Universiti Teknologi MARA Sarawak

Kampus Kota Samarahan

Faculty of Administrative Science & Policy Studies

Diploma in Public Administration (AM110)

Research Report

Title of Report: A study on the perceptions of the students toward the online registration in UiTM Sarawak, Campus Kota Samarahan

Belinda Kinu ak Engie	**2008560079**
Cynthia ak Lipa	**2008379911**
Felicia ak Alvin Dapus	**2008796423**

Name of supervisor:

Madam Arenawati Sehat bt. Omar

DIPLOMA IN PUBLIC ADMINISTRATION (AM110)

TABLE OF CONTENTS

ABSTRACT

This study emphasized on the perception of the students toward the online registration in UiTM Sarawak. Our respondents are full time students from Faculty of Administrative Science and Policy Studies. Our research was concerned on the Diploma in Public Administration (AM110) students which involved part 1 to part 6 students. Data collected through questionnaire and the responses analyzed statistically using the Statistic Package for Social Science (SPSS). The finding of the data shows that the most of the students satisfied with the online registration system. The online registration is said too slow is accepted than the fast and smooth server. However, although the students satisfied with the server, there were technical errors occurred during the registration. Respondents agreed that the management of UiTM upgrade the server and maintain a good quality of online registration system. Therefore, in this study, there are several suggestions and recommendations for UiTM Sarawak for better improvements.

DIPLOMA IN PUBLIC ADMINISTRATION (AM110)

CHAPTER 1

INTRODUCTION

1.0   Background

In these modern days, technology has changed our life. The Malaysia government is encouraging the people to learn about technology especially internet. This is because the government wants to expose the society about IT. Therefore, the government launched the Multimedia Super Corridor (MSC) as a part of a major strategy to accelerate Malaysia's entry into the Information Age while gearing itself towards attaining the status of a fully developed nation (Ang, 1997). Thus, our government has introduced Electronic Government or known as E-Government as a benchmark for global government by employing high- end, state of the art information and communications technologies to facilitate efficient and effective delivery of government services through new electronic delivery channels.

Due to the expansion of ICT, Electronic Government was introduced especially for the academic purposes. Nowadays, most of higher learning institutes used internet as medium to enhance their academic system. UiTM is also one of the higher learning institutes in Malaysia that applies the use of internet in the academic system. It makes use of the internet for academic system especially for the student's course registration. The students of UiTM have to complete their course registration via internet. However, when all the students used the same system, it will become slower due to the amount of the students in UiTM. Therefore, we were making this research to identify the level of satisfaction of the students toward the online course registration. Thus, we will come out with some recommendation for the improvement purposes.

DIPLOMA IN PUBLIC ADMINISTRATION (AM110)

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.0 Literature Review

This chapter provides a review of the literature on online registration and the conceptual framework of the study.

2.1. Introduction

In Malaysia, most of its IPTA and IPTS used internet in registering the student's subjects or courses. Both institutes were exposed to the use of online registration after the introduction of E-Government. In University Teknologi Mara (UITM) Samarahan, the registration period will takes a little over about one to three weeks in order to settle all the registration of students, at the start of the academic year. Moreover, the purpose of the registration process is to determine which students will be taking courses within the University, and for the administration to keep its records up-to-date. According to the student's point of views, online registration enables them to become the members of that particular group of certain courses. It is also to make the lecturer easier in identifying the students of his or her subjects or known as course lists.

Registration involved students being registered in a single place within the UITM, where they would present a form which had previously been filled in elsewhere by the student. After registration this information was then transferred to a computer system. The registration process of the students also will be computerized. This is to ensure that all the data of the students will be recoded in the administration department. At the registration, using matrix number of the students as a key, student data was retrieved from the database and updated as necessary.

DIPLOMA IN PUBLIC ADMINISTRATION (AM110)