

**Universiti Teknologi MARA**

**Dewan Badminton Dato Dr. Mohd Sulaiman Online  
Booking System**

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## **CHAPTER 1**

### **Introduction**

#### **1.1 Introduction**

The use of systems today has become more widespread, this is because the ability of the system to work, organize and perform a task that has been set is very helpful in improving performance and further streamline the staffistration of an organization. The system can be used in two methods manual which is mostly use paper -based, while the use of the internet is a more systematic online method. For example, a booking system. there are various types of booking systems including the court booking system. The difference between manual booking system and online booking system is online booking system still uses the same method as manual booking system but has been improved and refined to facilitate users, moreover it is done online which means more flexible to use. Online booking system is a tool that allows users to make reservations online without having to meet directly with the owner of the organization.

Kuala Terengganu is a place famous for its natural beauty and the focus is the beauty of the beach and resort islands that are often the focus of tourists. Apart from the natural beauty, there are also other facilities such as sports venues that are widely available in most places. The focus of this project is the Badminton hall facility Dato rd. Mohd Sulaiman based at 591, Jalan Pasir Panjang, kampung Pasir Panjang, 21080 Kuala Terengganu, Terengganu. In a pandemic season as is the case nowadays, sports activities that do not involve body contact like Badminton are more encouraged to avoid the risk of infection, at the same time beingable to maintain a healthy lifestyle by playing sports.

Based on the interview with Encik Rohim which is staff on duty, this Badminton hall still uses a manual booking system for any transaction, the customer must call the number provided to obtain detailed information. Based on the customer response, almost all gave a positive response however, nothing is perfect in the world and able to satisfy everyone, there are responses that express frustration where there are times where the hall manager is late to