

Universiti Teknologi MARA

**Electronic Storefront for PALAPES
Product
(e-PALAPES)**

Nur Zulaikha Binti Samsuddin

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for
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STUDENT'S DECLARATION

I certify that this thesis and the project to which it refers is the product of my own work and that any idea or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

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NUR ZULAIKHA BINTI SAMSUDDIN
2014550675

JANUARY 26, 2017

ABSTRACT

PALAPES cadets need to do purchasing of uniforms and related equipments for their training as well as after their graduation. Currently the process of purchasing is conducted via physical stores that are qualified to sell PALAPES related products. These stores are limited in numbers and usually located away from the Cadets' location. An e-commerce website has been developed to make the purchasing transaction process for PALAPES equipment easier. With the existence of an e-commerce website selling all the PALAPES related products helps cadets or the new officer to acquire uniforms and niche PALAPES equipment. The system is called Electronic Storefront for PALAPES Product (e-PALAPES) and was developed based on the adapted Waterfall Model of the System Development Life Cycle (SDLC). This model has six (6) phases which are Planning, Analysis, Design, Development, Testing and Evaluation, as well as Documentation. e-PALAPES was tested by 30 respondents and 3 expert users. Overall, the highest mean received is 4.59 (SD=0.57) for customer touching applications, 4.69 (SD=0.47) for perceived ease of use, 4.55 (SD=0.63) for consistency, 4.41 (SD=0.57) for efficiency, 4.52 (SD=0.57) for satisfaction and 4.62 (SD=0.56) for user interface evaluation. As all means are above 4.00 and standard deviations (SD) are less than 1, it implies that the usability of the system is good and user response has only small dispersion. In the future, the system can be enhanced to include complete e-commerce system with the involvement of suppliers so that the cadets have several product choices based on quality and prices as well as able to buy in the wholesale quantity.

TABLE OF CONTENTS

CONTENT	PAGE
SUPERVISOR'S APPROVAL	ii
STUDENT'S DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	x
LIST OF TABLES	xii
CHAPTER ONE: INTRODUCTION	
1.1 Background of Study	1
1.2 Problem Statement	3
1.3 Project Objectives	4
1.4 Project Scope	4
1.5 Project Significance	4
1.6 Project Framework	5
1.7 Gantt Chart	8
1.8 Conclusion	9
CHAPTER TWO: LITERATURE REVIEW	
2.1 Introduction	10
2.2 Definition of Electronic Commerce (E-Commerce)	11
2.2.1 Types of E-Commerce	12
2.2.2 Business Model	14
2.2.3 Revenue Model	14
2.2.4 Electronic Storefront	15
2.2.5 Components of an E-Storefront	16
2.3 Online Product Selling	19
2.4 System Development Model	20
2.4.1 Waterfall Model	20
2.4.2 Prototyping Model	22

2.4.3	Rapid Application Development (RAD)	23
2.4.4	Spiral Model	24
2.4.5	Extreme Programming	25
2.4.6	Comparisons of the System Development Model	26
2.5	Similar Existing System	28
2.5.1	Canggih	28
2.5.2	Hijab Emma	30
2.5.3	ZALORA	31
2.5.4	Professor	32
2.5.5	ZAWARA	34
2.5.6	Comparison of the E-Commerce Website	35
2.6	Implication of Literature Review to the System Development	37
2.7	Conclusion	38

CHAPTER THREE: METHODOLOGY

3.1	Introduction	39
3.2	Waterfall Model	40
3.3	Project Development Methodology	41
3.4	Planning	43
3.4.1	Preliminary Study	43
3.5	Analysis	44
3.5.1	User Requirement and System Requirement	44
3.5.2	Data Collected	45
3.6	Design	47
3.6.1	Process Flow Diagram	47
3.6.2	Context Diagram	48
3.6.3	Data Flow Diagram (DFD) Level 0	49
3.6.4	Entity Relationship Diagram (ERD)	52
3.6.5	User Interface Design	54
3.6.6	Site Map	55
3.6.7	Development	56
3.7	Testing and Evaluation	58
3.7.1	Testing	58
3.7.2	Expert Evaluation	63
3.7.3	User Evaluation	65
3.8	Documentation	67
3.9	Conclusion	67