

MUM 31944

## BORANG PENGESAHAN STATUS TESIS<sup>^</sup>

JUDUL: PORTAL OF CUSTOM SUNGAI PETANI, HCI PREFERRED FOR  
GOVERNMENT SECTOR

SESI PENGAJIAN: 2004/2005

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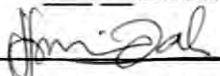
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Portal of Custom Sungai Petani, HCI preferred for  
government sector / Hamidah Mashum.

**PORTAL OF CUSTOM SUNGAI PETANI, HCI PREFERRED FOR GOVERNMENT  
SECTOR**

**HAMIDAH BINTI MASHUM**

**This report is submitted in partial fulfillment of the requirements for the  
Bachelor of Computer Science (Interactive Media)**

**FACULTY OF INFORMATION AND COMMUNICATIONS TECHNOLOGY  
KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA  
2005**

## DECLARATION

I hereby declare that this project report entitled

PORTAL OF CUSTOM SUNGAI PETANI, HCI PREFERRED FOR  
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## **DEDICATION**

To my beloved parents who has filled my life to the brim  
with love and joy

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## ABSTRACTS

The development Royal Customs Malaysia Sungai Petani Web Pages is suitable with the needs of the research that was done. Which is to develop a website that meet the requirement of HCl principles. Beside that, this website also can be applied as an example for Government Sector for being as reference on how to develop the best website.

The Web page Royal Customs Malaysia Sungai Petani, License Application Center will become an important part of the department. The web page not only provides the information of the Customs Department but customers or client can use this web site to apply a license through online system.

The objective in developing the online license application is to save time, and energy. Besides that, this system can increase the accuracy of record keeping. Web page Royal Customs Malaysia Sungai Petani, License Application Center allows customs officer to manage and keep the data in a systematic way where all the data is recorded using computerized. This will lead to the improvement of maintainability and stability of record keeping and license's processing. This system also develops to increase the efficiency of finding and updating record or certain information.

Apart from that, the other purpose to develop the Web page of Royal Customs Malaysia Sungai Petani, License Application Center is to improve the security of record keeping where by only the authorized person such as officer with verify username and password can access the database of the system. Another purpose to develop the Web page Royal Customs Malaysia Sungai Petani, License Application Center is to save the storage space to store physical file and at the same time avoid problem of data missing which can affect the company performance.

## ABSTRAK

Pembangunan Portal atau Web Pages Kastam Diraja Malaysia Sungai Petani bersesuaian dengan kehendak Kajian yang dibuat, iaitu Membangunkan satu laman web yang memenuhi kehendak dan prinsip-prinsip HCI. Selain itu Web ini juga boleh dijadikan contoh bagi sector kerajaan untuk dijadikan panduan bagaimana untuk menghasilkan Web Pages yang terbaik. Selain itu web ini juga mempunyai dua system yang beroperasi secara 'online' untuk memudahkan pengguna dan pekerja dalam berurusan dengan pihak Kastam.

Sistem yang beroperasi ini berfungsi menyimpan data-data yang penting bagi memudahkan pengguna berurusan dengan pihak Kastam. Selain itu pihak pengguna dapat berurusan secara online tanpa menggunakan secara manual untuk memohon lesen setempat.

Objektif pembangunan Web Page ini ialah menjimatkan masa dan tenaga, meningkatkan keselamatan data, dan meningkatkan mutu pengurusan di Kastam Sungai Petani sendiri. Selain itu data-data yang di simpan boleh di kemaskini sentiasa.

Selain itu juga, system ini mempunyai ciri-ciri keselamatan yang tersendiri. Hanya kakaitangan yang bertanggungjawab sahaja di beri kepercayaan untuk menjaga pangkalan data.

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**LIST OF ABBREVIATION**

<b>NO</b>	<b>TITLE</b>	
<b>1</b>	<b>HCI</b>	<b>( Human Computer Interaction)</b>
<b>2</b>	<b>IT</b>	<b>( Information Technology)</b>
<b>3</b>	<b>HTML</b>	<b>(Hypertext Markup Language)</b>
<b>4</b>	<b>PHP</b>	<b>( Hypertext Preprocessor)</b>
<b>5</b>	<b>KDRM</b>	<b>(Kastam Diraja Malaysia)</b>
<b>6</b>	<b>MX</b>	<b>(Max)</b>

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Introduction**

Human Computer Interaction (HCI) means designing interactive products to support people in their everyday and working lives. The important of this system to the Portal of Royal custom Malaysia Website is customers can gain detail information about the procedures involved to apply for the license and directly apply through online license application system. The officers also can check or find the needed information easily by selecting the certain functions in the system such as display the information about license application using company's name as a search method.

Besides that, some mistakes or errors can be minimized if officers use this system because officers no need to calculate the taxes by manually. They just can key in the company's name, and then the system will display the amount of tax. By using this system, officers can also save their times in processing data or checking information if we compare to the manual system which will take about 20 to 30 minutes to fill up the license application form (JKED 1 form).



Finally, the important of the project, does not need a professional person to manage it. Officers just need to know the basic skill of information technology which will be enough to manage the whole system. Therefore, this will indirectly help to minimize the cost for recruiting a professional to manage the system. However interface for this Portal following the HCI method, HCI Principe, three Human factors such as physiological, condition, and perception.

## 1.2 Problem Statement

The traditional way of working is not a weakness for an organization or department, but the quality of work should become the first where by it plays a major role in each department. Nowadays, in this modern technology with use of information technology in many field and area, has improved the quality and effectiveness in each department or an organization.

The technologies development already shows weakness in each sector which implement manual working system style regarding the time and course of the production and services. In Royal Customs Malaysia Sungai Petani, the implementation or practice of manual system and lack of information to client because of no online system for this department cause this department to face the problem of record keeping for license application and the client searches for the information needs to apply the license. This is due to every data is recorded by hand and then kept in a physical file. There are many weaknesses when using the manual system. Some of these weaknesses are:

- a. Manual system may cause the problem of duplicate data because the officer may record the same data more than one times until they are unable to check the data easily and quickly.
- b. There is clearly waste of time because the organization has to find data one by one manually when they are needed the information. Besides

that, it takes about 20 minutes to fill up the JKED 1 form for license application.

- c. The most important is the manual system will lead to loss of data integrity or the data is no longer consistent.
- d. Manual system in inaccuracy of record keeping.
- e. Manual system is unsafe because this may cause data missing or data losing thus will affect the organization performance.
- f. Manual system is not as systematic or efficient in finding and updating record or certain information.
- g. Do not have any online system, cause the client or customer suffers in getting information for license application.

### 1.3 Project Objectives

Mainly the objectives in developing the Portal Royal Customs Malaysia Sungai Petani, License Application Center are:

- a. Develop a website which consists of a system by referring HCI concept and principle.
- b. Develop the Portal with the purpose to provide the client or customers with information about Royal Customs Malaysia Sungai Petani, procedures need to be taken and an online application for licenses (JKED 1 form).
- c. Develop the online system to improve the security of record keeping where by only an authorized person such as customs officer with verify username and password can access to the system.
- d. Develop the system to increase the accuracy of record keeping and that can be use by officer to understand the concept of information technology easily and a system The department does not have to face the problem of keeping the license application information because every data is recorded in computerized. Officers can save their time and energy from helping the client fill up the JKED 1

form which takes about 20 minutes. It helps to save the space of record keeping or even problem of duplicate records can be diminished.

- e. Develop a system to increase the efficiency of finding and updating record or certain information. The system can improve the safety, maintainability and stability of record keeping.
- f. Helps the client or customers to fill up license application form (JKED 1 form) by using online system.

#### **1.4 Project Scope**

The Portal Customs Malaysia Sungai Petani, License Application Center are developed to be used by the client or customers and the authority officers. This system is developed according to the requirement and ideas of customs officer and higher customs officer. The scope will focus on the two categories which are Customs Information and License Application Center. In the first category, the focuses are on the basic information of Royal Customs Malaysia Sungai Petani and its main function for department and each sub-level department. This section also contain organization chart of the department and Custom's gallery.

In the second category, it focuses on the information needs to apply for the seven types of licenses and a system of JKED 1 form, which is to be filled up by the customers or client using online system. In the license application system, it focuses on three important modules which are:

- a. Registration & License Update**
- b. Display & Print Information**
- d. Check Information and Comment**



## **1.5 Project Significance**

### **1.5.1 Application Center**

There are many benefits that can be gain by implementation of the Portal of Royal Customs Malaysia Sungai Petani. Generally, this system not only can save the time, but also energy of the officers. Among the benefits of this system are:

### **1.5.2 Minimize errors**

Some errors or mistakes is possible to occur while processing the information, calculate the taxes or checking any information when officers using manual system. But by using the Portal of Royal Customs Malaysia Sungai Petani, these kinds of mistakes can be reduced or minimized.

### **1.5.3 Time saving**

To determine the successful in implementing the task or responsibility, timing would be an important factor. By using this system, customs officers and the customers can save their time in processing the application of license compared to manual system. For an example, the officers don't need to go through the physical file to access the information about the client or customer. They can access all the information about the company and license applied by wander through the online system.

### **1.5.4 Easy to view the information**

Portal of Royal Customs Malaysia Sungai Petani, can be easily use for checking data or finding information because all of the information is saved in the database storage. Customs officers will not going to waste their time an energy to check or find the information one by one. Besides that, officers can also improve and

enlarge their information technology knowledge by using this system which is user friendly.

### **1.5.5 Provide wide information about Royal Customs Sungai Petani**

Portal of Royal Customs Malaysia Sungai Petani, HCI. will provide the large number of information about this department. It will focus on the main function, mission, vision, and organization standard of this department. The public can access this web page, to gain variety of information plus the procedures involved to obtain the licenses for their companies.

### **1.6 Expected Output**

For expected Output, hope the Portal will be fluent and successful following are many research will done.

### **1.7 Conclusion**

For the conclusion The Portal will be is a dynamic system where it has a user friendly interface and some different functions in the system. This fact according to meaning of HCI.

Human Computer Interaction, or HCI, is the study, planning, and design of what happens when you and a computer work together. As its name implies, HCI consists of three parts: the user, the computer itself, and the ways they work together.

This chapter contains the findings of the project's research areas. It also contains the hardware and software required for the development of this project. Besides that, the project methodology and milestones is also stated clearly.



The facts discovered while conducting the research will be implemented and adjusted into the project final output. While producing this chapter, a clearer view of the project output is obtained.

The next step is the project requirements analysis. Further research will need to be done on the existing similar projects. During this stage, questionnaires will be distributed. Based on the results, contents and delivery platform of the project output will be carefully decided.