Universiti Teknologi MARA

COMPUTER REPAIR MANAGEMENT SYSTEM (CRMS)

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STUDENT DECLARATION

I certify that this thesis and the project to which it refers is the product of my own work and that any idea or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

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ABSTRACT

Response to paper-based system for managing computer repair services in a computer repair shop has become troublesome and slow due to increasing number of repair order day by day. In today's information technology society, paper-based approaches has been replace with more effective solution such as system to manage company business processes. Therefore, serious efforts has been made to automate every task in a company. Currently, the process of managing computer repair services includes managing information recorded, repair order queue management, communication between staffs and staff's work monitoring were conducted manually. Several constraints in carry out this process as well as difficulties are identified. Hence, Computer Repair Management System (CRMS) is developed for Global We Shop to assist them in conducting business process in a more systematic way. The system's core function is focus on repair order management among staffs and manager. This system is derived from the development process conducted by adapting the Waterfall Model of the SDLC. The development of this project is divided into several phases to ensure it can be completed within time frame. Next, similar system to CRMS are studied to evaluate the functionalities that must be provided in CRMS. Diagram such as Entity Relationship Diagram, Data Flow Diagram, Functional Decomposition Diagram were used in the development of CRMS. This system is tested and evaluated by two (2) experts and thirty (30) users in terms of ease of use, ease of learning, system capabilities, satisfaction and perceived usefulness. The result shows that overall, experts and users are satisfied with CRMS where the highest mean is 4.57 (SD=0.50) in construct ease of use and 4.57 (SD=0.57) in construct ease of learning. The contribution and limitation of CRMS has been identified where it is important to ensure CRMS has fulfil the objective and requirement gathered in preliminary investigation. Meanwhile the recommendation for future enhancement such as SMS, customer account and chatting features can be used to improve CRMS later. It is hoped that CRMS will enhance the flow of current business process for Global We Shop.

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