

UNIVERSITI TEKNOLOGI MARA

**ONLINE DRIVING LESSON
BOOKING PLATFORM FOR
INSTITUT GABONGAN SEKOLAH
MEMANDU (IGSM)**

NOR SOFIA ASYIRA BINTI JAMI

**BACHELOR OF INFORMATION SYSTEMS
(Hons.) BUSINESS COMPUTING**

15 JULY 2025

ACKNOWLEDGEMENT

Alhamduillah. First and foremost, I am immensely grateful to Allah S.W.T for granting me the strength and guidance to successfully complete this project. I would also like to extend my heartfelt gratitude to Mr. Muhd Eizan Shafiq Bin Abd Aziz, my supervisor, who has been with me from the very beginning of the final year project proposal until the completion of my final year project proposal. His guidance, extensive knowledge, and valuable insights have been instrumental in completing this project and will undoubtedly benefit in future endeavours. I am truly fortunate to have him as my supervisor, as he consistently motivated, guided, and encouraged us to succeed. Furthermore, special thanks to Miss Nor Hasnul Azirah Binti Abdul Hamid, my lecturer for CSP650. Her guidance and expertise in report writing were crucial in ensuring the quality of my technical report and aiming for top marks. Her reminders about deadlines also helped me stay organized. I cannot forget to express my deepest appreciation to my family, whose constant encouragement, motivation, and support have been the driving force behind my journey as a student. A big thanks to my family and my cat that always give support and happy pills during my project. A big thanks to the experts that help me to evaluate the project and my examiner Madam Zeti Darleena for her advice in my project. Finally, I sincerely thank my dear friends Ainin Qistina, Munirah Syafiqah, and Aisyah Syahirah who have always been with me through the hard times and the good times in completing this project. Special thanks to friends, for being the best listener and comforter in everything, especially in this project. Your support means a lot to me.

ABSTRACT

The Online Driving Lesson Booking Platform was developed to streamline and digitalize the driving lesson booking process at Institut Gabongan Sekolah Memandu (IGSM) Sdn Bhd, Teluk Intan, in response to issues in the manual system such as overbooking and scheduling conflicts. The objectives of the project were to identify the current business process and problems of driving lesson booking faced by IGSM, to design and develop Online Driving Lesson Booking Platform tailored to IGSM's operational needs and evaluate its functionality and usability. Using the Adapted Waterfall Model, the system was developed in structured phases covering planning, analysis, design, development, testing, and evaluation while applying Nielsen's Ten Usability Heuristics to ensure a user-friendly interface. The platform allows students to choose preferred time slots independently with another features, enables instructors view their schedules in real-time and assists staff in reducing booking errors through automation. Basic security features such as encrypted passwords were also implemented. System evaluation involving actual users and expert testers showed positive feedback, particularly regarding usability, interface design, and overall performance. However, a key limitation of the platform is its single-language support, which may affect accessibility for non-native speakers. It is therefore recommended that future development include multilingual support through internationalization frameworks. In conclusion, the system successfully achieved its objectives and demonstrates strong potential to improve booking efficiency and user satisfaction at IGSM.

TABLE OF CONTENTS

Contents	Page
SUPERVISOR APPROVAL	i
STUDENT DECLARATION	ii
ACKNOWLEDGEMENT	iii
ABSTRACT	iv
TABLE OF CONTENTS	v
LIST OF FIGURES	viii
LIST OF ABBREVIATIONS	xii
INTRODUCTION	1
1.1 Background of Study	1
1.2 Current Business Process	2
1.3 Problem Statement	4
1.4 Objective	5
1.5 Scope	5
1.5.1 Student of IGSM	5
1.5.2 Staff of IGSM	5
1.5.3 System Administrator of IGSM	6
1.5.4 Instructor of IGSM	6
1.6 Significance	6
1.6.1 Student of IGSM	6
1.6.2 Staff of IGSM	7
1.6.3 System Administrator of IGSM	7
1.6.4 Instructor of IGSM	7
1.7 Project Framework	8
1.8 Gantt Chart	9
1.9 Conclusion	10
LITERATURE REVIEW	11
2.1 Introduction	11
2.2 Management Information System (MIS)	11

2.2.1 Overview of MIS	11
2.2.3 Component of Management Information System	13
2.2.4 Types of Information System	14
2.2.5 Impact of MIS on organization	15
2.2.6 Roles of Management Information System	17
2.3 Concept of Online Booking System	17
2.4.1 Jacob Nielsen’s Usability Heuristics Theory	19
2.5 System Development Life Cycle (SDLC)	21
2.5.1 Models of SDLC	21
2.5.2 Benefits of SDLC	23
2.5.3 Waterfall Model Vs. Agile	23
2.5.4 Adapted Waterfall Model	23
2.5.5 Advantages and Disadvantages of waterfall model	25
2.6 Similar Existing System	26
2.6.1 Teach 'n Go	26
2.6.2 Skedda System	27
2.6.3 Calendly	28
2.6.4 Vcita	28
2.6.5 Strengths and weakness of the systems	29
2.6.6 Comparison of System	30
2.7 Implications of Literature Review	31
2.8 Conclusion	31
PROJECT METHODOLOGY	33
3.1 Introduction	33
3.2 Project Development Methodology	33
3.3 Project Planning	37
3.4 Project Analysis	38
3.5 Project Design	40
3.5.1 Context Diagram	41
3.5.2 Data Flow Diagram (DFD)	42
3.5.3 Entity Relationship Diagram (ERD)	44
3.5.4 Site Map	47
3.5.5 User Interface Design	48
3.6 Project Implementation	49