

**UNIVERSITI TEKNOLOGI MARA**

**THE DEVELOPMENT OF  
COWORKING SPACE BOOKING  
SYSTEM (COSBOS) FOR TD1303**

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## **ABSTRACT**

This project aimed to design and develop a CoWorking Space Booking System (CoSBoS) for TD1303, a business that previously relied on manual and WhatsApp-based booking processes. The primary motivation was to resolve inefficiencies such as delayed responses, miscommunication, and difficulty in managing booking modifications. To address these issues, the project adopted the Adapted Waterfall Model as its implementation methodology, ensuring a structured and phased approach from planning, analysis, design, implementation, testing, and documentation. Data was gathered through interviews with the IT Head Executive, direct observations of booking operations, and research into similar systems. The system was developed using PHP, MySQL, HTML, and CSS, and included features such as user registration, room viewing, booking management, payment processing, receipt generation, and administrative reporting. The CoSBoS's usability and functionality were evaluated by three (3) expert evaluations and tested with the involvement of forty-three (43) users, which indicated that the system met its functional and non-functional requirements. The results of the usability testing revealed a System Usability Scale (SUS) score of 86.15%, indicating a high level of user satisfaction and strong system usability. In conclusion, the CoSBoS effectively addressed the problems identified at TD1303 and demonstrated the importance of digital transformation for small business operations.

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