

UNIVERSITI TEKNOLOGI MARA

**DEVELOPMENT OF *HALAL*
E-ADUAN MOBILE APPLICATION
(HEMA) USING AGILE-SCRUM
METHODOLOGY**

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IT Project submitted in partial fulfillment
of the requirements for the degree of
Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

January 2016

AUTHOR'S DECLARATION

I declare that the work in this IT Project was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as reference work. This IT Project has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

Nowadays, *Halal* is becoming one of the main concern issues among Muslims. *Halal* can be defined as allowed or permitted by Islamic law. Meanwhile, *Halal* and *Toyyiban* is referred to the concept that adopted the term of clean, hygiene, safety and quality assurance (wholesomeness). Currently, complaining on *Halal* matters can be done through many channels. The complaint can be submitted to the respective *Halal* Certification Bodies at state or federal level by filling the form, make a phone calls, email or social media. However, there are several problems that might arise during the complaint process such as privacy concern and time consuming. Thus, the aim of this study is to develop mobile application that can help to solve and cater the problems. This project is used qualitative approach that gathered all the requirements to develop the mobile application through interview process. The respondents that involved in the interview sessions are two officers from *Halal* Department at Jabatan Agama Islam Selangor (JAIS). Based on the collected requirements, the mobile application is developed by using Agile-SCRUM Methodology which allows iterative development process. At the end of this project, a prototype of *Halal* E-Aduan Mobile Application (HEMA) is released. The future works for this application are to go through complete cycle of phases involved in Agile-SCRUM Methodology, to develop and implement *Halal* Directory feature, to generate report for each confirmed receive complaints and to generate statistic report on complaint for each category for JAIS.

ACKNOWLEDGEMENT

Bismillahirrahmanirahim.

In the name of Allah S.W.T, The Most Gracious, The Most Beneficent, and The Most Merciful Creator, I seek his blessing on his Prophet Muhammad S.A.W. Alhamdulillah. I am thankful to Allah SWT whom with His willing and blessing giving me the opportunity to complete this project on time. His gifts of knowledge to me enabled me to solve some of the most difficult problems that I encountered throughout this project.

Firstly, I would like to express my deepest appreciation and sincere gratitude to my project supervisor, Dr Nurulhuda Binti Noordin for all assistance, advice, guidance, encouragement, new ideas and invaluable support from beginning till the end of my project. Special thanks to all lecturers who give me their support, idea and encouragement to complete this project and report.

Not forgetting very special thanks to Assoc. Prof Dr. Zainal Bin Samicho who giving the guidance and his invaluable knowledge, comment and recommendation to me in order to complete my project. I also would like to express my sincere appreciation to Mr. Ahmad Solihin Bin Maryakon and Madam Norhazila Binti Abdul Razak from Jabatan Agama Islam Selangor (JAIS) for their cooperation during the interview sessions.

Finally, a millions thanks go to my parents and family who gave me support and courage towards my success. To all my friends whom I have shared and discussed expertise and experience until today, many thanks for your commitment. To whom I failed to mention, who directly and indirectly contributed to this project, thank you very much and hope their good deeds will be accepted and always remembered.

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