

**WEB BASED ONLINE VOLUNTEER TRAINER SYSTEM (OVTRS)**

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**UNIVERSITI UTARA MALAYSIA**

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# **WEB BASED ONLINE VOLUNTEER TRAINER SYSTEM (OVTRS)**

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# CHAPTER ONE

## INTRODUCTION

### 1.1 BACKGROUND TO THE STUDY

The arrival of the internet on the global stage has transformed many aspects of human existence by turning cumbersome activities into easy tasks. It is one of the biggest contributors in making the world into a global village. The use of the internet has grown tremendously since it was introduced; this is mostly due to its flexibility, reduced costs, ease of use and availability. Nowadays people can access the internet easily in their homes, work places and service centres. The internet have empowered individuals and communities with new ways of doing things, as well as transformed our ways of learning and sharing knowledge.

Advancement in computer technology and the evolution of internet technology in the last few decades has enabled sophisticated system to be built for home, enterprise and industrial users. Computer technology allows us to store, update, remove, present and retrieve data in a systematic way. Apart from that, the security of computer based systems is considered higher than manual systems (Turban, Lee, King, and Michael, 2004).

In their quest to achieve excellence and efficiency, many organizations have introduced enhanced data collection mechanisms that supports decision making at the management level of these organizations. Organizations nowadays implement various information systems in order to achieve maximum efficiency, reduce cost of operations and effort as well as improve operational competitiveness. The introduction of computer-based

The contents of  
the thesis is for  
internal user  
only

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