SISTEM SEWAAN PREMIS MAJLIS AGAMA ISLAM JOHOR (2SP)

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

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
UNIVERSITI TEKNIKAL MALAYSIA MELAKA
2008
DECLARATION

I hereby declare that this project report entitled
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ABSTRACT

This project entitled, *Sistem Sewaan Premis Majlis Agama Islam Johor* (2SP) was successfully developed. It’s also developed to replace the manual current system. Many systems were developed to provide the process of services faster and to reduce the waiting time for each process involved especially application renting and information updating process. Based on the objectives mentioned, the online system of *Sistem Sewaan Premis Majlis Agama Islam Johor* (2SP) was successfully developed to help staff in Unit of Planning and Development MAIJ manages the process of process the application for the premises rented. This system is divided into two categories of users which are staff at MAIJ especially in Unit of Planning and Development department and also the lodger. This system also provides the security the security characteristic which only the registered user is allowed to access the system.
ABSTRAK

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2SP - Sistem Sewaan Premis
MAIJ - Majlis Agama Islam Johor
PHP - Personal Home Page
PKNS - Perbadanan Kemajuan Negeri Selangor
PDKT - Pejabat Daerah Kota Tinggi
MBSA - Majlis Bandaraya Shah Alam
MBMB - Majlis Bandaraya Melaka Bersejarah
JSP - Java Server Page
B2E - Business-to-Employee
G2B - Government-to-Business
G2C - Government-to-Consumer
OOAD - Object Oriented Analysis and Design
UML - Unified Modeling Language
ERD - Entity Relationship Diagram
IST - Integration System Test
UAT - User Acceptance Test
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CHAPTER I

INTRODUCTION

1.1 Project Background

Nowadays, with the advanced development of the information technology, most of task or works need to be done systematically and more efficient. Because of that, the *Sistem Sewaan Premis (2SP)* for *Majlis Agama Islam Johor* (MAIJ) has needed develop to make the staffs in Unit of Planning and Development department do their task effectively. There are many problems in the current system and need some improvements to make the system easy to use.

Unit of Planning and Development at MAIJ is responsible to handle all renting process of premises starting from application until the end but the problem is they still used stand-alone system. The staffs and also the lodgers will face with the probability of making mistake is higher. Thus, by the development of the 2SP system, the entire problems can be reduced.

For the proposed system, the lodger not necessary to come to MAIJ but they can apply to rent the premise as online. When the lodger already applied, the responsible staffs in Unit of Planning and Development department will approve the application. Notice that, only the registered staffs can access this system using their own number of staff and password. Once the applications are approved, the lodgers can check their status whether the application is approves or not by their IC Number.
At the staff side, they can do the process like add new premises for new record, update and also delete all related information about the premises and the lodger. After login, the staffs can view the submitted application from the lodgers and directly decide the status of lodger's application whether approve or not. In other parts, by accessing this system, the staffs can surely view the complaint from the lodgers about the damage of the facilities and make an action to be fixed.

For the user, when they have any problem or uncomfortable with the facilities, they can make complaint as online and the responsible staffs need take an action to be fixed that particular problem. The lodger will used their own IC Number to do their complaint. The purposed of the security is to ensure only the valid lodger can used this system. Reporting also is providing to view all information on specific lodger by searching using their own ID. The purposed of the report is as a reference for the future.

1.2 Problem Statements

There are a few problems and weaknesses identified in the current system. The main problems are the system is still used stand-alone system. The lodgers need to come personally at Majlis Agama Islam to apply the premises that they want to rent. This method is not efficient and takes a long time to settle the business of renting process. Furthermore, the lodgers need to fill up the form and the staff of MAIJ in Unit of Planning and Development will key in to computer later.

The lodger will come again for the second times. This method is not efficient and gives burden to the lodgers who stay far from the MAIJ office. According the way, the lodgers need spend a long time to settle the business of renting process.
The lodgers may possibility will come at MAIJ office for the third times. The reason of that because if the lodgers want to complaint about unsatisfied about the premise but the staff will takes a long time to respond to the complaint lodged. So, the lodgers need to waiting until the action will be taken.

Other than that, the current system is not fully organized and it will probably be a problem if a new user is using the system. Training is needed if the new user wants to fully be an expertise in using and managing the system.

The staffs take a long time to search and update all information about the lodgers and premises. They need to search one by one and have to take a long time and this is undoubtedly time-consuming.

The other problem is when the lodger makes a complaint staff takes a long time to respond to the complaint lodged.

1.3 Objective

The objectives of developing Sistem Sewaan Premis (2SP) are as follows:

- To develop online application system to be used by the lodgers to rent the premise under MAIJ.
- To provide more efficient service that can reduce the time taken when applying the premise.
- The lodgers can make their own decisions on choosing the suitable premises.
- To make easier of the process of searching and updating information of the lodgers.
1.4 Scope

Scope describes the limitation or boundaries for Sistem Sewaan Premis (2SP).
The three main scopes are user, functionality and also platform.

1.4.1 Scope of user

This system is divided into two categories of users which are staff at MAIJ especially in Unit of Planning and Development department and also the lodger.

1.4.2 Scope of functionality

The system is divided into two different categories of users which are the lodgers and also the staff at MAIJ who responsible to handle the renting process. For the lodger's side, it will be developing the system on web based. As mentioned early, the lodgers can apply to rent the premise as online. They can do anywhere, anytime and also not waste their time. They also can view all related information the premise that applicable to be rent. By using this way, the lodgers can surely choose the suitable premise according their purposed.

The second module in lodger's side is checking the application status. Once the lodgers applied, they can ensure check their status whether they qualified to rent or not. If they are, they will be contact to come at MAIJ headquarter for agreement process of renting. Furthermore, the responsible staff will keep all related information of lodgers in the database.
Once the lodgers are qualified to rent and also already finished their renting process, they will use their own IC Number to do application status and also make a complaint. The reason of the security is to ensure only the valid lodger can used this system. Once they successfully access the system, they can do the function like searching by insert their valid IC number. After insert the IC number, all information about the lodger will be displayed. They also can update their new record and make online complaint. They can make online complaint and the responsible staffs need take an action to be fixed that particular problem.

This system is specifically constructed for the second user which is the staffs in Unit Planning and Development department which are responsible to manage the renting process. Each staffs will have their own number of staff and password to enter the system. Notice that, only the assigns staffs have the authority to access this system. After login, the staffs can view the submitted application from the lodgers and directly decide the status of lodger’s application whether approve or not.

Apart from that, the staffs also responsible to make the processes like add new record of premises that applicable, update and also delete all related information about the premises. They always be alert with the exactly update information because it to gain lodger’s trust. In other parts, by accessing this system, the staffs can surely view the complaint from the lodgers about the damage of the facilities and make an action to be fixed.

Once the information of lodgers is collected in details, the staffs have authority to view or searching all related information of lodgers by entering their IC number. The 2SP system also can generate warning letter for the lodgers who have problems with their monthly payment. This is because when the staffs make searching process, automatically can detect the lodger’s arrears.