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.

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TABLE OF CONTENT

PERMISSION OF USE I
ABSTRACT II
ACKNOWLEDGEMENT III
TABLE OF CONTENT IV
LIST OF TABLES VII
LIST OF FIGURES VIII
LIST OF ABBREVIATIONS IX
CHAPTER ONE 1
1.1 INTRODUCTION 1
1.2 PROBLEM STATEMENT 1
1.3 RESEARCH QUESTION 2
1.4 RESEARCH OBJECTIVE 3
1.5 RESEARCH SCOPE 3
1.6 RESEARCH SIGNIFICANT 3
1.7 SUMMARY 4
CHAPTER TWO 5
LITERATURE REVIEW 5
2.1 INTRODUCTION 5
2.2 OVERVIEW OF SATISFACTION 5
2.3 WEB-BASED TECHNOLOGY 7
2.3.1 Web-Based Application 7
2.3.2 Advantages of Web-Based Applications 8
2.3.3 Web-Based Application Categories 10
2.4 OVERVIEW OF WEB BASED SURVEYS 11
2.5 ONLINE SURVEYS AND THEIR ADVANTAGES 11
2.6 ONLINE QUESTIONNAIRES APPLICATIONS 13
2.6.1 Ecevas 13
2.6.2 KeySurvey 14
2.6.3 WebSurveyor 15
2.6.4 Hosted Survey 15
2.7 SUMMARY 16
CHAPTER THREE 17
RESEARCH METHODOLOGY 17
3.1 INTRODUCTION 17
3.2 RATIONAL UNIFIED PROCESS 17
3.3 SUMMARY 20
CHAPTER FOUR 21
FINDINGS 21

4.1 INTRODUCTION 21
4.2 REQUIREMENTS ANALYSIS 21
4.2.1 Functional Requirements 22
4.3. REQUIREMENT ANALYSIS 24
4.3.1. Use Case Diagram 24
4.3.2. Use Case Specification 25
4.3.3. SEQUENCE DIAGRAMS 45
4.3.4. Class DIAGRAMS 45
4.3.5. SNAPSHOTS 45
4.4 PROTOTYPE 45
4.4.1 Login 45
4.4.2 Change Password 46
4.4.3 Create Index 46
4.4.4 Activate Index 46
4.4.5 Delete Index 47
4.4.6 Add Index Questions 47
4.4.7 Add Index Questions From Index Library 48
4.4.8 Update Index Questions 48
4.4.9 Take Survey 49
4.4.10 Show Satisfaction Level 49
4.4.11 Show Index Statistics 50
4.5 SUMMARY 51
CHAPTER FIVE 52
VERIFICATION AND VALIDATION 52
5.1 INTRODUCTION 52
5.2 VERIFICATION AND VALIDATION TECHNIQUES 52
5.3 VALIDATION TESTING 52
5.4 SUMMARY 55
CHAPTER SIX 56
CONCLUSION 56
6.1 INTRODUCTION 56
6.2 CONCLUSION OF THE STUDY 56
6.3 LIMITATIONS AND CONSTRAINTS 56
6.3.1 Time Factor 57
6.3.2 Researchers Response 57
6.4 FUTURE WORK 57
REFERENCES 58
APPENDIX A 63
SEQUENCE DIAGRAMS 63
APPENDIX B 86
CLASS DIAGRAM 86

APPENDIX C 88

LIST OF TABLES

TABLE 2. 1 WEB APPLICATION CATEGORIES 10
TABLE 4. 1 LIST OF FUNCTIONAL REQUIREMENTS 22
TABLE 5. 1 FUNCTIONAL TESTING 53
TABLE 5.2 VALIDATION TEST SUMMARY 54

LIST OF FIGURES

FIGURE 2. 1 MODEL OF STUDENT SATISFACTION FACTORS 7
FIGURE 2. 2 ECEVAS SYSTEM 14
FIGURE 3. 1 RUP METHODOLOGY 18
FIGURE 4.1 LOGIN INTERFACE 45
FIGURE 4.2CHANGE PASSWORD INTERFACE 46
FIGURE 4. 3 CREATE INDEX INTERFACE 46
FIGURE 4.4ACTIVATE/DEACTIVATE INDEX INTERFACE 47
FIGURE 4.5ACTIVATE/DEACTIVATE INDEX INTERFACE 47
FIGURE 4. 6ADD INDEX QUESTIONS INTERFACE 47
FIGURE 4. 7ADD INDEX QUESTIONS FROM INDEX LIBRARY S INDEX INTERFACE 48
FIGURE 4. 8UPDATE INDEX QUESTIONS INTERFACE 48
FIGURE 4. 9 DELETE INDEX QUESTIONS INTERFACE 49
FIGURE 4. 10SURVEY INTERFACE 49
FIGURE 4. 11: SATISFACTION LEVEL INTERFACE 50
FIGURE 4. 12INDEX STATISTICS INTERFACE 50

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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