MEASURING THE EFFECTIVENESS OF BORDER CROSSING MANAGEMENT BETWEEN MALAYSIA & THAILAND WITH REFERENCE TO BUKIT KAYU HITAM – SADAO AND PADANG BESAR – PADANGBASA

MUHAMMAD HATTA BIN KASSIM

MASTER OF SCIENCE

UNIVERSITI MALAYSIA PAHANG

اونيۏرسيتي مليسيا ڤهڠ
UNIVERSITI MALAYSIA PAHANG

SUPERVISOR'S DECLARATION

We hereby declare that we have checked this thesis and in our opinion, this thesis is adequate in terms of scope and quality for the award of the degree of Master of Science

(Supervisor's Signature)

Full Name : Dr Suhaidah binti Hussain

Position : Senior Lecturer

Date : 14th July 2023

(Co-supervisor's Signature)

Full Name : Dr. Norwazli Binti Abdul Wahab

Position : Senior Lecturer

Date : 14th July 2023

STUDENT'S DECLARATION

I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

(Student's Signature)

Full Name : MUHAMMAD HATTA BIN KASSIM

ID Number : MPG19003

Date : 17.6.2023

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ABSTRAK

Jabatan Imigresen Malaysia selaku barisan paling hadapan dalam keselamatan negara sentiasa menjadi tumpuan untuk kisah kejayaannya, apatah lagi kisah kegagalannya kerana isu integriti, sistem dan pengurusan. Isu yang sering menjadi perdebatan antara pelbagai agensi adalah kesukaran untuk Jabatan Imigresen Malaysia bagi mengekalkan keseimbangan dalam keperluan pematuhan. Oleh itu, Jabatan Imigresen Malaysia perlu sentiasa bersedia untuk menghadapi cabaran yang berkembang pantas secara terancang bagi memastikan Jabatan sentiasa mampu menghadapi persekitaran keimigresenan yang mencabar. pengurusan sempadan bersepadu adalah satu keadaan yang kebiasaannya merujuk kepada pelbagai agensi yang bertanggungjawab dalam pemeriksaan lintas sempadan di sempadan Negara dengan kepelbagaian bidang kuasa yang melibatkan pemeriksaan orang dan barangan. Kebanyakan kajian terdahulu mempunyai kajian yang terhad dan data yang terhad mengenai topik tersebut. Justeru, tujuan penyelidikan ini adalah untuk mengkaji pelaksanaan semasa sistem pengurusan rentas sempadan dalam menguruskan sempadan antara Malaysia dan Thailand. Selain itu, untuk mencadangkan langkah balas bagi mengurangkan jurang pelaksanaan dalam menguruskan sempadan antara kedua-dua negara kerana jurang yang semakin meningkat boleh membawa kepada isu pengurusan. Kajian dijalankan menggunakan kaedah kualitatif (temu bual separa berstruktur dan perisian ATLAS.ti 22), dengan keputusan menunjukkan terdapat tiga tema utama terhasil iaitu Dasar, Penggunaan Teknologi Semasa, and Pengurusan Rentas Sempadanyang merupakan faktor yang mempengaruhi pengurusan rentas sempadan. Ini menggambarkan kepentingan mempunyai kecekapan dalam modul kawalan yang mencerminkan kelancaran proses melintasi sempadan sambil mengekalkan keselamatan negara dan menyediakan pengalaman peperiksaan yang baik untuk menarik potensi pelaburan atau peluang perniagaan untuk Malaysia. Teori yang digunakan dalam penyelidikan ini turut menyumbangkan hasil yang signifikan dalam penginterpretasian skop penyelidikan terhadap pengurusan lintas sempadan khususnya di lokasi penyelidikan.

ABSTRACT

The Immigration Department of Malaysia, being the first line of defence, has always been in the limelight for its success stories as well as its flops due to integrity, system, and management issues. The debatable issue in Integrated Border Crossing Management (IBM) is the difficulty for any immigration operator to maintain balance with compliance requirements. Thus, the department needs to keep in line with the fast-emerging threats by having proper planning to keep the department strong in the challenging emigrational environment. An IBM system commonly refers to the number of agencies manning multiple authorizations in border crossing examinations that involve the examination of people and goods. Most of the previous research have limited studies and limited data on the topic. Bukit Kayu Hitam and Padang Besar have traditionally operated to accommodate the locals and have expanded to be among the most challenging entry points due to their accessibility to multiple irregular activities. Thus, the aim of this research is to study the current implementation of the border crossing management system in managing the border between Malaysia and Thailand. Moreover, to suggest countermeasures to reduce the implementation gaps in managing the border between both countries, as the increasing gaps may lead to management issues. The research was conducted using a qualitative method (semi-structured interviews and ATLAS.ti 22 software), with results indicating that three major themes emerged which are Policy, current technology adoption, and border crossing management are factors that influence cross-border management. This illustrates the importance of having an efficient control module that reflects the smoothness of the border crossing process while maintaining national security and providing a decent examination experience to attract potential investors or business opportunities for Malaysia. Theories applied in the research significantly were beneficial in concluding the scope of research on cross border management at the location of research.

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