UNIVERSITI TEKNOLOGI MARA

TICKET MANAGEMENT INFORMATION SYSTEM FOR TAMAN REKREASI ASFA USING SHNEIDERMAN'S EIGHT GOLDEN RULES

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AUGUST 2026

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ACKNOWLEDGEMENT

To begin with, I would like to express my deepest gratitude to the Allah S.W.T for granting me the ability, patience, and perseverance to complete this Final Year Project successfully. Without His guidance and blessings, this project would not have been possible. I would also like to show my innermost gratitude to my FYP lecturer, Miss Hasnul Azirah Binti Abdul Hamid and my supervisor, Madam Zeti Darleena Binti Eri for continuous guidance, valuable advice, and constructive feedback throughout the development of this project. Their support and encouragement have greatly contributed to the completion and quality of this study. Thanks to my family for their moral support during this journey. Their encouragement has been constant source of motivation, especially during challenging moments. In addition, I would like to thank my friends and classmates who provided support and encouragement throughout the project. Their help and understanding made this journey more meaningful and manageable. Lastly, I would like to acknowledge Universiti Teknologi MARA (UiTM) for providing a conducive learning environment, facilities, and resources that supported the completion of this project. To everyone who contributed directly or indirectly, thank you for being part of this meaningful journey.

ABSTRACT

This project was aimed at designing and developing a Ticket Management Information System (TMIS) to enhance the current semi-computerized Ticket Management system at Taman Rekreasi ASFA. The present system primarily handled tickets sales but failed to provide other vital functions of the operation like rental management, customer information management, payments processing, user management and report generation. This meant that staff needed to deal with these activities individually, which resulted in a less efficient and time consuming day-to-day operation. The goals of this project were to become familiar with the existing ticket management process and problems, design and develop a web-based Ticket Management Information System which was based on Shneiderman's Eight Golden Rules of interface design, and assess the functionality and usability of the developed system.

The system has been developed with the aid of the Evolutionary Prototyping model that enabled improvements throughout the development process based on users feedback. There were three user roles which is System Admin, Ticket Officer and Manager. It also had user management, ticket management, rental management, customer info management, payment processing, receipt generation, and report generation modules. Shneiderman's Eight Golden Rules were followed to get the interface to be consistent, easy to use and efficient to use, through navigation, informing feedback, error prevention and structured information. The system was tested using four tests, which are system testing, expert evaluation, User Experience Evaluation, and System Usability Scale (SUS). The overall mean score for the User Experience Evaluation was 4.47 out of 5.00 (89.33%) and for the system was 79.75, which means it is in the good usability range for a System Usability Scale (SUS). The overall results indicate that the Ticket Management Information System was able to fulfill the project objectives which are to create a centralized, efficient and user-friendly system for handling ticket sales and daily operational activities in Taman Rekreasi ASFA. There is a possibility to develop more advanced features of the system in the future, such as online ticketing, online payment integration.