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OPTIMUM GENERATION OF E-PARCEL SYSTEM AS A EMPOWERMENT MODULE FOR ACADEMIC STUDENT (EMAS)

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ABSTRACT
e-Parcel system is one of the modules which is implemented in Empowerment Module for Academic Student (EMAS) in ensuring the students are actively involved in curriculum activities, not only academicals activities. The e-Parcel system is also one of the initiatives

from the students of Kolej Tun Hussein Onn (KTHO) or is known as Student Executive Council (MEP). It is seen as a profitable project which gives return of higher profit and at the same time provides service and convenience to the occupants of KTHO. This system is the only online parcel reception system, applied in National University of Malaysia and the Key Result Area 5 (KRA 5 UKM) as its core, which is the generation of optimum wealth. The main objectives of the development of e-Parcel system are to help the reception management, duty distribution and the distribution of occupants' parcel by online. Not only does it give convenience to the occupants of Kolej Tun Hussein Onn but also to occupants of other UKM residential colleges. The purchases of online products have increased and reached around 25 parcels per day which are send by the various courier services such as Pos Malaysia Berhad, GDEX, Skynet, Nationwide Express and DHL. The parcel reception at KTHO can reach up to 125 parcel per week. Therefore, some issues have arisen regarding to identify, record and ensure the parcel is received by the recipient. Thus, the e-Parcel system is developed as one of the collective approaches from the college management to ensure the separation of the parcels and to store recipients' goods safely before they come to retrieve it. The development of e-Parcel is seen as helpful in order to solve the managerial problem for the coding system of the parcels and to indicate the basic information of the owners' parcels.

INTRODUCTION

Nowadays, the changes in lifestyle have driven the people in leading a life that is more modernized and effective. Purchasing online has caught many attentions of shoppers, and the students in the higher education institutions are no exceptions. This is proven by the increasing of online sales that shows no signs on getting lower. Now, online shopping has become a trend since the increasing of internet usage and the number of online shoppers keeps on getting higher regardless of age and gender. The address of the residential college is made as the delivery address by the occupants of residential college who are always spending on online purchases. The responsibility of college management and Student Executive Council (MEP) gets bigger when the college is made as the parcel collection place from the purchases made by occupants and they are also responsible for the keeping and ensuring the parcel to be safely retrieved by its owner. Based on the increasing needs and the responsibilities, the management of KTHO with the cooperation from Student Executive Council (MEP) have taken a step to provide a platform that is more effective and efficient in ensuring the shopping items from the occupants' purchases to be safely received by its owner and the existence of a system to receive and give out the parcels with the development of an online system which is called as e-Parcel System.

E-Parcel System has been developed from the 2017/2018 session on the second semester. However, it was fully operational on 2018/2019 session. The main reason of developing this system is to help the management of Kolej Tun Hussein Onn (KTHO), the fellow advisers and the Student Executive Council (MEP) in managing the management of receiving and retrieving of the items from the online purchases made by occupants of KTHO. Lately, the purchases of online products and goods have caught the attention of many occupants of KTHO based on the average of items delivered by the courier are as many as 25 parcels per delivery. Therefore, the e-Parcel system was brought up as one

of effective approach to the management in making sure that the parcels are safely kept until the owners come to retrieve them. The system has helped in solving the problems regarding to the management in the coding system of the items and to identify the owner's basic information.

Previously, the parcel reception system worked manually where the college management recorded the parcels delivered by Pos Laju by filling in the information in a logbook and placing the parcels in a box based on its reference number. However, several problems and complications occurred. Some of them were the loss of the occupants' parcels, the parcels belonging to occupants of KTHO mixed with the parcels which belongs to other residential colleges and the problem in structuring the receival and retrieval of the items. From the problems stated, the e-Parcel system was the solution to facilitate and smooth out the college management system by giving the best services in terms of social responsibilities towards the occupants of KTHO. Other than that, e-Parcel system was another alternative solution towards the occupants to receive other services that were provided. It was also able to give out services to the users easily and effectively by using e-Parcel system.

During and after the implementation of the system, the KTHO management needed to carry out an assessment in order to determine the effectiveness of the e-Parcel system. From the outcomes of the assessment, the management of KTHO was able to decide whether the system is effective or not and to also determine its weaknesses in order to improve the system. This action ensured the services to be improved in order to produce a system that is more productive and user-friendly to give quality services consistently for the occupants of KTHO. Hence, this research was intended to study the policy management of e-Parcel system which gives effective and efficient services for the occupants of KTHO and other residential colleges.

Based on the importance in developing this profitable project, it has shaped a development module for the students whom are active in joining college programs or even the university. By the launching of this project, it has also aided in the academic performance of the students from good to a better and more brilliant achievement. The Empowerment Module for Academic Student (EMAS) has improved on the participation of students in college and university programs and has also increased the capacity for students in this systematic program. The e-Parcel system is giving a return of profit and at the same time giving services and facilities for the occupants of residential colleges, especially the occupants of KTHO. Therefore, Empowerment Module together with e-Parcel system can improve the academic achievement, not only in terms of theory (coaching session) but practically too.

LITERATURE REVIEW

Courier services

The modernized technology in the current world has gotten sophisticated with the various services which relates to the technology that use applications. Generally, the brilliant practices and management systems are believed to help organizations to possess competitive advantages in terms of quality and customers' satisfaction (Gtozami & Tsiotras, 2002).

The service activities which are given by Kolej Tun Hussein Onn, UKM including the correspondence service, the collection and distribution of parcels, the operation of parcel management such as wrapping the parcels temporarily to protect them during transit, the storing of parcels and other related services. This matter is supported by Agu et al. (2015) who stressed that the door to door services are very helpful to an individual who has difficulty to retrieve them in a short time. According to Yee and Daud (2011) explained that the courier services are an important field for the economy and society. This service is a facility that is provided in an aim to store parcels or any goods which are suitable and can be kept temporarily (Izzah et al., 2016). This service is important for users to ensure their parcels and goods are safe and in good hands. This kind of service system is developed to help the service management and to computerize every work so that it is more organized and effective. An efficient logistic system is one of the factors which is related to the increase of national economic commerce. The distribution chain such as courier services enable the parcels and serviced to be delivered from the supplier to the consumer (Bishop et al., 2016; Noordin et al., 2012).

The importance of implementing e-Parcel system to the participated students

Implementation of application using the internet technology has become the choice of most students in university level. Nowadays, the internet technology has made several impacts and implications comprehensively on the users. Based on Gtozami and Tsiotras (2002), emphasized on the opportunity of an effective lesson to be triggered by the utilization of this technology system. This is proven by the students who engaged in the e-Parcel system, they can be seen as more responsible in keeping the system to be constantly used. They are also free to search on the information as needed. Therefore, students can apply the two-way communication and spread the information about the arrival of parcels and the collection process and also the retrieval of parcels from occupants of other residential colleges.

Not only does the rapid development of this technology facilitate the process of a system and improved the quality and quantity of results, but it also speeds up the working process as it is efficient and effective. The duty to key in the parcel's data has become faster and easier. The healthy and good development of the system has made the duties of college staff and students more organized, simpler and not burdensome. The table below shows the importance of the implementation of e-Parcel system

Table 1: The Criteria of e-Parcel system

No.	Criteria	e-Parcel System
General Overview		
1	Accessibility	This system is well known among the occupants of Kolej Tun Hussein Onn. Students receive a notification from the courier about the parcel's location. Then, they come to the office to retrieve the parcels. Accessing the service has made easier to the students by using this system
2	Time management	The time needed to key in the data of the parcel is only less than 2 minutes per parcel. The time taken for the parcel pickup is only around 5 minutes.
3	Security	The e-Parcel system is safer than the conventional method. This system has a very high security. Permission from the administration is needed in order to access it.
4	Term and Conditions	Terms and conditions are clearly stated
5	Method	The key in data of the parcel and the procedure of parcel pickup are needed to be done at KTHO office only
Features		
1	Delivery status notification	YES (Email and message)
2	Free message option	YES
3	Payment	Cash only

The assessment of the Empowerment Module for Academic Student (EMAS) using the e-parcel system

The e-Parcel system is also used for the achievement measurement for the Empowerment Module for Academic Student (EMAS) empirically shown in the results below. According to Micheal et al. (2015) explained that the achievement measurement has a very high credibility and reliability in online system. It also helps in the work performance of an individual. This gives a positive view and performance in the management of an organization, oneself and modules.

From Fawcett and Cooper (1998) stated that the success of an online system is measured through the performance of the service provider and the service consumer. Some of the criteria of the achievement assessment are the inventory management, the process of receiving and returning of parcels, total collection of parcels and the students' satisfaction who uses the e-Parcel system. Next, based on Richard and Rein (2004) explained that the success
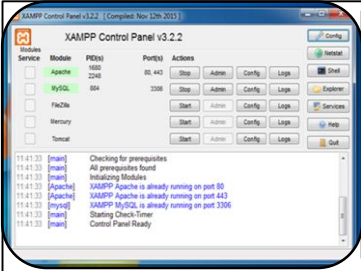
factor is highly related to the logistic services with customers. This is proven from the success of e-Parcel system in profiting throughout the implementation with the support of students from Empowerment Module for Academic Student (EMAS).
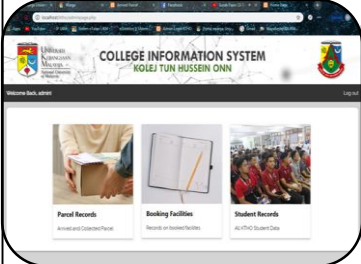
MATERIALS AND METHODS

The research used quantitative method to study the practices of managing the e-Parcel system by the administration management, fellow advisers and Student Executive Council (MEP) of Kolej Tun Hussein Onn (KTHO). Besides that, it is to observe their understanding towards the application of the e-Parcel system. The study also used a quantitative approach using Purposive Sampling Technique through a questionnaire form which consisted of 4 parts. Part A was to collect the demographic information of respondents. Part B was related to their understanding of the management of e-Parcel system while Part C collected the management practices of KTHO towards the e-Parcel system and Part D was the space for any suggestions towards the system. Data processing was done by using Statistical Packages for Social Sciences (SPSS) 22.0 version and data analyzing was done by using descriptive analysis (min and frequency).

The popularity of service courier in Malaysia became the option for the students to use its services. Some of the criteria are bulk service, express delivery, deliver on time and deliver right to the main destination. The goods can be received in boxes, prepaid envelope, and packages. The priorities which became the determinant factor were fast and efficient, easy and safe. Some of the courier companies which give fast services and were the students' choice are Pos Laju, Skynet, GDex, City-Link, DHL and FedEx.
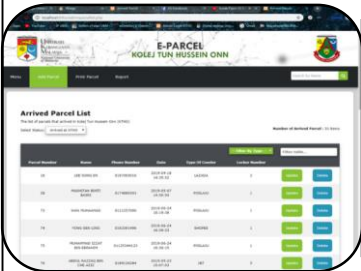
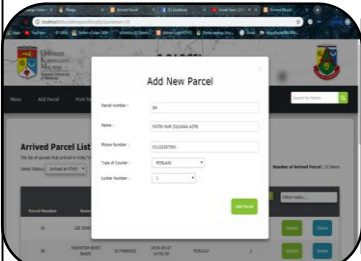*Procedures in using the e-parcel system (Steps to Key-in Parcel)*

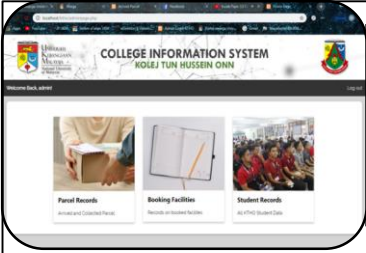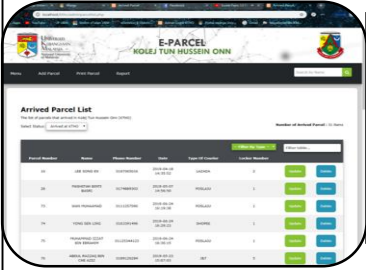|	
	• Step 1: Click on the **Start** button in **Apache** and **MySol.** • Step 2: Wait until the **minute** display in **Port(s)** appears. • Step 3: Find the **Shortcut** on the Desktop **PARCEL** and **double click** to Login to the main page of KTHO e-Parcel System.
	• Step 4: Click on the **Parcel Records** button.
	• The **main** page is as shown. Some of the provided **icon buttons** are **HOME- ADD PARCEL – PRINT PARCEL – REPORT.** • Step 5: Click on **Add Parcel** in order to save the information of the received parcel.
	• Step 6: To **Add New Parcel**, a few information is required to fill in to save the information of the parcel. • Some of the information is **Parcel Number, Name, Phone Number, Type of Courier** and **Locker Number.** Then click Add Parcel.

Figure1: Steps to Key-in Parcel

Reminder: Any technical errors during the filling in the information of the parcel will results in difficulties when processing the retrieval of the parcel to its owner.

Procedures in using e-parcel system (The Parcel Retrieval)

- Step 1: Click on the **Parcel Records** button.

- Step 2: Type in the student's name in the **Filter Table** and press **Enter** to find the location of the student's parcel.

- Step 3: The search will show the information regarding to the parcel which is the **Name, Date, Type of Courier, Number of Parcel, Locker Number** and **Price.**
- Step 4: The **parcel is given** to the student, **accept payment** and click on **Submit.**
- Step 5: Click **OK**.

Figure 2: The Parcel Retrieval

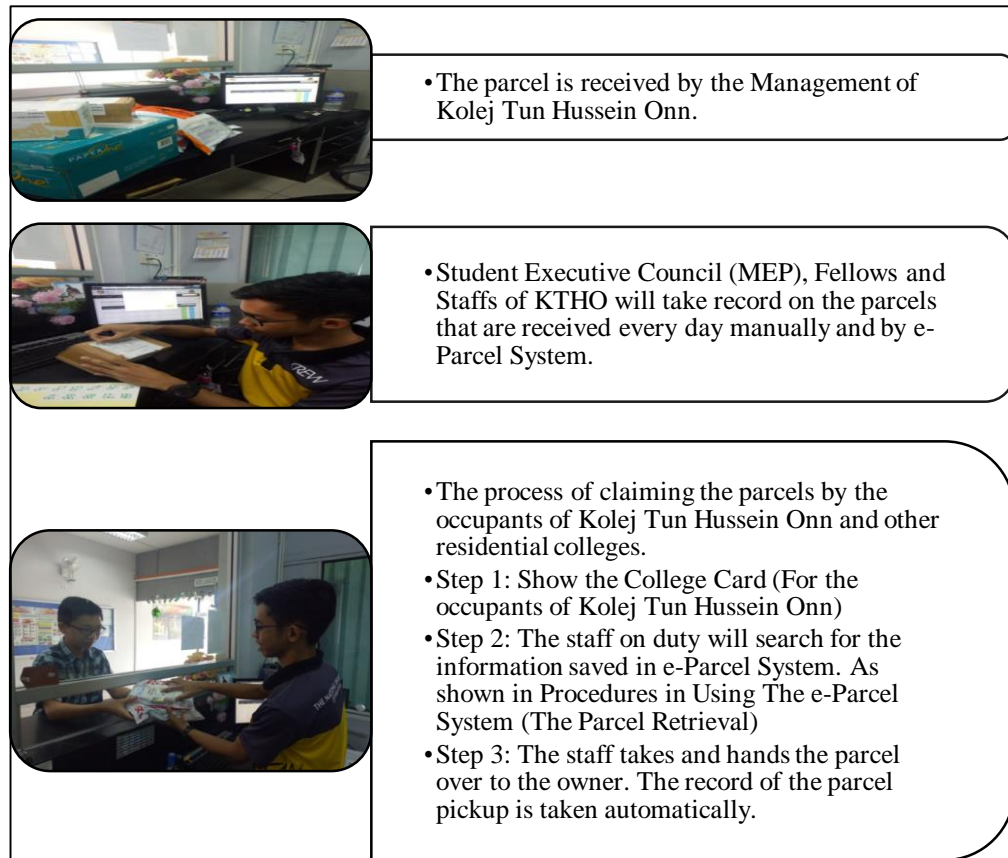*The practices in management level (Administration, Residential Fellows and Student Executive Council (MEP)*

Figure 3: The Management Practices of e-Parcel System

RESULTS AND ANALYSIS

Respondents' profile

The respondents in this research consist of 53.1% (17 people) female and 49.8% (15 people) male. There are three categories which are applied in Kolej Tun Hussein Onn (KTHO) which are 46.8% (15 people) from Student Executive Council (MEP) 31.3% (10 people) from the Residential Fellows of KTHO while 31.3% (7 people) from the staff of KTHO management.

Table 2: Respondents' Profile

Component	Categories	No.	Percentage
Gender	Male	15	49.8
	Female	17	53.1
Role	Management staff	7	21.8
	Residential Fellows	10	31.3
	Student Executive Council (MEP)	15	46.8

The understanding of the management of Kolej tun hussein onn e-parcel system

Before the e-Parcel system is implemented officially, the KTHO management has provided guidance to the staffs, residential fellows and Student Executive Council (MEP) directly and indirectly. This matter aimed to ensure that they fully understand the online application, the procedures in using the e-Parcel system and the procedures needed to ensure that the e-Parcel system is used efficiently. The findings showed that as much as 65.6% of respondents understand the implementation of e-Parcel system which was started from the first semester on 2018/2019 session. The responses showed that as much as 53.1% know that the e-Parcel system is only implemented in Kolej Tun Hussein Onn (KTHO). Other residential colleges do not provide the services to receive parcel and the retrieval of parcels by its owners. Therefore, KTHO becomes the only option for other residential colleges' occupants for its services.

As much as 46.9% of respondents had been taught to use the e-Parcel system by the college administration directly and indirectly. For the staffs, they had been taught to use this system from the very beginning. For the residential fellows and Student Executive Council (MEP), they were taught indirectly during the time they were in the office due to the lack of time and because of the classes they need to attend in their faculties. However, almost 72% of respondents have used the e-Parcel system. Nevertheless, almost 57% of respondents do not fully understand the process, procedures and the operation of e-Parcel system. Next, there is as much as 93.8% of respondents stated that the e-Parcel system facilitates and helps in giving services for the occupants of residential colleges. All in all, the findings concluded that the average value on the aspect of understanding the management of the system shows a high level, systematic, has helped the management to receive and give out the parcel to its owner and gives the best service in the aspect of Kolej Tun Hussein Onn's social responsibilities.

Table 3. The Understanding of the Management of e-Parcel System.

Statement	Strongly Disagree	Disagree	Slightly Agree	Agree	Strongly Agree
	%	%	%	%	%
The implementation of e-Parcel system started on Semester 1 2018/2019 session	0.0	3.1	6.3	25.0	65.6
Implemented only in Kolej Tun Hussein Onn (KTHO)	0.0	3.1	15.6	28.1	53.1
Taught to use the e-Parcel system	0.0	0.0	28.1	25.0	46.9
Very high understanding on the	0.0	3.1	40.6	34.4	21.9

structure and operation of e-Parcel system					
Facilitates and helps to give services to the occupants of college	0.0	0.0	6.3	31.3	62.5

T

he practices and procedures of the KTHO management towards the e-parcel system

The practices and the procedures in managing the e-Parcel system have been identified since its early development. In the early stages, this system has been introduced to the college management which were the staffs followed by the residential fellows and finally Student Executive Council (MEP). The results shown that as much as 72% of respondents have used the e-Parcel system with ease during the filling in of the parcel's information that was being delivered by Pos Laju/ GDex/ Skynet and other courier services. Next, as much as 93.8% know about the procedures of the KTHO management regarding to the time for the occupants to come and collect their parcel which are during office hour from 8 am to 5 pm and during the time on duty for fellow from 9:00 pm to 10:30 pm.

Results found that as much as 96.9% of the respondents agreed that the occupants need to bring along their college card during the parcel pickup. This is to ensure the safety of the parcel and to ensure the parcel is safely pick by its owner. Furthermore, as much as 93.8% of respondents agreed and strongly agreed on only the registered parcels can be taken out from the shelf in the office. If the parcels are not registered in e-Parcel system, the parcels are not allowed to be taken out or claimed to ensure that there is no information leakage, loss of parcels and theft happening. This is because the parcels are the management's responsibility until they are claimed by their owners. As much as 93.8% of respondents stated that they fill in the parcel's information in the e-Parcel system and keep them in a box according to their referral code.

Table 4: The Understanding of the Management of e-Parcel System

Statement	Strongly Disagree	Disagree	Slightly Agree	Agree	Strongly Agree
	%	%	%	%	%
Filling in the information of the parcel easily	3.1	0.0	25.0	28.1	43.8
Parcel pickup only operates during office hour (8am-5pm) and during the time on duty for fellow (9pm-10.30pm)	0.0	0.0	6.3	31.3	62.5
The occupants are required to bring along college card during parcel	0.0	0.0	3.1	25.0	71.9

pickup					
Only registered parcels are allowed to be given out to the occupants	0.0	0.0	6.3	25.0	68.8
All the parcel's information filled in the system are keep in a box according to their referral code	0.0	0.0	6.3	37.5	56.3
The room/ residential block address needs to be filled completely	0.0	3.1	9.4	31.3	56.3
The time of service only takes up 5 minutes	0.0	3.1	9.4	31.3	56.3
My duty roster is systematic and does not interfere with my other work	0.0	0.00	12.5	46.9	40.6
I utilize the e-Parcel system with caution, systematic and efficient	0.0	0.00	6.3	37.5	56.3

Next, as much as 87.6% of respondents stated that the room or residential block address are filled in and save in the system. This is to make the entering of the owner information in the system easier. Throughout the implementation of the system e-Parcel from the first semester on 2018/2019 session, as much as 87.6% of respondents thought that the service took less than 5 minutes to be done. Around 87.5% of respondents agreed that they have been provided with a systematic duty roster which does not interfere with their official work as a management staff, residential fellow and their studies. Furthermore, as much as 93.8% of respondents stated that they utilize the e-Parcel system with caution, systematic and efficient. In general, the practices and procedures in managing the e-Parcel system is an effective system to give services to the occupants of the residential college. The service staffs are the front liners in an organization. Therefore, they need to have the correct practices to ensure the smoothness and the ease to access this system.

The optimum generation for 2019/2020 session

On the first semester 2018/2019 session, it has been recorded that an amount of RM8000 was generated from the parcels that were received up to 4000 parcels for 6 months. This shows that there is a purchase pattern from the occupants. On April and May, the generation increased to 36.9% from the average generation. The justification from the increased generation is that during May and April, there were Puasa and Raya celebration for the Muslim occupants.
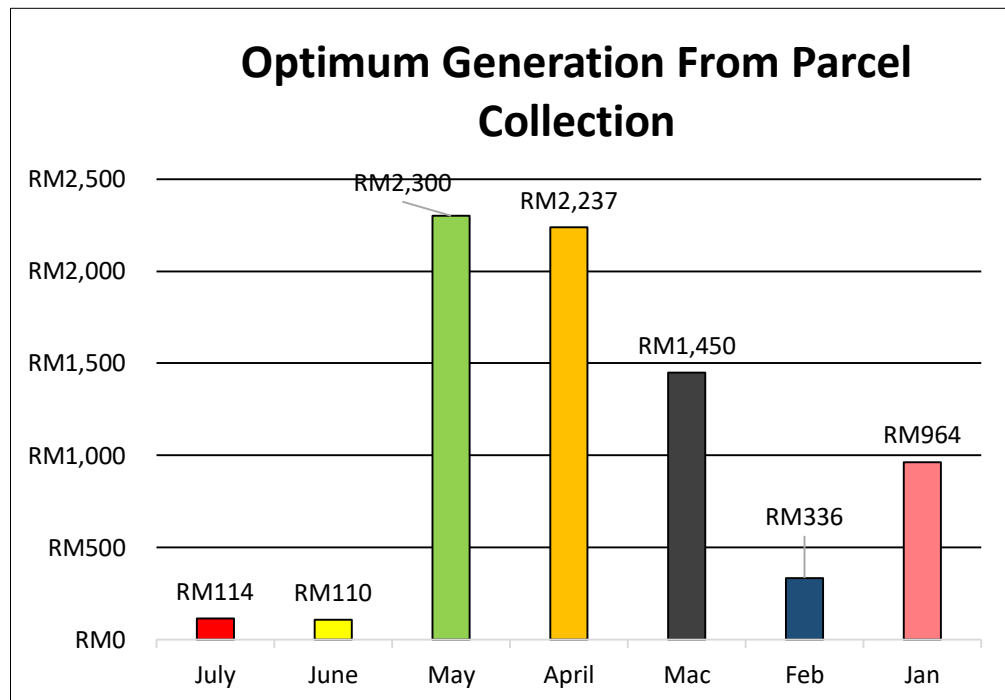
Figure 4: Optimum Generation from Parcel Collection

Based on the e-Parcel system throughout its operation, as much as 60% of the users are from the KTHO students while the rest which is 40% are from the occupants of other residential colleges such as Kolej Keris Emas (KKM), Kolej Dato Onn (KDO), Kolej Rahim Kajai (KRK), Kolej Ibu Zain (KIZ), Kolej Burhanuddin Helmi (KBH), Kolej Ungku Omar (KUO), Kolej Ibrahim Yaakob (KIY) dan Kolej Pendeta Za'ba (KPZ).
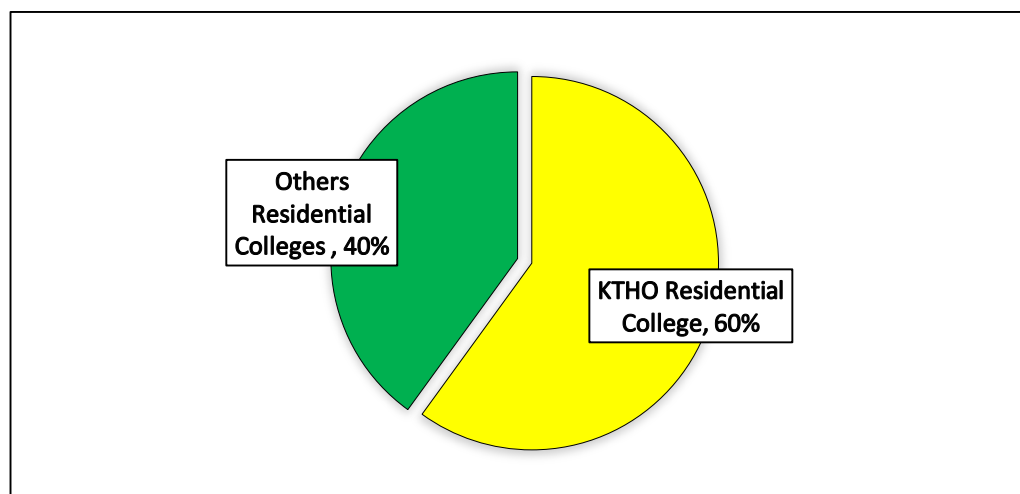

Figure 5: The Users of e-Parcel System

The comparison of students academic before and after joining Empowerment Module for Academic Student (EMAS) in the e-parcel system project

The PNGS for first semester based on Figure 6: PNGS for Semester 1. As much as 3.2% acquired PNGS of 3.68-4.00, 32.3% achieved PNGS of 3.34-3.67 and 22.6% got PNGS cumulative of 2.68-3.00. As well as 12.9% achieved PNGS of 2.01-2.33. Furthermore, the respondents that acquired PNGS below 2.00 is as much as 12.9% The results found that 54.8% of respondents have achieved PNGS cumulative below 3.00 for Semester 1. Based on the academic achievement of the students before entering Modul EMAS, it can be concluded that they lack responsibilities on their duties, and they lack leadership values. They are also identified as an individual who is not goal-oriented, lack of active involvement in programs and does not have the experience to become a leader. They lack comprehensive participation in college and university's programs. However, their PNGS results were satisfying and good.
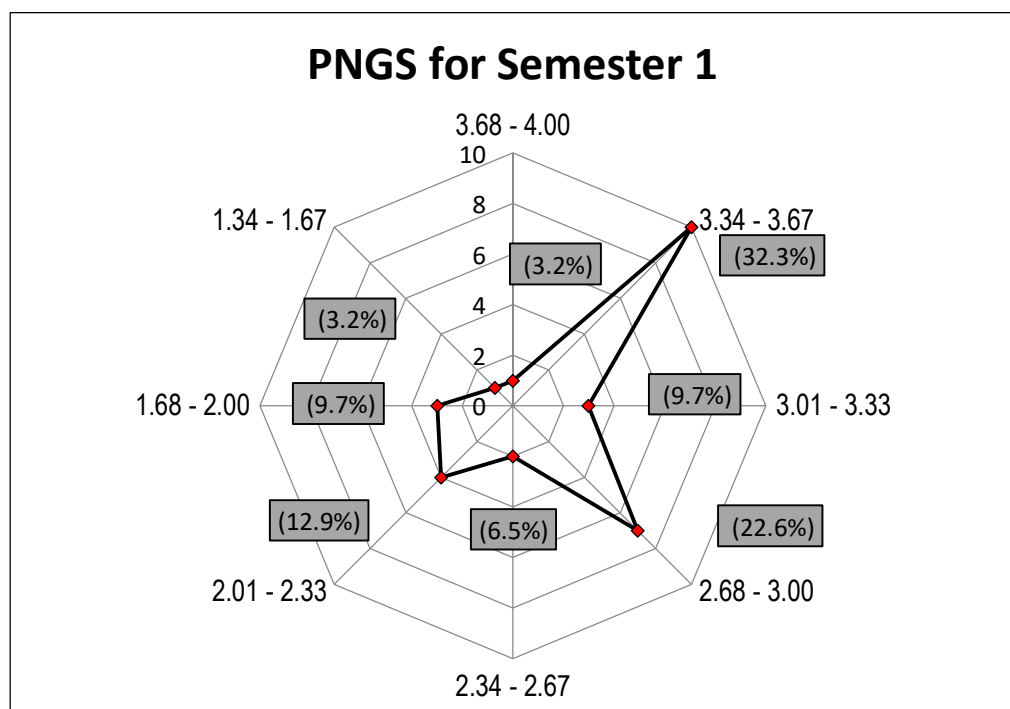

Figure 6: PNGS for Semester 1

Next, on Semester 2 2018/2019 session, their PNGS is as shown in Figure 7: PNGS for Semester 2. As much as 16.1% of the students have recorded PNGS of 3.68-4.00. An increase of 12.9% compared to their results for Semester 1. For PNGS 3.34-3.67, it is recorded that 32.3% of students achieved this grade. There is an increase for PNGS of 3.01-3.33 which is 29.0%. The percentage increase is 19.3%. About 16.2% of students shown that they achieved PNGS of 2.68-3.00 while as much as 3.2% achieved PNGS of 1.68-2.00. From the overall result, as much as 35.5% have succeeded in acquiring PNGS above

3.00. After the respondents used the EMAS method and NLP Profile, the cumulative percentage has increased as much as 35.5% and have recorded 80.7% for the overall percentage of respondents who achieved PNGS above 3.00.

The results concluded that after the students implemented the "Modul Minda Cemerlang" (EMAS), there is an increase in cumulative results. Through this module, they have the opportunity to interact with one another, to learn from experience and from trial and error, they become very active and reflective, they are able to solve problems and process information. Therefore, from the results, it is shown that the development of e-Parcel system can improve the students' participation in college's activities and at the same time, it can improve the academic achievement of the students.
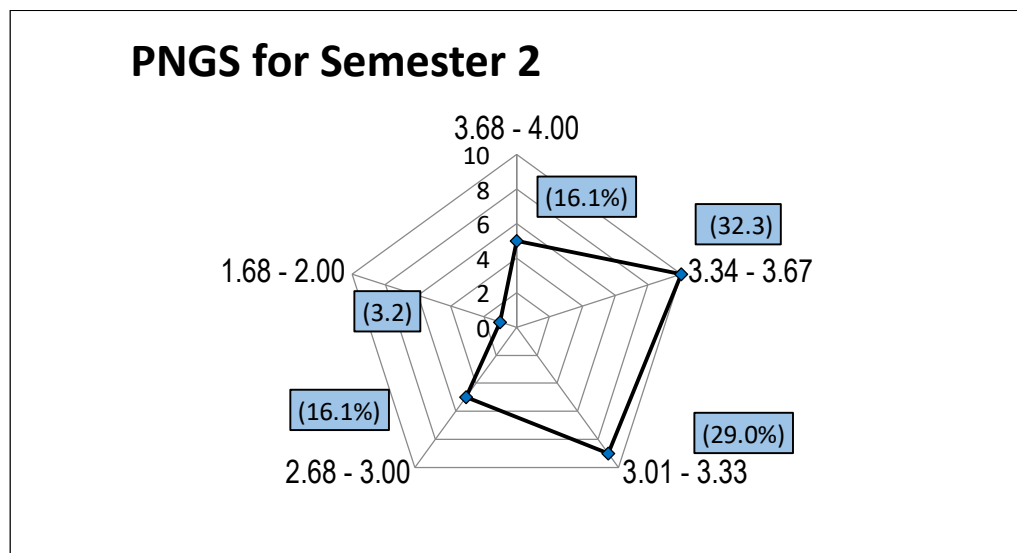

Figure 7: PNGS for Semester 2

DISCUSSION

Positive perceptions on the systematic e-Parcel system

The e-Parcel system was implemented systematically where it was started with the explanation regarding of its function and the method of its implementation. procedures on how to use the system. The e-Parcel system has helped in giving the services required by the occupants of KTHO. The system is believed to be easy to use and efficient for the college management. The objective of implementing the e-Parcel system was to help the college management and administration to control the management of parcel pickups by the occupants. The execution of this system was under the responsibility of KTHO management and was helped by the residential fellows and Student Executive Council (MEP). The concept of e-Parcel system was to keep and return the parcels that were purchased by the occupants because this system

was a service based on the social responsibility of college management to the occupants.

"Throughout the utilization of e-Parcel system, I have learned that the technology application in the aspect of management is able to increase the productivity and saves time. Furthermore, the systematic and user-friendly e-Parcel system has helped in recording and distributing the parcels" – R3

"The implementation of e-Parcel system can facilitate the customers and the management to manage every delivered parcel. This system can reduce the risks of parcel loss and can make it easier to find." – R4

"The invention and utilization of e-Parcel system has helped the staffs and the students of KTHO from the conventional and manual method to new system which uses technology. The e-Parcel system has increased the efficiency of the offered services. High efficiency from the system has helped the management between the college and students to be smoother, systematic and user-friendly. The e-Parcel system can also be used as a platform to expose the students of KTHO to the utilization of technology in line with IR 4.0" – R6
"This e-Parcel system is a very easy to use and can increase the efficiency for the retrieval of parcel by the students. The service of collecting parcel has also facilitated the students to take and make payment with ease and simplicity. The parcel pickup can also be done after office hour." – R7

"From what is observed through the implementation of e-Parcel system is that the parcel management which is delivered by the courier services is now more systematic and structured. Furthermore, this system is a digital system, hence from the aspect of recording data, it is more transparent and easier for the process of monitoring data in the system." – R8

Furthermore, this research was to show that the e-Parcel system could increase the efficiency based on the acceptance by the occupants and the users of this system. Logically, they were satisfied with the service as they still implement and use the system. They had also spread the information of this service to other occupants of residential colleges. The positive responds from the occupants of KTHO helped in increasing the effectiveness of the system. Therefore, the satisfaction and assuredness for this system has increased based on the obtained results for the system details and the technical service of e-Parcel system.

The e-Parcel system, a facility to give social services to the occupants of KTHO

The e-Parcel system was one of the innovation projects that was important and preferred in Malaysia. With the existence of this system, it provided a service for the occupants of KTHO and other residential colleges. The management played a big role in order to ensure the system functioned along the time to give the service for the students. The e-Parcel system is a brand-new and a

high-quality system. It gave the students the exposure in understanding the process of the e-Parcel system project through development.

"I am excited because the e-Parcel system is very easy to use and very organized in the process of storing parcels with modernized system. The lesson I received can improve the efficiency in handling the brand-new system to store the parcels. It can improve the communication with the customer that comes to retrieve the parcel" – R1

"My experience in handling the parcel in KTHO have been easy. There is no need to record every parcel in a book but now it is all saved in a neat system. There is no problem to search for the parcel from the shelf and the list when the owner comes to collect it. This system also facilitates the customers to check their parcel at the office." – R2

"Based on my experience, the e-Parcel system has facilitated the occupants of KTHO because they no longer needed to bother fetching the parcel from the post office. However, there are complaints from some students because the price for each parcel is not constant based on its size and it was charged according to the quantity of the parcel even though this matter had been explained to them." – R9

"What I gained through this e-Parcel system is it is a facility and a systematic information recorder. Other than that, the students' parcels can be stored safely and in good condition. However, I have received a suggestion from a student who stated that why not the price for the parcel is still the same no matter the quantity of the parcel and some students complained that if can, the charge for the parcel should not exceed the delivery charge of the parcel." – R10

The capability of students to improve their soft skills

The e-Parcel system is believed to bring about the students' capabilities to improve their soft skills because it has helped the students to be more active in joining programs. At the same time, students gained more confidence and became braver to think maturely and creatively. They could build important skills and learn theoretical and practical knowledge.

"In my opinion, the e-Parcel system service is satisfying because the management can manage the parcel systematically. This system is able to save the data of the owner or the sender and become an easy medium for the management to track the owner's parcel and for the students to take note when the parcels have arrived at the management." – R5

"What I have gained from the e-Parcel system is it facilitates the students' affair when shopping online. Hence, the student does not need to bother coming to post office where the transportation cost is considered. The e-Parcel

system is also systematic because it takes note and records every data regarding the parcels and its owner." – R11

"The experience and knowledge that I have gained is I know the steps to enter the data regarding the e-Parcel. I have also learned the steps to receive parcels from Pos Laju and organizing the parcels systematically." – R12

"Throughout the implementation of e-Parcel, the experience and lesson that I have gained is learning a brand-new system. From there I have learned how to enter data into the system and many more. In addition, the e-Parcel system has given facilitation to the students and people of UKM in business matter. However, there are students who dispute about the different charges according to size of the parcel." – R13

"In my opinion, throughout my duty serving for e-Parcel, it is a system which helps the management to coordinate the students' parcels systematically and it ease the students' affair to purchase online and also eases out the students' family matter if there is an emergency. The lesson that I have gained is the vast knowledge of how to handle parcels smoothly and effectively through this system." – R14

CONCLUSION

The implication of the e-Parcel system played a big role in ensuring that Kolej Tun Hussein Onn consistently gives the best services for the occupants of the residential college. It was identified as helpful for the college management in giving classification for the occupants' parcels, organize and control the management with more efficiency and systematic. The occupants' perception of Kolej Tun Hussein Onn (KTHO) towards the service that the e-Parcel system has to offer showed that they are satisfied and ready to use it for a long time. Most of them gave positive response and this showed that the e-Parcel system reached the required standard. In conclusion, the e-Parcel system needs to be continued and improved so that it is able to accommodate the capacity of the delivered parcels. This system must be continued not only in residential colleges but in the whole university too.

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