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**STUDY ON THE EFFECTIVENESS OF ONE STOP CENTRE (OSC) IN
THE PERCEPTION OF LOCAL AUTHORITY STAFF**

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ABSTRACT

The study on the effectiveness of one stop centre (OSC) in local authority consists of all the measures taken to identify the effectiveness of OSC implementation. As we know, OSC was implemented by the Ministry of Housing And Local Government (MHLG) in order to improve the delivery system in local authority. In order to know how the effective the OSC is, a few objectives were set including the MHLG achieve the goal or not, the benefits and its disadvantages. Some issues about OSC which is brought by some agencies also taken into this study. In additional, the literature review was carried out to know and get clear view about the OSC process in the early implementation in 2007 until the recent development in OSC. The agencies or department involves in OSC also being taken into this study to be more understand about the process. This is important because the agencies involve in the early stage until this recent stages is always changing. The objective of this changing is to improve to delivery system to be more efficient from time to time and reduce the bureaucracy in Local Authority itself. Meanwhile, as to achieve my objectives in this study, I chose the method of questionnaire to get the data which was distribute to ninety (90) respondents in three (3) local authority in Terengganu which are Majlis Bandaraya Kuala Terengganu, Majlis Perbandaran Dungun and Majlis Daerah Marang. All the data were analyze and the finding which obtained from this study came to conclusion which had achieved the objectives and a few recommendations provide in this study.

CHAPTER 1

INTRODUCTION

1.1 Background

In realising the government's aspiration to achieve excellence in Public Delivery System, the Ministry of Housing and Local Government (MHLG) has taken the initiative to revamp and restructure procedures and processes implemented via One Stop Centre (OSC). The OSC initiative has since been extended in its function and responsibility to cover applications for land development, planning permission, building plan, Earthwork plan, road and drainage plan as well as other related plans. Through this new way, the OSC enables applications to be submitted either in stagger or concurrently. (Rehda Bulletin, 2008)

Its members consist of officers from various technical departments such as the Land Office, Land and Mine Office, and technical departments like the Town and Country Planning Department, Public Works Department, Drainage and Irrigation Department, Tenaga Nasional Berhad, Department of Sewerage Services, State Water Authority, Mineral and Geoscience Department, and Fire and Rescue Department. The "One-Stop-Centre" concept practised by some local authorities (PBTs) formed the main thrust of improvements that will be made in the public delivery system at the PBT level. (Bernama, 2007).

Prime Minister Datuk Seri Abdullah Ahmad Badawi, who made the announcement on the steps to be taken to reduce government bureaucracy, PBTs will also have in place a panel of experts led by their heads to smoothen and speed up the delivery