

**HOUSE BOOKING MANAGEMENT WEB SYSTEM FOR A PROPERTY  
DEVELOPER**



**UNIVERSITI TEKNIKAL MALAYSIA MELAKA**

## BORANG PENGESAHAN STATUS LAPORAN

JUDUL: HOUSE BOOKING MANAGEMENT WEB SYTEM FOR A PROPERTY DEVELOPER (HBMWS)

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HOUSE BOOKING MANAGEMENT WEB SYSTEM FOR A PROPERTY  
DEVELOPER

NUR AFIQAH FARINA BINTI JAIS



This report is submitted in partial fulfillment of the requirements for the  
Bachelor of Computer Science (Software Development) with Honours.

UNIVERSITI TEKNIKAL MALAYSIA MELAKA

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY  
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2021

## DECLARATION

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**DEVELOPER**

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## DEDICATION

To my beloved parents, thank you for supporting me through this journey. There are no words to describe how much both of you has supported me without any complaint and always pray for me and giving me encourage to continue this journey to the end. To my friends who help me walking through this journey, thank you. I might not be able to find the error of learning new knowledge without your never-ending help. And of course, to my supervisor, Ts. Muhammad Suhaizan Sulong, thank you for guiding me in this journey. Thank you, everyone.



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## ABSTRACT

With urban planning and management, more and more properties have been built. A property situated in a convenient location, close to all local amenities are one of the good reasons of buying a property i.e., a house. Selling a property to potential house buyers is quite a challenge. Thus, a project for developing a web-based system is proposed namely the House Booking Management Web System for a Property Developer (HBMWS). This HBMWS is specially developed for house agents to manage their potential clients or customers who are interested in buying a property. It provides an easy way for house agents to track, view and report on the booking records of all of their customers, manage property details as well as monitor their performance. This web-based system is developed using an open-source technologies such as PHP with a MySQL database and runs on Windows. The architectural and interface design including the process flows are all based on the common requirements and specification from the existing system and being improvised to allow house agents to achieve their targets. This HBMWS system will be easy to use with simple navigation and standard features.

## ABSTRAK

Dengan perancangan dan pengurusan bandar, semakin banyak harta tanah yang dimiliki telah dibina. Harta tanah yang terletak di lokasi yang mudah, dekat dengan Kawasan tempatan kemudahan adalah satu sebab baik untuk membeli harta tanah iaitu rumah. Menjual harta tanah kepada bakal pembeli rumah adalah satu cabaran. Oleh itu, sebuah projek membangunkan sistem berasaskan web dicadangkan iaitu House Booking Management Web System for a Property Developer (HBMWS). HBMWS ini dibangunkan khas untuk ejen rumah untuk menguruskan bakal pelanggan atau pelanggan mereka yang berminat untuk membeli harta tanah. ia menyediakan cara mudah bagi ejen rumah untuk mengesan, melihat dan menyediakan laporan mengenai rekod tempahan semua pelanggan mereka, menguruskan harta tanah secara terperinci serta memantau prestasi ejen. Sistem berasaskan web ini adalah dibangunkan menggunakan teknologi sumber terbuka seperti PHP dengan MySQL pangkalan data dan dijalankan pada Windows. Reka bentuk seni bina dan antara muka termasuk aliran proses semuanya berdasarkan keperluan Bersama dan spesifikasi dari system yang ada dan diperbaiki untuk membolehkan ejen rumah untuk mencapai sasarannya. Sistem HBMWS ini akan mudah digunakan dengan navigasi yang ringkas dan ciri standard.



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## LIST OF ABBREVIATIONS

<b>HBMWS</b>	-	<b>House Booking Management Web System</b>
<b>FYP</b>	-	<b>Final Year Project</b>
<b>ERD</b>	-	<b>Entity Relationship Diagram</b>
<b>SRS</b>	-	<b>Software Requirement Specification</b>
<b>DFD</b>	-	<b>Data Flow Diagram</b>



اونيورسيتي تيكنيكل مليسيا ملاك

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## CHAPTER 1: INTRODUCTION

### 1.1 Introduction

This task is created for customers to booking a house. House Booking Management Web System for a Property Developer is a piece of software that may be used to manage reservations for a house. The system enables all types of service businesses to take online bookings as well as manage phone and in-person bookings with simplicity. Previously, customer who want to book a house must go to office and make an appointment with agent. So, it must difficult for customer to find a house with pandemic nowadays. At the same time, it will be time consuming for customer. With this house booking management web system for a property developer, customers who book a house do not want to wait until the person in charge are in office, they want to book the activity on their own time. When use an online booking system, the business is open 24 hours a day, seven days a week.

This system will provide house booking feature for customer to find the dream house they want to book. Among them, this system will show a house for customer make a book. The system is reliant on its center parts to accomplish greatest effectiveness and ideal execution of the system. This technology can increase the effectiveness and improve the efficiency for customer and agent to make a booking house in the system.

## 1.2 Problem Statement

There are few problems that have been found in this existing house booking management web system. Thus, the Problem Statement (PS) is condensed into Table 1.1.

**Table1.1: Summary of Problem Statement**

PS	Problem Statement
PS1	Customer have to rely on the information from the office.
PS2	Time consuming in finding a house property on a certain place.
PS3	Difficulty tracking the booking record because still using manual.

### **PS1: Customer have to rely on the information from the office.**

As for now is customer manually go to office to survey a house. Customer have to make an appointment with the agent of the company. For to the appointment must have to make it on office hours.

### **PS2: Time consuming in finding a house property on a certain place.**

Difficulty to know where house is available. Difficulty for customer who want to survey a house at different country. The information of available house is difficult to get.

### **PS3: Difficulty tracking the booking record because still using manual.**

The form of the booking is very important to prove that customer has apply for house. They system needed to ensure the accuracy of data that it will collect to make it as report. So, there is a need to have centralized database.

## 1.3 Objective

Project Objectives (PO) has been issued as follows and summarized into table 1.2.

**Table 1.2: Summary of project Objectives**

<b>PO</b>	<b>Problem Objectives</b>
<b>PO1</b>	To develop a system that is more systematic and efficient than using manual record.
<b>PO2</b>	To develop a web-based application of a house booking management web system which could assist customer to booking a house
<b>PO3</b>	To generic report that can be easily count total of booking house and data that already booked by customers.

## **1.4 Scope**

### **1.4.1 Module to be developed**

- **Authentication Module**

Registration for users to login to the system, have password recovery.

- **House Unit Management Module**

List of project details with brochure and house unit with agent reward point.

- **House Booking Module**

Customer make booking with agent.

- **Agent Reward Module**

Will display agent reward and rank.

- **Dashboard Report Module**

Will display the number of booking for system in monthly/yearly

### **1.4.2 Target User**

1. Admin (System Admin)
  - Login functionality, add/update house project, add/update voucher for agent, and verify customer payment for booking.
2. User (Agent)
  - Login functionality, claim voucher
3. User (Customer)
  - View house details, booking a house and upload payment receipt.

### **1.5 Project Significance**

The significance of the project is to create a house booking management system that will provide service to agent, easy to use and straightforward process for agent to make a booking with the customer.

### **1.6 Expected Output**

This project will produce a system application that allows customer to make a house booking in anytime. This will make it easier and save customer time to book a house in the office. Although some system like this already exists, this system will produce features that do not exist in existing system and will improve existing features.

### **1.7 Conclusion**

In this chapter, problem statement, project objective, project scope, project significance and expected output of the project are clearly identified. The next chapter will discuss the related work of this project which are literature review and project methodology.

## **CHAPTER 2: LITERATURE REVIEW AND PROJECT METHODOLOGY**

### **2.1 Introduction**

The literature review was conducted to discuss issues from the existing system. From the current technology, researchers shall find out how it is developed and how to find a proper and effective solutions. The methodology will be discussed in this chapter. It acts as guide to ensure the progress working smoothly in correct steps. The methodology that will be use will help to continue for the next phase in relevant way. It also guided by milestone that mapping the progress implementation for the project. The further detail of the phase will describe in the following section.

The progress of this literature review is beginning with problem identification. The existing problems and inconvenience were used to find solutions for a better new system development. Other than that, the existing technologies also had been studied to find great enhancements and the technology implementation for the new system development.

### **2.2 Facts and findings**

This section will focus on previous project which related to booking management project. The project will introduce the domain, explanations of existing system and technique that is applicable and related with booking management project.

#### **2.2.1 Domain**

Different people are searching for different real estate property for a variety of reasons such as house, office, shop and so on. It is the desire of every homeowner to have a house that in the greatest location with the best conveniences.

This project focus to be a booking agency's services. Web application that provides the basic functionality required for a booking is proposed as House Booking

Management Web System for a property Developer. HBMWS will be used by a company with a large number of projects. This system's project is about property, specifically a house. The project house might be of several types such as apartment, chalet or cabin.

### **2.2.2 Existing System**

Studies from the similar systems or the existing systems are important to develop a new system. The existing systems can be used as reference and guidance to develop new systems. In addition, similar studies also can provide system builders with pertinent information which it is useful when developing systems in order to prevent errors on applying.



### 2.2.2.1 UEM Sunrise

Figure below shows the interface of UEM Sunrise System. UEM Sunrise are selling property such as resident, retail, industrial, office, and land in the system which are the UEM Sunrise Berhad located in Kuala Lumpur, Malaysia. The function is almost the same as other booking house, which provides the property details. The limitation of UEM Sunrise is the content of information about the agent are not provided to make a survey. Even though the application is not having many features but still, it is a simple and easy-to-use application.

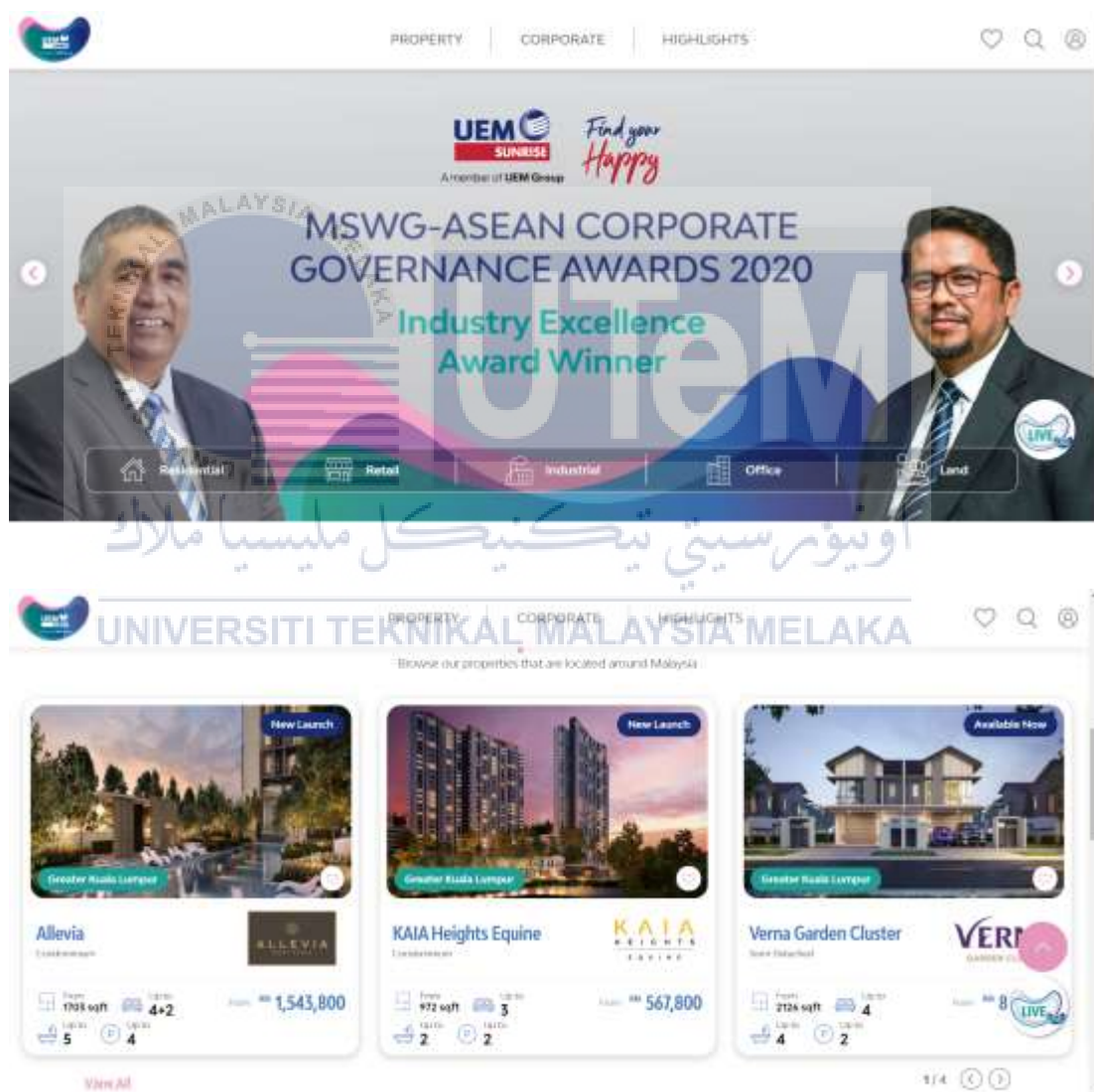


Figure 2.1 UEM Sunrise Website

### 2.2.2.2 Property Guru

Figure 2.2 below shows the interface of Property Guru System. Property Guru are selling and rent property in the system which are for Property Guru Group that are located in Singapore, Thailand, Vietnam, Indonesia, and Malaysia. They are found in 2007. The founder is Steve Melhuish and Jani Rautianen. PropertyGuru's success is firmly rooted in solving a very big consumer pain-point making finding a home straightforward and transparent process for everyone involved. The leadership team has extensive experience building technology businesses across Asia.

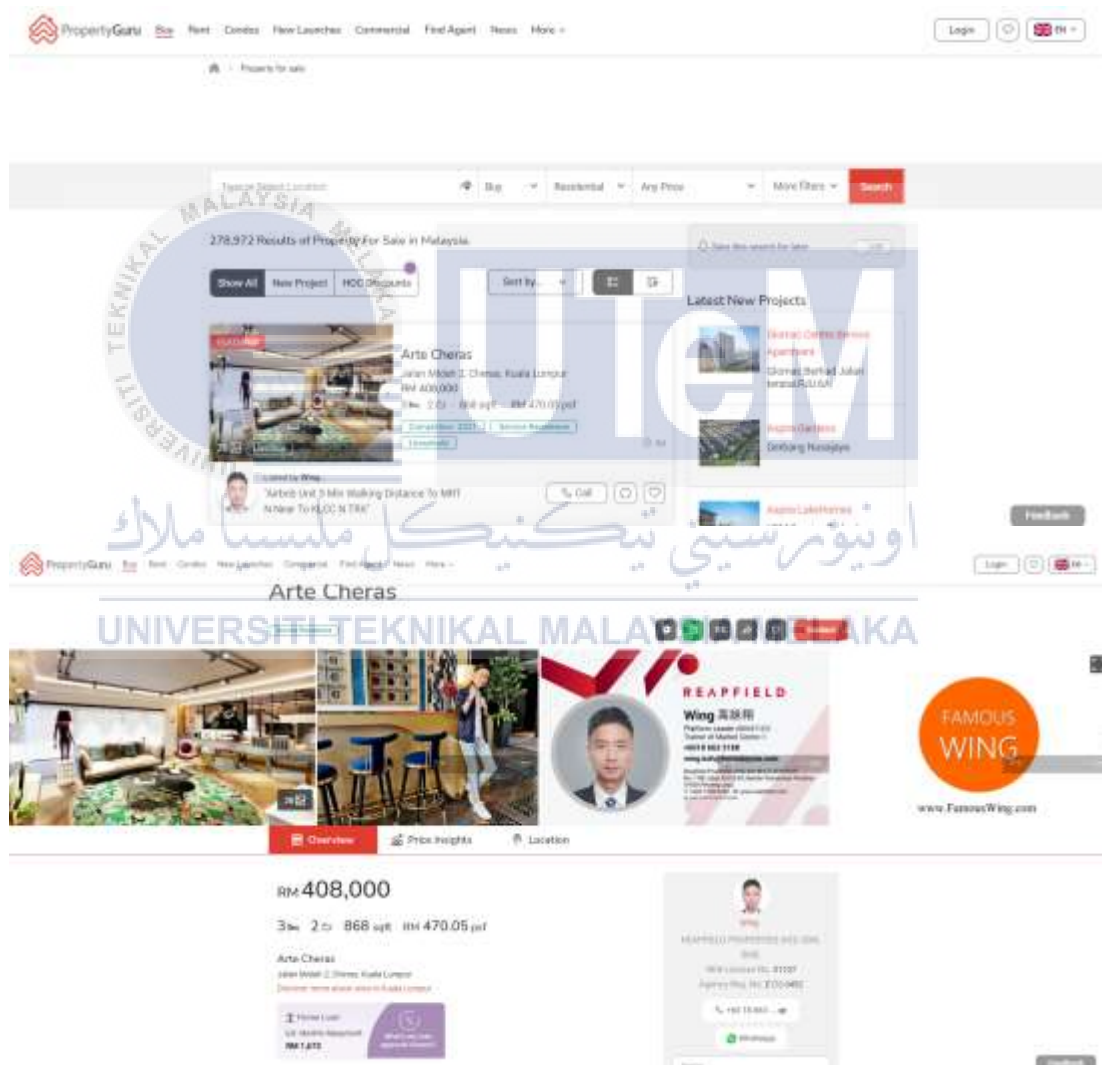


Figure 2.2 Property Guru Website