



**THE EFFECTIVENESS OF COLLECTION SYSTEM IN MAJLIS
BANDARAYA MELAKA BERSEJARAH (MBMB)**

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I declare that this project report entitled “*The Effectiveness of Collection System in Majlis Bandaraya Melaka Bersejarah (MBMB)*” is the result of my own research except as cited in the references. The project report has not been accepted for any degree and is not currently submitted in candidature of any other degree.

Signature :

Name : NUR SYUHADA BINTI YAKOP

Date : 04th May 2011

LETTER OF SUBMISSION

04th May 2011

The Head of Program
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DEAR Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled "THE EFFECTIVENESS OF COLLECTION SYSTEM IN MAJLIS BANDARAYA MELAKA BERSEJARAH (MBMB)" to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

Thank you

Sincerely,

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NUR SYUHADA BINTI YAKOP

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Bachelor of Business Administration (Hons) Finance

EXECUTIVE SUMMARY

The Effectiveness of Collection System in Majlis Bandaraya Melaka Bersejarah (MBMB) analyzes the effectiveness of collection system in MBMB before and after using specific system in their collection. Since the MBMB was established, the collection system done manually by using all record keeping in the cash book or in the ledger book. During that time, there is no computerized system being implemented in Municipal Council in Malaysia. All transaction was recorded manually and kept in a specific file. Many problems occurred during that time. Over the time, MBMB began practicing the computerized revenue system which is they used the 'e-logins' system. The 'e-logins' helps to improve the effectiveness of collection in MBMB. There was a huge change in revenue after the system being implemented.

In this research, I investigate the problems occurred before and after the system being used. Many advantages but there are also disadvantages of the system. I will analyze all the problems and in the last chapter, I would recommend a few ways to improve the collection system in MBMB. I attached with the flowchart of the collection system flow and many more in appendix.

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