



**ONLINE SERVICE QUALITY EVALUATION SYSTEM FOR RESIDENTIAL
HALL IN UNIVERSITI UTARA MALAYSIA**

ADEL Z. A. A. Abu Shnaf (801126)

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**ONLINE SERVICE QUALITY EVALUATION SYSTEM FOR RESIDENTIAL
HALL IN UNIVERSITI UTARA MALAYSIA**

**A project submitted to Dean of Research and Postgraduate Studies office in partial
fulfillment of the requirement for the degree Master of Science (Information
Technology) Universiti Utara Malaysia**

By

**ADEL Z. A. A. Abu Shnaf
(801126)**

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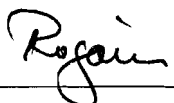
**ONLINE SERVICE QUALITY EVALUATION SYSTEM FOR
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:  Tarikh (Date) : 10/4/2011

ASSOC. PROF. DR. WAN ROZAINI SHEIK OSMAN
DIRECTOR
ITU-UUM ASP CoE For Rural ICT Development
CONVENTION COMPLEX
UNIVERSITI UTARA MALAYSIA
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ABSTRAK (BAHASA MALAYSIA)

Kelebihan dari perkhidmatan internet tidak boleh terlalu menekankan terutamanya dalam persekitaran akademik di mana terutama digunakan untuk e-learning sebagai perkhidmatan dalam talian. Universiti-universiti yang dikenali untuk menyediakan bagi pelajar mereka dengan memberi mereka tempat penampungan, yang dikenali sebagai Mahasiswa Hall of Residence. Maybank Hall pegawai Residence menyediakan banyak perkhidmatan untuk penghuni mereka di lorong. Namun, perkhidmatan ini masih harus dinilai untuk mengetahui kualiti perkhidmatan mereka memberi kepada penghuninya. Projek ini desain model keperluan dan mengembangkan suatu prototaip untuk membolehkan Kualiti Perkhidmatan bagi penghuni dari Maybank Mahasiswa Hall of Residence untuk menilai perkhidmatan menggunakan borang on-line. Keputusan yang dihasilkan selama fasa implantasi projek ini menunjukkan bahawa sistem ini berkesan dan mudah untuk belajar.

ABSTRACT (ENGLISH)

The advantages of internet services cannot be overemphasized especially in the academic environment where it is mainly used for e-learning as online services. The universities are known to provide for their students by giving them shelters, known as Student Hall of Residence. Maybank Hall of Residence officers provide many services for their occupants in the hall. However, these services are yet to be evaluated in order to know the services quality they are giving to their occupants. This project designs a requirement model and developed a prototype to allow the Service Quality for the occupants of the Maybank Student Hall of Residence to evaluate the services using the on-line evaluation system. The result generated during the implantation phase of this project shows that the system is effective and easy to learn.

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CHAPTER ONE

INTRODUCTION

1.0 INTRODUCTION

Management needs to explain and imbibe its culture in its employees; this will enable the employees to get familiar with the organizational system. During this process of explanation, the employees learn about the organizational culture and decide whether he can cope with it or not. This means that each organization is a learning environment and it is the proper understanding of the organizational culture to check the performance of the employee in the organization. Performance is the extent to which an individual is carrying out assignment or task. It refers to the degree of accomplishment of the task that makes up an employee's job (Cascio, 2006). Job performance is the net effect of an employee's effort as modified by abilities and roles or task perceptions (Terrence, 1985).

Universiti Utara Malaysia (UUM) at Northern part of Malaysia is a public university which is located in a small town called Sintok, Kedah State. The university was officially established on February 16th, 1984 and its mission is to play leadership role in developing the country by providing high quality

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