

Universiti Teknologi MARA

**Online Booking D'Tratak Muslimah
Spa (e-SPA)**

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**Thesis submitted in fulfilment of the requirements
for Bachelor of Information Technology (Hons.)
Business Computing Faculty of Computer and
Mathematical Sciences**

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STUDENT'S DECLARATION

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



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ABSTRACT

D'Tratak Muslimah Spa currently operated manually in booking service. The problem with the manual booking is customer need to go the physical spa to make an appointment. In addition, data loss because staff cannot view the service booking history that has been done by the customer. Online Booking System for D'Tratak Muslimah Spa (e-SPA) is developed to help customer of DTMS to ease the booking transaction. Reports can be generated easily using this system. The prototype model methodology is used in the development of the system. The methodology consists of five phases which are requirement planning phase, analysis phase, design phase, development phase, testing phase and lastly the documentation. This system has been evaluated by three expert users for the feedback and the recommendation. Besides that, user testing also conducted by distributed the questionnaire to the 30 respondents. In a nutshell, the e-SPA system will give more benefit to users when using it and hopefully it can help customers of DTMS to booking the service.

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