

**TITLE**

**AN ANALYSIS OF EXCEPTION ELECTRONIC TOLL COLLECTION (ETC)  
TRANSACTION AT PLUS MALAYSIA BERHAD**

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Submitted In Partial Fulfillment of the Requirement for the

**Bachelor of Business Administration with Honours in**

**Operation Management**

**Faculty of Business Management**

**Universiti Teknologi Mara Pulau Pinang**

**Bertam Campus**

**January 2016**

## ACKNOWLEDGEMENT

First and foremost, I am really grateful to Allah the Almighty because I managed to complete my final year project with title 'An Analysis of Exception Electronic Toll Collection (ETC) at PLUS Malaysia Berhad' within the time given.

I have taken effort in completing this research and writing up this report. It would not have been possible without the kind support of many individuals and organizations. I would like to take this opportunity to express my gratitude of appreciation to my project advisor Madam Faizatul Akmam bt Amirrudin, and my second examiner Madam Nor Hidayah bt Harun. A million thank you for the guidance given in order to complete this research from the beginning until success. Without the thorough guidance, it impossible for me to finish this study completely.

Besides, I am highly indebted and would like to extend my sincere thanks especially to big company, PLUS Malaysia Berhad because willing to accept me as internship student there. To Human Resource Management Department, especially Puan Aishah Mohamed Razali, Manager of Human Resource Management Department also assigned as my supervisor during this industrial training, and also Encik Muzzakir Samingan, Mananger of Data Monitoring & Recovery Unit, I would like to record my greatest appreciation for the support and willingness to spend some time with me in order to provide data to contribute in my research.

Lastly, not forget too many thanks to my family, friends and other. Without an incredible support from them, it is also not having been possible for me to complete this project.

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## ABSTRACT

*The purpose of this research is to examine the exception Electronic Toll Collection (ETC) transaction at PLUS Malaysia Berhad. This research is to analyse the exception ETC transaction from year 2011 to 2014 at PLUS; determine the types of exception that occurred at PLUS during the year 2011 to 2014 and study the roles of Toll Department in managing the ETC matters. The data gathered for this research are provide by Data Monitoring & Recovery Units which is a unit under Toll Department of PLUS and also from data based on the exception cases that have been reported.*

*The results of this research indicate that PLUS still have to deal with exception ETC transaction even more had done a study before about to reduce the exception. Besides, all the recommendations that have been made to the organization leads to the decreasing number of exception cases.*

# CHAPTER ONE

## INTRODUCTION

### 1.1 Introduction

As an improving country, Malaysia keeps develop idea to give people convenient and good facilities in a daily life. PLUS Expressway Berhad introduced new highways to Malaysian for enhance the quality of life by serves these highways as alternate routes for already congested routes for those willing to pay a toll for use of facility. Tolls facilities were created as a means of improving the existing highway infrastructure when public fun for the project cannot be allocated. The tolls fully utilized manually that vehicles needed to take queues and stop at toll plazas to pay cash. However, a number of problems occur due to the inefficient toll collecting methods. These methods were extremely inefficient due to the requirement of the vehicles to stop when rendering payment. According to Fenno (1993), to ensure that the capacity of a facility is not constricted by the capacity of the toll plaza, five to six toll lanes would be required for each lane of traffic. This was typically not feasible and two or three toll lanes of traffic are usually provided instead. The result is the formation of queues and subsequent delay to the motorist.

Thus, a system named Electronic Toll Collection (ETC) introduced to eliminate the problems. ETC is a technology enabling the electronic collection of toll payments. It was a kind of electronic auto toll collection system which is being broadly developed by many countries, especially by developed countries