

37491

Universiti Teknologi MARA

**THE SATISFACTION AND USAGE IN
THE IMPLEMENTATION OF SMART
HOME SYSTEM**

Azian Masiron

Thesis submitted in fulfillment of the requirements for
**Bachelor of Science (Hons) Information System
Engineering**
**Faculty of Information Technology And
Quantitative Science**

November 2005

DECLARATION

I thereby declare that the work in this thesis is my own except for quotations and summaries, which has been duly acknowledged.

21 November 2005

AZIAN MASIRON

2003366843

ACKNOWLEDGEMENT

In name of Allah, The Most Gracious, Most Merciful and Him alone in worthy of all praise. Thankfulness to the Al-Mighty, who gave me the ability to complete this research paper and the report.

Firstly, I would to take this opportunity to express my deepest gratitude to my supervisor, En. Azhar Abd Aziz for all his guidance, ideas, trust, support through the running of this thesis paper and patience in assisting my project from proposal up to the completion of the dissertation and thank his for giving me the opportunity to work under his supervision.

My appreciation also goes to Associate Pn. Ariza Nordin her guidance and to En Syamsulhairi Yaakob for giving avaluable insight and comment in proving me valuable information in Smart Home

Also special thanks go to all that participate in this research. To my beloved friends, thanks to be beside me. Last but not least to my mum and dad thanks a lot to support and love me.

TABLE CONTENTS

CONTENT	PAGE
DECLARATION	i
APPROVAL	ii
ACKNOWLEDGEMENT	iii
LIST OF TABLES	vi
LIST OF FIGURE	vii
ABSTRACT	viii

CHAPTER ONE: INTRODUCTION

1.1	Background of Research	1
1.2	Problem of Research	2
1.3	Scope of Project	3
1.4	Objective	4
1.5	Significance of the Research	4
1.6	Limitation of Research	4

CHAPTER TWO: LITERATURE REVIEW

2.1	Definition of Smart Home	6
2.2	Purchase Decision on Smart Home	7
2.3	High Demand for Low Cost Home Control	7
2.4	Market Value on Smart Home	7
2.5	Challenges in the implementation of Smart Home System	8
2.6	Smart Home Package	9
2.7	Privacy Considerations	14
2.8	Ethics in Information System Evaluation	14
2.9	Information Security Baselines	15
2.10	Intellectual Property Protection	17

ABSTRACT

In the world of electronic commerce of today and tomorrow, Smart Home System has been the aim for the developer in housing sector as one of the attraction to homebuyer. Good marketing strategy on Smart Home System can have a broad market appeal to new homebuyers. However, understanding of the capabilities of these systems is currently very limited within the housing industry that lead to the few barriers in the implementation of this system. Despite all their work and aimed at the implementation of Smart Home System, this system remained largely unnoticed by the user and certainly underused because lack of education and guidance to the user. Some of the major impediments to market expansion include perceived of use, perceived usefulness, perceived credibility, cost, user interfaces (central) controllers/computer software, and mistrust of technology. The issues highlighted here are about the usage, satisfaction and privacy issues in advance technology of Smart Home System. In order to discover the issue, a condominium that will be defined as Condo-X for the confidentially purpose has been selected. Approximately 180 questionnaires were distributed to the residents as a sample to get their opinion regarding the issues. Hopefully, it will improve a better understanding in identifying their usage and satisfaction in practicing this technology. Besides that, there are several recommendations to improve the quality in the implementation of the system for future benefit.