



**IDENTIFYING THE SEASON PERFORMANCE, WORKFLOW
AND ANALYSE THROUGH CAR PARK SITE AND OFFICE
DATABASE SURVEY AND OBSERVATION**

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APRIL 2010

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION
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“DECLARATION OF ORIGINAL WORK”

I, MOHAMAD AZAMUDDIN BIN ABDUL KARIM, (I/C NUMBER: 870313-05-5221)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees
- This project paper is the result of my independent work and investigation, except where otherwise stated
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

2010

The Head of Program
Bachelor of Business Administration (Hons) Finance
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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "IDENTIFYING THE SEASON PERFORMANCE, WORKFLOW AND ANALYSE THROUGH CAR PARK SITE AND OFFICE DATABASE SURVEY AND OBSERVATION" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank You

Yours sincerely,

.....
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TABLE OF CONTENTS

Acknowledgement	i
List of Tables	ii
List of Figures	iii
List of Abbreviations	iv
Abstract	v
CHAPTER 1: INTRODUCTION	
1.1 Background of the Company	1
1.1.1 Corporate Mission	3
1.1.2 Corporate Shareholders	4
1.1.3 Corporate Goals	4
1.1.4 Malaysia Branches	5
1.1.5 Overseas Branches	6
1.2 Background of the Studies	7
1.3 Objective of the Study	8
1.4 Significant of the Study	9
1.5 Issues	10
1.5.1 Season Organization/Structure	10
1.5.2 Outstanding	13
1.5.3 Outstanding as per Season Aging as at 31 December 2009	17
1.5.4 Percentage of Various Systems Used at Car Park	18
1.5.5 Car Park Sample Test (Century Square, EB1, EB3)	19
1.5.6 Season Collection for June 2009	20

ABSTRACT

This study reveals on the performance of Season Unit under Finance Department. Season Unit comprises of seven season personnel who are responsible for updating customers' payment, new application, refund matters and termination. They are also accountable to service existing customers, stock card control and other matters regarding season's movements. Season users are car parks customers who subscribe the car parks to use every day by paying monthly, quarterly, semiannually and annually. These are considered as a fixed income to Metro Parking (M) Sdn Bhd as the mode of payment is guaranteed to be revenue. By receiving a high cash flow the company should possess a competitive advantage whereby a lot of investment activities can be done. Controlling the credit activity became the most essential elements in maximizing profits and negligence will affect the company's performance in the long run as a whole. That is one of the reasons for conducting this research whereby I will identify the season department performance by conducting car park site and office database survey and observation. Comparison of data between site office and head will be made after the study has been conducted. Cash flow, customer payment, cancellation, termination, system data, application, monitoring list, detail aging and lock-out list will be analyzed thoroughly to ensure that the findings are reliable and accurate.

Paper Type: Case Study

Company Name: Metro Parking (M) Sdn Bhd

Keywords: Season performance, outstanding and credit control