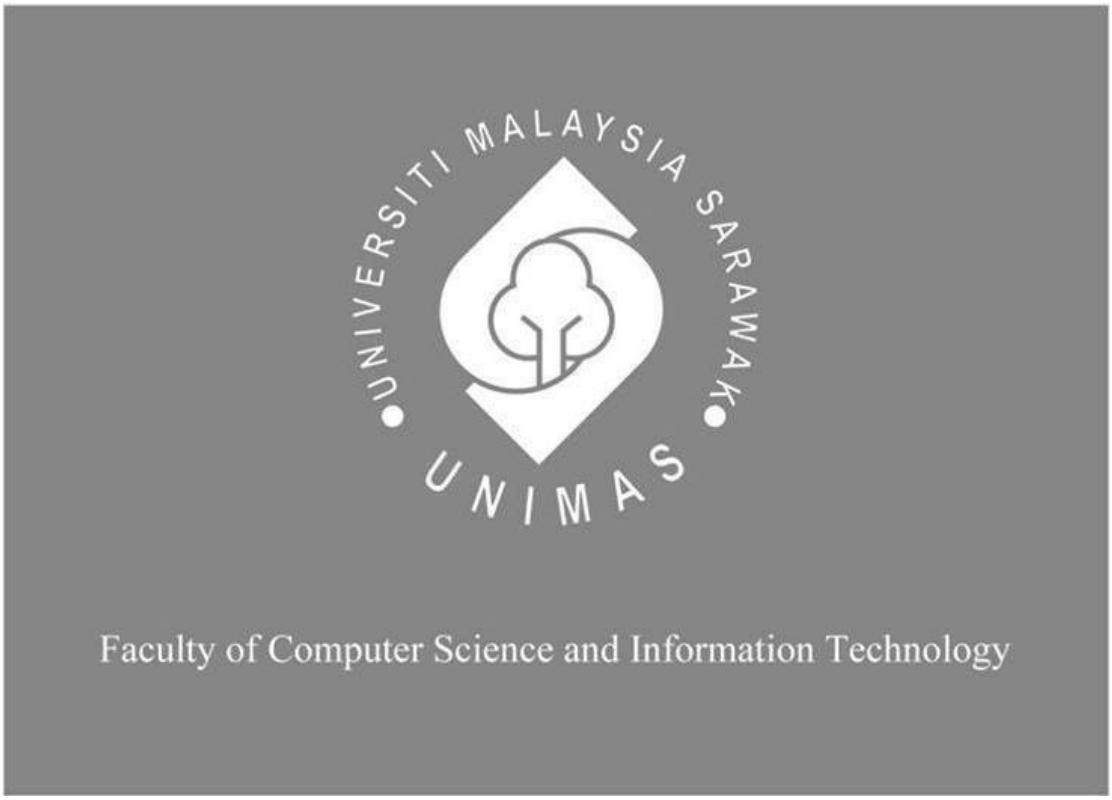

MOBILE CLEANING SERVICE SYSTEM

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Bachelor of Computer Science with Honours

(Information System)

2019

Mobile Cleaning Service System

NORBAZILAH BINTI MD ISA

This project is submitted in partial fulfillment of the
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_____

Norbazilah Binti Md Isa

Faculty of Computer Science and Information Technology

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ABSTRACT

Women with a career usually have less time at home because they spend the most time at work. To fulfill their obligation as a housewife, they choose to take a cleaning service to help them manage a house chore. To ease them to find a cleaning service provider, Mobile Cleaning Service System has been proposed as a solution. Mobile means able to move everywhere, which means the system will be developed to ease people to find a cleaning service provider who is able to give their service to customer location. Other than that, this project is developed to create a new platform for the service provider to advertise themselves, whether a full-time service provider or a part-time service provider. This project is adapting the Waterfall methodology. The significance of this project is that the system will help people who are seeking for a part-time job in cleaning services to advertise themselves. This project also made a new platform for a youngster to do a part-time job. Apart from that, this system will help people who need a cleanings service provider by listing the data of people who provide cleaning services

ABSTRAK

Wanita yang mempunyai kerjaya biasanya mempunyai masa yang kurang di rumah kerana mereka menghabiskan banyak masa di tempat kerja. Untuk memenuhi keperluan mereka sebagai suri rumah, mereka memilih untuk mengambil servis pembersihan untuk membantu mereka mengurus tugas rumah. Untuk memudahkan mereka mencari pembekal perkhidmatan pembersihan, Sistem Perkhidmatan Pembersihan Mudah Alih telah dicadangkan. Mudah alih bermakna beralih dengan bebas. Ini bermaksud sistem itu akan dibangunkan untuk memudahkan orang mencari pembekal perkhidmatan pembersihan yang dapat memberikan perkhidmatan mereka ke lokasi pelanggan. Selain itu, projek ini dibangunkan untuk mewujudkan platform baru untuk pembekal perkhidmatan untuk mengiklankan diri mereka sama ada pembekal perkhidmatan sepenuh masa atau pembekal perkhidmatan sambilan. Projek ini menyesuaikan metodologi "Waterfall". Signifikan projek ini adalah sistem ini akan membantu orang yang mencari pekerjaan sambilan dalam perkhidmatan pembersihan untuk mengiklankan diri mereka sendiri. Projek ini juga membuka platform baru bagi anak – anak muda untuk melakukan kerja sambilan. Selain itu, sistem ini akan membantu orang yang mencari pembekal perkhidmatan pembersihan dengan menyenaraikan data orang yang menyediakan perkhidmatan pembersihan.

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CHAPTER 1: INTRODUCTION

1.1 Introduction

Nowadays, most women have a career. Ministry of Finance (2017) stated in an article women's participation in the employment sector is currently increasing to 54.3 percent. The news also stated that 700,000 women work in various sectors contributing to 0.3 percent to Gross Domestic Product. Women with a career usually have less time at home because they spend the most time at work. Finding from several studies (Poduval & Poduval, 2009) indicated that society does not look kindly at a woman who enjoys excellent work success and has little time to dedicate to her household. The statement shows that career women usually have less time to spend at home to do their household chores due to hectic work-life.

They need to find another alternative to solve their problem regarding the house chore, which is by hiring a cleaning service provider. This type of cleaning service is called domestic cleaning services, which means focus on the residential environment only. They usually hired them and paid per day or based on the type of house chores the service provider did. This procedure is more comfortable than to hire a maid. Because it takes a much longer time for the process of hiring a maid, it cost much money and less privacy for the family. Instead, they choose to find people who do cleaning service provider for a day. They usually find a cleaning service provider by searching online or by friend recommended. The problem faced is finding a suitable cleaning service provider that does service that they want at their location meets their budget and time.

On the other side, Head of Economics AmBank Research, Dr. Anthony Dass (2018) said Malaysian youth unemployment remained at 10.8 percent, higher than Singapore 4.6 percent), Thailand (5.9 percent), Vietnam (7.9 percent) and India (10.5 percent). To help these youth to

gain some pocket money is to create a platform for them to do a part-time job while they wait for a job opportunity.

To overcome these two problems, we proposed to create a web-based website system that holds a database of a person who does a cleaning service provider and a platform for people who wants to do a part-time job in cleaning service. Therefore, Mobile Cleaning Service System is needed as a new platform to overcome these two problems.

1.2 Problem Statement

Based on website article 11 Best Cleaning Service in Malaysia, there is less system that provides a cleaning service platform for people who do services related to cleaning independently (does not belong to any company, agency, and many more). Most of the independent people who related in this field depend entirely on social media (such as Facebook, Instagram, and many more.) or by using flyers. They chose to advertise themselves through social media because it is cost-effective and helps them to reach a specific audience.

People who are seeking cleaning services have to go through social media to find a cleaning service provider. They also have to go through all the lists to find the most suitable cleaning service provider with their budget, schedule, and does cleaning service at their desired location. Shows that the current procedure takes time and energy. Furthermore, it is tough for the customer to reach the cleaning service provider since it sometimes does not leave their phone number. Instead, they ask the customer to direct messages through social media platforms, which is time-consuming.

1.3 Project Scope

The target user for this project is particularly on people who want to do part-time jobs in cleaning services and people who want to find cleaning services. Cleaning service offers only focus on domestic cleaning, which means in a residential environment only. This project will be using web-based as a platform. The function of this project is to store data of people who do cleaning service on one platform to ease the user to find the most suitable cleaning service provider based on their criteria.

1.4 Project Objective

The objective of this project is as follows:

1. To design a web-based system for people who wants to be a cleaning service provider and for people who are seeking cleaning services provider at their location.

2. To develop a web-based system of Mobile Cleaning Service System.

3. To test, verify, and validate the effectiveness of the web-based system using user acceptance testing.

1.5 Project Methodology

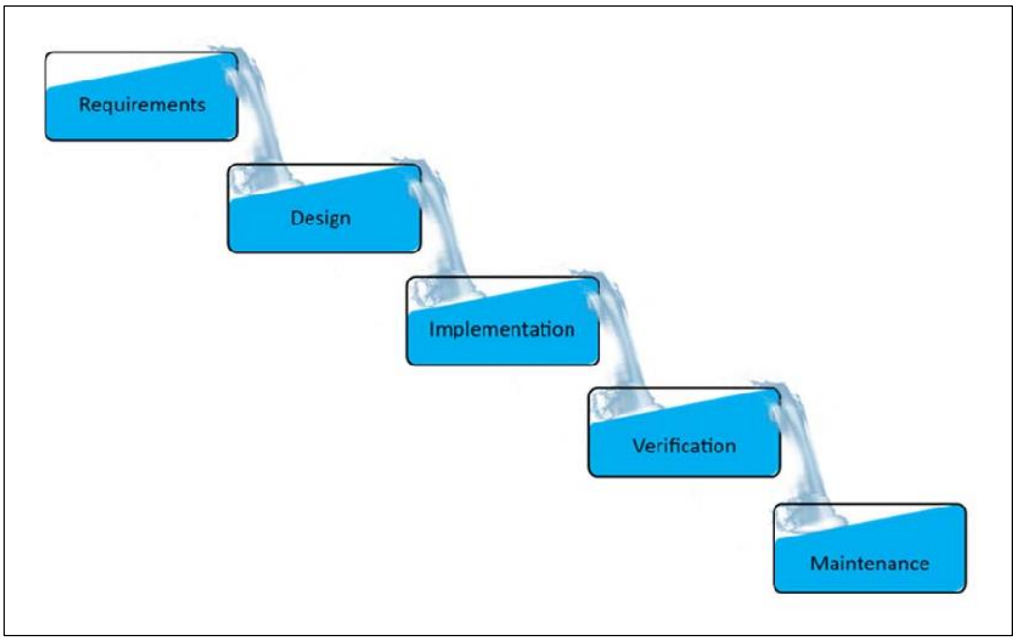

Figure 1.1: The visualization of the Waterfall methodology from the security evaluation framework for U.K. e-government services agile software development. *International Journal of Network Security & Its Applications*, 8(2), 51-69. (Harrison et al., 2016)

The methodology is a system of method or principle which usually used to design, plan, implement, and to achieve the project objectives. In this project, the Waterfall methodology will implement to achieve the goals and objectives of this project. The Waterfall methodology introduced by Winston Royce (Bindal and Metha, 2015). The waterfall methodology was chosen because the methodology is suitable to use for a small project which will be done by a small team. So waterfall methodology is suitable to be used in this project because one person will develop this project. Besides that, phase and process of this methodology done one at a time, which means phase do not overlap (Bindal and Metha, 2015). For the final year project, the process does not overlap with each other. Every phase will be done before the next stage start. So Waterfall methodology is the most suitable methodology to be adapted in this project

because of the methodology work in a series of stages, there is only one developer for this project, and the schedule of the project is suitable with the Waterfall methodology.

Based on Steve Harrison Waterfall methodology consists of six stages, which are requirement, design, implementation, verification, and maintenance (Harrison et al., 2015).

1.5.1 Requirement

Project requirement and scope is determined in this phase by gathering information from a targeted user to build the Mobile Cleaning Service System. The data will be analyzed to define the requirement of the system.

1.5.2 Design

When the requirement is defined, the design phase will take place. The design phase includes the specific requirements of the system. In this phase, the architecture, flow chart, data flow diagram, entity-relationship diagram, and low-fidelity prototype of the system will be shown as guidance to build the proposed system.

1.5.3 Implementation

In this phase, the software development will be started. The system will be developed into working software by means of components based on the requirement that has been collected in the previous phase. Every component is tested in terms of functionality, usability, and interface testing by using functionality testing, usability testing, and interface testing.

1.5.4 Verification

When the Mobile Cleaning Service systems prototype is ready to be proposed, the testing phase will take place. The web-based system will be tested using User Acceptance Testing (UAT). This is to ensure that the system fulfills the requirement that has been stated before.

1.5.5 Maintenance

After all system functionalities and database design have been validated, the system will be implemented in the real environment. If there is a problem occurred, a modification of the software will be done.

1.6 Project Significance

This project will help people who are seeking for a part-time job in cleaning services to advertise themselves. This project also made a new platform for a youngster to do a part-time job. Apart from that, this system will help people who need a clean service provider by listing the data of people who provide cleaning services.

1.7 Project Schedule

This project will start on 9th September 2019 and estimated to be completed on 8th May 2020. The schedule can be referred to in appendix A.

1.8 Project Expected Outcome

The primary predicted outcome for this project is a web-based system for people who seek services related to cleaning and for those who want to provide cleaning services as a part-time job or full job. Furthermore, this project creates a new platform for people to do a part-time job.

1.9 Project Outline

The project outline will be divided into five chapters.

1.9.1 Chapter 1: Introduction

Chapter 1 will describe the content of this project. It gives details overview of the mobile cleaning service system. This chapter consists of an introduction, project title, problem statement, project objective, project methodology, project scope, project significance, project schedule, and project outcome.

1.9.2 Chapter 2: Literature Review

Chapter 2 is about reviewing and making a comparison of the existing web-based system and the technique they used that are related to the proposed Mobile Cleaning Service System.

1.9.3 Chapter 3: Requirement Analysis and Design

Chapter 3 explains in detail the methodology for this project, which is Rapid Application Development (R.A.D.). More, chapter 3 discuss specifically the requirement process,

requirement analysis, and system design. All flow of the web-based system will be produced as a guideline throughout this project.

1.9.4 Chapter 4: Implementation and Testing

Chapter 4 describe the implementation and testing of the proposed web-based system with a detailed description of the Mobile Cleaning Service System.

1.9.5 Chapter 5: Conclusion and Future Work

Chapter 5 is a summarize of the project and recommendations in the future to improve the system.

1.10 Summary

In conclusion, Mobile Cleaning Service System will be developed to ease customer to seek for service provider and to create a new platform for people who wants to do a part-time job in cleaning service. The methodology that is adapted in this project is Rapid Application Development. The stage of the methodology is an analysis and quick design, prototype cycle, testing, and implementation. A Gantt chart is done as a timeline to illustrate how the project will be done.