

**UNIVERSITI TEKNOLOGI MARA**

**THE EFFECTIVENESS OF THE IMPLEMENTATION  
OF OSC ONLINE IN MAJLIS DAERAH PASIR PUTEH.**

**NIK NORSHAMIHA BINTI NIK AZMI**

**DIPLOMA IN TOWN & REGIONAL PLANNING**


**August 2021**

## AUTHOR'S DECLARATION

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

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

Name of Student : Nik NorShamiha binti Nik Azmi  
Student I.D. No. : 2018443408  
Programme : AP111 Town and Regional Planning  
Faculty : Faculty of Architecture, Planning and Surveying  
Title : The effectiveness of the implementation of OSC online in Majlis Daerah Pasir Puteh.

Signature of Student :  .....

Date : 2 August 2021

## ABSTRACT

This study will study about the OSC submission system, which is widely used in Malaysia. The OSC system is divided into two, namely the OSC system, and the OSC Plus system. A study was conducted on the effectiveness of online osc implementation in Pasir Puteh district council This study focuses on the system attributes and also on some of the problems and problems related to the system attributes that contribute to the effectiveness of online OSC implementation in Pasir Puteh District Council, including aspects of software tools and menus in the system, duration of online submission, feedback comments from visible, software problems and indicators of an online system. The thing stated is that it will involve both of OSC which is OSC online and OSC online plus system. To achieve the purpose of this study, several objectives have been provided including to explore developments about other systems, especially submission systems, to identify background, latest developments about this system in the eyes of users to analyze the factors that influence the effectiveness of OSC online here to recommend improvements to this system from time to time to be better and best There are three (2) methods used covering questionnaires and observations to this system. Based on 30 randomly selected respondents, because Covid-19 hit resulted in the number of respondents had to be reduced, this is because surveys conducted online resulted in difficulty in finding respondents and the results show that there are five (3) attributes that contribute to the lack of this system . Attributes found in this system need to be further improved to increase the effectiveness of OSC users as well as facilitate users. At the end of this research, some suggestions have been suggested including improvement of the attributes that receive less attention such as server problems and so on.

## ACKNOWLEDGEMENT

### **Bismillahorrahmanirrahim**

In the Name of Allah S.W.T the Most Gracious, Most Merciful. All praise is given to the Almighty for giving me an opportunity to complete this research study successfully for the six (6) months.

Firstly of all I want to take the opportunity to thank to the staff in local authority which is Majlis Daerah Pasir Puteh (MDPP) that was involved in this research study by providing me some useful information. Then, the highest appreciation and gratitude expressed to my supervisor, Puan Syarafina Sallehudin for giving me a lot of guidance and help me in learning a process to complete the study and spending her time for discussion with me. Without her guidance, I would not be able to complete the study on the time has given. I also want to thank Syazwani Ahmad, PhD as Planning Project Paper Coordinator, for her guidance, tolerance, supervised and reminded us the important dates during this semester.

Finally, I would like to express my very profound gratitude to my parents and family for providing me with physical and mental support in process of researching and writing this thesis. Last but not least, most thankful to all my friends for supporting and encouraging me in completing this thesis. This accomplishment would not have been possible without them. All your kindness will be never forgotten. Thank you.

# TABLE OF CONTENT

	<b>Pages</b>
<b>AUTHOR'S DECLARATION</b>	<b>i</b>
<b>ABSTRACT</b>	<b>ii</b>
<b>ACKNOWLEDGEMENT</b>	<b>iii</b>
<b>TABLE OF CONTENT</b>	<b>iv</b>
<b>LIST OF TABLES</b>	<b>vii</b>
<b>LIST OF PHOTOS</b>	<b>vii</b>
<b>LIST OF FIGURES</b>	<b>viii</b>
<b>LIST OF ABBREVIATIONS</b>	<b>ix</b>
<b>CHAPTER ONE: INTRODUCTION</b>	
1.1 Introduction	<b>1</b>
1.2 Problem Statement	<b>3</b>
1.3 Goal and Objectives	<b>4</b>
1.3.1 Goal	<b>4</b>
1.3.2 Objectives	<b>4</b>
1.4 Scope of Study	<b>5</b>
1.5 Research Methodology	<b>5</b>
1.5.1 Observation	<b>5</b>
1.5.2 Questionnaires	<b>6</b>
1.6 Site Background	<b>6</b>
1.7 Summary	<b>9</b>