

BORANG PENGESAHAN STATUS TESIS

JUDUL:

ONLINE MAID SERVICES

2006

SESI PENGAJIAN: -----

Saya

NUR ERINNA BINTI AZMI

(HURUF BESAR)

mengaku membenarkan tesis (PSM/Sarjana/Doktor Falsafah) ini disimpan di Perpustakaan Fakulti Teknologi Maklumat dan Komunikasi dengan syarat-syarat kegunaan seperti berikut:

1. Tesis dan projek adalah hakmilik Kolej Universiti Teknikal Kebangsaan Malaysia.
2. Perpustakaan Fakulti Teknologi Maklumat dan Komunikasi dibenarkan membuat salinan untuk tujuan pengajian sahaja.
3. Perpustakaan Fakulti Teknologi Maklumat dan Komunikasi dibenarkan membuat salinan tesis ini sebagai bahan pertukaran antara institusi pengajian tinggi.
4. ** Sila tandakan (/)

_____ SULIT (Mengandungi maklumat yang berdarjah keselamatan atau kepentingan Malaysia seperti yang termaktub di dalam AKTA RAHSIA RASMI 1972)

_____ TERHAD (Mengandungi maklumat TERHAD yang telah ditentukan oleh organisasi/badan di mana penyelidikan dijalankan)

_____ TIDAK TERHAD

(TANDATANGAN PENULIS)

Nur Erinna Binti Azmi
10 Taman Elina 2,

Alamat tetap : -----
23000 Dungun Terengganu

Tarikh : 15/11/2006

(TANDATANGAN PENYELIA)

Puan Zahriah Binti Sahri

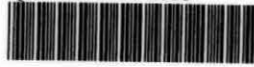
KM 15, JLN PAYA MERANTI,
75460 PAYA DALAM,
MELAKA

Tarikh : 15 Nov, 2006

CATATAN: ** Jika tesis ini SULIT atau TERHAD, sila lampirkan surat daripada pihak berkuasa.

^ Tesis dimaksudkan sebagai Laporan Projek Sarjana Muda (PSM).

QA76.55 N47 2006



0000038839

Online maid services / Nur Erinna Azmi.

ONLINE MAID SERVICES

NUR ERINNA BINTI AZMI

This report is submitted in partial fulfillment of the requirements for the Bachelor of
Computer Science (Software Engineering)

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA
2006

DECLARATION

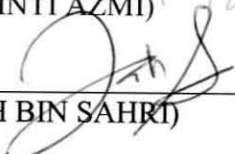
I hereby declare that this project report entitled

ONLINE MAID SERVICES

is written by me and is my own effort and that no part has been plagiarized
without citations.

STUDENT : 
(NUR ERINNA BINTI AZMI)

Date : 15/11/2006

SUPERVISOR : 
(PUAN ZAHRIAH BIN SAHRI)

Date : 15 Nov 2006

ZAHRIAH BT. SAHRI
Pensyarah
Fakulti Teknologi Maklumat dan Komunikasi
Kolej Universiti Teknikal Kebangsaan Malaysia
Karung Berkunci 1200
Ayer Keroh, 75450 Melaka

DEDICATION

To my beloved Parent

Whose boundles love and support replenishes and enriches my soul

ACKNOWLEDGEMENTS

First and foremost, I would like to thank Allah S.W.T, for letting me go through this period of time to finish my *Projek Sarjana Muda 1*. I would also take this opportunity to thank *Kolej Universiti Teknikal Kebangsaan Malaysia* for give me chance to develop the system by myself and to fulfill the requirement of completing Bachelor of Science Computer (Software Engineering).

I would also take this chance to give special thanks to Puan Zahriah Binti Sahri as my supervisor to give me full commitment and guidance through all this time. Without her advices, this project would not be complete and good as before. I would to show my appreciation to her because her patient to guide me anytime without any complains. Beside that, I would like to thank to Puan Siti Azirah Binti Asmai as my assessor of *Project Sarjana Muda 1 and 2*.

I also want to express thanks to all lectures who guide me all through the project. I will appreciate the commitments and advices. Not forgetting to all family members who give full support to me to finish my project. The thanks wishes also goes to my classmates, house mates and anybody who help me and give full commitment to me with their concern and information regarding to my project. Thanks a lot to all of you

ABSTRACT

Online Maid Services is a web based application that provides a convenient channel for maid seeker to find maid and for agency to advertise the maid. This online system is the best place to find maid according to the requirement such as age, nationality and so on and it is the efficient place for agency to get customer. The system provides auto-matching services so that the users no need to waste time to get the information. By using this online system both parties can save lots of time and money. Some of objectives of this system are to make a flexible, cost-effective and time efficient channel for the maid agencies to get customer and advertise the maid services since all done online. Besides that, the system will create a smart and efficient maid matching channel for people to browse available maid and provide them with the right maids. The project methodology of this system is using Rational Unified Process (RUP) with Object Oriented Analysis and Design (OOAD) method. The notation of this system is using Unified Modeling Language (UML). RUP methodology is consists four phases includes Inception Phase, Elaboration Phase, Construction Phase and Transition Phase. The software requirements for the system are Microsoft Project, Adobe Photoshop CS, Macromedia Dreamweaver 8 and Rational Rose 2000 Enterprise Edition. The operating systems that will used to develop this system are Windows Professional XP Service Pack 2 and the database system is using MySQL. Other than that, the scripting language of this system is using PHP5 whereby Apache is the application server of the system. The hardware requirements to develop this system are personal computer and modem. The system architecture of this system is using layer approach where the layers consists includes logical layers, presentation and business layers and data layers.

ABSTRAK

Online Maid Services merupakan salah satu sistem aplikasi yang berorientasikan web di mana ianya memberikan satu perkhidmatan di mana laman web ini adalah satu saluran yang menjadi penghubung antara pengguna yang terdiri daripada agensi pembantu rumah dan pengguna yang sedang mencari pembantu rumah. Sistem ini adalah bertujuan untuk memudahkan pelanggan untuk mencari pembantu rumah dan agensinya mengikut keperluan seperti umur dan kewarganegaraan. Di samping itu, agensi pembantu rumah dapat mengiklankan pembantu rumah yang berdaftar di syarikat mereka melalui sistem ini. Secara tidak langsung, sistem ini membantu agensi pembantu rumah untuk mendapatkan pelanggan melalui Internet. Melalui sistem ini, pengguna dapat menjimatkan masa, kos dan tenaga. Antara objektif sistem ini adalah menyediakan satu saluran yang efisien dan fleksibel untuk memudahkan pelanggan untuk mencari pembantu rumah melalui Internet memandangkan Internet adalah sumber maklumat utama di dunia sekarang. Selain itu, sistem ini adalah sistem yang istimewa kerana ianya menggunakan kaedah pencarian automatik di mana setiap pencarian pengguna akan dibuat secara automatik dan ianya lebih efisien. Metodologi yang digunakan untuk membina sistem ini adalah *Rational Unified Process (RUP)* menggunakan kaedah *Object Oriented Analysis and Design (OOAD)* manakala rekabentuknya pula adalah menggunakan *Unified Modelling Language (UML)*. Metodologi RUP adalah mengandungi empat fasa iaitu Inception Phase, Elaboration Phase, Construction Phase and Transition Phase. Untuk membina sistem ini, keperluan perisian yang digunakan adalah Microsoft Project, Adobe Photoshop CS, Macromedia Dreamweaver 8 and Rational Rose 2000 Enterprise Edition manakala sistem pengoperasian adalah menggunakan Windows Professional XP Service Pack 2. Untuk pangkalan data pula, MySQL digunakan dan bahasa pengaturcaraan yang digunakan adalah PHP. Apache digunakan sebagai pelayan aplikasi untuk membina sistem ini. Keperluan perkakasan yang digunakan untuk sistem ini adalah computer peribadi dan modem. Dalam membina sistem ini, senibina sistem yang digunakan adalah menggunakan layer approach yang mengandungi *logical layers, presentation and business layers dan data layers*.

TABLE OF CONTENTS

| CHAPTER | SUBJECT | PAGE |
|-----------|--------------------------|------|
| | DECLARATION | ii |
| | DEDICATION | iii |
| | ACKNOWLEDGEMENTS | iv |
| | ABSTRACT | v |
| | ABSTRAK | vi |
| | TABLE OF CONTENTS | vii |
| | LIST OF TABLES | xiii |
| | LIST OF FIGURES | xiv |
| | | |
| CHAPTER 1 | INTRODUCTION | 1 |
| | 1.1 Project Background | 1 |
| | 1.2 Problem Statements | 2 |
| | 1.3 Objective | 3 |
| | 1.4 Scopes | 4 |
| | 1.5 Project Significance | 5 |
| | 1.6 Expected Output | 6 |
| | 1.7 Conclusion | 7 |

| | | |
|--------------------|--|-----------|
| CHAPTER II | LITERATURE REVIEW AND PROJECT METHODOLOGY | 9 |
| | 2.1 Introduction | 9 |
| | 2.2 Fact and finding | 9 |
| | 2.2.1 Case Study 1 –Research of Existing System | 10 |
| | 2.2.1.1 Comparison of some features | 13 |
| | 2.2.2 Case Study 2 – Defining online services | 14 |
| | 2.3 Project Methodology | 15 |
| | 2.4 Project Requirements | 18 |
| | 2.4.1 Software Requirement | 18 |
| | 2.4.2 Hardware Requirement | 21 |
| | 2.5 Project Schedule and Milestones | 21 |
| | 2.6 Conclusion | 22 |
| | | |
| CHAPTER III | ANALYSIS | 23 |
| | 3.1 Introduction | 23 |
| | 3.2 Problem Analysis | 24 |
| | 3.2.1 Background of Current Practice | 24 |
| | 3.2.2 Problem Statements | 26 |
| | 3.3 Requirement Analysis | 27 |
| | 3.3.1 Functional Requirement | 27 |
| | 3.3.2 Business Flow | 29 |
| | 3.3.3 Use Case View | 30 |
| | 3.3.4 Actor | 31 |
| | 3.3.5 Use Case Description | 32 |

| | | |
|-------------------|--|-----------|
| 3.3.5.1 | Use Case Name : Register Account | 32 |
| 3.3.5.2 | Use Case Name : Login and Logout | 33 |
| 3.3.5.3 | Use Case Name : Register Maid | 35 |
| 3.3.5.4 | Use Case Name : Maintain Maid Info | 36 |
| 3.3.5.5 | Use Case Name : Send Confirmation | 38 |
| 3.3.5.6 | Use Case Name : Search Maid | 40 |
| 3.3.5.7 | Use Case Name : Search Agency | 41 |
| 3.3.5.8 | Use Case Name : Apply Maid | 43 |
| 3.3.5.9 | Use Case Name: Receive Confirmation | 44 |
| 3.3.6 | Sequence Diagram | 45 |
| 3.4 | Software Requirements | 46 |
| 3.5 | Hardware Requirements | 48 |
| 3.6 | Network Requirements | 49 |
| 3.7 | Conclusion | 49 |
| CHAPTER IV | DESIGN | 50 |
| 4.1 | Introduction | 50 |
| 4.2 | High Level Design | 51 |
| 4.2.1 | Raw Input/Data | 51 |
| 4.2.2 | High-Level Logical View / Architecture | 52 |
| 4.2.2.1 | Static Organization | 55 |
| 4.2.2.2 | High-level Class Diagram | 58 |
| 4.2.3 | User Interface Design | 58 |

| | | |
|------------------|--|-----------|
| 4.2.3.1 | Navigation Design | 58 |
| 4.2.3.2 | Input Design | 60 |
| 4.2.3.3 | Output Design | 63 |
| 4.2.4 | Database Design | 64 |
| 4.2.4.1 | Logical Database Design | 65 |
| 4.2.4.2 | Deployment View | 66 |
| 4.3 | Detailed Design | 68 |
| 4.3.1 | Software Specification | 68 |
| 4.3.2 | Physical Database Design | 85 |
| 4.4 | Conclusion | 89 |
| CHAPTER V | IMPLEMENTATION | 90 |
| 5.1 | Introduction | 90 |
| 5.2 | Software Development Environment Setup | 91 |
| 5.3 | Software Configuration Management | 92 |
| | 5.3.1 Configuration environment setup | 93 |
| | 5.3.2 Version Control Procedure | 94 |
| 5.4 | Implementation Status | 95 |
| 5.5 | Conclusion | 96 |

| | | |
|--------------------|---|------------|
| CHAPTER VI | TESTING | 97 |
| 6.1 | Introduction | 97 |
| 6.2 | Test Plan | 98 |
| 6.2.1 | Test Organization | 98 |
| 6.2.2 | Test Environment | 99 |
| 6.2.3 | Test Schedule | 100 |
| 6.3 | Test Strategy | 100 |
| 6.3.1 | Classes of Tests | 101 |
| 6.4 | Test Design | 103 |
| 6.4.1 | Test Description | 103 |
| 6.4.2 | Test Data | 109 |
| 6.5 | Test Results and Analysis | 109 |
| 6.6 | Conclusion | 110 |
| CHAPTER VII | CONCLUSION | 111 |
| 7.1 | Observation on Weaknesses and Strengths | 111 |
| 7.2 | Propositions for Improvement | 112 |
| 7.3 | Contribution | 112 |
| 7.4 | Conclusion | 113 |

REFERENCES 114

BIBLIOGRAFI 115

APPENDICES

APPENDICES A

APPENDICES B

APPENDICES C

APPENDICES D

APPENDICES E

APPENDICES F

APPENDICES G

LIST OF TABLES

| TABLE | TITLE | PAGE |
|--------------|---------------------------------------|-------------|
| Table 2.1 | Table of comparison of some features | 13 |
| Table 3.1 | Functional Requirements | 28 |
| Table 4.1 | Description of each raw data | 51 |
| Table 4.2 | Raw data of current flow | 52 |
| Table 4.3 | Package and its description | 56 |
| Table 4.4 | Input Designs of Online Maid Services | 60 |
| Table 4.5 | Output Design of Online Maid Services | 63 |
| Table 4.6 | Data Dictionary | 85 |
| Table 5.1 | Datasets Used for Version Library | 93 |
| Table 5.2 | List of Procedure and Control | 94 |
| Table 5.3 | The progress of development status | 95 |
| Table 6.1 | Test Environment Specification | 99 |
| Table 6.2 | Customer Test Module | 100 |
| Table 6.3 | Agency Test Module | 100 |
| Table 6.4 | System Testing for Customer | 104 |
| Table 6.5 | System Testing for Agency | 106 |

LIST OF FIGURES

| FIGURE | TITLE | PAGE |
|---------------|---|-------------|
| Figure 2.1 | Main Interface of MaidAgencies.com | 10 |
| Figure 2.2 | Main Interface of MaidLibrary.com | 11 |
| Figure 2.3 | Main Interface of NetMaid.com | 12 |
| Figure 2.4 | The lifecycle of RUP | 16 |
| Figure 2.5 | Project Schedule and Milestone | 22 |
| Figure 3.1 | Activity Diagram of Customer Current Practice | 25 |
| Figure 3.2 | Activity Diagram of Agency Current Practice | 26 |
| Figure 3.3 | Overview of Online Maid Services | 29 |
| Figure 3.4 | Activity Diagram of New System | 30 |
| Figure 3.5 | Online Maid Services Use Case Overview | 31 |
| Figure 4.1 | System Architecture | 54 |
| Figure 4.2 | Overview System Architecture | 55 |
| Figure 4.3 | The Online Maid Services system packages | 56 |
| Figure 4.4 | Overview of Navigation Design | 59 |
| Figure 4.5 | ERD of Online Maid Services | 65 |
| Figure 4.6 | Deployment Views of Online Maid Services | 67 |
| Figure 5.1 | Development Environment Setup | 92 |

CHAPTER 1

INTRODUCTION

This online system is basically a web based system that contributes with maid seekers and maid agencies. The system is for user to search a maid services through this online system and for maid agencies to do the advertising. The maid seeker can easy to find suitable maid from different maid agencies by searching the criteria that they needed. Besides, the maid agencies also can advertise their maid services. In this case, all the maid agencies in Malaysia will be centralized.

1.1 Project Background

An online maid service is an online maid services auto matching system, which is developing for both maid seekers and maid agencies all over Malaysia. This online system basically involves hiring of maids where it helps maid seeker to analyze the best maid for its specific work from the different maid agencies that been centralized. So that, maid seeker be able to get the maid services and resources effective and efficient via this online services. This system acts as middle person between the maid agencies and maid seekers. The online system is able maid seeker to find the best maids for its specific purposes. There are many similar systems in the market but they provide limited services to the users. Most of the similar system only shows the information of the maid agencies and maid. The system provides auto-matching services so that the users no need to waste time to get the information. By using this online system both parties can save lots of time and money.

1.2 Problem Statements

There are some problems occurred when using the manual system. The problems are listed below showed that a system needs to be developing to reduce all the problems. After did some research, there are weaknesses using the current system such as listed below:

i. Maid agencies in Malaysia is not centralized.

In this particular problem, the maid seekers who want to apply for maid services are wasting their time to find suitable maid agencies through Internet or in other media. With this system, maid agencies will be centralized so that the maid seekers would be able to search the appropriate maid agencies and also applying for suitable maid

ii. Searching information of maid agencies and maid services manually

The problem of existing system is the user need to search the maid agencies and maid information manually such as view the catalogue of maid available one by one. The process is very out of date since all done online. Through this system, the customers can search the suitable maid by the requirement such as the nationality or language preferred.

iii. The maid agencies had wasted time and money to advertise their maid in the local newspaper or flyers.

There is no system in Malaysia that provides service to help maid seekers to find suitable maid based on the specific purposes and to maid agencies to find as many as customer as and also can advertise their maid services. By using this new online system, the maid agencies can do the advertisement on their maid available while the maid seekers who need maid for any specific purposes can search them in this system.

1.3 Objective

Before developing a system, the objectives must be identified. The objectives of an online maid services are:

- i. To make an easy way to maid seekers to find the suitable maid from different maid agencies via this web application.**

Using this system, the maid seekers can access the system in home, office and everywhere to find suitable maid from different maid agencies. This system can provide an easy way to the maid seekers who always busy to find suitable agencies that advertise the available maid. Besides that, the maid seekers can access the system everywhere and anywhere without going hassle to go to maid agencies to review the maid information.

- ii. To make a flexible, cost-effective and time efficient channel for the maid agencies to get customer and advertise the maid services since all done online**

Other than maid seeker, the maid agencies also get advantage of this system because the system will help them to get as many as customer and the system will be a platform to them to advertise the maid services. The maid agencies need to register to the system and can make everything such as get customer and advertise the maid available through this system. This is efficient tool to upgrade their business profit.

- iii. To make this online system as a platform for the customer to find a suitable maid and agencies and centralized all the maid agencies in Malaysia.**

This online system will be a platform to customer to find a suitable maid based on the specific purpose such as a nationality of maid, their age and language preferred. Besides that, this system would make all the maid agencies in Malaysia centralized. The centralization will make both parties have their own benefit.

- iv. **To create a smart and efficient maid matching channel for people to browse available maid and provide them with the right maids.**

The system will provide availability to search and shows all the maids available and match it with the appropriate applications that meet user request. The system will make easier to the entire customer to search the available maid.

1.4 Scopes

The online maid service is target to the Malaysian citizen and also to the registered maid agencies. The scopes of this system are:

1. Customer/Maid Seekers

- i. Emphasize customer to search maid or maid's agencies listings and also can view maid's agencies profile and available maid according to the specific work.
- ii. Enable customer receive confirmation status from agencies.
- iii. Enable customer to apply interested maid via email services or account itself.
- iv. Enable the customer to view all advertisements which are released by the maid's agencies.

2. Maid Agency

- i. Enable maid agencies to register and make a list of the available maid through this system.
- ii. Enable maid agencies to maintain maid's detailed information.

- iii. Enable maid agencies to view customer who apply for the available maid and send them maid confirmation status.

1.5 Project Significance

Nowadays, many people getting busy and always need something easier and effective in their life. This online system will help the people to search for maid agencies and apply maid easily via Internet. Besides that, this system will help maid agency to advertise their maid to the public and also be a platform to them to get customer.

The benefit of using this system is the maid seekers would be able to search maid or maid's agencies listings and also can view maid's agencies profile and available maid according to the specific work. Using this system, the maid seekers no need go to the agency just to view the maid agency profile but can view the information via this web application.

Besides that, through this system the maid seeker enables to apply interested maid via account itself. The process will bring benefit to them because they do not need to go to agency to apply them. However, the system just only make easier to them to apply and receive alert and not the payment of the maid. The process of hiring maid is still in the same way because it involves many things.

The customer always wanted an easy and fast application to help them. Using this system, the maid seeker enables to view all advertisements which are released by the maid's agencies. The customer can also get alert with the available maid using this system.

Through this system, all the maid agencies in Malaysia are able to register and make a list of the available maid through this system. So they just do the

maintenance of the maid information. Other than that, maid agencies also can view list of customer who apply maid from their agency for post-mortem.

1.6 Expected Output

The function and features that listed above is the expected output from this system. There are:

i. The maid seekers can search maid or maid's agencies listings

Through the system, the maid seekers can search nearer maid agencies through the advanced search such as the agency nearer location.

ii. The maid seekers can view maid's agencies profile and available maid according to the specific work or purpose.

To view maid agencies profile, the maid seekers just have to click button to view the profile of the agency and also view maid information according to the specific requirement such as gender, nationality or anything.

iii. The maid seekers can apply interested maid via account itself.

Using this system, the maid seeker can apply interested maid via account in the system. They can fill the electronic form to apply the maid.

iv. The maid seekers can receive maid confirmation status from agencies.

After apply for the maid, the system will enable maid seekers to receive status from agencies to further concern

v. The maid seekers can view all advertisements which are released by the maid's agencies.

Besides all the features, by using this system, the maid seekers can view all the advertisement which is released by the maid's agencies. The maid seekers can also view the advertisement through email.

vi. The maid agencies can register and make a list of the available maid through this system.

By using this system, the maid agencies can register their company and make a list of the available maid. The registration will centralize all maid agencies in Malaysia.

vii. The maid agencies can view customer who apply for the available maid.

The maid agencies would be able to view the customer who had applied for the available maid. All the customer information can be view to do the analysis of the maid requirement based on the maid applying guide and follow the terms and conditions.

viii. The maid agencies can maintain maid's detailed information.

After register their company, the maid agencies would be able to maintain the maid detailed information such as delete, update and save the information. The maid will maintain the advertisement of the new available maid.

1.7 Conclusion

As the conclusion, this chapter had discussed about online maid services project background. The project background is the introduction of the project as a whole but in the brief description. The problem statement of project is also had been discussed and it influences the motive of the online maid services development. Besides that, the objectives of the project also had been touched in this chapter. The

objectives are the significance things that must be identified of developing a system. The scopes involved in the project also had been discussed in this chapter. Other than that, project significance and expected output is also had been discussed in this chapter. The project significance is infer back to the project objectives while expected output is the function and features that expected to be found in the system.

The next chapter is to discuss on literature review and project methodology. The literature review is searching, collecting, analyzing and demonstrate past study related to the project topic.

CHAPTER II

LITERATURE REVIEW AND PROJECT METHODOLOGY

This chapter will describe about the Literature Review and Project Methodology of Online Maid Services system. This literature review will be research after the scope and the objective had determined to collect as much information about the system. Moreover, this system also will relate to the combination of the literature that defines as the guide of the development.

2.1 Introduction

The first section of this chapter is fact and finding, it will discuss and review the approach and related or passed research, references, case study and other findings about this system. For the project methodology section, selected approach or methodology will be described including the activities in each stage. The project requirement such as software requirement, hardware requirement and other requirement in this system will be explained in high level project requirements. The project schedule and milestones will be put together. Lastly, the conclusion about this chapter and also gives an overview about the next chapter.