

Universiti Teknologi MARA

**Traditional Medicine Ordering System
(TiMOS)**

Muhammad Yusri Bin Abdul Rani

**Thesis submitted in fulfilment of the requirements
for Bachelor of Information Technology (Hons.)
Business Computing Faculty of Computer and
Mathematical Sciences**

January 2017

STUDENT DECLARATION

I certify that this report 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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MUHAMMAD YUSRI BIN ABDUL RANI
2013505277

JANUARY 26, 2017

ABSTRACT

D'ieman Bekam House is a company that currently operating using brick-and-mortar concept. All of the process of ordering and selling are operating manually that need time to complete each order from customer. The Traditional Medicine Ordering System (TiMOS) was introduced to help them improve their operating process. TiMOS system is able to support them in their buying, selling and managing the business. The objectives of TiMOS are to identify the current process and problem of the system, to develop an e-commerce system for D'ieman Bekam House and to evaluate its functionality and usability. These objectives were created based on the problem that D'ieman Bekam House stated. During the development, the methodology that was used is an Adapted Waterfall Model that consists of several steps which are Analysis, Design, Implementation and Testing. This model was seen to be suitable for this project because of the simple step that needed to be followed. After the implementation of TiMOS is complete, system evaluation was conducted regarding questionnaires given to 30 respondents and three experts. The evaluators evaluate six criteria of system which are perceived ease of use, efficiency, satisfaction, consistency, user interface, and customer relationship management (CRM). Based on respondent analysis, showed that the highest mean was 4.37 (SD = 0.615). It can be concluded that the TiMOS gave more benefits for users and hopefully it will contribute further by evolving to a better booking management system.

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