

Reservation System for Premier Lounge

Muhammad Faizal Samat
Faculty of Business Management
Universiti Teknologi MARA Cawangan
Kelantan
Kelantan, Malaysia
faizal951@uitm.edu.my

Mohamad Safwan Mohamad Razali
Faculty of Information Management
Universiti Teknologi MARA
Cawangan Kelantan
Kelantan, Malaysia
2003mohdsafwan@gmail.com

Nur Mazidah Saiful Muluk
Faculty of Information Management
Universiti Teknologi MARA Cawangan
Kelantan
Kelantan, Malaysia
mazidahsaiful12@gmail.com

Muhamad Farhan Nizam
Faculty of Information Management
Universiti Teknologi MARA Cawangan
Kelantan
Kelantan, Malaysia
m.farhannizam17@gmail.com

Nurul Najwa Zahira Nazori
Faculty of Accountancy
Universiti Teknologi MARA Cawangan
Kelantan
Kelantan, Malaysia
awaazahira@gmail.com

Abstract— *Technology is the application of scientific knowledge for practical purposes, especially in industry. Technology is also used to make things easier in our daily life. For the reservation systems we are focusing more in the reservation of the premier lounge that is located in the UiTM Cawangan Kelantan. This is because in order to use the premier lounge, they have to write on the whiteboard and that become a problems because it can be easily erased and have no security over the reservation. The objective of the reservation system is to make the reservation in using the premier lounge become easier in the university. This reservation system also save time and increase the security in making the reservation. This system can help the user to know the availability of the premier lounge and help to reduce and avoid redundancy in making the reservation of the premier lounge. The reservation systems were invented to help the user in the process of the reservation of the premier lounge in order to make the its easier to do work in that premier lounge. The reservation will be more secure and will be easier because it speed the time to reserve the room. This system can be used in the university which can help to increase the efficiency of the management in the university.*

Keywords---reservation, secure, system, technology, time

I. INTRODUCTION

A premier lounge is a place that is located in Universiti Teknologi MARA (UiTM), Kelantan, Malaysia in which the place is being used as the main place for the students and the staffs to do their programs. A premier lounge is a room that is used for relaxing and entertaining guests [1]. The premier lounge can be used as a place to have dinner, banquet, and the most important thing that the premier lounge is used is for the VVIP person to eat. This is because the premier lounge is comfortable with its own facilities such as air condition, tables and chairs. Premier lounge is located at the centre of the UiTM so it easier for the students to use the premier lounge. Nowadays, information and communication technologies include different services such as e-mail, telegraph, telephone,

and the internet. However, the internet is the latest in long series of communication technologies [2]. The meaning of a system is a set of computer equipment and programs used together for a particular purpose. [3]. A reservation system is a system that allows an event vendor to maintain a stand-alone inventory control system which ties directly to an active reservation server, which in turn is distributed through internet-based reservation systems (web sites) to the users of the internet. [4]. The reservation system includes a local event server that provides the means of maintaining the inventory and the communications with the active reservation server. The local event server allows the event vendor to allocate, control and reserve their inventory at their place of business. Web applications are used to implement webmail, online retail sales, online auctions, wikis, discussion boards, weblogs, MMORPGs and many other functions [5] but we want to take the challenge to create a reservation system that will be helpful in the near future.

In the university, there is many organizations that want to use the premier lounge. There are mostly 50 clubs that are actively engaged with programs in the university so they need to use the premier lounge. There is also another organization in the university such as Corporate Unit that always use the premier lounge. The students and the staff will have to compete to use the premier lounge. The current system of the reservation of the premier lounge is been done manually at the Corporate Unit. That is not secure, outdated and clash of reservation is always happened. Therefore, the reservation system of premier lounge is made to avoid all of these problems that is occur in the reservation of the premier lounge. Furthermore, the system can save time, energy and make the reservation of the premier lounge become more secure.

II. METHODS

This research used quantitative approach to test the questionnaires by the Google Form in order to get responses

from the students and staff of Universiti Teknologi MARA Cawangan Kelantan about the reservation system for Premier Lounge. The tool to collect the data was by questionnaires and 253 respondents were answer the questions. The responses are helpful for further research.

III. RESULTS AND FINDINGS

Table 1.1 Frequency and percentage distribution by demographic profile.

Demographic	N	%
Students or staff that have booked Premier Lounge		
Yes	200	78.9
No	53	21.1
Total	253	100.0
Frequency booked in a year		
1-3 times	152	60.1
4-5 times	68	26.8
More than 6 times	33	13.1
Total	253	100.0

A total of 253 respondents involved in this study and summarized in Table 1.1 as above. For the 78.9 percent of the total numbers of respondents have booked Premier Lounge, while 21.1 percent respondents never booked Premier Lounge. For the frequency booked of Premier Lounge in a year, 60.1 percent were booked in 1-3 times, 26.8 percent were booked in 4-5 times and 13.2 percent were booked the Premier Lounge more than 6 times in a year.

Frequency analysis

Table 1.2 Frequency and percentage distribution by questions

Questions	N	%
Did you know that Premier Lounge reservations need to be done manually (offline) in Corporate Unit?		
Yes		
No	188	74.4
Total	65	25.6
	253	100.0
Have you ever done the reservation for Premier Lounge on the same date with other event?		
Yes		
No	153	60.5
Total	100	39.5
	253	100.0
Does the online reservation system is easier for users of Premier Lounge?		
Yes		
No	128	50.6
Maybe	97	38.3
Total	28	11.1
	253	100.0
Would you use a Premier Lounge reservation system if it made online?		
Yes		
No	154	60.9
Total	99	39.1
	253	100.0

manually in Corporate Unit, 74.4 percent indicate Yes and 25.6 percent indicate No. The next question was asked about have they done the reservation on same date with the other event. It was found that 60.5 percent of the respondents answered Yes, while 39.5 percent answered No. Further questions were asked about the online reservation system will be easy for the users of Premier Lounge, and the answered by respondents were 50.6 percent Yes, 38.3 percent No and 11.1 percent were Maybe. Lastly, 60.9 percent of the total respondents answered Yes and 39.1 percent answered No to the question on if the system reservation for Premier Lounge made online.

IV. CONCLUSIONS

In a nut shell, the reservation system for premier lounge is very applicable in the university where the students and the staff that want to make the reservation can just open the reservation system with their laptop or on their phone. The reservation system can make the user of this system become easier to make the reservation for the premier lounge. This system will help in reduce the redundant of the reservation when the students and staff make reservation. Its also very easy, save time, save energy of the user because everything can just be done at the tip of the finger.

In this project there are many questions that is undertake by the students in the university with the performance of reserving the premier lounge. With the help of many people the reservation system of the premier lounge has be the solution for their worry and demand. According to the survey that is been asked mostly of them positively recommend and want to make the reservation of the premier lounge to be made online because this will become a benefit for them in making the reservation of the room. This system also can be used in mobile web and laptop which is easier to access. The user also can make the reservation in a simple way with the interface of the system that is easy to follow and understand.

ACKNOWLEDGMENT (*Heading 5*)

I would like to thanks my teammates for all the hard work to complete this project. A special thanks to the organizer for giving us the chance to enter this program. Lastly, thank you to all the people that help us to complete this project directly or indirectly.

Table 1.2 shows the results of frequency and percentage by each question. When the respondents were asked about the current reservation of Premier Lounge need to be done

REFERENCES

- [1] LOUNGE: meaning in the Cambridge English Dictionary. Retrieved from <https://dictionary.cambridge.org/dictionary/english/lounge>
- [2] R. Fielding and R. Taylor, "Principled design of the modern Web architecture," *ACM Transactions on Internet Technology (TOIT)*, vol. 2, pp. 115-150, 2002.
- [3] SYSTEM: meaning in the Cambridge English Dictionary. Retrieved from <https://dictionary.cambridge.org/dictionary/english/system>
- [4] Mankes Robert, O. (2002). Active reservation system. United States Patent Mankes. 1-15
- [5] Omar Abdullah M. Al-Maktari, Rozinah Jamaludin & Al-Samarraie Hosam. (2012). The Acceptance of Online Booking System (OBS) Based on the Theory of Reasoned Action (TRA): A Case of Sana'a University. *International Journal of Scientific & Engineering Research*. 3(2), 1-4.