

## **DECLARATION**

I certify that this report and the research to which it refer is the product of my own work and that any idea or quotation from the work of other people , published or otherwise are fully acknowledge in accordance with the standard referring practices of the discipline.

.....

YUS MOHD AMIRRUL ASRAF BIN SANUSI

2011156743

DECEMBER 27, 2013

## **ABSTRACT**

Sistem Permohonan Surat Pelajar (SPSP) was originally design and develop by Shazrina Bt Othman, Bachelor of Information Technology UiTM Shah Alam, 2008. The purpose of this system is to provide an easy way for student to apply the formal letter from faculty academic office. However, this system is not being implement and used by academic office staff. In the literature review study, the existing of “Sistem Permohona Surat Pelajar” have been analysis and the problem exist have been identify. From the requirement analysis, there are several problem have been identify and the new requirement also have been listed. Comparison between the existing requirement and the new requirement also has been listed. To archive the objective for enhancement of “Sistem Permohonan Surat Pelajar”, the prototype methodologies been apply. The prototype method consist 4 phase activities: 1. Identify requirement, 2. Develop prototype, 3. Prototype being used and tested, 4. Prototype revise and changing. Conclusions that can be made are development of Enhancement of “Sistem Permohonan Surat Pelajar” provide the better system and help student to apply the formal letter from faculty academic office.

## **ACKNOWLEDGEMENT**

In the name of Allah, The Most Gracious and The Most Merciful

First of all, I would like to express my gratitude to Allah S.W.T, The Almighty for giving me strength and patients in completing this project in a given time periods. A special thanks to my dedicated supervisor, Madam Rozianawaty Osman for because give guidance and recommendations from the beginning until the end of this project process. All her kindness for helping me in many ways during the research will not be forgotten. All the moral supports given throughout the completion of this thesis and all the guidelines she taught.

I would like to acknowledge and give my thanks to Pn Salwa, staff of FSKM academic office with her helps and support to allow me to interview and collect data. Besides, I would like to thanks all lectures, friends and family that have contribute and supported me throughout this study directly or indirectly. Thank you very much to all.

# CHAPTER 1

## Introduction

This chapter elaborates the overview and brief explanation of the report. It starts with the project background followed by problem statement, research question, objective of this project, scope and ends with significant of the project.

### 1.1 Project background

Sistem Permohonan Surat Pelajar (SPSP) was originally designed and developed by Shazrina Bt Othman, Bachelor of Information Technology UiTM Shah Alam, 2008. The objective of this system is to provide an easy way for student to apply the formal letter from faculty academic office. With this system, student will login into the system and fill the form for their application letter. The example of letter that the student apply such as formal letters for project/thesis, Student Confirmation Letter, Final Semester Studies, Delays/Continues Study Letter and also Academic Visit Letter. For academic office staff, they use this system to check and manage the application letter by the student. Staff will check the application letter requirement and also student status. After staff finishes review the student information and the requirement for a letter is satisfied, staff will update the student application status on this system. At the same time, the student will notice their application status and go to the faculty academic office to claim their letter.

The interview activities have been conducted to identify the problem existed in the existing of Sistem Permohonan Surat Pelajar. The interview participates by staff of faculty, academic office and the Faculty of Computer and Mathematical Science (FSKM) student that have an experience apply a formal letter from academic office. During the interview session, the existing of SPSP is being shown to the interviewer and their opinion has been captured. **Table 1** shows the respondent info based on the interview that already made.

**Table 1: Summarize issue based on the interview sessions**

	<b>Respondents</b>	<b>A</b>	<b>B</b>	<b>C</b>
<b>Factor</b>	<b>Issue</b>			
Help accomplish tasks and goal	<ul style="list-style-type: none"> <li>Information not visible if special character been key in</li> </ul>		X	
Speed and performance	<ul style="list-style-type: none"> <li>Difficult to search the history of the letter being applied</li> <li>Difficult to fill the letter application form</li> </ul>	X X	X X	X X
Self-learning	<ul style="list-style-type: none"> <li>Did not notice the user guidance available</li> <li>Need help during using the system</li> </ul>	X	X	
Practical	<ul style="list-style-type: none"> <li>Unable to notice the error message been occur</li> <li>There is no button back</li> </ul>	X X	X X	X X
Happy using this system	<ul style="list-style-type: none"> <li>The user interface is not pleasing to use</li> </ul>	X	X	X