A CASE STUDY ON THE IMPLEMENTATION OF INTERNAL TAX APPLICATION SYSTEM IN INFORMATION TECHNOLOGY SECTION, ROYAL CUSTOMS AND EXCISE DEPARTMENT MALAYSIA

BY

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ABSTRACT

The aim of this case study is to investigate and understands the overall implementation and processes of Internal Tax Application System in Royal Customs and Excise Department, Malaysia (RCEDM). The coverage of this case study is specifically focus on the Internal application System within the Information System. Furthermore, it covers the Internal Tax Application system workflow available and in the mean time identifying types of ICT system available as well as the system processes involved. In fact that the study of Internal Tax Application system s in governmental is so little. Therefore, hopefully this case study can contribute meaningful and exposures to the student in particular. The data of collection is based on Interviewing, observation through reading and visiting the Homepage.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

1.1 Royal Customs and Excise Department Malaysia (RCEDM)

Royal Custom and Excise Department or known as RCEDM is a government organization that deals with the country Taxes activities. Generally, there are about 13 branches of RCEDM whole of the country.

1.2 Information Technology (IT) Section

IT Section is one of part department of Royal Customs and Excise Department Malaysia (RCEDM). The computerized system of this department had successfully encountered the new millennium without any problem whereby a systematic actions and planning has carefully executed by the department the year before in order to overcome the year 2000 problem (Y2K). Furthermore, Customs is apart of organization which been considered under critical, however, the organization able to overcome the Y2K problem

IT Section has a critical role in particular to execute all the computerized activities in RCEDM. It is responsible to utilize and manipulate information and Communication Technology (ICT) as an enable to enhance its capability in informing to the need of the stakeholders and client