



**THE EFFICIENCY OF ODASAJA COMPUTER  
PURCHASING SERVICE OFFERED BY  
EMPLOYEE PROVIDENT FUND (EPF) VIA  
MALACCA POS MALAYSIA**

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## **Abstract**

Pos Malaysia Berhad is about to change its more than a century old image from just delivering letters and parcels to narrowing the digital gap among Malaysians under the '*EPF-One Home One Computer*' campaign launched by the government recently. It is known as OdaSaja service. Furthermore, it is fully committed to spreading information technology (IT) among ordinary Malaysians. IT is important to ensure that people were not left behind and at the same time fulfill the vision of the government for a high IT literacy rate among the people. The service offered by Pos Malaysia is very beneficial where it can save the people money and time. Applicant only needs to make an order at any Pos Malaysia and Pos Malaysia will arrange the rest. After payment is made at the post office, the computer will be delivered and installed in the home of the contributor at no cost.

Therefore, this research is good especially for Pos Malaysia to know either their service is efficient or not in order to satisfy the customers. The literature review will help the researcher in having extra or related information about the service. While the theoretical framework will be the guideline for the researcher to analyze the data. In addition, the research methodology will show the method that will be used by the researcher to get the findings. The findings will answer the question and help the researcher to make conclusion and recommendation towards the topic. By having this research, Pos Malaysia also can make an improvement towards the service to ensure that they are efficient in giving the service of OdaSaja.

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