors influencing cloud service adoption in Malaysian higher education, using the Unified Theory of Acceptance and Use of Technology (UTAUT) and Technology Acceptance Model (TAM).

Here are several valuable suggestions to enhance the quality and impact of the research:

Clarification and Expansion of the Literature Review:

The literature review provides a solid theoretical foundation but could benefit from a deeper analysis of studies that contradict or challenge the proposed model. This could provide a more balanced view and enhance the robustness of the arguments.

Include recent studies to ensure that the literature review reflects the current state of research, particularly concerning the rapid technological advancements and changes in educational practices due to the pandemic.

Methodological Rigor:

Address potential biases introduced by the snowball sampling method. Discuss the limitations of this approach more comprehensively and consider incorporating other sampling strategies to enhance the representativeness of the sample.

Consider adding qualitative components to the methodology, such as interviews or focus groups, to gain deeper insights into the subjective experiences and perceptions of students regarding cloud services. This mixed-method approach could enrich the data and provide a more nuanced understanding of the adoption factors.

Statistical Analysis and Validation:

While the use of PLS-SEM is appropriate, further validation of the model through additional statistical tests, such as confirmatory factor analysis or a different structural equation modelling approach, could strengthen the findings.

Explore potential moderating or mediating variables that could impact the relationships in the proposed model, such as the role of technological literacy or prior experience with similar technologies.

Analysis and Interpretation of Results

Deeper Analysis of Mediating Factors: The paper finds that perceived ease of use and perceived usefulness mediate the relationship between social influence and adoption intention. Expanding on why these mediations occur with theoretical backing or qualitative data could provide a more nuanced understanding of these pathways.

Cross-Validation with Other Models: Considering the integration of TAM and UTAUT, proposing or testing alternative models or including additional variables from other adoption theories could strengthen the theoretical framework and provide a comprehensive understanding of user intentions.

Discussion of Findings:

Extend the discussion section to compare findings with similar studies conducted in other geographical regions or educational settings. This could help to contextualize the results and evaluate the model's applicability in different contexts.

Discuss the implications of the findings for educational policy makers and technology providers, providing specific recommendations on how to better support the adoption of cloud services in education.

Practical Applications and Future Research:

Clearly outline practical strategies for higher education institutions to implement the findings, such as specific training programs or infrastructure improvements.

Identify specific areas for future research, such as longitudinal studies to assess changes in technology adoption over time or comparative studies between different types of cloud services.

Enhancements to Theoretical Contributions:

Strengthen the theoretical implications by linking the findings more explicitly to existing theories and models in technology adoption. Discuss how this study extends or challenges these theoretical frameworks.

Consider integrating additional theoretical perspectives, such as diffusion of innovations theory, to provide a broader conceptualization of the factors influencing cloud service adoption.

By addressing these suggestions, the research could enhance its theoretical depth, methodological rigor, and practical relevance, making a more significant contribution to the field of technology adoption in education.