

**Universiti Teknologi MARA**

**Online PC Monkey Store  
(e-PcMS)**

**Faziatulakma Ishak**

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

**July 2016**

## ACKNOWLEDGEMENT

*In the name of Allah, the most Gracious, the most merciful*

Alhamdulillah, praise and thankful to Allah because of His Almighty and his blessings, I was able to finish this research within the time duration given. Firstly, my special thanks goes to my supervisor, Professor Madya Hajah Wan Dorishah Binti Wan Abdul Manan. Thanks to her contributed to give invaluable advice, and guidance for make this project development success and I am really appreciate it. In addition, I would like to thank to my lecturer of CSP600 and CSP650, Dr. Hasiah Mohamed@Omar for her support, advice, and guide to all the students during starting until finished this project.

Furthermore, special thanks to my parents, Ishak Bin Dol and Faridah Binti Abd. Kadir and also to my siblings for giving support, prayers and motivation. Without them, I would never stand strong during finishing my project. Last but not least, I would like to give my gratitude to my dearest friends for helping me such as giving comment and suggestion every time when I needed. I am cannot accomplish my project without them.

Thank you, may ALLAH S.W.T bless all of you.

## ABSTRACT

Nowadays, e-commerce is a big business with a growing market size and has been a major driving force in the IT industry for the past decade. There are so many companies that provide online ordering and purchasing system to enhance their businesses, including computer stores. Online PC Monkey Store (e-PcMS) is a system that applies the theory of business model and revenue model. The e-PcMS has been developed based on Rapid Application Development (RAD) model. This model consists of four phase which are Requirement Planning, User Design, Construction and Cutover. This model was the guideline for developer to complete this project. The system has been tested and evaluated to find out the functionality and usability of the system. System testing was conducted by the developer and tester to check whether the system has run according to the user requirements. For system evaluation, the developer can get the feedback, comments and suggestions about the system from different perspective of users. Results from user based on six sections, interface shows that the highest mean value 4.17 (SD=0.53), navigation shows that the highest mean value 4.13 (SD=0.57), ease of use shows that the highest mean value 4.27 (SD=0.69), content shows that the highest mean value 4.40 (SD=0.50), efficiency shows that the highest mean value 4.30 (SD=0.65), and user satisfaction shows that the highest mean value 4.30 (SD=0.70). This system is expected to assist customers of PC Monkey Store to buy the components of hardware online and help the staff to record and trace the data of customer more quickly.

## TABLE OF CONTENTS

<b>CONTENTS</b>	<b>PAGE</b>
<b>SUPERVISOR APPROVAL</b>	ii
<b>STUDENT DECLARATION</b>	iii
<b>ACKNOWLEDGEMENT</b>	iv
<b>ABSTRACT</b>	v
<b>TABLE OF CONTENTS</b>	vi
<b>LIST OF FIGURES</b>	ix
<b>LIST OF TABLES</b>	xi
<b>LIST OF ABBREVIATIONS</b>	xiii

### **CHAPTER ONE: INTRODUCTION**

1.1	Project Background	1
1.2	Problem Statement	2
1.3	Project Objectives	3
1.4	Project Scope	4
1.5	Project Significance	5
1.6	Project Framework	5
1.7	Gantt Chart	6
1.8	Conclusion	8

### **CHAPTER TWO: LITERATURE REVIEW**

2.1	Introduction	9
2.2	Electronic Commerce (EC)	9
2.2.1	Types of E-Commerce	10
2.2.2	Major E-Commerce Concepts	10
2.2.3	Business Model	11
2.2.4	Revenue Model	12

2.3	Information System	13
2.4	System Development Model	14
2.4.1	Waterfall Model	14
2.4.2	Rapid Application Development (RAD) Model	16
2.4.3	Prototyping Model	17
2.4.4	V-Shaped Model	18
2.4.5	Comparison of System Development Model	20
2.5	Similar E-Commerce Website	21
2.5.1	Tech Zone Computer House	21
2.5.2	PC Depot	22
2.5.3	Newegg.com	23
2.5.4	Ideal Tech PC	24
2.5.5	Comparison of Similar Website Features	24
2.6	Implication of the Literature Review on the Project Development	26
2.7	Conclusion	28

### **CHAPTER THREE: METHODOLOGY**

3.1	Introduction	29
3.2	Methodology Overview	29
3.3	Rapid Application Development Phases	31
3.3.1	Requirement Planning	32
3.3.2	User Design	33
3.3.3	Construction	46
3.3.4	Cutover	47
3.4	Conclusion	51

### **CHAPTER FOUR: RESULT AND DISCUSSION**

4.1	Introduction	52
4.2	Business Process Improvement	52
4.3	Online PC Monkey Store (e-PcMS)	53
4.4	System Testing	54
4.5	Expert Evaluation	56
4.6	User Evaluation	59