UNIVERSITI TEKNOLOGI MARA

A WEB-BASED SALON APPOINTMENT MANAGEMENT SYSTEM FOR AAZANI HAIR SALON USING AFFORDANCE THEORY

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ABSTRACT

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Aazani Hair Salon currently manages appointments through WhatsApp, phone calls, and manual records. This manual process causes several problems, such as booking conflicts, missing customer records, delayed appointment confirmation, difficulty in tracking appointment history, and no systematic notification for customers. Therefore, this project aimed to design, develop, and evaluate a web-based salon appointment management system for Aazani Hair Salon using Affordance Theory. The system was developed to support three main users, which are customers, staff, and admin. Customers can register, log in, view services, select staff, choose available dates and time slots, book appointments, reschedule or cancel appointments, view appointment history, update profiles, and receive notifications. Staff can manage appointment status, record payment, control time slots, and view appointment updates. Admin can manage users, services, appointments, time slots, reports, profiles, and notifications. The Adapted Waterfall Model was used as the project methodology, which included planning, analysis, design, implementation, testing, and documentation phases. Affordance Theory was applied in the interface design through clear buttons, labels, icons, validation messages, disabled unavailable slots, and familiar navigation layouts. The system was evaluated through system testing, expert evaluation, and user evaluation involving 30 respondents. The system testing showed that the main functions worked successfully in normal, alternative, and exception scenarios. The user evaluation produced positive results, with a satisfaction score of 87.92%, effectiveness score of 89.50%, and efficiency score of 89.17%. These results indicate that the system is usable, effective, and efficient for managing salon appointments. Overall, the system offers a practical digital solution that reduces manual work, improves appointment organization, supports better communication, and helps Aazani Hair Salon manage daily operations more systematically. Future enhancements include online payment, booking fee, customer review, mobile application, real-time chat, and improved time slot management.