

UNIVERSITI TEKNOLOGI MARA

**THE DEVELOPMENT OF
FUNCTIONAL
REQUIREMENTS FOR THE
MANAGEMENT OF
ELECTRONIC COURT
RECORDS AT THE
MALAYSIAN COURT OF
APPEAL**

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Thesis submitted in fulfillment
of the requirements for the degree of
Doctor of Philosophy

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AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulation of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This topic has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.


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ABSTRACT

Technological change has always been a challenge to archivists, record practitioners, and IT personnel. The management of physical records fails to be regulated in the electronic environment as information systems fail to capture the necessary information needed and to function for long-term preservation. In the legal environment, the scope of legislation is referred to as its jurisdiction and, if not clear, can create difficulties for record managers and archivists to manage the court records. Regrettably, based on the preliminary investigation, there are no comprehensive policies or procedures for managing electronic court records in the Superior Court of Malaysia. Therefore, this study was undertaken with the aim to develop functional requirements for the management of electronic court records in the Malaysian Court of Appeal. This study only covers the Court of Appeal since the preliminary investigations revealed that the Court of Appeal is the most critical court in implementing the electronic system and it is most appropriate. The development of the functional requirements was based on three objectives: a) to identify and analyze various international and national best practices of functional requirements for electronic records management and functional standards for court; b) to investigate the current practices of the records management system in the Court of Appeal; and c) to evaluate the applicability of functional requirements developed on the practices of records management system in the Court of Appeal. This study was conducted using single-case design method involving qualitative approach i.e. content analysis, semi-structured interviews, and focus group discussions. In accomplishing the aim and objectives of the study, the research strategy was overall appropriate. In summary, the functional requirements developed are not only meant to assist in designing related system but also to assess the capability of software packages that is currently in place. The documented functional requirements could well be used for identifying missing functional components of the system, appraising and auditing the court records. The functional requirements could also be used as an input to re-examine and re-engineer existing business processes, thereby contributing to increased efficiency in court operations.

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