REQUIREMENT MODEL FOR CIAC SERVICES
FEEDBACK SYSTEM

(CSFS)

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REQUIREMENT MODEL FOR CIAC SERVICES FEEDBACK SYSTEM (CSFS)

A project submitted to Dean of the Awang Had Salleh graduate School of Arts and Science in partial fulfillment of the requirements for the degree Master of Science (IT) Universiti Utara Malaysia

By

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ABSTRACT

The universities may have an edge on the candidate’s competition, each strives to be a world recognized educational institution therefore Universiti Utara Malaysia is striving to keep hold of its global vision through the Centre for International Affairs & Cooperation (CIAC) department which is in charge of this mission. Services provided by the CIAC such as visa, accommodation and transportation are very important for the improvement of the academic and administrative quality and excellence in the education in Universiti Utara Malaysia. A requirement model for CIAC services feedback system based on the perspective of the students is developed to provide the CIAC’s decision-makers a wealth of valuable information about the response levels of the students regarding the critical services provided by the university. This requirements were gathered and developed in order to come out with a system that can perform survey easily, cost-effectively, time shortly with reports in the form of charts, graphs without needs of using data analysis tools. The collected requirements are verified and validated using a prototype to confirm that it fulfills the client needs and specifications. Rational Unified Process (RUP) methodology was adopted in order to fulfill the objectives.
I wish to express my heartfelt thanks to the many people who made this project possible. There are far too many here to name them all. However, I would like to particularly name a few. First, I am grateful to my supervisor, Mrs. Nor Iadah Yusop for her valuable suggestions, ideas and help. In addition I would like to thank the interviewees for their cooperation and enthusiasm in participating in this research especially Dr. Adrian from CIAC. Also I would like to express my deepest sense of gratitude to my parents and my brother Mahmood who encouraged me through and helped me in every possible way to continue my postgraduate studies.

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LIST OF ABBREVIATIONS

CIAC: The Centre for International Affairs & Cooperation

CSFS: CIAC Services Feedback System
CHAPTER ONE

1.1 INTRODUCTION

At present, universities’ leaderships is seeking a way to get an in-depth understanding for students’ activities, desires, needs, and all students’ interests that can provide the university employees with student satisfaction information which help to make the work in the university more effective and more efficient (Dongsheng & Wenjing, 2009). A feedback system is one of the effective ways used widely in order to obtain data or information relating to students interests (Petruzzellis, D’uggento & Romanazzi, 2006). An online survey system is becoming a great replacement to traditional paper and mail-based surveys to collect data and information (Singh et al., 2009), and they are used to compensate for serious inherited disadvantage of traditional formats. Among the reasons are, web provides opportunity to compensate for the deficiency of slow distribution, return time and other disadvantages of traditional format (Pargas et al., 2003). It is obviously observable that most people or organizations manage their survey using traditional method by distributing their survey through the mail or by telephoning, and some may afford to distribute by hand (Ariffin & Norshuhada, 2008; Zulikha & Ariffin, 2005; Tronstad, et al., 2009). Currently, where digital is the theme, this is not a timely solution for gathering information because it does not have fast circular returning and responding from the respondents. Other issues such as cost, time and effectiveness are also within considerations. Therefore, a feedback model based on survey management system was required by the Centre for International Affairs & Cooperation (CIAC) in Universiti Utara Malaysia to be the solution for these issues.

1.2 PROBLEM STATEMENT

A major factor in the ability of UUM to keep hold of its global vision is the degree of satisfaction perceived by students. The evaluation of the satisfaction of UUM
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