

**UNIVERSITI TEKNOLOGI MARA**

**EVALUATION OF EPASSPORT  
IMPLEMENTATION: A CASE STUDY AT  
MALAYSIA BORDER**

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## ABSTRACT

There is a lot of immigrant in Malaysia, 8.2% out of 28.2 million of Malaysian citizen is a foreigner. Currently, immigration does a campaign of clearing the illegal immigrant in Malaysia due to increasing number of immigrant in Malaysia. That is why it motivates of to do the research on authentication process in border control. The purpose of study is also to explore the what are the process of authentication ePassport at border control in Kuala Lumpur International Airport (KLIA) and does it follow the standard procedure that suggested by International Civil Aviation Organization. With help of what have been suggested by ICAO, it could increase the security level of authentication at border control. By using exploratory concept, the result will show on what are the processes that being used by Immigration Malaysia and is it following the standard of ICAO. Base on the finding, there are few issue shown on why it does not follow the standard that being suggested. One of the issues is the process itself does not follow the standard procedure suggested by ICAO. Besides that, other issue is system not supported, vendor unable to provide it and lack of enforcement by top management. This paper also suggested on what are the things that maybe Immigration Malaysia can use to improve their security. Furthermore, in doing passport authentication there is no right or wrong because it is all depends on that country itself either they want to use the ICAO standard or not. This research also have some limitation, but for in future the research could go more deep into processes and go more technical of the process

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