

UNIVERSITITEKNOLOGI MARA

**INVESTIGATING THE SUCCESSFUL FACTORS
OF TELE-VISIT SYSTEM IN MALAYSIA PRISON**

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Thesis submitted in partial fulfilment of the requirements

for the degree of

Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

November 2009

ABSTRACT

This research attempted to investigate the successful factors of Tele-Visit System in four of Malaysia Prison which is Kajang Prison, Pulau Pinang Prison, Simpang Renggam Prison and Taiping Prison. This paper also will be discussing on the success implementation of Video Conference Technology in the world as well as Malaysia. The focus group here will be the inmates' family and prison officer. Focus groups are using increasingly in general practice research, especially where a qualitative method is required to answer the entire questionnaire and interviews session. The research is to examine the key factors that influence the successful usage of the Tele-Visit System. This research will examine the awareness level of respondents towards the existing Tele-Visit System. This research also will identify whether Tele-Visit system has improvised the visiting system in Malaysia Prison. We conclude that here we can see that how effective that this Tele-Visit can go and can be enhance to other institutions.

ACKNOWLEDGMENT

BISMILLAHHIRAHMANIRRAHIM

First and foremost, I would like to thank Almighty God, Allahsubahanawataallah for His Mercy and Compassion, prayer and peace is upon His Prophet Muhammad that enables me to complete this independent study, Alhamdulillah.

Next my heartfelt gratitude and appreciation goes to my supervisor Prof Madya Mardziah binti Hj. Hashim for giving me valuable guidance which without her commitment, valuable feedback and timely counsel toward this independent study could not be completed.

A very special thank is due to Julaiha Juwaini for helping and giving me full support in the preparation of this independent study. Thank you for your concern.

Most of all, I owe my thanks to my family, lovely husband Muhammad Bukhairi Bin Mad Johor and my families for the encouragement and support, for always being there to provide those precious words of encouragement when I needed them the most. Finally to my entire friends, Prison Staffs, IT Department staffs, and those who were involved in helping me in prepare this dissertation until it is completed.

Thank you very much

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