Universiti Teknologi MARA

DRIVING SCHOOL ONLINE BOOKING SYSTEM

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Thesis submitted in fulfilment of the requirements
for Bachelor of Information Systems (Hons.)
Business Computing
College of Computing, Informatics and Media

FEBRUARY 2023

ACKNOWLEDGEMENT

Alhamdulillah, thanks to ALLAH SWT for blessing me with His mercy for my health, strength, and life all this time in the name of ALLAH, the most gracious and merciful with Selawat and Salam to Prophet Muhammad S.A.W. I was granted the opportunity to accomplish my final year project with Allah's help and permission, a lot of effort, and self-confidence.

First and foremost, I'd like to express my appreciation to my supervisor, Wan Safra Diyana Wan Abdul Ghani (Dr.), and my lecturer, Puan NorulHidayah Isa, for their guidance, advice, helpful suggestions, encouragement, and moral support throughout the completion of this project. Thank you very much for being so pleasant, patient, and kind in dealing with my questions and problems this semester and for providing me with so much knowledge during the execution of this project.

Finally, I'd like to express my appreciation to my beloved family and friends for their continued support in seeing my final year project thru to completion. Not to mention my dearest, beloved best friend, who has supported me and agreed to read my report. Finally, thanks to UITM and everyone who has contributed directly or indirectly to this research. Thank you for being so encouraging and giving me advice. May Allah continue to bless you all.

ABSTRACT

The Driving School Online Booking System is a system that will make it easier to handle the booking process at Malacca Safety Driving Centre Sdn Bhd (MSDC). The problem faced by Malacca Safety Driving Centre Sdn Bhd (MSDC) has been identified throughout the planning phase of the development. Besides that, the Driving School Online Booking System was created to improve the current business process by saving staff time handling the customer booking process. A few things could be improved in the current business process, such as the customer needs to contact MSDC or walk-in into the company for more detail about the license class. A booking for Malacca Safety Driving Centre Sdn Bhd (MSDC) can be made by phone call or walk-in into the MSDC. The problem occurs when the line is busy, or something unexpected happens with the line, so the customer needs to contact the company to schedule a date booking. The ten usability heuristics principle of user interface design by Jacob Nielsen are used as a theory in Driving School Online Booking System. The project development methodology used an adapted waterfall model with four stages: requirements analysis, design, implementation, and testing. The Driving School Online Booking System solved the problem Malacca Safety Driving Centre Sdn Bhd (MSDC) faced. The system met the system requirement and user requirements. Most of the functionalities were passed, and the actual result was like the expected result. The Driving School Online Booking System will be upgraded to allow more customers to participate. Several recommendations can be implanted on Driving School Online Booking System to improve and enhance its use. The suggestion is the system to have an online payment to easily customer make a booking.

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