

**DESIGNING AND DEVELOPING AN ONLINE SERVICES SYSTEM: A CASE  
OF MAYBANK STUDENTS' RESIDENTIAL HALL**

**A Thesis submitted to the College of Arts and Sciences in full fulfillment of the  
requirements for the degree of Master of Science**

**Universiti Utara Malaysia**

**by**

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## **ABSTRACT**

When internet services became cheap and available in the world, many organizations use it to enhance its benefits and to communicate with users in anywhere and anytime. Because that most universities used the facilities in online services to increase their abilities in organizing work. Online services are not limited to use in the universities for e-learning only. Although, the students who interact with online services increasingly, a common problem is that students online services need more efficient interaction. In other words, the sites lack usability; this research to design and develop an online services system for Maybank Students' Residential Hall aid to solve this problem and to support the communication between students and residential hall staff.

**Key word: Information Technology, Online Services**

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## LIST OF ABBREVIATIONS

ARPANET	Advanced Research Projects Agency Network
ASP	Active Server Page
CAS	College Arts of Science
E Business	Electronic Business
E Learning	Electronic Learning
HTTP	Hyper Text Transfer Protocol
IS	Information System
ISO	International Organization for Standardization
ISP	Internet Service Provider
IT	Information Technology
MADB	Microsoft Access Data Base
MBA	Master of Business Administration
MSc	Master of Science
MUG	Microsoft Usability Guidelines
NSF	National Science Foundation
Online Services-MSRH	Online Services System of Maybank Students' Residential Hall
OU	Open University
RRS	Response of Request Schedule
SPSS	Statistical Package for Social Sciences
UG	Usability Guideline
UML	Unified Modeling Language
UUM	University Utara Malaysia
WWW	World Wide Web

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.0 Introduction**

The online services appeared to increase the communication ways between users and organizations. They represent the easier and efficient services. We can notes that these services appeared after the developing of communication technologies.

The history of communication technologies includes mail, the telegraph, the telephone and the internet. However, the internet is the latest in a long succession of communication technologies (Odlyzko, 2001). According to Preece (2001) the term 'Online Community' means different things to different people. This case means there is no accepted definition to this term. In other side the researchers defined Online Community in general is: a group of people who interact in a virtual environment (Preece & Krichmar & Abras, 2003). The problem with the term "online community" has been determined is that it refers to a big domain of online activities (Preece & et al, 2003).

These communications technologies have played an important role in providing facilities to people in different aspects of life. The spread of the internet was the biggest role in the process of progress and thus to be deployed a lot of sites on the internet as well to

The contents of  
the thesis is for  
internal user  
only

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