UNIVERSITY TEKNOLOGI MARA

SURFING CLASS BOOKING SYSTEM USING JAKOB NIELSEN USABILITY HEURISTIC

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FEBRUARY 2026

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ACKNOWLEDGEMENT

Alhamdulillah, praises and thanks to Allah because of His Almighty and His utmost blessings, I was able to finish this research within the time duration given. Firstly, my special thanks go to my supervisor, Madam Normalina binti Ibrahim @ Mat Nor, for her guidance, support, and encouragement during the process to complete this project.

Special appreciation also goes to my beloved parents for their endless love, prayers, and moral support, which became my greatest source of strength and always there to support me until reach the top.

Last but not least, I would like to give my gratitude to my dearest friend and my lecturer for this course and CSP600, Madam Siti Nurul Hayatie binti Ishak, for her dedication, feedback, and motivation that help me to achieve the greatest result for this semester.

ABSTRACT

The Surfing Class Booking System was developed to improve the efficiency and management of Malaysia's biggest surf school, Cherating Surf Club, has been giving surf lessons since 2008. The existing booking process are lack of date management system for booking, manual payment at the end of the sessions give tracking error and delays and absence of automation to prevent bookings from being made in the off-season months. This project goals to identify requirements of surfing class booking management, to design and develop a surfing class booking management system, and to evaluate the functionality and usability of the surfing class booking management system. The Adopted Waterfall model provides an organised and sequential method to get feedback after completed the development process, while the design is followed using Jakob Nielsen Usability Heuristic to ensure user-friendly, efficient and consistent interface. The testing and usability evaluations were conducted involving 39 users, which achieve the above-average of SUS score of 87.05. The evaluation results indicate positive user acceptance and demonstrating that the system effectively reduces administrative workload. In addition, Surfing Class Booking System integrate to the digital transformation of surfing tourism management and suitable in the local surf industry.