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SISTEM PENYAMPAIAN PERKHIDMATAN KOMERSIALISASI TEKNOLOGI INDUSTRI 5.0: KAJIAN JENAYAH KOMERSIAL RENTAS SEMPADAN ANTARA IBU PEJABAT POLIS DAERAH TIMUR LAUT, PULAU PINANG DAN IBU PEJABAT POLIS BANDAR DANOK, THAILAND

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2025

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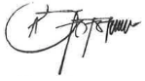
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KEBENARAN MENGGUNA

Tesis ini dikemukakan sebagai memenuhi sebahagian daripada keperluan untuk Ijazah Sarjana Sastera (Hubungan Antarabangsa) daripada Universiti Utara Malaysia. Saya bersetuju membenarkan pihak Perpustakaan Universiti mempamerkannya sebagai rujukan. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada tesis ini untuk tujuan akademik adalah dibolehkan dengan kebenaran penyelia tesis ini, atau Dekan *Ghazali Shafie Graduate School of Government*, Kolej Undang-undang, Kerajaan dan Pengajian Antarabangsa. Sebarang bentuk salinan dan cetakan bagi tujuan komersial dan membuat keuntungan adalah dilarang sama sekali tanpa kebenaran bertulis daripada saya. Juga pengiktirafan yang sewajarnya hendaklah diberikan kepada saya dan Universiti Utara Malaysia untuk sebarang kegunaan secara ilmiah terhadap mana-mana bahan daripada tesis ini.

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Saya ingin merakamkan setinggi-tinggi penghargaan dan terima kasih kepada semua pihak yang telah memberikan sumbangan secara langsung atau tidak langsung sepanjang proses penyelidikan ini.

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ABSTRAK

Kajian ini bertujuan menilai pelaksanaan teknologi baharu dalam sektor jenayah komersial rentas sempadan dengan menumpukan kepada cabaran yang dihadapi oleh pegawai polis dalam menyesuaikan diri terhadap perubahan dalam proses kerja mereka. Pengenalan teknologi baharu dalam bidang penguatkuasaan undang-undang sering kali menyebabkan ketidakcekapan dalam mengesan dan menyelesaikan kes jenayah komersial yang semakin kompleks, khususnya yang melibatkan aktiviti rentas sempadan. Objektif utama kajian ini adalah untuk meneliti pelaksanaan di peringkat sistem, persepsi terhadap penerimaan teknologi, serta cabaran dalam penyampaian perkhidmatan dalam kalangan pegawai polis di Pulau Pinang dan Thailand dalam menangani jenayah komersial rentas sempadan. Kajian ini menggunakan pendekatan kualitatif melalui temu bual mendalam dengan pegawai polis pencegahan jenayah komersial dari kedua-dua negara, iaitu enam pegawai polis Malaysia dan enam pegawai polis Thailand, yang dijalankan antara Ogos hingga Oktober 2024. Selain itu, temu bual turut dilaksanakan bersama mangsa jenayah komersial rentas sempadan di kedua-dua negara. Dapatan kajian menunjukkan bahawa masih terdapat kelemahan berterusan dalam sistem penyampaian perkhidmatan berasaskan teknologi Industri 5.0. Antara faktor utama termasuk keperluan untuk menambah baik prosedur penyelarasan antara pasukan polis pencegahan jenayah rentas sempadan Pulau Pinang dan Thailand serta keperluan menyesuaikan diri dengan kemajuan teknologi semasa. Oleh itu, kajian ini mencadangkan beberapa langkah strategik bagi memperkukuh model penyampaian perkhidmatan agar selaras dengan prinsip Industri 5.0. Secara keseluruhan, kajian ini menyumbang kepada pembangunan Model Penerimaan Teknologi Bersepadu dalam usaha memerangi jenayah komersial rentas sempadan sejajar dengan amalan terbaik antarabangsa.

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Kata Kunci: Jenayah Komersial, Rentas Sempadan, Teknologi Industri, Model Penyampaian Perkhidmatan

ABSTRACT

This study aims to assess the implementation of new technologies in the cross-border commercial crime sector, focusing on the challenges faced by police officers in adapting to changes in their work processes. The introduction of new technologies in law enforcement has often resulted in inefficiencies in detecting and solving increasingly sophisticated commercial crime cases, especially those involving cross-border activities. The main objective of this study is to examine the system-level implementation, perceptions of technology acceptance, and challenges in service delivery among police officers in Penang and Thailand in handling cross-border commercial crime. This study adopts a qualitative approach using in-depth interviews with commercial crime prevention police officers from both countries, namely six Malaysian police officers and six Thai police officers, between August and October 2024. Additionally, interviews were conducted with victims of cross-border commercial crimes in both countries were also taken in this study. The study findings show that persistent weaknesses remain in the service delivery system based on industry 5.0 technologies. Factors such as the need to improve cross-border coordination procedures of the cross-border crime prevention police between Penang and Thailand and the necessity to adapt to technological advancements. Therefore, this study proposes several strategic measures to enhance the service delivery model in alignment with Industry 5.0 principles. Overall, this study contributes to the development of an Integrated Technology Acceptance Model in combating cross-border commercial crime for combating cross-border commercial crime, consistent with international best practices.

Keywords: Commercial Crime, Cross Border, Industry Technology, Delivery Service Model

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ISI KANDUNGAN

KEBENARAN MENGGUNA ..... **i**
PENGHARGAAN ..... **ii**
ABSTRAK ..... **iii**
ABSTRACT ..... **iv**
ISI KANDUNGAN ..... **i**
SENARAI RAJAH ..... **iv**
SENARAI JADUAL ..... **v**

BAB SATU PENGENALAN **1**
1.1 Pengenalan 1
1.2 Latar Belakang Kajian 3
1.3 Permasalahan Kajian 7
1.4 Persoalan Kajian 11
1.5 Objektif Kajian 11
1.6 Kepentingan Kajian 12
1.7 Skop Kajian 16
1.8 Definisi Operasi 16
1.8.1 Sikap Anggota Polis 16
1.8.2 Prinsip Kefahaman Jenayah 18
1.8.3 Pengetahuan Jenayah 19
1.8.4 Persepsi Terhadap Jenayah Komersial 22
1.8.5 Sistem Penyampaian Perkhidmatan Kepolisian 23
1.8.6 Komersialisasi Teknologi Revolusi Industri 5.0 25
1.9 Susunan Bab Dalam Kajian Penyelidikan 27

BAB DUA KAJIAN LITERATUR **28**
2.1 Pengenalan 28
2.2 Latar Belakang Kajian 30
2.3 Konsep Model Penerimaan Teknologi (TAM) 34
2.4 Konseptual Rangka Kerja Jenayah Komersial 44
2.5 Definisi Konseptual Rangka Kerja 45

Universiti Utara Malaysia

2.5.1 Persepsi Penerimaan Penyampaian Perkhidmatan Komersialisasi Teknologi Industri 5.0 45
2.5.2 Sikap 48
2.5.3 Pengetahuan 52
2.5.4 Kesedaran 55
2.5.5 Kesediaan 58
2.5.6 Tema dan Andaian Konsep Persepsi 62
2.6 Kesimpulan 67

BAB TIGA METODOLOGI KAJIAN 70
3.1 Pengenalan 70
3.2 Responden Kajian 71
3.3 Reka Bentuk Kajian 73
3.4 Epistemologi, Ontologi dan Aksiologi 77
3.5 Bentuk Soalan Kajian Kualitatif 78
3.6 Bentuk Kajian Fenomenologi Kualitatif 81
3.6.1 Asas Kajian Kualitatif 82
3.6.2 Elemen Asas Kajian Fenomenologi 85
3.7 Pengumpulan Data Fenomenologi 90
3.8 Temubual Kajian Fenomenologi 97
3.9 Data Analisa Fenomenologi 100
3.10 Kebolehpercayaan, Keabsahan dan Keaslian Data Kajian 104
3.11 Kerahsiaan, Etika dan Persetujuan Penglibatan Responden Kajian 105
3.12 Rumusan Kajian Kualitatif Fenomenologi 107

BAB EMPAT ANALISA DAPATAN KAJIAN 109
4.1 Pengenalan 109
4.2 Profil Informan 109
4.2.1 Kategori Informan 109
4.2.2 Kategori Pegawai Informan 111
4.3 Kajian Jabatan Polis Komersial Daerah Timur Laut, Pulau Pinang dan Jabatan Polis Komersial Bandar Danok, Thailand 113

Universiti Utara Malaysia

4.3.1 RO1: Mengkaji tahap sistem penyampaian perkhidmatan komersialisasi teknologi industri 5.0 antara Ibu Pejabat Polis Daerah Timur Laut, Pulau Pinang dan Ibu Pejabat Polis Bandar Danok, Thailand? 113
4.3.2 RO2: Meneliti permasalahan dalam sistem penyampaian perkhidmatan komersialisasi teknologi industri 5.0 antara Ibu Pejabat Polis Daerah Timur Laut, Pulau Pinang dan Ibu Pejabat Polis Bandar Danok, Thailand? 130
4.3.3 RO3: Menilai persepsi penerimaan sistem penyampaian perkhidmatan komersialisasi teknologi industri 5.0 antara Ibu Pejabat Polis Daerah Timur Laut, Pulau Pinang dan Ibu Pejabat Polis Bandar Danok, Thailand? 144
4.4 Kesimpulan 155
5.1 Pengenalan 156
5.2 Rumusan Penemuan Hasil Kajian 156
5.2.1 Rumusan Penemuan Hasil Objektif Kajian 1 156
5.2.2 Rumusan Penemuan Hasil Objektif Kajian 2 158
5.2.3 Rumusan Penemuan Hasil Objektif Kajian 3 160
5.3 Sumbangan Kepada Model Penerimaan Teknologi 161
5.4 Sumbangan Kepada Bidang Akademik 162
5.5 Cadangan Dan Kajian Masa Hadapan 162
5.5.1 Model Penerimaan Teknologi Diperluas 162
5.5.2 Model Rangkaian Pintar dan Kerjasama Teknologi 163
5.5.3 Model Pengurusan dan Perlindungan Data 164
5.6 Kesimpulan dan Penutup 164

SENARAI RUJUKAN 165
LAMPIRAN SOAL SELIDIK 178

Universiti Utara Malaysia

SENARAI RAJAH

Rajah 2.1 : Aliran kerja dalam penggunaan teknologi mengikut dalam pengurusan strategik awam 37
Rajah 2.2 : Pemboleh Ubah Bersandar dan Pemboleh Ubah Tidak Bersandar Dalam Model Penerimaan Teknologi 45
Rajah 3.1 : Proses Kajian 73
Rajah 5.1 : Hasil Kajian Yang Dijalankan Menunjukkan Integrasi Model Penerimaan Teknologi Perlu Dilaksanakan Bagi Meningkatkan Kecekapan dan Keberkesanan Penerimaan Penyampaian Perkhidmatan Komersialisasi Malaysia dan Thailand 161

Universiti Utara Malaysia

SENARAI JADUAL

Jadual 4.1: Profil Responden 110
Jadual 4.2: Profil Pegawai 111
Jadual 4.3: Profil Pegawai 112
Jadual 4.4: Ringkasan sikap anggota polis 116
Jadual 4.5: Ringkasan sikap anggota polis 122
Jadual 4.6: Ringkasan Kesedaran Anggota Polis 129
Jadual 4.7: Ringkasan Ketersediaan 135
Jadual 4.8: Ringkasan Persepsi Penerimaan Sistem Penyampaian Perkhidmatan Komersialisasi Teknologi Industri 5.0 140
Jadual 4.9: Ringkasan Model Penggunaan 148
Jadual 4.10: Ringkasan Kesimpulan Penggunaan Teknologi Industri 5.0 Dalam Sistem Penyampaian Perkhidmatan Komersialisasi 151

Universiti Utara Malaysia

BAB SATU

PENGENALAN

1.1 Pengenalan

Teknologi Revolusi Perindustrian 4.0 yang berkembang hari ini dengan menggunakan digitalisasi dan pembangunan kebendaan internet masih diteruskan di organisasi awam negara ini. Walaupun begitu teknologi Revolusi Industri 5.0 yang berasaskan kepada kecerdasan Sentrik Manusia telah berkembang dengan pesat. Hal ini menunjukkan terdapat satu inisiatif ke arah trend untuk menukar peralihan manusia sebagai pusat proses kerja kepada penggunaan robotik dan separa robotik yang memfokuskan pada kerjasama, penyesuaian, kesejahteraan anggota polis dalam pembuatan keputusan (Abdullah, 2023). Teknologi Revolusi Perindustrian yang berasaskan kepada teknologi Kecerdasan Sentrik Manusia mula digunakan.

Setelah pengenalan teknologi 6G yang menggunakan jalur lebar satelit dan tidak lagi mengharapkan penggunaan fiber optik. Bermula dengan pengenalan teknologi 3G jalur lebar yang dilaksanakan di negara ini pada tahun 2015 (Kerner & Phifer, 2023) dan pada waktu itu masih lagi menggunakan kaedah kerja konvensional. Tetapi apabila teknologi revolusi industri 4.0 mula diperkenalkan pada tahun 2019, ianya telah menyebabkan perubahan besar cara kerja manusia. Antaranya iaitu amalan prosedur kerja apabila teknologi 4G jalur lebar dilaksanakan pada tahun yang sama. Kemudian pada tahun 2022, teknologi 5G jalur lebar dilaksanakan di negara ini yang meletakkan usaha untuk penggunaan kecerdasan buatan sepenuhnya.

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LAMPIRAN SOAL SELIDIK

SULIT

SISTEM PENYAMPAIAN PERKHIDMATAN KOMERSIALISASI TEKNOLOGI INDUSTRI 5.0: KAJIAN JENAYAH KOMERSIAL RENTAS SEMPADAN ANTARA IBU PEJABAT POLIS DAERAH TIMUR LAUT, PULAU PINANG DAN IBU PEJABAT POLIS BANDAR DANOK, THAILAND

Kepada Tuan/Puan/Encik/Cik,

Terima Kasih di atas kesudian pihak Tuan/Puan/Encik/Cik _____ untuk ditemu bual bagi melengkapkan kajian saya mengenai Sistem Penyampaian Perkhidmatan Komersialisasi Teknologi Industri 5.0: Kajian Jenayah Komersial Rentas Sempadan antara Ibu Pejabat Polis Daerah Timur Laut, Pulau Pinang dan Ibu Pejabat Polis Bandar Danok, Thailand. Kesudian ini amat penting kerana membolehkan saya mendapatkan maklumat yang tepat dalam kajian ini. Oleh yang demikian, keikhlasan dan usaha pihak Tuan/Puan/Encik/Cik adalah amatlah dihargai.

Segala maklumat yang diberikan adalah hanya untuk kajian akademik sahaja dan **segala maklumat yang diberikan adalah sulit termasuklah identiti anda**. Hanya hasil keseluruhan kajian ini diberikan kepada pihak umum bagi tujuan pembentangan akademik.

Sila jawab segala soalan-soalan temuduga yang diberikan. Segala jawapan anda memberi kesan terhadap kualiti kajian ini. Terima kasih diucapkan sekali lagi diatas kerjasama pihak Tuan/Puan/Encik/Cik dalam menyertai temu bual kajian ini.

Yang Benar,

_____

(**KAMARAJ A/L MUNIANDY**)

(No. Matrik : 833345/Universiti Utara Malaysia)

Universiti Utara Malaysia

Bahagian Pertama : Maklumat Personal Anda

1. Apakah tahap pendidikan anda ?
2. Berapa lamakah anda telah berkhidmat sebagai polis dalam komersial?
3. Pernahkah anda bekerja menggunakan teknologi Industri 5.0 dalam komersial?
4. Berapa lamakah anda bekerja telah menggunakan teknologi industri 5.0 ?
5. Apakah pangkat anda semasa bekerja sebagai polis dalam komersial ?
6. Adakah pangkat anda mempunyai hubung kait dengan penggunaan teknologi industri 5.0 dalam komersial ? Sila terangkan.

Bahagian Kedua : Maklumat Kajian

Kajian ini mengandungi enam bahagian dalam temu bual yang dijalankan bagi melengkapkan Persepsi Penerimaan Sistem Penyampaian Perkhidmatan Komersialisasi Teknologi Industri 5.0 Antara Ibu Pejabat Polis Timur Laut, Pulau Pinang Dan Ibu Pejabat Polis Danok, Thailand. Berikut adalah bahagian-bahagian yang dikaji iaitu :

Sikap

a) Apakah pendapat anda mengenai penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis Danok, Thailand ?
b) Adakah sikap penggunaan teknologi industri 5.0 dalam komersial bertepatan dengan misi dan visi organisasi Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis Danok, Thailand?
c) Adakah sikap penggunaan teknologi industri 5.0 bertepatan dengan kecenderungan tingkah laku pegawai-pegawai polis Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis Danok, Thailand ?
d) Adakah sikap penggunaan teknologi industri 5.0 dalam komersial dengan kepuasan kerja pegawai-pegawai polis komersial Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis Danok, Thailand?

e) Bagaimanakah pula dengan sikap penggunaan teknologi industri 5.0 dan hubungannya dengan tugasan komersial polis di Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis Danok, Thailand?

Pengetahuan

a) Apakah yang dimaksudkan dengan pengetahuan penggunaan teknologi industri 5.0 dalam komersial?

b) Apakah bentuk pengetahuan penggunaan teknologi industri 5.0 dalam komersial?

c) Bagaimanakah pendapat anda mengenai strategi meningkatkan pengetahuan penggunaan teknologi industri 5.0 dalam komersial?

d) Adakah penggunaan teknologi industri 5.0 dalam komersial merupakan pendekatan keutamaan dalam pengetahuan dalam komersial polis Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis Danok, Thailand ?

e) Bagaimanakah pula dengan pengetahuan anda mengenai Pelan Komersial Pencegahan Jenayah dan hubungan dengan Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand

Kesedaran

a) Apakah yang dimaksudkan dengan polisi organisasi kesedaran penggunaan teknologi industri 5.0 Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand ?

b) Apakah bentuk kesedaran yang anda tahu mengenai penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand?

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c) Bagaimana dengan kesedaran yang wujud dalam kalangan pegawai-pegawai polis komersial antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand?

d) Bagaimana dengan kesedaran integriti penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand?

e) Bagaimana dengan pihak pengurusan mengenai kesedaran penggunaan teknologi industri 5.0 yang ada di Peringkat Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand ?

f) Bagaimana dengan persepsi anda mengenai polisi kesedaran yang mewajibkan penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand ?

Kesediaan

a) Apakah bentuk kesediaan penggunaan teknologi industri 5.0 pegawai polis dalam komersial antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand ?

b) Bagaimanakah anda tahu kesediaan yang ada dalam penggunaan teknologi industri 5.0 dalam komersial antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand ?

c) Adakah kesediaan akauntabiliti dalam penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand?

d) Bagaimanakah dengan konsep kesediaan pemberdayaan penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand ?

Universiti Utara Malaysia

e) Bagaimanakah dengan kepimpinan pengurusan dalam menyediakan penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand ?

f) Adakah terdapat kesediaan lain yang wujud dalam penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand?

Persepsi Penerimaan Sistem Penyampaian Perkhidmatan Komersialisasi Teknologi Industri 5.0 Antara Ibu Pejabat Balai Polis Timur Laut, Pulau Pinang dan Ibu Pejabat Balai Polis Danok:

a) Apakah bentuk model penggunaan industri 5.0 yang anda ketahui Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand ?

b) Bagaimanakah dengan model penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand?

c) Bolehkah anda memberi kesimpulan mengenai penggunaan teknologi industri 5.0 antara Ibu Pejabat Polis Pulau Pinang dan Ibu Pejabat Polis, Danok Thailand?

Sekian, terima kasih.

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