

UNIVERSITI TEKNOLOGI MARA

MYONLINE PASSPORT CHALLENGES TO ERDERLY OR  
'WARGA EMAS' ASSESSMENT SATISFACTION

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MASTER OF SCIENCE (MSc.) INFORMATION  
TECHNOLOGY

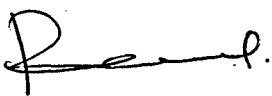
FEBRUARY 2014

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Date                      7<sup>th</sup> February 2014

# MyOnline Passport Challenges To Elderly or 'Warga Emas' Assessment Satisfaction

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**Abstract:** The main strategy is to strengthening public sector ICT Governance and for support strategies are enhancing capacity and capabilities, enhancing performance measurement capabilities and strengthening policy enforcement through one of e-Government services is MyOnline Passport.

E-Services facility provided the Immigration Department to facilitate the process of passport renewal in accordance with departmental direction towards creating a silent office. Passport MyOnline provided through the department's official portal online <http://www.imi.gov.my> connection with the Passport Department in 63 offices throughout Malaysia passport manufacturer. Passport MyOnline also benefit from access to the MyIdentity system as a reference fingerprint and photo images of origin. The system also adopted the latest ePayment modules like Credit Card and FPX interbank fund transfer.

When we talk about enhancing about capacity and capabilities, the key concepts

are about to improve some business organizations consider business planning and business strategy as one of the most important aspects in their organization or MyOnline Passport in the future. The research objective get the positive input base on the conducted training to elderly or 'Warga Emas'. The research also base on the qualitative and observation to analyses of the user satisfaction and example model is Dynamic Model as guideline.

With the comment, complaint and suggestion during training session will be main part to improve and enhance the system application and become first Human Computer Interactive (HCI) website system application in government sector.

## ACKNOWLEDGEMENT

Above all, I would like to express my gratitude to ALLAH the almighty, who aided me with his strength, gave us wisdom and patience to complete this thesis.

Additionally, I would like to thank my lecturer Dr. Fariza Hanis Abdul Razak , who believed that I'm could terminate this term paper on time. Her moral guidelines, endless effort, and joyful encouragement made us successful in this thesis.

Furthermore, I would like to show our appreciation to the executives, to the staff of a few Government sector, especially to Immigration Department of Malaysia (IMI) and Malaysian Administrative Modernisation and Management Planning Unit(MAMPU) , and to the personal-assistants of System Development and Support Department, for their support patience during the time of research writing in their office. They also very supported and very helpful to gave their idea and information to finished the report.

Moreover, I am also thankful to my my relatives and friend of them because to be as my guest as participant in the training session. With their help, commitment and comment can completed my report as one of the important input in my thesis.

I am also would like to thank to my can classmates, group members, and friends for their helps and supports. We would like to show our endless gratitude by specifying name of Tuan Haji Jamaludin Mohd Syed; person in-charge of IT Division of Immigration Department of Malaysia for his support in this term paper.

This term paper would not be accomplished without the generous contributions of any individuals and organization. I'm very much grateful to them for their unlimited help and support.

At last, I also would like to thank to my parents and other family members for their helps, supports and sacrifices during the study period.

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