

ONLINE STAFF EVALUATION SYSTEM (OSES)

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Online staff evaluation system (OSES) / Nur Hafiza Abd
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Saya

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DEDICATION

To my beloved parents...

Babah: Abd Rahman Bin Abdullah

&

Mama: Saripah Bt Abd Ghani

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ABSTRACT

Online Staff Evaluation System has been developed to provide an equitable measurement of the staff's contribution to the workforce, produce accurate appraisal documentation to protect both the employee and employer and obtain a high level of quality and quantity in the work produced. The methodology used for the development of this system is based on the Waterfall Model that consist six phases which are Requirement Phase, Specification Phase, Design Phase, Coding Phase, Integration and Testing Phase, and Maintenance Phase. The purpose of this system is to evaluate the quality of work's performance for staff in Lembaga Tabung Haji, Jalan Tun Razak, Kuala Lumpur. This online system has four levels of users which are Human Resource Department, Staff, First Evaluator and Second Evaluator. This system will calculate the marks given by the evaluators for each staff and also generate a statistic report for the evaluation result. All the functions in this system have been clearly explained in this documentation. This system documentation covered from Requirement Phase till Final Phase.

ABSTRAK

Sistem Penilaian Staff secara Online dibina untuk membolehkan penilaian kualiti kerja bagi staf Lembaga Tabung Haji Jalan Tun Abdul Razak, Kuala Lumpur dilaksanakan. Sistem ini menggunakan pendekatan metodologi Model Airterjun. Model ini mengandungi 6 fasa pelaksanaan iaitu Fasa Kerperluan, Fasa Spesifikasi, Fasa Rekabentuk, Fasa Implementasi, Fasa Pengujian dan Fasa Penyelenggaraan. Sistem ini akan digunakan oleh empat peringkat pengguna iaitu Jabatan Sumber Manusia yang bertindak sebagai Pentadbir(*admin*), Staf, Penilai Pertama dan Penilai Kedua. Fungsi utama sistem ini ialah untuk mengira jumlah markah staf yang akan dinilai oleh Penilai Pertama dan Penilai Kedua. Seterusnya graf bagi purata markah akan dipaparkan. Fungsi-fungsi minor yang lain seperti fungsi tambah, padam dan lain-lain akan dijelaskan secara lebih terperinci didalam laporan tesis ini. Selain itu laporan ini juga merangkumi penerangan secara lebih terperinci bermula dari Fasa Keperluan hingga fasa yang terakhir iaitu Fasa Penyelenggaraan.

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LIST OF ACRONYMS

KUTKM	Kolej Universiti Teknikal Kebangsaan Malaysia
LTH	Lembaga Tabung Haji
OSSES	Online Staff Evaluation System
LAN	Local Area Network
WAN	Wide Area Network
PSM	Project Sarjana Muda
PSM 2	Project Sarjana Muda 2
DFD	Data Flow Diagram
ERD	Entity Relationship Diagram
PPP	Pegawai Penilai Pertama
PPK	Pegawai Penilai Kedua
ID	Identity
AUT	Application Under Test
EP	Equivalence Partitioning
CPU	Central Processing Unit

CHAPTER I

INTRODUCTION

1.1 Preamble / Overview

Nowadays, in this new era of Information Technology, all the things are moving into IT environment and every person must involve in IT world because its make such a very important thing in our life right now.

This chapter will introduce to the new system named Online Staff Evaluation System (OSES) that will develop for *Lembaga Tabung Haji, Jalan Tun Razak, Kuala Lumpur*. The purpose of the system is to calculate the quality performance of work for every staff divide by their department. So at the end of every year the company will choose who the best worker of the year and the award will be given and the salary of the workers will be increase in the following year.

Before this, all workers need to fill up the Evaluation Form every year and after that the form will be given to First and Second Evaluator for each department to evaluate their quality of work manually. Both of the evaluators will evaluate every workers record and calculate the marks manually and it wasted time. Besides that,

there are too many form to fill up and it also wasted the used of papers. So online system is the best solution to change the situation and make it's easier than before. With online system, the workers no need to fill up the form every year but just update it in the system if there is any changes of their personal information.

Methodology called Waterfall Model will be used. With waterfall development, the analysts and users proceed in sequence from one phase to the next.

1.2 Problem Statement(s)

This system have been suggests by the employee of *Lembaga Tabung Haji, Jalan Tun Razak, Kuala Lumpur*. OSES need to build to fulfill the needs of the employees of *Lembaga Tabung Haji* to make the Staff Evaluation System systematically and easier than before. OSES also can be access everywhere even the employees have to work outstation or at home

1.3 Objective

The objectives of this project are to plan, develop and implement a secure and reliable online staff evaluation system. With the existence of OSES hundred (100) percent of staff members and supervisors will use the online evaluation system by the required date.

1.4 Scopes

The scope of this system is all the staff from *Lembaga Tabung Haji, Jalan Tun Razak, Kuala Lumpur*. All staff in this company needs to fill up the form and update

it every year. After that, First and Second Evaluator for each department will evaluate the staff in their department and after that the result will be send to Human Resource Department for the final calculation for every staff in each department every year.

Before the result will be finalize in the end of the year, all the staff can look at their mark given by the Evaluator. Both of the Evaluators can edit the staff evaluation before it been finalized by Human Resource Department. So all the user have their own password to access the system depends on their level. It means the staffs still have the time to improve their quality of works before the finalized result given. So this online system has 4 level of accessing:

- i. Human Resources Department
- ii. First Evaluator for each department
- iii. Second Evaluator for each department
- iv. Staff

1.5 Contributions

With the existence of this project, the staff or user doesn't need to fill up the manually form every year. What they need to do is just to update their information for any changes. The staff also can improve their work performance before it's been finalized.

Otherwise, this online system also provides the statistic of the final result every year. It will display the comparison of the result for each staff, department and overall every year. Any online users can access this statistic results.

The benefits of performance evaluations outweigh these challenges, though. When done as part of a performance evaluation system that includes a standard evaluation form, standard performance measures, guidelines for delivering feedback, and disciplinary procedures, performance evaluations can enforce the acceptable boundaries of performance, promote staff recognition and effective communication and motivate individuals to do their best for themselves and the practice.

1.6 Expected Output

For the last stage of this project, what have been expected for the output are the systematic and user friendly online process of the system and the online result that can be view to the entire employee in *Lembaga Tabung Haji, Jalan Tun Razak, Kuala Lumpur*. OSES also provide the statistic of the final result.

CHAPTER II

LITERATURE REVIEW

2.1 Introduction

All the information needed to develop OSES is gain from *Lembaga Tabung Haji, Jalan Tun Razak, Kuala Lumpur*. Besides that, internet research about related system also helped. The main purpose to do research about related system is to compare and share information between related systems with OSES. Besides that, manual system that used in Lembaga Tabung Haji before OSES also been investigate to know the weakness of the current system and know the function correctly because functionality is required in new system.

It is important to compare and maybe share the techniques that used for the systems that related to OSES. After research of related system, the most problem usually occur when develop the system realized and solution of the problems also found. The best methodology should be used, the process of the related system that can be share with OSES will also realized by compare and study about the system before. New and best technology for OSES also can be use compare to the other existence systems.

With doing research about related systems the developer will know what scripting used for their system, the usual or appropriate database used, what the usual server used and also can learn a lot from the system.

Online system is better than manual system because this system has so many users and with online system, this application look more systematic than before. The used of paper will be increased and also make the messy way become smart way. With online system, the users can also access this system wherever they go. They can access even when they at home, on vacation, when outstation and wherever place that have internet line.

Otherwise, web have been chosen for this project because it most suitable in a new world to the people to make a decision. With modern web technologies', fast development, more and more new software solutions are constructed by web technologies and relative tools. Web has gradually become an excellent application environment. Increasingly, web-based applications are much nicer idea and can provide much better solutions than conventional application in many circumstances.

One of the most important strength of web application is its thin client type design. Unlike traditional thick client application, which needs to install the software system on every user's computers before they can use it, normally what a thin client application needs is just a web browser that is a basic environment in any operating system.

Therefore, no matter where a user is, and no matter what computer system is used, the application can be executed perfectly the same. Just as Ethan said,

The traditional thick client, consisting of a full-blown application residing on the local computer, is difficult to distribute and keep up to date. Web-based clients provide an excellent alternative for intranet and Internet enterprise applications, even outside of the traditional domains for Web-based apps, like electronic commerce and HTML content distribution. [Ethan, 1999]

Another key reason a web application is advantaged is that it can perfectly achieve the three-tier or n-tier design model that is suitable to develop large enterprise application. Three-tier model has a "middle tier" that greatly increase code reusing, achieve maximize sharing distributed application and database, reduce network load and improve application data security. In the three-tier model, commands are sent to the "middle tier" of services, which then sends the commands to the data source. The data source processes the commands and sends the results back to the middle tier, which then sends them to the user.

2.2 Fact and finding

2.2.1 Case Study

There are some of the existence systems that related to OSES when I do research in internet. There are Healthcare Employee Evaluation System, Online Evaluation System for e-Learning and Online Evaluation in www-based courseware: The Quizzit System.

i. Healthcare Employee Evaluation System from www.webdesign.cc/portfolio_health.asp

Healthcare Employee Evaluation System was developing by Computer USA Web Services which is used by an organization of three large hospitals. This system allows managers to enter in certain evaluation criteria about a given employee, and then a raise and bonus is calculated based on these criteria. This is Performance Evaluation System for employee to have their improvement in their quality of works. The manager can evaluate and give the marks to each criteria and it should be

conducted fairly, consistently and objectively to protect the employee interest.

The relational database for this system was developed in Microsoft Access. The information is displayed to the end user through the use of ASP. Calculations and data validation is performed using VBScript and JavaScript.

STANDARD PERFORMANCE MEASURES: RECEPTIONIST		
Description of task	Quantity (daily)	Quality
Answer incoming calls	90-120	Answer in fewer than three rings
Triage incoming calls	50-75	Transfer to appropriate department within 45 seconds
Document phone messages	20-30	Document detailed message with an error rate of less than 2%
Greet patients arriving for appointments	20-30	Greet within 45 seconds of arrival by smiling and using patient's name
Prepare arriving patient charts and route to nurse	20-30	Route existing patient charts within 3 minutes of arrival and new patient charts within 7 minutes of arrival 90% of the time
Enter new and updated patient registrations into computer	6-12	Enter registrations with an error rate of less than 2%

Figure 2.2.1: Example of standard performance measures: Receptionist