



**A QUALITATIVE EVALUATION OF VOUCHER PAYMENT SYSTEM  
IN JKMM, SERI NEGERI**

**NUR AMANINA BINTI ABD RAHMAN  
2008406198**

**BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
BANDARAYA MELAKA**

**MAY 2011**

## **DECLARATION OF ORIGINAL WORK**



### **BACHELOR OF BUSINESS ADMINISTRATION (HONS) FINANCE FACULTY OF BUSINESS MANAGEMENT UNIVERSITI TEKNOLOGI MARA MELAKA**

#### **“DECLARATION OF ORIGINAL WORK”**

**I, NUR AMANINA BINTI ABD RAHMAN, (I/C Number: 891213-10-6004)**

Hereby, declare that;

- This work has not previously been accepted in substance for any degree, locally or overseas and 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: April 2011

## **LETTER OF SUBMISSION**

MAY 2011

The Head of Program  
Bachelor of Business Administration (Hons) Finance  
Faculty of Business Management  
Universiti Teknologi MARA  
25750 Melaka.

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “**A QUALITATIVE EVALUATION OF VOUCHER PAYMENT SYSTEM IN JKMM, SERI NEGERI**” to fulfill the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank you.

Yours sincerely,

NUR AMANINA BINTI ABD RAHMAN  
2008406198  
Bachelor of Business Administration (Hons) Finance

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# A QUALITATIVE EVALUATION OF VOUCHER PAYMENT SYSTEM IN JKMM, SERI NEGERI

## ABSTRACT

This case study was conducted to investigate the problems or issue that occurs while processing the payment vouchers in finance unit, JKMM Seri Negeri. The main focus of this study is to explore the performance of finance unit in term of their performance in processing the payment vouchers. This unit faced a few problems during processing the voucher payment. So, the corrective action will be taken to solve the problems. Besides that, the researcher also gives a few recommendations to resolve or reduce the problem that is faced by finance staff.

To assess and evaluate the needed information about the problems, staffs in financial units in JKMM who responsible to process the payment voucher was chosen. Data for the research was collected through interviews, observation and internet resources.

The issues in finance unit arise when supporting documents to approve payment vouchers were not always complete, or most of the payment delayed because of technical problems such as due to system down, system crisis, inefficient SPEKS system and also due to the pressure imposed by the administration at the end of the year. All this problem occur while processing the payment voucher because of every section / unit in JKMM do not expose with the proper procedure of applying payment claim and also because of the inefficient and the weaknesses of SPEKS system which is system used to process the payment voucher.