MYAPPOINTMENT SYSTEM

WOON PEI WEN

UNIVERSITI TEKNIKAL MALAYSIA MELAKA

BORANG PENGESAHAN STATUS TESIS

JUDUL: MyAppointment System

SESI PENGAJIAN: SESI 2014/2015

Saya   Woon Pei Wen

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 Universiti Teknikal Malaysia Melaka.
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 di dalam AKTA RAHSIA RASMI 1972)

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

       _____   TIDAK TERHAD

_____   _____

(TANDATANGAN PENULIS)   (TANDATANGAN PENYELIA)

Alamat tetap: 9, HALA TASEK TIMUR 3,

                TAMAN INDAH SAKTI,   DATIN NURAZLINA BINTI MD SANUSI

                31400 IPOH, PERAK.   Nama Penyelia

Tarikh: _____   Tarikh: _____

CATATAN: * Tesis dimaksudkan sebagai Laporan Akhir Projek Sarjana Muda (PSM)
                   ** Jika tesis ini SULIT atau TERHAD, sila lampirkan surat daripada pihak berkuasa.

MYAPPOINTMENT SYSTEM

WOON PEI WEN

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

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
UNIVERSITI TEKNIKAL MALAYSIA MELAKA
2015

DECLARATION

I hereby declare that this project report entitled

MYAPPOINTMENT SYSTEM

is written by me and is my own effort and that no part has been plagiarized

without citations.

STUDENT   : _____   Date: _____

                 (WOON PEI WEN)

SUPERVISOR   : _____ Date: _____

                 (DATIN NURAZLINA BINTI MD SANUSI)

DEDICATION

This is dedicated to my beloved family, thank you very much for the unconditional supports with my studies. Thank you for giving me the chance to take my desired field of studies and provide me a chance to improve myself through the journey of my life.

ACKNOWLEDGEMENT

I would like to take this opportunity to express my gratitude and deep regards to my supervisor, Datin Nurazlina Binti Md Sanusi who help, giving me suggestions and guidance throughout the progress of the report.

Besides that, I would like to take this opportunity to thank my friends for giving me support in my project work when I faced failures in completing the project.

Lastly, I would like to thank my beloved parents for giving me support and motivation throughout my project. Without their blessings, I would never have this chance.

ABSTRACT

Appointment is a consultation or meeting with someone at a particular time and it can be occured in everywhere. In university, appointments between students and lecturers are very important in order to solve the academic problems. However, there are many problems occured when the students make appointments with the lecturers. One of the problems is wasting student's time. For example: students that did not have lecturers phone number need to go to lecturer's room to make the appointment. Sometimes when the lecturers is not in their room, students have to go for few times until they success make their appointment.

MyAppointment is very important. This system is used to solve the problems of making appointment between students and lecturers. It also will provides and supports the users for reserving their appointments. Besides that, it also will save the time for the students to make the appointment with the lecturers because students can check the lecturer's schedule before they make the appointment. Lastly, this system can provide an analytical data for the lecturers to check the number of appointment between lecturers and students.

ABSTRAK

Temujanji ialah satu perundingan atau mesyuarat dengan seseorang pada masa tertentu dan ia boleh berlaku di mana-mana. Dalam universiti, In university, temujanji antara pelajar dengan pensyarah sangat penting untuk menyelesaikan masalah akademic. Walau bagaimanapun, terdapat banyak masalah berlaku apabila pelajar membuat temujanji dengan pensyarah. Salah satu masalah ialah membuang masa pelajar. Sebagai contoh: pelajar yang tidak mempunyai nombor telefon pelajar perlu pergi ke bilik pensyarah untuk membuat temujanji. Kadang-kala, apabila pensyarah tidak ada dalam bilik, pelajar perlu pergi beberapa kali hingga mereka berjaya membuat temujanji mereka.

Oleh itu, "MyAppointment System" sangat penting. Sistem ini dibangunkan untuk menyelesaikan masalah membuat temujanji antara pelajar dengan pensyarah. Ia memberi sokongan kepada pengguna untuk membuat temujanji awal. Selain itu, ia dapat menjimatkan masa untuk pelajar membuat temujanji dengan pensyarah kerana pelajar boleh tengok jadual pensyarah sebelum mereka membuat temujanji. Akhir sekali, sistem ini boleh memberikan data analisis untuk pensyarah untuk menyemak jumlah nombor temujanji antara pelajar dengan pensyarah dan kehadiran pelajar.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

CHAPTER I

INTRODUCTION

1.1 Project Background

Appointment is a consultation or meeting with someone at a particular time and it can be occured in everywhere. In university, appointments between students and lecturers are very important in order to solve the academic problems. However, there are many problems occured when the students make appointments with the lecturers. One of the problems is wasting student's time. For example: students that did not have lecturers phone number need to go to lecturer's room to make the appointment. Sometimes when the lecturers is not in their room, students have to go for few times until they success make their appointment. Furthermore, after the students already make the appoinment with their lecturer, the lecturer may be forget

the appointment because they busy with their works , having meeting or any emergency happened.

In order to solve these problems, an appointment system named MyAppointment has been proposed. MyAppointment will developed into a web application that can accessed through mobile device or computer. This system is used to solve the problems of making appointment between students and lecturers. This system can simplify the process of making the appointment because students can check the lecturer's schedule before they make the appointment. Lastly, this system can provide an analytical data for the lecturers to check the number of appointment between lecturers and students and also help the lecturers to have the documented evidence of the actual attendance of the students for PSM, Bengkel 1 and Bengkel 2.

1.2 Problem Statement

There are many problems occured when the student wants to make appointments with their lecturers. Below are some of the problems that occured during making appointment with lecturers.

i. Difficult to meet with lecturers

Students always cannot find their lecturers because the lecturers are not in their room even when their timetable is empty or in consultation hour. Futhermore, some lecturers did not leave any notices outside their room when they having emergency leave or important things to do. Students also cannot contact with the lecturers because they did not have lecturer's phone number. Furthermore, appointment making between lecturers and students always end up with poor outcomes. For example: if student cannot make it due to unforeseen circumstances and sending late notifications, it will send a not good impression to the student's progress

ii.   Making appointment with lecturers is still in manual way

The process of making appointment between student and lecturer is still in manual way. Students that did not have lecturer's phone number need to go to the lecturer's room to make the appointment. If the lecturers not in their room, students have to go for few times until they success make their appointment. Therefore, student wasting a lot of time just to make appointment with the lecturers.

iii.   Difficult to manage the appointment records

Since the process of making appointment is manually, some of the lecturers did not record down the appointment. They easily forget about their appointment because they busy with their works or any emergency happened. Even if the lecturers got record down the appointment time in their note book, they also have the chance to forget the appointment if they forgot to bring their note book along with them. Furthermore, if the lecturers have any emergency, lecturers cannot cancel appointment with their students if they did not have student's phone number. Besides that, lecturers also hard to check the number of appointment that their students make because manual system cannot provide a analytical data on the number of appointment that have already made. Beside lecturers, students are also having difficulties to manage the appointment records. For example: student has to keep a log book to keep track of his/her appointment with lecturer.

1.3 Objective

In order to solve all the problems that occurred in manual system, few objectives have to be achieves. The objectives of this project are:

1.   To simplify the process of making appointment between students and lecturers.
2.   To develop a system that can upgrade the manual system.

3. To provide analytical information based on the number of appointment between students and lecturers.

1.4 Scope

i. Target User
    - Student
    - Lecturer
ii. Module
    - Login Module
        - Users need to login to the system before they proceed for making an appointment.

    - Appointment Module
        - Student can make a new appointment if they found any available time slot in the lecturer's timetable for their selected lecturer.
        - Student or lecturer can cancel the appointment that have already confirmed when they haven any emergency occurred such as sick, meeting or outstation.

    - Report Module
        - Students can check their appointment's status after they made appointment with the lecturers.
        - Lecturers can check and update all the appointment that they made with students.
        - Lecturers can view the statistic based on the number of the appointment for a particular student.

    - Attendance Module
        - Lecturer can mark the attendance after the students have met with them.

> ➢ Lecturer can keep track of the attendance of the student.
> ➢ Student can check their attendance to make sure their supervisor marked their attendance correctly.

- Logbook Module
    - ➢ Student can write their logbook after the lecturers have marked their attendance as presence.
    - ➢ Student can edit the logbook before the lecturers verify the logbook.
    - ➢ Lecturer need to verify the logbook after they have checked the logbook.

1.5 Project Significance

- Login Module
    - ➢ System can determine whether the login users are students or lecturers and direct them to their respective main page.

- Appointment Module
    - ➢ Student can make appointment with lecturer.
    - ➢ System will notify the lecturer if there are duplicated appointment times with different students.

1.6 Expected Output

At the end of this project, this system can help the students and lecturers to make the appointment directly at any time without seeing each other directly. This system also can help the lecturers and students to be informed of the number of appointment made by the students. Lastly, this system can help the lecturers to have the documented evidence of the actual attendance of the students for student PSM, Bengkel 1 and Bengkel 2.

1.7 Conclusion

The main purpose of this project is to solve the problems that occurred in the process of making appointment between the lecturers and students in the manual way. The developed appointment system give access flexibility to both students and lecturers as the system can be accessed through mobile device or computer and this project also provides documented evidence of the students attendance on the agreed appointments made based on the mutual agreement amongst both parties. In conclusion, the advantage of this system is to provide an efficiency and effective system for the users to avoid their wasting time when making the appointment.

CHAPTER II

LITERATURE REVIEW AND PROJECT METHODOLOGY

2.1 Introduction

MyAppointment is a mobile application that provides a way to ease the students to make appointment with their lecturers in order to solve the problems occurred between students and lecturers. This project required some research and fact finding to support it. Therefore, literature review also plays an important role when a project is carried out.

In this chapter, facts and finding and literature review about relevant project and research about this system will be discussed. The purpose of literature review is to find relevant literature to support the project topic and conclude all the information that found in the literature.

2.2 Domain

Appointment is a consultation meeting with someone at a particular time and can be held at anywhere. In university, appointment is a consultation time between students and lecturers and it is important for the both parties to solve the academic problems.

2.3 Existing System

(i)   Case Study

- Web Based Intelligent Appointment System

A web based on appointment system is done by Mohd Helmy Abd Wahab is to allow students and lecturers manage their appointment online. In order to save time, this appointment system allows both of the users interact through the web so they can arrange their time for appointment. The main orientation of the prototype for this system is to manage appointment and update the calendar. According to Mohd Helmy (2009) , the use of intelligent agents have many benefits such as decrease time consume, work independent, search and filter important information that cannot done by humans.

According to Jenning and Woodridge, agent-based computing has taken place as "the next significant break-through software development". In this system, the agent can manage the information in the database and provide a status by comparing it with the inputs that entered by the users in order to achieve its design objectives.

'

- Takaful Appointment System

Takaful appointment system is a system that own by Takaful Insurance. This system developed to reduce the time wasting by the users. They no need to go to the company or call to make appointment. In this system, users need to enter their personal information before they book their appointment. Users can freely choose the location and the time of appointment depends on their state and their free time.

TEMUJANJI

Sila masukkan butir-butir yang diperlukan dibawah ini;

1) TAHAP KESUNGUHAN BAGI TEMUJANJI YANG DIPOHON

Subjek Temujanji	Takaful - Untuk Diri Sendiri / Pasangan ▼
Kesungguhan Tujuan Temujanji	◉ SILA PASTIKAN TUJUAN ANDA ○ Bincang dahulu, MINAT penyertaan tinggi ○ Bincang dahulu, MINAT penyertaan sederhana ○ Bincang dahulu, MINAT penyertaan rendah ○ Bincang sahaja, PENYERTAAN lambat lagi ○ Bincang sahaja, PENYERTAAN tak tahu ○ Suka - suka sahaja, TIDAK MINAT menyertai pelan
Tahap pengetahuan mengenai pelan / produk Takaful	◉ TAHAP PENGETAHUAN BERKAITAN PRODUK TAKAFUL ○ Tiada tahu apa-apa ○ Telah tahu serba sedikit namun tiada pernah meyertai pelan takaful ○ Telah tahu serba sedikit dan pernah / telah menyertai pelan takaful,
Mod Sumbangan (Jika berhajat menyertai pelan)	Tahunan ▼	Bajet Penyertaan (RM).	

2) MAKLUMAT PEMOHON

Nama		T. Lahir (dd/mm/yyyy)	
Email		Jantina	PEREMPUAN ▼
No Tel (H/P)		Pekerjaan	
No Tel (Rumah)		Pendapatan Bulanan (RM)	
No Tel (Pej)		Lokasi Skrg	

3) MAKLUMAT TEMUJANJI

Lokasi Temujanji			Tarikh Temujanji (dd/mm/yy)	
	Bandar			
	Negeri	W.Persekutuan ▼	Waktu	
Mercu-tanda Lokasi (Landmark)				
Nota				

Peringatan;
Jika tuan/puan berhasrat untuk terus menyertai pelan semasa perjumpaan kelak, sila pastikan perkara berikut dapat disediakan
1. Sumbangan penyertaan (RM) samada TUNAI, Cek atau kad kredit (Salinan Kad kredit diperlukan)
2. Salinan K.P pemohon dan peserta
3. Salinan Mykid / Surat Beranak Anak (Jika penyertaan bagi anak)

Figure 2.01 Screenshot for Takaful Appointment System

- Outpatient Appointment Scheduling in a Multi Facility System

    This appointment system is created by using an experiment unit at an internal medicine department of a large outpatient ward in Nagoya university hospital. This appointment system were evaluated under two different evcironments namely no-show and patient punctuality. It designed by using Appointment Rule(ARULE) and Patient Sequence(PSEQ) that explored by Cayirli, Veral and Rosen(2006). There are ARULEs is Baily rule, Soriano rule,variable-interval rule and the PSWQ is based on the types of patients that is appointment patients, new patients and walk-ins.

- A web-based appointment system using short message service technology: usability aspect

    A web-based appointment system is done by Mohd Helmy Abd Wahab that helps studens and lecturers always aware of the appointment. They involved short messaging system (SMS) technology in the system. When the system successfully records and appointment, it will transmits the signal to the receiver(lecturer).

Figure 2.02: Appointment System:usability aspect