

**A STUDY ON REQUIREMENT SPECIFICATION AND USERS' EXPECTATIONS :
PROBLEMS ENCOUNTERED IN iSIS ONLINE REGISTRATION SYSTEM**

By

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DECLARATION

I hereby declare that the work in this thesis is on my own work. Materials of work found by other researchers are mentioned by reference. This thesis has neither in whole nor in part been previously submitted by any unspecified sources or persons.

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ABSTRACT

Nowadays environment, many traditional business processes are changed towards web-based technology processes. The inspiring of creating web-based technology processes is because the huge number of resources and the people connected to internet. Hence, iSIS Online Registration System has been developed by the Center for Integrated Information Systems (CIIS) in Universiti Teknologi MARA (UiTM). This system allows the user which is UiTM student, to access and register their courses taken through local area network within UiTM. However, the application of the system always contributes problems every time the system is used. This research is conducted to discover all the problems encountered during the implementation of the system, so that the developer will take an appropriate action to correct and enhance it. Approximately two hundreds of questionnaires were distributed to the students as a sample to get their opinion regarding this research. Hopefully, it will improve a better understanding in identifying the users' requirements for this system. By producing this research, the developer can also know what actually users' expect from the system. Besides that, there are a few guidelines or suggestion to improve the quality of the system for the future benefit.

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