ELECTRIC BILLING WEB-BASED SYSTEM APPLICATION OF MAYBANK STUDENTS' RESIDENTIAL HALL

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ELECTRIC BILLING WEB-BASED SYSTEM APPLICATION OF MAYBANK STUDENTS' RESIDENTIAL HALL

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Abstract

Many organizations using the traditional ways of manual processing to inform their customers or members about the electrical billing fees, one of these associations is Kolej Maybank student residential hall in Universiti Utara Malaysia. Maybank office is suffering from many problems such as, wasting staffs effort, time consuming and need a lot of money to provide the students their electric billing every month. As a result it is very important and there is a need to design and develop a web-based application of electric system to provide the students any time and any date of electric billings. The general methodology was used in this study and the Rational Unified Process (RUB) in the development phase of the system. After developing the system, the usability and functionality of the system was evaluated. The evaluation of the system usability and benefit is validated by the users of the system who are students' tenants in Kolej Maybank, through electric web based application system. As a result, the electric web based application system increased the efficiency of staff process, reduces the errors in electrical bills calculations may happen in paper process, and satisfies all the students.

Dedication

I dedicate this humble work to my father Prof. Dr. Rajab Saeed Shahwan and mother; the spring of loyalty, affection, and dedication. They raised me on the principles of virtue, to my teacher Dr. Saed Shahwan, to my dear wife and to my sisters; who spared no effort helping me during my school years.

I dedicate this work to Jordan, Palestine, Libya, Iraq, Malaysia, and all Arab and Muslim countries.

I dedicate this work also for all my relatives, my grandfather and my grandmother souls.

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TABLE OF CONTENTS

CHAPTER THREE

RESEARCH METHODOLOGY

CHAPTER FOUR

ELECTRIC BILLING WEB-BASED SYSTEM APPLICATION

CHAPTER FIVE

CONCLUSION

LIST OF TABLES

LIST OF FIGURES

CHAPTER ONE
Introduction

1.0 Introduction

Every year the technology increase and the online services and the communication ways are increasing between the organizations and the users. Also the information system technology as well as enlarge in the entire world and we can take the advantages of it via applying it in many factors in our life. Critical problem of many organizations that they don't want to apply the technology or automating thing to the organizations to stay ahead from new economy that may it will be a huge problem to manage content.

Instead, many organizations are still using the manual process of documents in file cabinet like what happen in most of the organizations. However, it is logically that we capture the data into information systems that can be easily retrieved and make the job easier, solving many problems like time wastage and loss of money and effort (Suzuki, 2009).

To date, automating the manual document processes takes many more advantages like retrieving the data about the users and takes the advantages of advanced document process techniques (Suzuki, 2009).

Thus this study discuss and show how to solve the problem of electricity for the students of Kolej Maybank residential via designing a web-based system to provide a monthly electricity bill for all the students in Kolej Maybank.

The contents of the thesis is for internal user only

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