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Kiosk Majlis Bandaraya Melaka Bersejarah / Syam Huzairie  
Md Yusoh.

**KIOSK MAJLIS BANDARAYA MELAKA BERSEJARAH**

**SYAM HUZAIRIE BIN MD YUSOH**

**This report is submitted in partial fulfillment of the requirements for the  
Bachelor of Information and Communication Technology (Interactive Media)**

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

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## TESIS APPROVAL STATUS FORM

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SESI PENGAJIAN : 2003/2004

Saya : SYAM HUZAIRIE BIN MD YUSOH

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\_\_\_\_\_  
(TANDATANGAN PENULIS)

No. 34, Kampung LA,  
22010 Jerteh,  
Terengganu Darul Iman

20 OKTOBER 2004

  
\_\_\_\_\_  
(TANDATANGAN PENYELIA)

Mr. Ahmad Naim Bin Che Pee @  
Che Hanapi

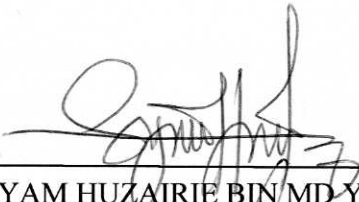
20 OKTOBER 2004

Ahmad Naim Bin Che Pee @ Che Hanapi  
Lecturer  
Department Of Interactive Media  
Faculty Of Information & Communication Technology  
Kolej Universiti Teknikal Kebangsaan Malaysia  
Locked Bag 1200, Ayer Keroh,  
75450 Melaka, Malaysia.

**ADMISSION**

I admitted that this project title name of  
**KIOSK MAJLIS BANDARAYA MELAKA BERSEJARAH**

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

STUDENT :  Date : 20 OKTOBER 2004  
(SYAM HUZAIRIE BIN MD YUSOH)

SUPERVISOR:  Date : 20 OKTOBER 2004  
(MR . AHMAD NAIM BIN CHE PEE)

Ahmad Naim Bin Che Pee @ Che Hanapi  
Lecturer  
Department Of Interactive Media  
Faculty Of Information & Communication Technology  
Kolej Universiti Teknikal Kebangsaan Malaysia  
Locked Bag 1200, Ayer Keroh,  
75450 Melaka, Malaysia.

## DEDICATION

I would like to dedicate my final project and this thesis to all lecturers who had thought me about the ICT (Information Communication Technology) word. It is my honor to appreciate them for what they have given me since the first day I step my feet in KUTKM (KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA). Without them, this project and thesis might not been published as there are a lot of researches needed in developing a perfect project that contains all the multimedia elements.

As for my beloved parents, I would like to thanks them for supporting me throughout the development of the MBMB Kiosk project. Their supports have given me the courage to keep on moving although it took time to implement all the phases.

And lastly, I would like to thanks for each individual and organization that has contributed time, resources either directly or otherwise toward the completion of this thesis and project

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**IN THE NAME OF ALLAH, (AL MIGHTY) THE GRACIOUS, THE MOST MERCIFUL. WITH REGARD TO THE PROFIT MUHAMMAD S.A.W, HIS FAMILY AND HIS FOLLOWERS**

*Through this section I would like to express my gladness to the AL-Mighty as with His bless, I finally managed to implement this final project according to schedule. This project is known as “KIOSK MAJLIS BANDARAYA MELAKA BERSEJARAH” and I would like to send my appreciation to my supervisor, Mr. Ahmad Naim Bin Che Pee@Che Hanapi as for his guide and also for his comments which helps me a lot on producing a good product for this project. Not forgotten to all lecturers who have thought me all this years. Their lecture has given me opportunity to build my self confidence. For me it was priceless values that can not be forgotten easily.*

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Syam Huzairie Bin Md Yusoh  
FICT (Interactive Media)  
Kolej Univesiti Teknikal Kebangsaan Malaysia

## ABSTRAK

Perkembangan pesat dunia teknologi maklumat telah mempengaruhi corak kehidupan manusia. Ini sejajar dengan keperluan manusia dan juga keberkesanan yang diperolehi daripada penggunaannya. Kiosk yang akan dibangunkan ini adalah mengenai MAJLIS BANDARAYA MELAKA BERSEJARAH (MBMB) yang mengandungi semua maklumat berkaitan dengan MBMB. Selain itu kiosk ini juga merangkumi segala perkhidmatan yang ditawarkan oleh MBMB. Melalui kiosk ini juga pengguna dapat berinteraksi secara interaktif kerana ia mengandungi semua elemen-elemen multimedia seperti teks, grafik, animasi, audio dan video. Sasaran pengguna kiosk ini adalah untuk orang awam yang selalu ke MBMB bagi menyelesaikan masalah yang berkaitan. Projek yang akan dibangunkan juga adalah 'touch screen'. Antara ciri-ciri utama dan menarik dalam kiosk yang akan dibangunkan ini ialah 'Virtual Reality' (VR) yang mana pengguna dapat melihat keadaan persekitaran dalam sudut pandangan 360° dan seolah-olah 'berjalan meneroka' ke seluruh kawasan atau bangunan MBMB. Dalam membangunkan kiosk ini, antaramuka yang akan dibina semula adalah lebih menarik untuk menjadikannya lebih mesra pengguna. Kiosk ini juga boleh dijadikan rujukan untuk mengetahui peranan-peranan sebagai agensi kerajaan negeri terpenting. Dalam membangunkan kiosk ini, antara perisian utama yang akan digunakan ialah Macromedia Director.

## ABSTRACT

Nowadays, the massive growth of Information Technology had effected the human life style that is parallel to human needs and also the effectiveness that we can achieved from it. This kiosk that will be develop is for MAJLIS BANDARAYA BERSEJARAH MELAKA (MBMB) which is have all information about MBMB including services that offered by MBMB. By using this kiosk, user also can interact with this kiosk because this project include all the elements of multimedia such as text, graphics, animations, audio and video. Target user for this kiosk are to all the customer that have been went to MBMB for solve their problem that related with MBMB. This kiosk also using touch screen. Beside that, this kiosk also have some special features such as Virtual Reality. With this feature, user can view the environment in 360° and they also can feel like walking inside and outside of MBMB building. While develop this kiosk, the interface that will be using are user friendly and multicolor to make it more interesting. For those who are interested with this kiosk, they can make it as a references to know more about information and services that offered by important state agencies. This kiosk will be developed by using Macromedia Director

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## LIST OF ABBREVIATIONS

SHORT FORM	TEXT
KUTKM	Kolej Universiti Teknikal Kebangsaan Malaysia
MBMB	Majlis Bandaraya Melaka Bersejarah
PSM	Projek Sarjana Muda
FTMK	Fakulti Teknologi Maklumat dan Komunikasi
VRML	Virtual Reality Modelling Language
SDLC	System Development Life Circles
OS	Operating Sysytem
JPEG	Joint Expert Picture Group
MS	Microsoft
ICT	Information and Communication Technology
ACD	Architecture Context Diagram
VR	Virtual Reality
CD	Compact Disk
CD-ROM	Compact Disk-Read Only Memory
CD-ROM Burner	Compact Disk-Read Only Memory Burner
PC	Personel Computer

## CHAPTER 1

### INTRODUCTION

#### 1.1 Overview

This kiosk system that has been developed is about Majlis Bandaraya Melaka Bersejarah (MBMB). As one of agency of Malacca state that responsible control all activities and development in malacca, it is very important for MBMB to have a kiosk system in order to distribute all the information that related with MBMB such as activities, list of activities and others can be known to the public in detail. This kiosk also including all information of MBMB. Beside that, this kiosk system hopefully can act as a guidance to the people who are always goes to MBMB. Through this kiosk, user also can get more information about services that offered by MBMB. MBMB kiosk also have all multimedia elements to make it more interactively because it have all elements of multimedia such as text, graphics, animation, audio and video.

To make sure that this kiosk more interesting, this kiosk also have special element. This element is 'Virtual Reality'. By using this element, user can viewed the scene or environment with 360° and user can feel like they are walking or explore all around MBMB building. To make it more easy, map also was include as a guide. Beside that, this kiosk also have picture gallery. It is very important for user to see part of MBMB. While developed this kiosk, main software that have been used is Macromedia Director.



Creating an interesting interface is very important. It is because user will interact directly with this kiosk. To make it more interactively and interaction between user and MBMB kiosk more dramatic, the interface are user friendly. Color scheme that has been used for this kiosk must suitable with MBMB. Beside that the button also simple and interesting. It is very important for user to interact with this kiosk. Development of this kiosk also includes all elements of multimedia such as text, graphics, audio, video and animation. Software that have been used to develop this kiosk are Macromedia Director, Flash, Swish and certain software that related with audio and video such as Adobe Premiere and Sound Forge.

Process of developed this project also involved development phase. So, 'System development Life Circle' (SDLC) was the best development phase while create this kiosk. By using this methodology, process of development also involved many phase such as, planning phase, analysis, design, implementation and supporting.

## 1.2 Objective

As one of important agency in Malacca, this kiosk is very important especially as a guide for user to get all information about MBMB. One of the main objective in develop this kiosk is to introduce and give detail information about MBMB to user. Thus, the user will able to access any information related to MBMB. This will make it easier for the public dealing with MBMB. Before this, maybe many users don't want to involved with MBMB because of some reason that take long time to solve their problem. So, with this kiosk, it can change the perception of MBMB.

Second objective is to promote Malacca as one of the most popular tourism state in Malaysia. There are pictures in gallery this kiosk system which can use by user as guide because there is some information about the picture. As a conclusion, this kiosk can be a guide between MBMB and user especially to solve their problem.

### 1.3 Scope

With this kiosk system, target users are public that always goes to MBMB to solve their problem. Target user for public is relevant because this kiosk can promote the product or services that offered by MBMB directly to user by using this kiosk. This kiosk use a touch screen technology. Beside that, this kiosk also can be order by CD format to all agencies in Malacca because this kiosk has all information about MBMB.

This kiosk is just for MBMB only. Although the function of MBMB that related with other agency, the information about other agency is not include in this kiosk. Other information such as tourism information is just additional information to promote Malacca as one of the most popular tourism state in Malaysia. Information about tourism is limited because more detail about tourism information can be getting from agency that related with tourism agency.

### 1.4 Project Significant

This kiosk is not just to give information about MBMB only but the most important by create this kiosk is to get more near to user. This interactively information hopefully to make more easy for user to understand it. Before this, all the information about MBMB only can get from website by browsing the internet. All the information in this web maybe not update by time. So, this kiosk only have latest information about MBMB.

For those who are interested to go to MBMB, this kiosk is very useful because user can get more information such as function of MBMB. Beside that, this kiosk can be as a guide and reference to solve the problem that need help from MBMB.

By using this kiosk system, it can be use as 'promoter' because it can give additional information about tourism industries in Malacca. With interactively style that include in this kiosk, hopefully all the information is useful for user.

## 1.5 Conclusion

As conclusion this chapter explained the concept of the project that was built such as the purpose of project implementation and explained on the organization that was used a guideline throughout the project. Those chapter also explained on defining the problems statements and also proposed a few problems solving methods. Objectives of the project are defined and expectations of the final project output are briefly explained. There are also a project scope and also aspects of research and lastly explanation about the project significant what was built.

## CHAPTER II

### LITERATURE REVIEW

#### 2.1 Introduction

In developing this project, comparison of the present project is also necessary in producing a well designed project that involved all types of aspects. This comparison of present project is done to make sure that any weakness that has been spotted can be fixed down. Other than that, the characteristic adding of new elements are also been implemented as to make the kiosk project more interesting and full with information.

As for this, the comparisons of present MBMB website have been done. Through the observation that was made, there is no doubt that the website contains a lot of information. But the update information is not well schedule. Another comparison is the kiosk that was already developed by MBMB itself. This is to ensure the new kiosk is in good shape and working smoothly.

#### 2.2 Case Research

As mentioned before, this kiosk was developed in introducing MBMB more generally by knowing its functions, organization chart and lot more. The main purpose of this project is different if looking to the comparison of the MBMB website. The differentiate can be see by looking at the package that was provided

inside the MBMB website. This updated information is necessary as the website itself is the source of information of MBMB where people access it in almost everyday. And as for this, it is action of the MBMB to make sure that the information are updated and according to schedule in publishing it.

The kiosk that was built by developer is not involving the updates process. This is because the kiosk works only as to introduce the MBMB generally. Other than that, it also functioned of giving a guide to user in knowing and searching for any department inside MBMB. As for example, through this kiosk the user gets to know each department inside the MBMB.

All this year, the promotion of the MBMB was done only by using the MBMB website. it is hoped that by developing this kiosk, it will change the concept of promotion by introducing new alternative for promoting the MBMB. This is because of the kiosk itself contained all the multimedia elements that surely interact many people to visit this kiosk as to guide the user when visiting MBMB.

Through the used of this kiosk, the users are exposed to other interesting elements that cannot be achieved from any website. The element that was mentioned is the Virtual Reality (VR). Through this element, the user can explore the MBMB environment in 360 degree of view and allowed the user to see many interesting new angle inside MBMB. The VR elements help the visitors to have a clear view of the real environment of the MBMB

Other important aspect that must be taken as a consideration is the interface design. This is important to ensure that the messages that are given to the user can be understandable and interactive. The interface design that was built must be user friendly well structured and interesting. Other than that, the used of button must be simple but interesting. This is important to avoid user confusedness and misjudge. To make sure that the user will kept on using this kiosk, a suitable color is used. In

order to express a different emotion and in the same time to make this kiosk more effective.

In making the kiosk more realistic, the used of flash and Swish technologies are also been implemented. Using this software, the interface that was made become more interesting and interactive. The interactive element is important to ensure that the kiosk can interact with the user more effective. As for this, the development of this kiosk is in hoped of help the MBMB in introducing and promoting it functions and other types of item generally.

### 2.3 Conclusion of Literature Review

Kiosk that was built is for introducing the MBMB to the society and in the same time it also can be use by the MBMB staff itself. Other than that, this kiosk will make it easier for the user in getting information about the MBMB functions and also know the facilities provided by the MBMB to a new user and also a new visitor.

Through this kiosk, the user will know the role and the function of the MBMB and also get to know the management structured of the MBMB. Compare to the present website that only providing and displaying a few picture and information the kiosk included one more special element that is the virtual reality. Through this element, the user gets to explore the MBMB environment. Other than that, the kiosk also included a gallery pictures for visitors to see the real environment photo of the MBMB. As one of the government agency, all the observation that was done by the MBMB can be published for general purpose

One certain thing that this kiosk can give is that it contained all multimedia elements which have made it more interesting and full with MBMB general information. This kiosk not only focused on one group of used but it can also be use

by all type of ages. This is because of the interface and buttons designs are made suitability for any types of users. This has give a chance to the user to interact with this kiosk without any doubt as this kiosk itself provided the user with an effective and understandable used.



### 3.1.3 High Level Project Requirements

The service is to be able to require men, the need to develop the user interface, hardware and software requirements.

## CHAPTER III

### PROJECT PLANNING AND METHODOLOGY

#### 3.1 Introduction

Project planning was important in starting a project. Planning is important as it measure the possibility of the project whether success or not in the future. Project planning actually encompasses all of the activities include estimate on how much effort, how many resources and how much time it will take to build a specific project. The objective of the project planning is to provide a framework that enables the developer to make reasonable estimates of resources, cost and schedule. These estimates are made within a limited time frame at the beginning of the project and should be updated regularly as the project progress. The planning objective is achieved through a process of information discovery (research) that leads to reasonable estimate. As for this project, the developer has made a research on available project in the Internet and also for the requirement that was needed for it.

#### 3.2 High-Level Project Requirements

This section is told about requirement that need in develop this kiosk including hardware and software requirements.