

UNIVERSITI TEKNOLOGI MARA

**THE DEVELOPMENT OF AN APPOINTMENT
BOOKING SYSTEM FOR REISA SPA**

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ABSTRACT

Reisa Spa previously relied on social media and manual logbooks to manage customer appointments, resulting in inefficiencies such as data redundancy, booking conflicts, and difficulty retrieving customer information. This project aimed to design and developed an appointment booking system to improve operational efficiency, data accuracy, and user experience for both staff and customers.

The system was developed using the Adapted Waterfall Model, comprising planning, analysis, design, implementation, testing, and documentation phases. It features modules for customer self-booking, staff scheduling, admin reporting, automated reminders, and real-time status updates. The design was informed by user requirements and guided by Expectancy Theory of Motivation to enhance usability and system satisfaction.

Evaluation through expert and user testing confirmed the system's effectiveness. Results showed increased booking convenience, reduced staff workload, improved appointment accuracy, and enhanced service experience. Usability evaluation indicated high satisfaction, with users rating interface design, navigation, and system reliability favourably.

In conclusion, the project successfully delivered a centralized, user-friendly platform that streamlines appointment processes for Reisa Spa. It demonstrates how small-scale wellness businesses can leverage digital solutions to eliminate manual inefficiencies and improve overall service quality.

TABLE OF CONTENTS

CONTENTS

SUPERVISOR APPROVAL.....	i
STUDENT DECLARATION	ii
ACKNOWLEDGEMENT.....	iii
ABSTRACT	iv
TABLE OF CONTENTS.....	v
LIST OF FIGURES	ix
LIST OF TABLES	xi
LIST OF ABBREVIATIONS	xiii
CHAPTER 1: INTRODUCTION	1
1.1 Background of Study	1
1.2 Current Business Process	3
1.3 Problem Statement.....	5
1.4 Objectives.....	6
1.5 Scope.....	6
1.5.1 Users.....	6
1.5.2 Functionalities.....	7
1.5.3 Data	8
1.6 Project Significance	8
1.7 Project Framework	9
1.8 Gantt Chart.....	12
1.9 Conclusion.....	14
CHAPTER 2: LITERATURE REVIEW	15
2.1 Introduction	15
2.2 Management Information System (MIS).....	15
2.2.1 Overview of Management Information System	16

2.2.2	Advantages of Management Information System	17
2.2.3	Characteristics of Management Information System	18
2.2.4	Management Information System in the Beauty and Wellness industry	19
2.2.5	Role of Management Information System in Online Booking System.....	20
2.3	Online Booking System	20
2.3.1	Overview of Online Booking System	21
2.3.2	Importance of Online Booking System	22
2.3.3	Online Booking System in the Beauty and Wellness Industry	22
2.4	Expectancy Theory of Motivation.....	23
2.5	System Development Life Cycle (SDLC)	24
2.5.1	Waterfall model.....	25
2.5.2	Adapted waterfall model.....	27
2.6	Similar Existing System.....	28
2.6.1	Beauty Spa Terengganu-Laila Beauty Care.....	28
2.6.2	Billion Onsen & Aesthetics	30
2.6.3	Serenity by Posh.....	32
2.6.4	Comparison between similar existing system.....	34
2.7	Implication Literature Review.....	35
2.8	Conclusion.....	36

CHAPTER 3: METHODOLOGY38

3.1	Introduction	38
3.2	Project Development Methodology.....	38
3.3	Planning	42
3.4	Analysis.....	42
3.4.1	Functional Requirements.....	42
3.4.2	Non-Functional Requirements.....	43
3.4.3	User Requirements.....	44
3.5	Design	45
3.5.1	Context Diagram (CD).....	46