

## UNIVERSITI TEKNIKAL MALAYSIA MELAKA

# DEVELOPMENT OF QUEUE LINE SYSTEM FOR WASHING MACHINE USING ANDROID

This report is submitted in accordance with the requirement of the Universiti

Teknikal Malaysia Melaka (UTeM) for the Bachelor of Electronic Engineering

Technology (Industrial Electronics) with Honours.

by

## SITI NUR HUDA BINTI MD YUSOF **B071610953 951106-10-5972**

FACULTY OF ELECTRICAL AND ELECTRONIC ENGINEERING
TECHNOLOGY

2019



#### UNIVERSITI TEKNIKAL MALAYSIA MELAKA

#### BORANG PENGESAHAN STATUS LAPORAN PROJEK SARJANA MUDA

Tajuk: DEVELOPMENT OF QUEUE LINE SYSTEM FOR WASHING

MACHINE USING ANDROID

Sesi Pengajian: 2019

Saya **SITI NUR HUDA BINTI MD YUSOF** mengaku membenarkan Laporan PSM ini disimpan di Perpustakaan Universiti Teknikal Malaysia Melaka (UTeM) dengan syarat-syarat kegunaan seperti berikut:

- 1. Laporan PSM adalah hak milik Universiti Teknikal Malaysia Melaka dan penulis.
- 2. Perpustakaan Universiti Teknikal Malaysia Melaka dibenarkan membuat salinan untuk tujuan pengajian sahaja dengan izin penulis.
- 3. Perpustakaan dibenarkan membuat salinan laporan PSM ini sebagai bahan pertukaran antara institusi pengajian tinggi.
- 4. \*\*Sila tandakan (X)

ii

		Mengandungi	maklumat	yang	berdarjah	keselamatan	atau
П	SULIT*	kepentingan Malaysia sebagaimana yang termaktub dalam AKTA					
		RAHSIA RASI	MI 1972.				
	TERHAD*	Mengandungi r	naklumat Tl	ERHAI	yang telah	ditentukan ol	eh
	1EKHAD <sup>↑</sup>	organisasi/bada	ın di mana p	enyelid	likan dijalar	ıkan.	
$\boxtimes$	TIDAK TERHAD						
Yang l	benar,		Disa	hkan o	leh penyelia	a:	
				•••••	•••••		
SITI N	NUR HUDA BI	INTI MD YUSO	F MO	HAMM	IAD 'AFIF	BIN KASNO	
Alama	nt Tetap:		Cop	Rasmi	Penyelia		
B 44 F	Felda Sungai K	lah					
35600	Sungkai						
Perak							
Tarikh	1:		Tari	kh:			

\*Jika Laporan PSM ini SULIT atau TERHAD, sila lampirkan surat daripada pihak berkuasa/organisasi berkenaan dengan menyatakan sekali sebab dan tempoh laporan PSM ini

#### **DECLARATION**

I hereby, declared this report entitled DEVELOPMENT OF QUEUE LINE SYSTEM FOR WASHING MACHINE USING ANDROID is the results of my own research except as cited in references.

Signature:	
Author:	SITI NUR HUDA BINTI MD YUSOF
Date:	

#### **APPROVAL**

This report is submitted to the Faculty of Electrical and Electronic Engineering Technology of Universiti Teknikal Malaysia Melaka (UTeM) as a partial fulfilment of the requirements for the degree of Bachelor of Electronic Engineering Technology (Industrial Electronics) with Honours. The member of the supervisory is as follow:

Signature:	
Supervisor:	MOHAMMAD 'AFIF BIN KASNO

v

#### **ABSTRAK**

Pada masa kini, masa itu emas. Dari kajian berhubung kehidupan pelajar di Kolej Satria UTeM, pelajar mempunyai masa yang terhad untuk melakukan aktiviti sampingan termasuk menguruskan pakaian kotor sendiri. Ini kerena, masa yang diperlukan untuk menunggu sebuah mesin pencuci pakaian amat lama dan bagi pelajar tersebut pembaziran masa berlaku di situ. Ada pada waktunya, pelajar harus menunggu sehingga pengkalan data pakaian yang sudah dibasuh oleh pelajar sebelumnya agar barisan tidak dipotong dan akan menyebabkan pelajar tersebut mengambil masa untuk menunggu lagi. Setelah menyelidik masalah yang berkaitan, sebuah system yang di inovasikan akan direka "Pengurusan Sistem Beratur Menggunakan Android". Ia akan menghasilkan penjimatan masa kepada pelajar dalam sistem beratur untuk sebuah mesin basuh. Pelajar tidak perlu kerap untuk menunggu dan juga pelajar boleh membuat aktiviti lain seperti menyiapkan tugasan, membuat ulangkaji pelajaran tanpa perlu sering memantau mesin basuh. Projek ini dihasilkan menggunakan dua teras aplikasi dengan menggunakan perisian MIT App, Arduino IDE dan juga pangkalan data Firebase. Kesemuanya di gabungkan untuk menghasilkan aplikasi bagi memudahkan pengguna mesin basuh. Pengaktifan aplikasi tersebut bermula apabila pengguna mengimbas Kod QR yang di nyatakan sebagai mesin basuh utama. Pengkalan data bagi system ini akan di tetapkan semula apabila menjelang 12:00 tengah malam. Kesemua objektif untuk penghasilan projek telah tercapai melalui keputusan uji kaji terhadap projek dan juga dapatan analisa pembinaan projek.

#### **ABSTRACT**

Nowadays, time is gold. From the observation of student life at Satra Hostel in UTeM, student have limited time to do side activities including managing their own laundry. This is because, the time required to wait for a washing machine it takes a long time. In time, students should wait until the previous washed-out clothes have to be cut off and will cause the student to take longer to wait. After researching related issues, an innovate system will be proposed "The Queue Line System using Android". It will produce time savings for students in queuing systems for a washing machine. Student does not have to wait for too long and can-do other activities while waiting such as do their assignment, make a revision and other practical things without having regularly monitor washing machines. This project is using development of system which is the MIT App Inventor, Arduino IDE and Database using Firebase System. All of system been combined to build the application to make the user much easier. The system will be activated when the user scan the QR Code and being stated as Machine 1. The database will be reset on 12:00am. All the objective had been achieved from the analysis and testing result.

#### **DEDICATION**

To my beloved parent,

Md Yusof bin Abdul Rahman and Zainab binti Mohamad that always be there for me.

To my siblings that always generates and gives some idea to complete this report,

Mohamad Huzaimi bin Md Yusof,

Mohamad Huzaidi bin Md Yusof,

Mohamad Hanif Hazlami bin Md Yusof.

To my supervisor, for the guidance and encouragement, IR Mohammad 'Afif bin Kasno.

#### **ACKNOWLEDGEMENTS**

In the name of The Almighty Allah, The most compassionate and the most merciful. Firstly, thank to Allah, without His will everything cannot be done until this phase. Next, I would like to deeply express my gratitude and appreciation to my supervisor, IR Mohammad 'Afif bin Kasno for his guidance, encouragement and support by helping me to finish my final year project. Besides that, I also would like to dedicate this big grateful to all my friends, who has assisted and change the ideas together to complete this project. Finally, my deep gratitude goes to my beloved family for their blessings and prays for me.

### **TABLE OF CONTENTS**

		PAGE
	TABLE OF CONTENTS	x
	LIST OF TABLES	14
	LIST OF FIGURES	15
СНА	APTER 1 INTRODUCTION	20
1.1	Introduction	20
1.2	Problem Statement	21
1.3	Objectives	22
1.4	Scope	22
1.5	Organization of Report	23
CHA	APTER 2 LITERATURE REVIEW	26
2.1	Background	26
2.2	Queuing Theory	26

2.3	Type of Qu	eue	28
	2.3.1	Queue Management Concept	29
	2.3.2	Existing Queue Management System in Market Produce	32
2.4	Theory of C	Cascade H Bridge	33
	2.4.1	Paperless Queue Management System Using Arduino Based	33
	2.4.2	Mobile Application (E-Queue System)	36
	2.4.3	J.Co's Business Process of Android For Customer Managemen	t
	and Androic	d Application For Customer Queue Management	38
2.5	Proposed M	lethod	40
	2.5.1	Android	40
	2.5.2	GSM (Global System for Mobile Communications)	42
	2.5.3	Quick Respond (QR) Code	43
	2.5.4	Android Device	43
2.6	Comparisor	n of Project Based on Research	44
CHA	PTER 3	47	
3.1	Introduction	1	47
3.2	Project Met	hodology for Flow Chart of Planning	48
3.3	Project Bloo	ck Diagram of Queue Line System	51
3.4	Project Flow	w Chart of Queue Line System of Washing Machine	52
3.5	Project Dev	relopment	56

	3.5.1	Software and Hardware Development		56
	3.5.1.1 And	roid Development using MIT App Inventor		56
	3.5.1.2 Ardu	uino Development		59
			3.5.1.3 Firebase	62
	3.5.1.4 Blue	etooth HC-05		64
	3.5.1.5 LED	5mm 5V		65
	3.5.1.6 7 Se	gment Common Anode		65
~~~				
CHAI	PTER 4	66		
4.1	Introduction	ı		66
4.2	Analysis fro	om Data Gathering		66
4.3	Analysis fro	om Data Gathering		66
	4.3.1	Survey Analysis		66
Part 1	: User Aspect			67
Part 2	: Current Issu	es For The System		68
Part 3	: Acknowledg	gement of Android Application		70
Part 4	: Inclination t	owards green IT products		72
4.4	Software Re	esult		73
	4.4.1	MIT App Inventor Development		73
	4.4.2	The Development of Arduino		83
		xii		

4.6	The Analysis of the Result Application	89
СНА	PTER 5 91	
5.1	Conclusion	91
5.2	Future Work	92
REFI	ERENCES 93	

## LIST OF TABLES

TABLE	TITLE	PAGE
Table 4.1 Table fo	or 5 Minutes Time at the Master System of	of Application 89
Table 4.2 Table fo	or 20 Minute Setting Time at the Master S	System of Application 90
Table 4.3 Table fo	or 40 Minute Setting Time at the Master S	System of Application 90

## LIST OF FIGURES

FIGURE	TITLE	PAGE
Figure 1.1 Basic	queueing system that always be used	23
Figure 2.1 An M	/M/1 Queueing Node	27
Figure 2.2 Arrang	gement of Server	28
Figure 2.3 First in	n First Out Queue example	30
Figure 2.4 Simple	e representation of a stack runtime with push and pop operatio	ons 30
Figure 2.5 Single	queue system	31
Figure 2.6 Multip	ole queue system	32
Figure 2.7 Archit	ecture diagram of Queue Management System	34
Figure 2.8 The Sy	ystem Operational Flow Chart for Requesting SMS Ticket Usi	ing 35
Figure 2.9 The Sy	ystem Operational Flow Chart for Requesting SMS Ticket Con	ntrol via 35
Figure 2.10 The G	Operational System Flow Chart of Reminder System through S	SMS 36
Figure 2.11 Struc	cture management of E-Queue mobile application	37
Figure 2.12 Use-	Case Diagram of A.CO	39
Figure 2.13 The Captured by the c	QR Code display that on the entrance through the tablet and be ustomer	e 39

Figure 2.14 Connected Customers Captured QR Code	40
Figure 2.15 System Error and Network Connection Alert were Displayed	40
Figure 2.16 Android	42
Figure 2.17 GSM System	42
Figure 2.18 Quick Respond Code	43
Figure 2.19 Android Devices	44
Figure 3.1 Flow Chart of Project Planning	50
Figure 3.2 Block Diagram of Queue Line System	52
Figure 3.3 Flow Chart of Single User for Washing Machine	53
Figure 3.4 Flow Chart of More Than One User for Washing Machine	54
Figure 3.5 Expected Progress Gant Chart for PSM1	55
Figure 3.6 Actual Progress Gant Chart for PSM1	55
Figure 3.7 MIT App Inventor Developer Website	57
Figure 3.8 Log in to Any Google Account	57
Figure 3.9 Getting Start for A New Project	58
Figure 3.10 The Designer View	58
Figure 3.11 The Block View	59
Figure 3.12 Hardware Model of Arduino Mega 2560 with Structure Label	60
Figure 3.13 Arduino website	60
Figure 3.14 Arduino Setup of IDE Installation Options	61
Figure 3.15 Choose the Folder	61

Figure 3.16 Installation Progressing	61
Figure 3.17 Arduino IDE Layout	62
Figure 3.18 Firebase Website	62
Figure 3.19 Getting Started by Using Google Email	63
Figure 3.20 The Firebase Database	63
Figure 3.21 HC-05 Bluetooth Module	64
Figure 3.22 Connection of Arduino Mega with Bluetooth Module HC-05	64
Figure 3.23 Light Emitting Diode (LED)	65
Figure 3.24 Seven Segment Display	65
Figure 4.1 Number User of Washing Machine Per Day	67
Figure 4.2 Frequently Time of Student Using the Washing Machine	67
Figure 4.3 Smartphone User from Student	68
Figure 4.4 Current Queue Line System Difficulties	69
Figure 4.5 Current Problem That User Have to Face	69
Figure 4.6 Student Always Face Problem of Cut Queue	70
Figure 4.7 The Improvement of Queue Management System	71
Figure 4.8 Exposure of Queue Management System Using Mobile Application User	Among 71
Figure 4.9 Type of Mobile User	72
Figure 4.10 Student Opinion About Green IT Product	73
Figure 4.11 Design for User Interface	74

Figure 4.12 Design for Master User Interface	74
Figure 4.13 The Barcode Scanner Block	75
Figure 4.14 The Warning Block for Each of the Text Box	76
Figure 4.15 The Phone Number Box Block for State of +6	76
Figure 4.16 The Phone Number Block Box State if The Number Less Than Twelve	76
Figure 4.17 The Block of Firebox Inside MIT App Inventor	77
Figure 4.18 The Block Stage for Bluetooth Connection with Device and Bluetooth Testing 77	
Figure 4.19 The Count Timer Counting Block Stage	78
Figure 4.20 The Firebase Block Stage in Master System of Washing Machine	79
Figure 4.21 The Firebase	80
Figure 4.22 The Block for Firebase After the Countdown of Timer is Finish	80
Figure 4.23 The Message That User Received	80
Figure 4.24 The Master Queue Line System for Washing Machine Block Stage	81
Figure 4.25 The Master Queue Line System for Washing Machine Block Stage	82
Figure 4.26 The User Queue Line System for Washing Machine Block Stage	83
Figure 4.27 The Testing Coding for Seven Segment and LED	84
Figure 4.28 Shows the String for Seven Segment according to the Digit Place (A).	85
Figure 4.29 Shows the String for Seven Segment according to the Digit Place (B).	85
Figure 4.30 The LED Coding State for The LED Condition	86
Figure 4.31 The Bluetooth Module Testing Part	86

Figure 4.32 The Output Testing for Seven Segments	87
Figure 4.33 The LED Testing HIGH and LOW Condition	87
Figure 4.34 The User System of Queue Line when The Data are Successfully Transfer	88
Figure 4.35 The Database Connection Check	88
Figure 4-36 The Data had Received from System User Application	89

#### CHAPTER 1

#### INTRODUCTION

#### 1.1 Introduction

This project is focusing on creating and developing a monitoring queue line system for washing machine in Satria Collage user based in Universiti Teknikal Malaysia Melaka (UTeM). In this era, time is gold. Waiting or be in queue line is such a waste of time. In the obstacle there is many places like bank, a popular restaurant, registration office, hospital and many government office services using this queue line system that they have to wait for a long time without even do anything until they be served.

It is different for the washing machine situation. There is no monitoring system. Each of the user must wait either for the washing machine to be done for the next user or need to be alert for each time by make sure the washing machine have already done for the current time user.

Moreover, the specifically of this system it will send a queue line number through notification or message system to the student the real time user and reminding the upcoming student which is another user that their turns are just around the corner, an aspect which is very helpful especially for those who are outside of the waiting area.

#### 1.2 Problem Statement

UTeM student that stayed in Satria, mostly failed to manage their time very well. Student rush in doing everything. Mostly, student that stayed in Collage Satria had the pack schedule. It is risking for them to manage their time to do different things because it will disturb the schedule. In their daily basis student already spend a lot of time at faculty throughout the day and once they arrived in the College it nearly night that they have to rush to manage their self and quickly do a revision and assignment.

In this case, student will be delayed doing the laundry and causes until they realized that there is no more clean attire left for them and student will rush in to do the laundry. Washing machine services in Satria UTeM always have the foremost of user. Throughout during on weekdays or weekend the washing machine will continuously have a user moreover on weekend and on the middle of the week. In

this case, students have waited for a long time until the washing machine was done

either for the real time user or for subsequent user.

Mostly, the matter that being face by subsequent user as a result of they not dare to go away the washer to try and do different things as a result of they afraid that they are going to be cheated even supposing that they had left their laundry basket to say that they are subsequent user or they cannot estimate the important time once the washer are going to be done specifically. With this proposed system, student ready to understand the estimation time by system. Initial user can receive notification once their laundry nearly done and next user can receive another notification once their queue is nearing and they'll standby. This can build student way easier to arrange their work rather that had to attend while not doing something whereas looking forward to the washer. With

this projected system, it will build student way easier as a result of it is direct act with system by their own Smartphone devices that just for automaton communication system user.

#### 1.3 Objectives

- To study Android development such in generate Quick Response code (QR code),
   scanning system and real time system.
- To provide a stress-free waiting that easy student to manage and make a better decision about where to spend their time.
- To analyses the performance of development queue management system using Android for the washing machine.

#### 1.4 Scope

This proposed system could help student to queue in line while not waiting too long or be cheated just in case they have to leave the line for a few reasons only for a moment. Every of the user only need to scan the QR code that be generates from the system that be form in a card for every user and scan it on the scanner that have at the washer machine. Once the QR code done to be scan, the system will ask the user to enter the phone number for system to send the notifications status of their queue in line and status of the washing machine. Throughout waiting time, user is able to go anyplace or continue do their task with no worries. Once the washer machine almost done, the real