

**UNIVERSITI TEKNOLOGI MARA**

**BOOKSTORE INVENTORY  
MANAGEMENT SYSTEM (BIMS)  
FOR BELWEEL BERJAYA**

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**JULY 2017**

**Universiti Teknologi MARA**

**Bookstore Inventory Management  
System (BIMS) for Belweel Berjaya**

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

**JULY 2017**

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# CHAPTER 1

## INTRODUCTION

This chapter provides the background and justification for the study. It gives details of the issues and problems that occurred in the bookstore that led to this research.

### 1.1 Background of Study

Nowadays, almost all organizations are using computers in their daily business. Advancement of manually-operated system into automated system is the results of technology enhancement. Automation produces a great impact to the society, particularly in the field of industries such as manufacturing, airline, military and education. The advantages of computerized system are speed, accuracy, reliability, storage and retrieval of information (Emmanuel, 2015). Advancements in Information Technology (IT) have enabled corporation to use computers to perform their activities that were previously conducted manually can now be performed with the assistance of computers (Greuning, 2006). Therefore, a computerized inventory management system makes everything from processing the information to taking inventory easier. Performing a hand count of inventory will take days, however the same procedure should be possible in a matter of hours with a computerized inventory management system.

Management Information System (MIS) is the combination of three sub components which are management, information and system that combines together to bring out the focus to provide efficiency and effectiveness of strategic decision making. Al-Najjar, 2010, as cited in (Shamsuddin, 2014) stated that MIS plays a vital role within the lifetime of associations, it provides the administration with appropriate data within the right time and place to assist the management to try and do numerous functions of planning,

organizing and managing higher cognitive process. There are several common examples of information system that are currently used such as hotel management system, financial management information system and bookstore management system.

According to the above facts, managing and maintaining a bookstore could also be controlled by efficient software. In Malaysia, there are many well-known bookstore such as Popular, MPH, Kinokuniya and Times. These bookstores not only provide offline services but also expand the business through online. This requires a great platform especially on the inventory system and fulfils the stakeholder's expectations in terms of functional and non-functional requirements. Other bookstore needs to compete with the well-known bookstore to organize the books accordingly and improve the customer service by having this additional platform.

Belweel Berjaya which is located in Melaka Sentral, Melaka is one of the bookstores that are still running the business through the physical store. The bookstore has been operated since 2012. It is one of the branches in Melaka. The core business of Belweel Berjaya is to supply books to the society. It provides many types of Islamic books from Al-Quran, philosophy books, motivation books and academic resources. Other than that, Belweel Berjaya additionally provides a one-stop supply services for Hajj and Umrah products. In addition, due to the high demand from the book lovers, the bookstore offers Islamic novels and magazines to fulfill the customers' needs.

Based on the interview conducted with Puan Rashidah Ali who is the owner of Belweel Berjaya, currently the bookstore completely applies a manual management process which depends on human action and responses. It involves many processes such as management of product, payment, report generation and searching and answering the queries asked by customers. The bookstore keeps all the information in relation to the books by using log books as inventory system. Besides that, the staff will also store the information of the suppliers and distributors in the log book as reference.