Universiti Teknologi MARA

Majlis Perbandaran Selayang Android Application MPS e-Aduan Mobile

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ABSTRACT

Selayang Municipal Council (MPS) is a local authority that involve in serving multiple services and authorization towards local resident within Selayang district. Due to increasing of information and to serve ease communication and customer satisfaction, MPS plan to have an android application to enables local resident to lodge report as well suggestion to MPS improvement. The planned android system also should be able to interact actively within the users and easy to manage. For this project, the suitable project development methodology to be implemented is Rapid Application Development (RAD). Seeing as this project need to be deliver within ten (10) weeks or less than three (3) months, therefore, implementing RAD as project development methodology are relevant for diminutive timeline project. In view of the fact that this project will implement RAD as development methodology, it seems its cover all aspect related to the development and installation of the information system from the process of gathering information until implementation. This project also being approves to success and meets the requirement required by upper management. Therefore, the record on the database for this android system will not be exposing to unauthorized people due to the privacy and security issue. For this project, the attached softcopy system is the exact system that being used in the unit but with filtered data. As conclusion, this project was successfully delivered within the expected time with superb reorganization from the user and customer.

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INTRODUCTION

1.0 Introduction

As seen day by days, the environment of communication was widely changed and strongly improved base on the demand of information sharing and data seeking. This scenario does not happen throughout the economic sector, including the organizations that use lots of information and communication to work on.

Mobile applications (commonly referred as "apps"), are considered to be one of the fastest growing trends in Information Android apps industry (Eddy, 2011). Users enjoy the variety of features that mobile apps can provide quickly and without introducing unnecessary complexity into their designs. As a result, mobile apps present a more popular interface for interaction with business android apps than using web applications via Web Browser.

Smartphone is a new gadget and new technology makes people easy way to access internet 24 hours a day, 7 days a week. This project is to develop mobile apps on android smartphone that will utilize the use of the phone.

Now the local government around the world beginning to heading the call of the mobile tools. City government or city council trending to explore to provide services more effectively by using mobile applications as to reach citizen in new ways. With this trending, city council can highlight their civic culture and promote community action by embracing mobile application