

UNIVERSITI TEKNOLOGI MARA

**THE DEVELOPMENT OF
RESERVATION SYSTEM FOR
PERMAI CAT COTTAGE**

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STUDENT DECLARATION

I certify that this thesis and the project to which it refers is the product of my own work and that any idea or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

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ABSTRACT

Permai Cat Cottage is a business related to cat. Permai Cat Cottage providing varieties of services such as boarding, grooming, cat's supply and cat studio. The data regarding customers, cats and reservations need to be recorded to ensure there is no redundancy of data. This cat's cottage always interact with the customer's details and reservation is recorded by the admin herself. The details are recorded in a paper based and keep in a folder. The development of this project will assist the admin and customers of Permai Cat Cottage in managing their customer's details and reservation's details in their daily operation. This project is carried out with the aim to develop web-based reservation system for Permai Cat Cottage. This project are using the waterfall model and three-tier architecture model. The waterfall model involving requirement gathering and analyse the requirement, design phase and implementation phase. As the result, Reservation System for Permai Cat Cottage is produced together with documentations of Software Requirement Specification (SRS) and Software Design Documentation (SDD). For the future work, the development of this system can be extended more for the testing phase of System Sequence Diagram.

CHAPTER 1

INTRODUCTION

This chapter describe the details of the background of study, clear details of the problem statement, research aim, research objectives, research scope, research significance and research expected outcome.

1.1 Background of Study

According to the 2015-2016 National Pet Owners Survey conducted by the American Pet Products Association (APPA) (2016), 65 percent of U.S households or about 79.7 million families, do own a pet. This is up from 56 percent of U.S households in 1988, the first year of the conduction of the survey.

While the statistic conducted by Anuwong, W. (2012), in Asia-Pacific, dog ownership is growing fast at a rate of 13% since the year 2006 until 2011. In 2011, the statistics showed that in Asia-Pacific, there are 62 million of households owning a dog. In Malaysia, an increasing number of households are adopting dogs as pets. Study done by A. K. M, B. Jim, T. Joe, and K. R. M. (1991), has found that humans sometimes do give negative evaluation but pets will never because pets able to provide social support that is more effective than other humans.

Based on the Pet Care in Malaysia report done by the Euromonitor International on May 2016, the growth of the pet population, especially cats and dogs, has driven pet sales in Malaysia. The pet humanisation trend has stimulated the desire to adopt and care for animals. To encourage pet adoption, several pet welfare societies such as Paws Animal Welfare Society, Penang Animal Welfare

Society, Penang Animal Sanctuary Society, SPCA Penang and SPCA Selangor have spreading awareness by posting videos and images of stray cats and dogs through social media.

Boarding cattery is a place (house) where cat is boarded for more than a day. Cattery is a place where cats are kept and checked in, it also established for the breeding and boarding of cats. Usually, the cat is left boarded for a few days while the owner need to go for a vacation or outstation. Now a days, the design of the cattery had been improves to increase the comfortability for cats pampering. The numbers of boarding cattery are said to be increasing parallel to the increasing of the numbers of cat's adoption.

Permai Cat Cottage is one of the boarding cattery that is located at Taman Changkat Permai Taiping Perak, Malaysia. It is owned by Norshafiqah Binti Shaharuddin. This cottage is being manage by Norshafiqah together with her husband with the help from her family members. There are various type of cat's breed that had been sent here for example Persian, Scottish, Munchkin, Mainecoon and many more. Each breed do require specific technics on how to take care of each of them for example, Persian cat do need extra care from us on how to comb their fur and how to stay alert on their health.

Permai Cat Cottage is providing some services such as cat cottage (boarding), cat spa (grooming) and food and supplement supply. For boarding and grooming package, there are some terms and condition. The first terms and condition is, the cats must complete their vaccination and the owner must bring along the vaccine card as the evidence. Second term and condition is, the cats must be free from any mites and infectious.

For cat's boarding package, Permai Cat Cottage is providing two different size of cage with different price. The large cage is RM20. While the small cage is RM12. For the grooming, the services provided are bathing, manicure treatment, shampooing and mites cleaning. The grooming price for the kitten is RM28 while the grooming price for the adult cat is RM33.