

**Universiti Teknologi MARA**

**The Development of Responsive Web Application for  
Sport Facilities Online Booking (SFOB) System in  
UiTM Shah Alam**

**Muhamad Ridzuan Bin Amidin**

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## ABSTRACT

Since 1974, Sport Centre of UiTM Shah Alam has been established to produce and sustain the fitness of the students by playing its role as a mainspring and a planner in coordinating and organizing many sport activities for the students, university staff and general public. This is to overcome the previous limitations of the current E-SUKAN system which are not mobile friendly, not interactive in terms of user interface, and complex form to fill in for the users need to make booking. The objective of this project is to develop a responsive web application for UiTM Shah Alam Sport Facility Online Booking (SFOB) to ease users in order to make facility booking anywhere, anytime using responsive web design. The targeted users for this project are public, the UiTM Sport Centre, and UiTM staffs/students. The significance of this project to the public users is that they can make facility booking by using any devices. The methodology used to develop the SFOB is a Web Development Life Cycle (WDLC). The development, enhancement of the SFOB comprises of the user viewing of 360 images facilities, automated call placement, interactive map of the facility, and allow user to use from any devices. Based on testing result, the user commented that the 360 views of images on mobile device is gives viewers the ability to view from every angle and the images also have ability zoom in, allowing users can click anywhere on the image drag it in any direction to view area desire. For future work, this venture can be upgraded by building up the framework for mobile application platforms such as iOS and Android.

**Keywords:** Online Booking, (E-SUKAN) of UiTM Shah Alam, Responsive Web, Web Development Life Cycle (WDLC), 360 images, Interactive map.

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# CHAPTER 1

## INTRODUCTION

The whole chapter covers on the project background as well as the problem statement for the development of SFOB: Sport Facilities Online Booking web application system. The readers could see the significance of the system, project objectives, project scope, project aim, and also the conclusion.

### 1.1 Project Background

According to Zeglat Shrafat and Al-Smadi (2016), e-services give extra values and utilities beyond the product itself to online users. According to statistics of online services in 2017, the number of applications for e-payment that register in June 2017 is 72 users and the number of applications on services has been increasing every month. However, the percentage of Internet users for year 2017 in Malaysia was 76.9%, as stated by MCMC. There are many applications of online services in Malaysia that which not only saves users' time but can process orders quickly and efficiently (MCMC, 2018).

The term 'booking' has been used to refer to an act of reserving an accommodation, a ticket, among others in advance (Cambridge Dictionary,2018). The challenge in creating a good booking system that would work on every single situation, device, and business can be very complicated since each situation is somehow different (Kujanpaa, 2015). According to Kujanpaa (2015), booking systems can be very straightforward or very complex depending on their functionalities. The booking system must be simple and user-friendly for the users to make their online booking easily.

Sports Centre of UiTM Shah Alam has been established in 1974 to produce and sustain the students fitness by playing its role as a mainspring and a planner in coordinating and organizing many sports activities. The use of the facilities is free for students and university staff but the general public is required to minimal fee an hourly rate.