

UNIVERSITI TEKNOLOGI MARA

**PROTON 3S TASK TRACK: TASK
MANAGEMENT SYSTEM USING
NIELSEN'S HEURISTICS**

NUR DIYANA AFINI BINTI ROSLAN

**BACHELOR OF INFORMATION SYSTEMS
(HONS) BUSINESS COMPUTING**

FEBRUARY 2025

ACKNOWLEDGEMENT

Alhamdulillah, praises and thanks to Allah because of His Almighty and His utmost blessings, I was able to finish this research within the time duration given. Firstly, my special thanks go to my supervisor, Siti Nurul Hayatie binti Ishak, whose guidance, encouragement and expertise have been invaluable in the research and development process. Their insights and feedback greatly improved the quality of the project.

I would also like to thank the management and staff of the Proton 3S Goh Family Motors for their cooperation and willingness to share their experiences and challenges. Their participation in interviews and surveys provided important insights that shaped the design and operation of the system.

Furthermore, I would like to thank my colleagues and colleagues for their support and cooperation in various aspects of the project. Their willingness to help and provide feedback helped create a productive and enriching work environment.

Finally, I would like to thank my family and friends for their SA support and encouragement throughout this journey. Their belief in my abilities encouraged me to persevere and succeed in this endeavour.

ABSTRACT

Proton 3S Task Track is a management information system developed with Nielsen's Usability Heuristics, which tries to improve the efficiency of Proton's Sales Advisors (SAs) in customer order and performance management tasks. A case study was conducted at Proton 3S Goh Family Motors which discover the problems of fragmented task management, communication gaps, and lack of real-time updates. The project began with a comprehensive analysis of performance management systems in the automotive industry, followed by interviews and extensive research involving Proton SAs to ascertain the specific needs and requirements. As a result, the resultant system now incorporates in book management, task tracking, and performance monitoring in efforts to streamline communications and collaboration among members of the teams. Using the modified Waterfall model, the project proceeded through requirement analysis, system design, development, and testing. System evaluation was carried out in three categories of testing. The usability testing was done with 30 users and returned the highest mean score of 4.5/5 for the functionality and navigation which is both labelled intuitive. While reliability, Jakob's Nielsen's Usability Heuristics and system interface were also accorded high scores, they were rated at 4.4 out of 5, 4.47 out of 5, and 4.4 out of 5, respectively. Expert feedback pointed to the strengths of the system in improving operational efficiency, but they recommended integration with advanced analytics, real-time notifications, and increased the scalability. Their feedback was incorporated toward improving the system's performance.

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