Universiti Teknologi MARA

Online Malaysia Cup Ticketing System (OMaCTS)

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STUDENT'S 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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ABSTRACT

With the rapid development of technology, online shopping in business industry is the new approach to help business gain most benefits for their company. E-commerce is a platform has very large market network. In recent years, an online ticket sale for football is implemented to facilitate customers to purchase the ticket, but the ticket sales will be sold only at the final stage of the match. Football fans need to queue up at the counter to purchase the ticket. Having to queue for tickets is time consuming and more often than not, creates inadvertent stress among the football fans. The staffs in the stadium face challenges to manage the sales of ticket at the counter when the tickets were sold out while they are still queuing. Such frustration may lead to unforeseen calamities. In this work, I proposed Online Malaysia Cup Ticketing System (OMaCTS) to give benefit to the organizations and football fans. The system is developed with the core objectives which are online ticket generation and sales. The system provides facilities for customers to make ticket reservations online and print out their ticket by themselves. The system developed in the Windows environment using Macromedia Dreamweaver as the scripting language. Other than that, MySQL and Xampp Server are used as the database management system. The methodology used in development process is waterfall model which consist of five phases. The evaluation for the user is categorized into six construct which are usability, trust, ease of use, understandability, efficiency and interface. The results shows that the most of the user satisfied with the interface of OMaCTS with the highest mean which is 4.61 (SD = 0.487).

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