UUM ePSYCH SOLUTIONS SYSTEM

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ABSTRAK

Kajian ini bertujuan untuk menyediakan suatu platform atau sistem yang cepat dan mudah berkaitan tentang masalah tertentu yang dihadapi oleh para pelajar di Universiti Utara Malaysia. Dengan adanya sistem ini, para pelajar yang menghadapi sebarang masalah tidak perlu lagi berjumpa kaunselor secara bersemuka. Pendekatan yang digunakan dalam kajian ini adalah pendekatan dalam bentuk penyelesaian masalah dan turut menyentuh konsep elektronik kaunseling. Kajian ini dimulakan dengan membuat analisis untuk menentukan keperluan atau komponen yang mesti ada untuk diguna pakai dalam sistem yang akan dibangunkan ini. Kajian ini menggunakan metodologi *Rapid Application Development* yang mempunyai beberapa fasa iaitu analisis, kitaran prototaip, pengujian dan perlaksanaan. Dalam peringkat analisis, terdapat dua fasa yang digunakan untuk mendapatkan maklumat iaitu melalui temuramah dan kajian kesusasteraan. Komponen-komponen yang telah ditentukan tersebut kemudiannya digunakan untuk membina sebuah prototaip (*prototype*). Seterusnya, antaramuka (*interface*) sistem ini direkabentuk dengan menggunakan *Unified Modeling Language* (UML) yang mengandungi *Use Case Diagram, Sequence Diagram, Collaboration Diagram* dan *Class Diagram*. Setiap diagram yang dinyatakan ini mempunyai kepentingan dan tujuan tertentu dalam memastikan rekabentuk sistem ini dilaksanakan seperti yang dikehendaki.

ABSTRACT

The purpose of this study is to provide the faster solutions of specific problems facing by UUM students without meeting the counselors. Using this system, the student doesn't have to meet the counselors face-to-face to solve their problems. The approach that has been used in this study is problem solving approach and also the electronic concept. This study starts with requirement analysis to determine the requirement or components that can be used to develop the system. The methodology have been used in this study is Rapid Application Development that consists of several phase which are analysis, prototyping cycles, testing and implement. There are two techniques in analysis; interviewing and literature study technique. The components that have been discovered is used to develop a prototype. Next, the interface of the system is design is designed using Unified Modeling Language (UML) that consists of Use Case Diagram, Sequence Diagram, Collaboration Diagram and also Class Diagram. The purpose of this phase is to provide a better understanding on how the system is worked.

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LIST OF ABBREVIATIONS

HTML	HyperText Markup Language
HTTP	Hypertext Transfer Protocol
IC No	Identity Card Number
IS	Information Systems
IT	Information Technology
RAD	Rapid Application Development
PHP	Hypertext Preprocessor
UML	Unified Modeling Language
UUM	Universiti Utara Malaysia
WWW	World Wide Web

CHAPTER 1

INTRODUCTION

1.1 Background

The emergence of information and communication technology has released a new era in the counseling environment. Technology assistance in the form of computer-assisted assessment, computer-assisted information systems, and telephone counseling has been available and widely used for some time , but as more users go online, the delivery of technology-assisted online counseling continues to grow well (Young, 2005). UUM ePsych Solutions is proposed to apply in UUM to help students to ease their personal problems through the electronic counseling (e-counseling) concept.

According to Counselor Act (1998), counseling is one of the connection processes of systematic helping that based on psychological principles which are done by professional counselor. The connection process is carried out to produce changes towards the client, together with a good personal development and comprehensive voluntarily lifetime. Counseling was different with counsel or guidance. It is a professional modality helping that would be including the clinical training and presentable supervision.

The helping process involving an interaction at least two people. In the counseling thermal, people who give their help or consultation is called counselor, whereas the other person that have been consulted is called client. Counselor will take an action to help client discovering the self aspect and their life that fomenting problem or difficulty for them.

The contents of the thesis is for internal user only

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