

UNIVERSITI TEKNOLOGI MARA

**CATERING AND CANOPY BOOKING
SYSTEM FOR HASINAH BINTI
KOSNON: USABILITY EVALUATION
THROUGH COGNITIVE
WALKTHROUGH**

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ABSTRACT

The Catering and Canopy Booking System for HASINAH BINTI KOSNON was developed to address issues arising from manual booking processes, such as time inefficiency, unstructured data handling, and lack of real-time availability tracking. The project aimed to improve operational workflow, enhance customer satisfaction and support effective booking management through automation. The system was developed using the Adapted Waterfall Model, progressing through planning, analysis, design, implementation, testing, and documentation phases. Cognitive Walkthrough evaluation method guided the interface design to ensure ease of use, especially for first-time users. System requirements were gathered through interviews and observations to identify core problems in the existing process. The system design included context diagram, DFD, ERD, and interface mock-ups to ensure a well-structured user experience. PHP and MySQL were used to implement a responsive and scalable solution. Comprehensive testing was conducted through scenario-based test cases involving both expert and user evaluations. The system achieved real-time booking confirmation, improved data accuracy and streamlined payment and approval processes. The results showed significant improvements in efficiency, usability, and task completion flow, as validated through satisfaction and cognitive walkthrough evaluations by experts. The system also provided clear contribution to customers, staff, and administrators by automating key operations such as service selection, billing, reporting, and approval workflows. However, several limitations were identified, including the use of a dummy bank, localhost-only access, lack of mobile application support, and absence of automated email notifications. Despite these limitations, the system successfully achieved its objectives and laid a solid foundation for further development. Recommendations for future enhancements include integrating real payment gateways, developing mobile support, enabling web-based deployment, and implementing real-time email alerts. Overall, the system offers a reliable and efficient platform for managing catering and canopy bookings and supports long-term business sustainability through improved service delivery and customer relationship management.

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