

UNIVERSITI TEKNOLOGI MARA

**ON-DEMAND IRONING SERVICE MOBILE
APPLICATION FOR RESIDENTIAL STUDENTS IN
UITM SHAH ALAM (Iron2U)**

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ABSTRACT

Ironing services have become more popular because of the great convenience it offers for busy individuals. There are 29 residential students in UiTM Shah Alam and the laundry owner, Puan Khatijah has been interviewed using Google Form and WhatsApp platform, respectively. Based on the interview (Refer Appendix A and B), the residential students having a limited time to go out for laundry since they are busy, and they do not like ironing. The laundry owner also having difficulty in tracking their customer order. This project aims to develop the mobile application of on-demand ironing services for residential students within UiTM Shah Alam and its laundry owner. This project covers three objectives which are to identify the requirement, to design, and to develop an Iron2U application. However, this project did not include a payment gateway as it must be done by cash. The target user of this project would be the residential students in UiTM Shah Alam who need ironing service and the owner of the laundry. Mobile Application Development Lifecycle (MADLC) is the approach employed to complete this task. This project allows the user to get the ironing service using online ordering. Besides, it has a schedule function to book for the ironing service at their preferred time. Hence, an in-app notification will appear after their order are successfully accepted and they can download the digitalized order receipt for their future guide. It also provides informative content on the pricing and services offered by the laundry. Android Studio software is used to develop the functions for Iron2U mobile application. A scheduled online booking based on student's demands is one of the motivations for developing this project to overcome the problems. The project will benefit the residential students in UiTM Shah Alam primarily as they will be able to get the ironing service on their demands and the laundry owner is easily able to find the customer who needs their services and track their orders. The future recommendation is to include online banking as the payment gateway. In a nutshell, Iron2U mobile application can minimize student's time and systematically ease the laundry owner for data entry and track their customer's order.

Keywords: Online booking, Android, Ironing Service, Mobile Application Development Lifecycle, Pickup.

TABLE OF CONTENT

CHAPTER ONE: INTRODUCTION

1.1	Project Background.....	1
1.2	Problem Statement.....	2
1.3	Problem Aim.....	4
1.4	Project Objectives.....	4
1.5	Project Scope.....	4
1.6	Project Significance.....	6
1.7	Chapter Summary.....	6

CHAPTER 2: LITERATURE REVIEW

2.1	Ironing Service.....	7
2.1.1	Introduction of Ironing Service.....	7
2.2	Online Ordering.....	8
2.2.1	Importance of online ordering.....	8
2.2.2	Factors influencing online ordering.....	8
2.3	Mobile Application.....	10
2.3.1	Introduction of Mobile Application.....	10
2.3.2	Mobile application for business/services purposes	11
2.3.3	Types of Mobile Application.....	11
2.3.4	Mobile Operating System.....	13
2.4	Location Based Service (LBS)	17
2.4.1	Definition of Location Based Service	17
2.4.2	Tools of Location Based Service.....	18
2.5	Tools and Techniques for System Development	19
2.6	Review of Existing/Similar Mobile Application.....	22
2.6.1	HappyFresh.....	22
2.6.2	MyCar.....	23
2.6.3	Bungkusi.....	24
2.6.4	Domino Pizza.....	25

CHAPTER 1

INTRODUCTION

This chapter shows the project background, problem statements regarding the current issues identified, objectives of the project, project scope and limitation, and the significance of the project.

1.1 Project Background

Many people dislike doing ironing until today. The activity of ironing is not a simple thing to do before the modern iron was created because the process takes a long time to complete it. (StarletCleaning, 2014). However, other than eliminating creases and shrinkage, ironing also affects the freshness look of the clothes. People will uplift their self-confidence level as clean and fresh clothes will make them feel better. (GoIroning, 2018).

A mobile application, that most known as an app, is a kind of software program that is intended to run on a mobile gadget, such as a smartphone or tablet computer. (Technopedia, 2018). A study by Gwen Chen (2019) found that the crucial move in obtaining warehouse capability is the revolution from riveted desktop workstations to smartphones and mobile devices as it significantly minimizes the walking time. Ronald (2011) surveys showed that 71.8% of the workers are using their mobile phones for business purposes and the rest of them are using it personal activities. A mobile app can help a business grow rapidly irrespective of the business type.

Location-based services (LBS) seemingly can be the best one in the utilization of mobile/wireless usage. (Chan N., 2003). Geotagging is used to track up the location of the website or services' users that are powered by the global positioning system (GPS) and it may be employed to search some specific location based on the spot and coordinates of the metadata (Fnjanmobile, 2017). There are a lot of navigation apps available on the market. The "Compose New Tweet" form on Twitter (Google Play, 2010) has an icon of pin location that will show nearby locations of the user. A new observation by The Manifest (2018) affirms that LBS navigation has become a major service needed by more than 45% of mobile users, with Google Maps (Google Play, 2005) being enormous options for mobile users.

Generally, residential students in UiTM Shah Alam having a hard time managing their time to go outside the campus for laundry and ironing their clothes due to the compact schedule in finishing their assignments and other student kinds of stuff. Having a presentable look is what