UNIVERSITI TEKNOLOGI MARA

AN ONLINE SERVICE BOOKING SYSTEM FOR QD CATS HOTEL & SPA USING DELONE AND MCLEAN INFORMATION SYSTEM (IS) SUCCESS MODEL

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JULY 2026

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ACKNOWLEDGEMENT

To begin with, I wish to thank Allah SWT, the Most Merciful, the Most Compassionate, for giving me strength, patience, guidance, and clarity during the process of doing this Final Year Project. This would not have been achieved without His blessings and mercy.

I would also wish to give my heart felt gratitude to my lecturer in CSP600 and CSP650, Miss Hasnul Azirah, whose guidance and positive feedback as well as knowledge input proved invaluable in the course. Her support, inspiration, and academic assistance have contributed greatly towards shaping my knowledge and achievements of success with this project.

I also owe the unwavering supervision, valuable counsel and unlimited support to my project supervisor, Sir Ahmad Aiman in the course of the development of this project. The advice, encouragement and important recommendations have contributed significantly to betterment of my work and my ability to remain focused during the project duration.

I would additionally wish to acknowledge the respected examiners, Miss Wan Adibah Hanis on their valuable comments and constructive suggestions coupled with professional review of this project. I would like to say the greatest thank you to the time and effort they took to go through my work.

I would also give a heartfelt thanks to all lecturers who have taught and mentored me during my time in school, because of their knowledge, patience and dedication, I have a solid base of learning and personal development.

Lastly, I would like to say my great loved ones and friends, their love, support, understanding, and emotional support even through difficult moments is endless. They have faith in me, and this has served as an incentive and empowerment. I would also like to credit myself with being strong, resolute, and committed to cross over the hurdles in achieving a successful project.

ABSTRACT

QD Cats Hotel & Spa, Kuala Terengganu, a pet care services provider, uses a manual booking system via phone calls, WhatsApp and walk-in appointments to book their services. This has led to some operational inefficiencies such as, no real-time scheduling, double booking, unstructured customer database, and booking record mismatch with payment handling. In this project, the author set out to design, develop and test an Online Service Booking System at QD Cats Hotel & Spa, a hotel that is guided by the DeLone and McLean Information System (IS) Success Model as a theoretical framework. The system was developed in five stages of planning, analysis, design, implementation, and testing, by using the Adapted Waterfall Model. It has been developed with PHP, MySQL, HTML, CSS and JavaScript using "Laragon" as the development environment. It supports three user roles, customer, staff and administrator with respective user dashboards and user roles access control. Functionality testing was done using a number of test cases for ensuring system accuracy and expert evaluation was done by three information systems professionals based on five DeLone and McLean dimensions: system quality, information quality, service quality, user satisfaction and net benefits. The user evaluation was done by using the System Usability Scale (SUS) questionnaire on 30 respondents with SUS score of 84.38, that is Grade A or Excellent. The expert evaluation scores in all five dimensions were within the range of 4.48 to 4.60 out of 5.00, demonstrating the usefulness, usability and quality of the system. As a result, it successfully digitized and streamlined the booking process at QD Cats Hotel & Spa, benefiting their customers with a clear and convenient booking process, staff with better scheduling, and administrators with centralised reporting and operational control. Future improvement plans involve deploying to a live web hosting platform, adding support for a live payment gateway, building a dedicated mobile application that supports push notifications and adding in an AI-powered chatbot to enhance the quality of customer support.