

UNIVERSITI TEKNOLOGI MARA

**E-FLOLIST ONLINE SYSTEM
(EFOS)**

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“In the name of ALLAH S.W.T. the Most Beneficent and Most Merciful”

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ABSTRACT

The researcher is motivated to develop Florist Online System (EFOS) because currently Dwi Touch Sdn.Bhd Company, Section 9 poorly managed their shop and still used the manually booking form to booking the flowers. The customers need to come to shop and make the order. So, it will take a long time for customer to waiting and as we know, all the people today always busy with other work to do. The aim of this project is to develop Florist Online System using Systems Development Life Cycle (SDLC). For this system the researcher chooses one of the SDLC methods which are prototyping technique. Prototyping technique was apply at design phase which is the prototype will build and demonstrate to the end user or stakeholder. For any changes can be made base on user need. We can refine the process that development process became easier because we are ready have a guideline to develop the system which is developer can follow the prototype that has been agreed. There are three main objectives have been achieved, firstly to identify the requirement of Florist Online System for Dwi Touch, Section 9. After that is to design Online System for Dwi Touch, Section 9 and the last objective is to develop Florist Online System for Dwi Touch, Section 9 using SDLC. Several methods have been applied for the research project which is interviewing the stakeholder to gather the requirement and also review the related journals, books and articles for literature review. As the products, this system can help the administrator and moderate work to improve the booking flowers and for the quality in future works.

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CHAPTER 1

INTRODUCTION

This chapter will describe the overview of the research which are the project background and problem statement that show the need of the research. It also includes the research question, objective, scope and also the significance of the research.

1.1 Project Background

This project is purposely being developed to enhance the current business process of the Dwi Touch shop. The Dwi Touch local is currently using the manual system which involved many human participants. A system has been proposed to change the current manual system to a more systematic and reliable system. This can be done with the requirements being fulfilled along the development of this system. As always, each system that will be developed is based on the improvements of the current system due to its current problems. The local florist shop has been built since the opening of the Dwi Touch itself. It means that the local florist shop has been operating for almost several decades. The business process that it has been implementing is quite good and always customer comes to buy flowers. The local florist shop would provide floral arrangement, hampers, gifts, and wedding accessories neatly arranged at specific location which is attention people come to here. The flowers would be placed according to their type of flowers, concept flowers that people interested, categories. When customers come, they would pick the flowers without have a good combination and just ask for staffs do arrangement of flower. After that, the customer will pay for them at the counter provided.

Nowaday, there have always been lots of opportunities and reasons for deliver flowers and by choosing flowers to buy through online that can be quick and