

Universiti Teknologi MARA

**Space Facility Reservation System For
Rakan Muda Larut Matang
And Selama Office**

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**Thesis submitted in fulfilment of the requirements for
Bachelor of Information Technology (Hons.) Business Computing
Faculty of Computer and Mathematical Sciences**

July 2020

ACKNOWLEDGEMENT

Alhamdulillah, thanks to Allah S.W.T of His utmost blessings, I could complete this research within the time duration given. Also, thanks to my unfailing support. Firstly, I would like to express my deepest gratitude to my supervisor, Muhammad Atif Bin Ramlan lecturer at Faculty of Computer and Mathematical Science, UiTM, Kuala Terengganu Campus for his excellence guidance, encouragement and patience throughout the development of final year project. Not to be forgotten, my lecturer for CSP600 and CSP650, Miss Nik Marsyahariani Bt Nik Daud, for a complete guidance given through these two semesters. In addition, an appreciation and special thanks to lecturers and others who are involved in this research for their commitment and contribution in providing useful information, idea and so on.

Special appreciation also goes to my beloved parents and other family members who keep on giving their endless support and motivation. Without all their support, I would not be able to complete my research successfully. Finally, I would like to give my gratitude to my dearest friends who keep on lending their hand, efforts and time to help me through this final year project progress.

ABSTRACT

Space Facility Reservation System for Larut Matang and Selama office is a web-based system where the customers can make the reservation process via online. This system also helps the staff and manager to manage the reservation and facility information systematically and efficiency. It is proposed as an alternative for the community to make the reservation. After the findings, the result found that the company faced the problems to manage the reservation process. Rakan Muda Larut and Selama office needs a computerized database system to manage reservation data and online technology is a good way to reach a wider customer base. In developing this system, System Development Life Cycle (SDLC) will be used as a method to guide in developing the system. The model for Space Facility Reservation System for Larut Matang and Selama office is Adapted Waterfall Model which has six phases which is system planning, system analysis, system design, system development, system testing and evaluation and system documentation. Moreover, the system testing and user evaluation has been conducted in order to identify the functionality and usability of the system. For the functionality testing it involve the testing based on the scenario. The scenario that involve is normal scenario and exception scenario while to measure the usability of the system, the ISO (International Organization for Standardization) approach will be used that consist to measure the effectiveness, efficiency and satisfaction. The user evaluation involves 3 users as a tester to evaluate the usability of system. As a result, the effectiveness of the system is 80% which is the users agree that the system is easy to used. Then, the result for the efficiency can be measured using time-based efficiency and overall relative efficiency while the result for the satisfaction are 85% which is the user are satisfied when using the system.

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