

**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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# TABLE OF CONTENTS

PERMISSION TO USE	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF ABBREVIATIONS	x
<b>CHAPTER ONE: INTRODUCTION</b>	
1.0 Introduction	1
1.1 Problem Statement	5
1.2 Research Questions	6
1.3 Objectives	6
1.4 Limitation and Scope	7
1.5 Significance of Research	7
1.6 Organization of the Research	8
1.7 Summary	9
<b>CHAPTER TWO: LITERATURE REVIEW</b>	
2.0 Introduction	10
2.1 Web Services	11
2.1.1 Definition of Web Services Technology	12
2.1.2 Previous Studies Used Online Services Application	12
2.2 User Needs and Usability Requirements	14
2.2.1 Concept of Usability	14
2.2.2 Previous Studies Used Usability Requirements	16
2.3 Online Services at Universities	18
2.4 Summary	22
<b>CHAPTER THREE: RESEARCH METHODOLOGY</b>	
3.0 Introduction	23
3.1 Design Research Methodology	23
3.1.1 Awareness of Problem	25
3.1.1.1 Collect Data	25
3.1.2 Segmentation	26
3.1.3 Development	27
3.1.3.1 Overall Customer Experience	28
3.1.3.2 Moving Around the Form (Navigation, Workflow & Orientation)	29
3.1.3.3 Reading the Site (Written Content)	30
3.1.3.4 Viewing the Site (Layout & Presentation)	31
3.1.3.5 Interaction Design	33
3.1.4 Evaluation	34
3.1.5 Conclusion	35
3.2 Summary	35

<b>CHAPTER FOUR: RESULTS</b>	
4.0 Introduction	36
4.1 Proposed System	36
4.2 System Requirements	36
4.2.1 Functional Requirements	36
4.2.2 Non Functional Requirements	37
4.2.3 Hardware Requirements	38
4.2.4 Software Requirements	38
4.3 System Design	39
4.3.1 Use Case Diagram	39
4.3.2 Use Case Specification	40
4.3.3 Sequence Diagram	40
4.3.4 Class Diagram	53
4.3.5 Database Design	53
4.4 System Development	57
4.4.1 Introduction	57
4.4.2 System Architecture	57
4.4.3 Using Usability Guideline (UG) in System Development	59
4.4.4 Graphical User Interface	63
4.5 Summary	70
<b>CHAPTER FIVE: RESULT DISCUSSION</b>	
5.0 Introduction	71
5.1 Evaluation Techniques	72
5.2 Evaluation Questionnaire	72
5.3 Data Analysis	73
5.3.1 Respondent Profile Analysis	73
5.3.2 Descriptive Statistics	75
5.3.2.1 Descriptive Statistics for Each Section	75
5.3.2.2 Descriptive Statistics for all Sections	81
5.3.3 Reliability Statistics	83
5.3.3.1 Reliability Statistics for Each Section	83
5.3.3.2 Reliability Statistics for all Sections	85
5.3.4 Item-Total Statistics	85
5.3.5 Summary Item Statistics	87
5.4 Summary	87
<b>CHAPTER SIX: CONCLUSIONS AND RECOMMENDATIONS</b>	
6.0 Introduction	88
6.1 Conclusion of the Study	88
6.2 Study Contributions	88
6.3 Problems and Limitations	89
6.4 Future Works	89
6.5 Recommendations	90
6.6 Summary	90

<b>REFERENCES</b>	91
<b>Appendix A</b>	95
<b>Appendix B</b>	100
<b>Appendix C</b>	113
<b>Appendix D</b>	124

## LIST OF TABLES

<b>No</b>	<b>Name of Tables</b>	<b>Page</b>
1.1	Resident Countries	3
2.1	Number of Active Citibank Online Customers (Al-Mudimigh, 2007)	14
3.1	Functional Requirements	26
4.1	Admin_Log Table	54
4.2	Students Table	55
4.3	Student Request Table	55
4.4	Admin Response Table	56
4.5	Announcement Table	56
4.6	Prototype Development Environment	58
5.1	Descriptive Statistics (Section B)	75
5.2	Descriptive Statistics (Section C)	77
5.3	Descriptive Statistics (Section D)	78
5.4	Descriptive Statistics (Section E)	79
5.5	Descriptive Statistics (Section F)	80
5.6	Descriptive Statistics for all Sections	81
5.7	Reliability Statistics (Section B)	83
5.8	Reliability Statistics (Section C)	83
5.9	Reliability Statistics (Section D)	84
5.10	Reliability Statistics (Section E)	84
5.11	Reliability Statistics (Section F)	84
5.12	Reliability Statistics	85
5.13	Item -Total Statistics	85
5.14	Summary Item Statistics	87



## LIST OF FIGURES

<b>No</b>	<b>Name of Figures</b>	<b>Page</b>
2.1	Architecture of an Online Service Application	13
3.1	Design Research Methodology (Vaishnavi & Kuechler, 2004)	24
4.1	Online Services System: Maybank Students' Residential Hall Use Case	40
4.2	Admin and Student Login Sequence Diagram	41
4.3	Admin and Student Change Password Sequence Diagram	42
4.4	Admin add New Student Information Sequence Diagram	43
4.5	Admin Update Student Information Sequence Diagram	44
4.6	Admin Delete Student Information Sequence Diagram	45
4.7	Admin Search Student Information Sequence Diagram	46
4.8	Admin Send New Announcement Sequence Diagram	47
4.9	Admin Delete Announcement Sequence Diagram	48
4.10	Admin Manage Response to Students Request Sequence Diagram	49
4.11	Student Send Request Sequence Diagram	50
4.12	Student View Admin Response Sequence Diagram	51
4.13	Student View Announcement Sequence Diagram	52
4.14	Class Diagram for Online Services System of MSRH	53
4.15	Server-Side Programming Model (McMahon, 2005)	57
4.16	Online Services System of Maybank Students Residential Hall Architecture	58
4.17	Red Bold Text for Error Message	61
4.18	Inform User About Mandatory Fields	62
4.19	Dialog Box to Confirm User Action	62
4.20	Home Page	65
4.21	Admin Login Page	66
4.22	Admin Home Page	67
4.23	Add New Students' Information Page	68
4.24	Student Home Page	69
4.25	Student Add Request Page	70
5.1	The Educational Background of the Respondents	73
5.2	The Semester of the Respondents	73
5.3	Internet Usage	74
5.4	Gender of the Respondents	74
5.5	Related Between the Respondents and IT	75
5.6	Descriptive Statistics (Section B)	76
5.7	Descriptive Statistics (Section C)	77
5.8	Descriptive Statistics (Section D)	79
5.9	Descriptive Statistics (Section E)	80
5.10	Descriptive Statistics (Section F)	81

## 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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