E – FACILITY FOR POLITEKNIK SEBERANG PERAI

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UNIVERSITI TEKNIKAL MALAYSIA MELAKA

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SESI PENGAJIAN: 2009/2010

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E – FACILITY FOR POLITEKNIK SEBERANG PERAI

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This report is submitted in partial fulfillment of the requirement for the
Bachelor of Computer Science (Software Development)

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
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DECLARATION

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

STUDENT : _____ Date : 28/06/2010

(NURULAIDA BT CHE MAT)

SUPERVISOR : _____ Date : _____

(PUAN MASLITA BT ABD AZIZ)

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DEDICATION

To my beloved parents (Encik Che Mat Bin Haji Hashim & Puan Fatimah Bt Kassim) and all my lovely friends.

With your love, motivation and support taking good care of me give me stronger to faces any circumstances in real life.

Thank you.

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ACKNOWLEDGEMENTS

Firstly, I would like to praise the Almighty Allah for His blessing make this project come true. Then, I would like to thanks Universiti Teknikal Malaysia Melaka (UTeM) for providing us with such a good subject, Politeknik Seberang Perai for giving assistant to complete this project successfully especially to Training and Advance Education Unit. Furthermore, I would like to thank my supervisor Puan Maslita Bt Abd Aziz for the lesson and guide through out the making of this project

In addition, I would also like to thank my beloved parents for their love and care for all this while and taking good care of me and also who have been giving me support and motivation throughout my project. And not to forget, I would like to thank all of my friends that have giving me much help and guide during the process of developing this project.

Lastly, I would like to thanks for all individual that related in the making of this project whether directly or indirectly.

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ABSTRACT

e-facility for Politeknik Seberang Perai is a system that intent to help Politeknik Seberang Perai organization especially Training and Advance Education Unit to give an efficient in providing services to their customers in booking or reservation the facilities that provided. As an overview, this system functioning with the ability to booking online through website. So the customers do not have to go by self to do reservation. The entire customer also can check any update of the facilities from time to time. This system is easier to handle by administrator in order manage all the facilities and information about the facilities. Beside that by using this system, probability to lost any of file is less since they not use paper anymore. All data will be saving in their e-facility database and always can be update if there any reservation comes or something else. The administrator will be receiving all the reservation on time and the customers will get feedback about their reservation also on time in working day. To give the entire customer clear about all the facilities that Politeknik provided, this system also provided a picture and a little bit information about the facilities. This system also give their customers print the report if all the booking process is done. In conclusion this e-facility will help this organization doing their work easier in term to save cost and using more paper like manual system.

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ABSTRAK

e-facility for Politeknik Seberang Perai adalah satu sistem yang di bangunkan untuk membantu organisasi Politeknik Seberang Perai terutamanya untuk Unit Latihan dan Lanjutan Pengajian dalam memberi khidmat yang efisien kepada semua pelanggan di dalam proses melakukan tempahan bagi kemudahan yang di sediakan oleh ogranisasi ini. Secara ringkasnya, sistem ini berfungsi untuk melakukan sebarang tempahan berkaitan dengan kemudahan atau fasiliti yang terdapat di dalam Politeknik Seberang Perai terus melalui laman web. Jadi ini akan lebih memudahkan lagi pelanggan kerana mereka tidak perlu datang sendiri dalam urusan tempahan. Sistem ini mudah untuk di kendalikan oleh admin di dalam menguruskan segala fasiliti dan juga maklumat fasiliti. Selain itu, dengan menggunakan sistem ini kebarangkalian untuk kehilangan data dapat di kurangkan kerana semua maklumat akan kukuh tersimpan di dalam sistem pangkalan "e-facility". Jadi penggunaan kertas juga dapat di kurangkan kerana ianya telah di ubah kepada bentuk laman web. Bagi admin yang menguruskan sistem ini dapat memberikan maklum balas terhadap pelanggan mereka tentang status tempahan atau sebagainya. Untuk memudahkan lagi proses tempahan dia antara pelanggan baru yang tidak dapat menggambarkan rupa bentuk fasiliti yang terdapat di dalam Politeknik ini, sistem ini juga menyenaraikan semua fasiliti yang terdapat beserta gambar dan sedikit maklumat berkaitan fasiliti tersebut. Report tempahan juga dapat di hasilkan melalui sistem ini. Kesimpulannya, sistem ini dapat membantu segala proses tempahan fasiliti selain memudahkan kerja berbanding penggunaan cara manual yang di laksanakan sebelum ini.

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CHAPTER I

INTRODUCTION

1.1 Project Background

Since Information and Communication Technology (ICT) is introduced in our country and in every aspect of work, whether at home, office, school and public involved with Information Technology (IT) or computer. The system that I will develop is applicable with the request that connected with the IT concept. This system is about e-Facility for Polytechnic Seberang Perai (PSP). Every aspect that connected with the all facilities that Polytechnic has will be shown through with this system. This web-based application is develop to the "Polytechnic Seberang Perai, Pulau Pinang" or in short "e-Facility".

The proposed system is a web-based application, suitable for PSP user such as new or regular customer of Polytechnic Seberang Perai and the staffs at Polytechnic Seberang

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Perai. The web-based concept is more practical to use because the user can save time. This is because they only have to surf the website to do the reservation or booking. In addition, the web-based concept is easy to understand by the user. Generally, the system provide detail information to the users and staffs of the PSP about the facilities Polytechnic Seberang Perai (PSP) and to make sure all the reservation operation is running smoothly.

This new system will replace the current system which is done manually. The current system have a lot of drawbacks that will be replace by this system that is more flexibe. Every information that relate to the facilities and the reservation process will be interested in this system.

In short, this e-facility is about online web- based application for the public or corporate user to booking the facilities or rooms that Polytechnic Seberang Perai provides. The user can book all the facilities online. This e-facility also provides some information about all the facilities that they have.

How does the e-facility works? First users who want to book a facility either rooms or halls must register. The registration form will appear when user click button 'tempah fasiliti' and for those who just want look around before decided also can do it. After the registration, the user can use the application of e-facility. The user also can view what facilities that Polytechnic Provide.

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The system development methodolgy that is used in developing the system is using the *Structured System Analysis And Design Methodology (SSADM)* approach. The process to develop the system is driven by *System Development Life Cycle (SDLC)* in order to make sure the project can be structured and run successfully, SDLC have five phases that are Planning, Analysis, Design, Implementation and Maintenance phase.

Lastly, I hope that the system will give a lot of benefits to the (PSP) management and organization party and also the users and hopefully can solve the user's problems and requirements.

1.2 Problem Statements

There are a few problems that support the reason for developing e- Facility.

1.2.1 A Manual Application Business Operations.

i. All application for facilities in Polytechnic Seberang Perai (PSP) is a manually process where users must fill in application form and send it to Training and Advance Education Unit. Therefore, it is a time – consuming process or the user have to go back and forth to the PSP. Then, the Training and Advance Education Unit will process the application. Upon approval, the Training and Advance Education Unit

ii. will contact the users to inform any addtional information about the application. The process could takes up to a few days.

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1.2.2 Hard To Update Some of the Facilities

i. Time is moving faster and sometimes things that surrounding us will be changing as years goes by. It also the same to the facilities in Polytechnic Seberang Perai (PSP). The management of Training and Advance Education Unit maybe want to upgrade their facilities, so if they are still using the manual process it will be hard to update because they need to record it in a new form. Hence, by using the "e-facility", the admin can update the information of the facilities right on the web as it is much better than using forms.

1.3 Objectives

There are a few crystal-clear of objectives of the system that in all covers the difficulties and problems that arise. The cores of each objective are pointed out together with a brief but precise explanation.

i. Accelerate management process about facilities

The "e-facility" promises a good services management to all users in term of quick process and flexible. This system is more efficiency than the current system.

ii. Change from the manual technique to more efficient technique.

Comparing the proposed system to the current, one that does not utilizes paper as a whole. The proposed system assures a more reliable and organize method of work system.

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iii. Saving users time in filling any facilities application at the Polytechnic Seberang Perai (PSP)

The user does not need to come and fill in the form to book facilities as they can browse and book all the facilities through the web. Therefore the application process can be shortening.

iv. Saving administrator time in processing, accepting and bringing information to the users. Easily to process any facilities application by the admin.

By using this "e-facility", the administrator will not take a longer time to give feedback to their users and all the process about all facilities application will be done immediately possible.

v. To a reliable information system.

The system that is reliable in storing and retrieving information as well as producing report. In addition, the system itself can maintain the integrity of the information stored in the system's database. Thus, producing a complete and precise report is a must.

vi. Provide working environment based on information technology and systematic information storage.

To make sure that all management or organization in Polytechnic Seberang Perai use and follow environmental of Information and Communication Technology (ICT).

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vii. Develop a sytem that have the functionality to get the facilities information, how to booking the facilities, registration, status checking and feedback.

viii. Develop an attractive system according to the users especially corporate organization.

1.4 Scope

The Training and Advance Education Unit will run this system to make their work easier and more systematic. This system separated by 5 parts which is:

- User

The user is a person who can access this web page either they sign up as member or not. The user is divided to 2 groups:

i. Polytechnic Staff

   a. A polytechnic staff is lecture that can acts as an admin officer.

   b. No need to sign up as member because all the data or information have been stored into the database.

   c. Still need to fill the form if they need to use the facilities in certain time like weekend or semester break.

ii. Guest / Corporate Person / Visitor

   a. This users need to sign up as a member if they want to book the facilities. If not they only can browse the web page.

- Facilities application that Polytechnic Seberang Perai provided are:
  - Seri Mutiara Hall (DSM)

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- Main Lecture Hall (DKU)
- Lecture Hall (Perdagangan, Elektrikal, Mekanikal)
- Conference Rooms
- Seminar Rooms LPL
- Bilik Seminar Pusat Sumber
- Lecture Rooms (Perdagangan, Elektrikal, Menanikal)
- Laboratories
- Workshops
- PSP Hotel (Mutiara Inn) - (Ordinary room)
- PSP Hotel (Mutiara Inn) - (Air-cond room)
- Kamsis (Student Hostel)
- Court
- Field and Kompleks Sukan
- Vehicles (van,lorry,bus)
- AV Equipments and etc.

◉ Operation that e-facility provided

- Booking / make reservation facilities that Polytechnic has.
- View information about all of the facilities.
- Cancel the reservation with term and condition.
- Update any changes about with the facilities.
- Post a comment.

1.4.1 Users

E-Facility has two definite end users.

a. Customer / user.

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