Universiti Teknologi MARA

Development of Claim Management System for UiTM Part-Time Staff

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ABSTRACT

Claim management system is developed for UiTM part-time staff to replace the manual current process. The manual claim process is time consuming due to part-time staffs need to go through too much procedure in order to claim the allowance for their duty. Besides, the claim duration also takes time and normally will take one to two month before they get the payment. The objectives of this research project are to identify the requirement for Claim Management System for UiTM Part-Time Staff, to design a web-based for Claim Management System for UiTM Part-Time Staff and also to develop and demonstrate the Claim Management System for UiTM Part-Time Staff. In order to achieve the user requirement, a researcher conduct the interview session with part-time staff including the lifeguards, the commanders and also part-time lecturers as well as the in-charge officer and the treasurer. In this project, Rapid Application Development (RAD) has been implemented as the project methodology through three phases which is requirement planning, user design and construction. Finally, the Claim Management System for UiTM Part-Time Staff is design and develops using the PHP language and all the data were stored in the MySQL as the database. All the problems related to the claim process were solved using the Claim Management System for UiTM Part-Time Staff. For the future enhancement, the Claim Management System will add notification alerts via Short Message Service (SMS), language enhancement which is display bilingual and improve the system performance by continued the research of the project until testing phase.

TABLE OF CONTENTS

CONTENTS	PAGE

CHAPTER 1

INTRODUCTION

This chapter provides the overview of the research project and discusses about the problem statement, the aim of this research, stakeholders involved, research objectives, scope and significance of the research project.

1.1   Background of Study

MARA University of Technology or commonly known as UiTM is the largest university in Malaysia in terms of size and student enrolment. In fact, UiTM is the only public university that offering student intake twice a year. UiTM was establishing specifically for Bumiputera students to achieve the highest scholarly level and to prepare them for careers in public and professional practice in various fields. To increase the productivity of the university, the staffs play the important role as they provide services to the institution. In UiTM, the staffs are categorized into academic staff and non-academic staff. Academic staff and non academic staff are divided into full-time staff, part-time staff and contract staff.

Full-time staff is an employee who works usually 40 hours in week (Susan, M., 2013) while the part-time staff is an employee who works less than full-time employee, usually around one (1) hour to 35 hours per week. (Business Dictionary, 2013). Meanwhile the contract staff is an employee that is given a specific job to do during set amount of time, outlining all aspects of the project including time frames and payment that have agreement with both employee and employer. (Erin, J. 2013). Each staff has their standard given of salary.