

Universiti Teknologi MARA

Kayak Kuala Ibai Reservation System

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ABSTRACT

Kayak Kuala Ibai Reservation System (KKIRS) is a Persatuan Kanu Terengganu web-based reservation system that helps them to manage their business digitally, and allow public user and athlete to make an online reservation. Currently, athlete at Terengganu and the public user are using a manual process to make reservation such as they make reserve through call and message through WhatsApp to the clerk and walk-in through to Persatuan Kanu Terengganu. The issues arise when the athlete or public user is walk-in through the Persatun Kanu Terengganu without knowing that the kayak is fully reserved by someone else. Therefore, this system has been developed to help Persatuan Kanu Terengganu to manage their reservation process and sales. There are four target users in this system; Public user, athlete, clerk and manager of Persatuan Kanu Terengganu. Adapted Waterfall model has been used in developing this system. The phases are requirements planning, design, implementation and testing. It is implemented, and KKIRS is developed to deal with the reservation process. KKIRS is tested in terms of functionality only such as by using the test plan, and test cases include the three scenarios, which are Normal Scenario, Alternative Scenario and Exception Scenario. The result and finding based on the user evaluation, the respondents, are easy to understand the button and flow of the system. For the functionality, all of the buttons and others are function very well. The reservation Information system provides a platform for the clerk to manage the reservation via online and make it easy for them to know the current status of reservation for public and athlete.

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