

Universiti Teknologi MARA

**Quality Filing & Retrieval System (QFRS)
for UiTM**

Nur Amelia Norhasni

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

July 2016

STUDENT DECLARATION

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



.....
NUR AMELIA NORHASNI

2013648662

JULY 28, 2016

ABSTRACT

Information is the main resources in organization management. Today, Management Information System (MIS) is used widely in several type of management such as decision support system, project management and database retrieval applications. Quality Filing & Retrieval System (QFRS) for UiTM is one of the MIS and it is basically a system of retrieving files and documents in an organization for immediate use. This system expected to give benefits to the users in managing files and documents effective and efficiently. Nowadays, process of managing files and documents in the department in UiTM is using the traditional way by manually store the documents in the file and record it manually for the retrieval process. This cause the retrieval process becomes less effective. This project has been develop using the Waterfall Model which consist of Requirement Gathering, Design, Implementation, Testing and Maintenance. On the implementation of this system, it has been evaluated by three experts and 30 respondents of potential users. The evaluation from expert has been done based on six elements of construct which is the usability, consistency, interface, usability, security, satisfactory and the alert. Most of the expert is satisfied with the satisfactory elements for the system. Furthermore, the user testing from 30 respondents uses also six constructs which is interface, usability, satisfaction, consistency, ease of use and the effectiveness. The user evaluation result shows that construct F which is the effectiveness has the highest mean which is 4.47 with standard deviation of 0.615.

Keywords: *Management Information System (MIS), Quality, Filing, Retrieval*

TABLE OF CONTENTS

CONTENT	PAGE
SUPERVISOR APPROVAL	ii
STUDENT DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
LIST OF FIGURES	ix
LIST OF TABLES	x
LIST OF ABBREVIATIONS	xi
CHAPTER ONE	
1. INTRODUCTION	1
1.2 Problem Statement	5
1.3 Project Objective	6
1.4 Project Scope	6
1.5 Project Significance	7
1.6 Expected Outcome	7
1.7 Project Framework	8
1.8 Gantt Chart	9
1.9 Conclusion	12
CHAPTER TWO	
2. LITERATURE REVIEW	13
2.1 Introduction	13

2.2	Management Information System (MIS)	14
2.3	Similar Concept	14
2.4	Audit Trail	18
2.5	System Development Model	19
2.6	Criteria of a Good File Tracking System	31
2.7	Implication	32
2.8	Conclusion	33
 CHAPTER THREE		
3.	METHODOLOGY	34
3.1	Introduction	34
3.2	Methodology Overview	34
3.3	Requirements Analysis	37
3.4	Design	38
3.5	Design of Database & Data Structure	41
3.6	Testing	42
3.7	Implementation	44
3.8	Maintenance	45
3.7	Evaluation	46
3.8	Conclusion	46
 CHAPTER FOUR		
4.	RESULT & DISCUSSION	47
4.1	Introduction	47
4.2	Business Process Improvement	47
4.3	Quality Filing & Retrieval System	48
4.4	System Testing	50