

**Universiti Teknologi MARA**

**Online Court Booking System (OCoBS)**

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## TABLE OF CONTENTS

<b>CONTENT</b>	<b>PAGE</b>
<b>SUPERVISOR APPROVAL</b>	i
<b>STUDENT DECLARATION</b>	ii
<b>TABLE OF CONTENTS</b>	iii
<b>CHAPTER ONE: INTRODUCTION</b>	
1.1 Background of Study	1
1.2 Current Business	3
1.3 Problem Statement	5
1.4 Objectives	5
1.5 Scope	6
1.6 Significance	7
1.7 Project Framework	8
1.8 Gant Chart	10
1.9 Conclusion	11
<b>CHAPTER TWO: LITERATURE REVIEW</b>	
2.1 Introduction	12
2.2 Area of Interest	13
2.3 Domain / Problem Statement	14
2.4 Theory	16
2.5 System Development	18
2.6 Similar Existing System	23
2.7 Implication of Literature Review	28
2.8 Conclusion	29
<b>CHAPTER THREE: METHODOLOGY</b>	
3.1 Introduction	30
3.2 Project Development Methodology	30
3.3 System Planning	33
3.4 System Development	33
3.5 System Testing	44
3.6 System Documentation	45
3.7 Conclusion	45

<b>CHAPTER FOUR : RESULT AND DISCUSSION</b>	
4.1 Introduction	46
4.2 Business Process Improvement	46
4.3 Online Court Booking System (OCoBS)	51
4.4 System Testing	60
4.5 Discussion	68
4.6 Project Summary	68
4.7 Conclusion	69
<b>CHAPTER FIVE : CONCLUSION AND RECOMMENDATION</b>	
5.1 Project Summary	70
5.2 Project Contribution	71
5.3 Project Limitation	72
5.4 Recommendation and Future Enhancement	72
5.5 Conclusion	72
<b>REFERENCES</b>	73
<b>APPENDICES</b>	75

# CHAPTER 1

## INTRODUCTION

This chapter includes the discussions about project background which is the background of the selected company. This chapter also covered the current business process of the selected company. On the other hand, the problems faced by the company when using the current problem process will be reviewed. The project objectives which are the proposed solution will be discussed in order to prevent unwanted issue during business process. This chapter also discussed the research, scope and research significance for each user that has accessibility in using the system.

### 1.1 Background Of Study

In this era of technological development, many information technologies have been adopted to take the advancement of technology and systems in our country. So users of information technology are very useful and help many parties especially to large companies that run large-scale business. One of the familiar advancement of technology is the Management Information System (MIS). MIS is very important to a company that uses many systems to facilitate the management of the company, especially if they have a lot of data that should be managed easily and systematically.

For this selected project, Public Star Arena Sport Sdn Bhd is a one of famous sport center for futsal sport at Seremban, Negeri Sembilan is the chosen company. Previously, the place used as a futsal court was a manufacturing area. It is a factory building that has been used as a place for many teenagers in the local area to play futsal. Currently, it has four(4) existing courts that can be used. Its operating hours vary on weekdays and weekends. For weekdays the operating hours are from 3.00 pm to 12.00 pm, while on weekends it operates from 10.00 am to 12.00 pm. The futsal court is led by Public Star Arena Sport Sdn Bhd manager, Prasath Palan who is also the key person for the interview session in this project.

The current technology that Public Star Arena Sport Sdn Bhd used is the same as any other sports venues which still stick to the old methods. With the current system, users need to

call or come to the Public Star Court by themselves to check the availability of the court. After that, the staffs need to check the physical logbook to see the recorded booking data. If the court is available at the needed time, customers can proceed with their booking process and the staff will update the booking data in the logbook. However, if the court is not available or has been booked by other, the booking process will automatically terminate or rejected and the customer will given the choice to the booking to another date and time.

By using the online booking system, it can make it easier for customers to register in the system to make reservations. An online booking system is a software solution that allows potential guests to self-book and pay through your website, and other channels, while giving you the best tools to run and scale your operation, all in one place.