

MARA INSTITUTE OF TECHNOLOGY

A STUDY ON THE EFFICIENCY OF VEHICLE EXAMINING

AT THE ROAD TRANSPORT DEPARTMENT

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ABSTRACT

In providing the services to the public, the efficiency and the productivity measures must be taken into consideration. For the Vehicles Examination Section of Road Transport Department (RTD) Muar Branch, Johor, the extent of efficiency of vehicle examination is very important to ensure that the vehicle will be really safe to operate on the road. However there ~~will~~ are several problems that arise at the Vehicle Examination Section.

Therefore the aim of the study is to analyse the standard achievement of the vehicle examining procedure, weaknesses in the filing system, duty arrangement and the environment of the workplace at this section. All these factors are related to the level of efficiency and productivity of the section as a whole.

With the time study it is able to establish a standard time for a place of work and therefore the time study is to measure what would be done. By analysing and identifying this area, suitable measures can be recommended to rectify the problems. I hope that the parties involved will put some initiatives to improve the services in the Vehicle Examination Section at the RTD Muar, Branch.

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