



Increasing Internal Efficiency Through E-filing Systems Amongst Executives of Malakoff Corporation Berhad

**DANIEL AIMAN BIN
IBRAHIM 2017267394**

**Submitted in Partial Fulfilment of the
Requirement for: Bachelor of Business
Administration with Honours
(International Business)**

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS
(INTERNATIONAL BUSINESS)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA (UiTM)
CAWANGAN MELAKA KAMPUS BANDARAYA
MELAKA**

JULY 2020

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS (INTERNATIONAL BUSINESS) FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA “DECLARATION OF ORIGINAL WORK”

DANIEL AIMAN BIN IBRAHIM (2017267394)

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: 24TH JULY 2020

DANIEL AIMAN BIN IBRAHIM

ACKNOWLEDGEMENT

Firstly, I wish to thank Allah for giving me the opportunity to embark on my final year project and for completing this long and challenging journey successfully. My gratitude and thanks go to my supervisor Sir Juan Rizal Sa'ari for understanding, contribution of time, energy and knowledge.

My appreciation goes to the all UiTM alumni who provided the assistance during sampling. Special thanks to my friends for helping me with this project.

Finally, this research is dedicated to my very dear parents, Ibrahim @ Arthur Wayne House and Shamsiah bt. Muhzir @ Hj. Abdul Rahim for the constant encouragement for me to complete the research and for the determination to educate me. This piece of victory is dedicated to both of you.

CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter will discuss on the background of study, problem statement and research question. Moreover, this chapter will present on research objectives, research hypothesis, significant of study and definition of terms for this study.

1.1 Background of study

In this advanced world, web is probably the best development today. As per Internet World Stats (2019), the quantity of individuals utilizing the web up to March 2019 surpasses 4 billion. By having web, individuals currently can without much of a stretch quest for data and furthermore speak with one another on the web. As a piece of the virtual worlds' highlights, governments around the globe have created e-Government applications particularly the e-Filing of annual expenses to convey administrations to residents and organizations. In any case, it is by and large reception by residents 'selection has not arrived at wanted levels. The e-File program in the U.S, acquainted with encourage charge documenting and to upgrade consistence, has seen expanded selection throughout the years from 52.9 million recorded returns in 2003, roughly 68 million out of 2005 (VanDenburgh and Harmelink, 2006), 80 million of every 2007 to around 90 million out of 2008 (IRS, 2009), 95 million out of 2009, 98 million out of 2010, 106 million of every 2011, 119 million out of 2012, 122 million out of 2013 and 2014 million out of 2014 (IRS, 2015). Notwithstanding, these figures still miss the mark regarding the objective to have 80% of all U.S. residents record annual government forms electronically. Then again, in India the India Income Tax Department's Vision Documents 2010 had recognized quality citizen administration as a key territory of improvement. The principle goal of the division had been characterized as —to empower citizens to meet their typical assessment commitments in an advantageous way without visiting the Income Tax officel (FINMIN, 2008, p.137). So as to accomplish this goal, e-Filing personal assessment form was presented in India. In any case, out of 13.5 million salaried citizens in India just 27,200 citizens presented their

TABLE OF CONTENTS

DECLARATIONS OF ORIGINAL WORK	2
LETTER OF SUBMISSION.....	3
ACKNOWLEDGEMENT	4
TABLE OF CONTENTS.....	5
LIST OF FIGURES	10
LIST OF TABLES	11
LIST OF ABBREVIATIONS	12
CHAPTER 1	13
1.0 Introduction.....	13
1.1 Background of Study	13-14
1.2 Problem Statement.....	15-16
1.3 Research Objectives.....	17
1.4 Research Questions.....	17
1.5 Significance of Study.....	18-19
1.6 Definition of Key Term.....	19-20
1.7 Limitations of Study	20
1.8 Conclusion.....	21