

**REQUIREMENT MODEL FOR ONLINE NEIGHBOURHOOD  
ASSOCIATION AND VOLUNTEER PATROLLING SCHEME  
MANAGEMENT SYSTEM IN JPNIN**

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**REQUIREMENT MODEL FOR ONLINE NEIGHBOURHOOD  
ASSOCIATION AND VOLUNTEER PATROLLING SCHEME  
MANAGEMENT SYSTEM IN JPNIN**

**A thesis submitted to the College of Arts and Sciences in partial fulfillment of  
the requirements for the degree of Master of Science (Information Technology)  
Universiti Utara Malaysia**

**By  
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## **ABSTRACT**

In new era of modern technology, most of public services in Malaysia are moving forward in applying information technology concept such as information system, expert system, real time and mobile technology. This is because most of all Malaysian government ministries and departments have a vision to reduce the percentage of digital divided that occurs among Malaysian citizen especially those that live in rural areas. Jabatan Perpaduan Negara dan Integrasi Nasional (JPNIN) is one of Malaysian government ministry department that responsible for managing and monitoring the issues that are related to internal politics in Malaysia especially in handling multi races issues and integrity of Malaysian citizen to make sure Malaysian stay in peace and harmony. JPNIN is also responsible to monitor and manage the information that is related to Neighbourhood Association (NA) and Volunteer Patrolling Scheme (VPS) in all state of Malaysia. There proposal management system will be utilizing web-based concept that can be applied to NA and VPS. This web-based application will be enable JPNIN staff officers to manage the information that related with NA and VPS via internet.

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## LIST OF ABBREVIATIONS

ABBREVIATION	DEFINITION
JPNIN	Jabatan Perpaduan Negara dan Integrasi Nasional
NA	Neighbourhood Association
VPS	Volunteer Patrolling Scheme
RT	Rukun Tetangga
SRS	Skim Rondaan Sukarelawan

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background**

Nowadays online systems become very important in influencing in management and workflow process in organization to store and retrieve information that related to them. An online system is any electronic interactive system that delivers via internet connection whether by wired network, wireless network or mobile wireless network (Britanica, 2005). The online application system offers flexible and fast access to large of data.

In new era of modern technology, most of public services in Malaysia are moving forward in applying information technology concept such as information system, expert system, real time and mobile technology. This is because most of all Malaysian government ministries and departments have a vision to reduce the percentage of digital divided that occurs among Malaysian citizen especially those that live in rural areas.

The contents of  
the thesis is for  
internal user  
only

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