UNIVERSITI TEKNOLOGI MARA

ABEMARK COATING SERVICE BOOKING MANAGEMENT SYSTEM BY USING FLOW THEORY

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ABSTRACT

The AbeMark Coating Service Booking Management System (ASBMS) automates and streamlines service bookings for AbeMark Coating, an automotive service provider in Shah Alam, Selangor. Developed using Management Information Systems (MIS) principles and the Adapted Waterfall Model, the system features role-based access, real-time scheduling, encrypted logins, and dynamic dashboards. Designed with Flow Theory, ASBMS enhances user engagement through intuitive navigation, clear goals, and instant feedback. Testing confirmed the system's effectiveness, with functional tests showing seamless performance across all user roles. Expert evaluation confirmed by 3 reviewers that ASBMS is user-friendly and aligns with Flow Theory. Minor improvements were suggested, but overall feedback was positive, while user feedback (31 respondents) yielded a System Usability Scale (SUS) score of 70.8, indicating "good" usability. Key improvements include eliminating double bookings, reducing confirmation delays from hours to seconds, and enhancing data security. ASBMS has significantly improved operational efficiency, customer satisfaction, and decision-making. Future enhancements could include additional payment options and real time notification to further refine the system. This system positions AbeMark Coating for sustainable growth in the competitive automotive service industry.

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