

**UNIVERSITI TEKNOLOGI MARA**

**GENTS LAB BARBERSHOP  
APPOINTMENT SYSTEM (GLBAS)  
USING SHNEIDERMAN'S EIGHT  
GOLDEN RULES**

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## **ABSTRACT**

Management Information System (MIS) is a part of information technology, to improve services and streamline operations, Gents Lab Barbershop must use MIS. The problem statement for this project is data customer and time are redundant, missing customer data and miscommunication between customers and hairstylists. The Objective for this project is to identify the current process appointment, to design and develop an appointment system and to evaluate the functionality and usability in Gents Lab Barbershop appointment system. The Adapted Waterfall Model which is the System Development Life Cycle (SDLC) methodology is used in this project and the theory has been used in this project is Shneiderman's Eight Golden Rules. The evaluation of this system using 6 constructs which are perceived usefulness, eight golden rules, user interface, satisfaction, consistency and standard and ease of use. An overview of the project, demonstrating that all the objectives were completed and that the system fully satisfies user requirements throughout testing.

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