



Faculty of Computer Science and Information Technology

*Asma Cake House Ordering Web-Based System*

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Bachelor of Computer Science with Honours  
(Network Computing)

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**ASMA CAKE HOUSE ORDERING WEB-BASED SYSTEM**

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This project is submitted in partial fulfillment of the requirements for the degree of  
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## **ABSTRACT**

Online food ordering has seen a sharp increase in popularity in recent years, and many business owners now rely heavily on this new channel. It is widely acknowledged that launching a new small business and competing with established entrepreneurs in today's market is an extremely difficult task. Customers today are increasingly drawn to online shopping not only for its convenience but also for the easy access to information about products it provides. By using this platform, they can reach more people through internet thus making the business able to grow more and easily accessible for consumers compared to traditional methods. The Asma Cake House ordering web-based system is a platform that allows customers to order cakes online from Asma Cake House. The system allows customers to browse and select cakes from a catalogue, customize their orders, and pay for their orders. For the business side, the system provides an efficient inventory management system that helps Asma Cake House keep track of their stock and manage their orders in a more organized way. Overall, the Asma Cake House ordering web-based system provides a convenient and efficient way for customers to order cakes online, and it also helps Asma Cake House to manage their orders and inventory more effectively.

## **ABSTRAK**

Pesanan makanan dalam talian telah menyaksikan peningkatan mendadak dalam populariti dalam beberapa tahun kebelakangan ini, dan ramai pemilik perniagaan kini sangat bergantung pada saluran baharu ini. Ia diakui secara meluas di seluruh dunia bahawa memulakan perniagaan kecil baharu dalam pasaran hari ini dan mengharungi persaingan daripada usahawan yang sudah mapan dan menetap adalah sangat mencabar. Pelanggan hari ini tertarik untuk membeli-belah internet bukan sahaja kerana ia sangat mudah, tetapi juga kerana ia memberi mereka akses kepada maklumat tentang produk. Dengan menggunakan platform ini, mereka boleh menjangkau lebih ramai orang melalui internet sekali gus menjadikan perniagaan itu mampu berkembang dengan lebih dan mudah diakses oleh pengguna berbanding kaedah tradisional. Sistem tempahan Asma Cake House berasaskan web adalah platform yang membolehkan pelanggan menempah kek secara dalam talian dari Asma Cake House. Sistem ini membolehkan pelanggan menyemak imbas dan memilih kek daripada katalog, menyesuaikan pesanan mereka dan membayar pesanan mereka. Bagi bahagian perniagaan, sistem ini menyediakan sistem pengurusan inventori yang cekap yang membantu Asma Cake House menjejaki stok mereka dan menguruskan pesanan mereka dengan cara yang lebih teratur. Secara keseluruhannya, sistem pesanan berasaskan web Asma Cake House menyediakan cara yang mudah dan cekap untuk pelanggan memesan kek dalam talian, dan ia juga membantu Asma Cake House menguruskan tempahan dan inventori mereka dengan lebih berkesan.

## TABLE OF CONTENTS

<b>DECLARATION OF ORIGINALITY .....</b>	<b>i</b>
ACKNOWLEDGEMENT .....	ii
ABSTRACT .....	iii
ABSTRAK .....	iv
TABLE OF CONTENTS .....	v
LIST OF FIGURES .....	viii
LIST OF TABLES .....	x
CHAPTER 1: INTRODUCTION .....	1
<b>1.1 Introduction.....</b>	<b>1</b>
<b>1.2 Problem Statement.....</b>	<b>2</b>
<b>1.3 Objectives.....</b>	<b>3</b>
<b>1.4 Methodology .....</b>	<b>3</b>
<b>1.5 Scopes .....</b>	<b>4</b>
<b>1.6 Significant of Project .....</b>	<b>4</b>
<b>1.7 Project Schedule.....</b>	<b>5</b>
<b>1.8 Expected Outcome .....</b>	<b>6</b>
<b>1.9 Summary.....</b>	<b>6</b>
CHAPTER 2: LITERATURE REVIEW .....	7
<b>2.1 Introduction.....</b>	<b>7</b>
<b>2.2 Project Research .....</b>	<b>7</b>
2.2.1 An E-Commerce Web Application for a Small Retail Shop .....	7
2.2.2 E-Commerce Web Application for Sansaar Oy .....	8
<b>2.3 Overview of Current System.....</b>	<b>8</b>
2.3.1 Fiska Kek Lapis.....	8
2.3.2 Dayang Salhah Kek Lapis .....	10
2.3.3 Mira Cake House .....	12
<b>2.4 Comparison of Current System.....</b>	<b>13</b>
<b>2.5 Discussion.....</b>	<b>14</b>
<b>2.6 Summary.....</b>	<b>14</b>
CHAPTER 3: REQUIREMENT ANALYSIS AND DESIGN .....	15
<b>3.1 Introduction.....</b>	<b>15</b>
<b>3.2 Methodology .....</b>	<b>15</b>
3.2.1 Requirements Analysis.....	16



3.2.2 System Design .....	16
3.2.3 Implementation .....	16
3.2.4 Testing.....	16
3.2.5 Deployment.....	17
3.2.6 Maintenance .....	17
<b>3.3 Requirement Analysis.....</b>	<b>17</b>
3.3.1 Functional Requirements .....	18
3.3.2 Non-functional Requirements .....	19
<b>3.4 Design of the Proposed System .....</b>	<b>19</b>
3.4.1 Flowchart .....	21
3.4.2 Data Flow Diagram.....	23
3.4.3 Entity Relationship Diagram.....	26
3.4.4 Data Dictionary .....	26
3.4.5 Wireframes .....	28
<b>3.5 Summary.....</b>	<b>34</b>
CHAPTER 4: IMPLEMENTATION .....	35
<b>4.1 Introduction.....</b>	<b>35</b>
<b>4.2 Required Components .....</b>	<b>35</b>
4.2.1 Visual Studio Code .....	35
4.2.2 Xampp .....	36
4.2.3 PHP MyAdmin .....	37
4.2.4 Bootstrap .....	38
<b>4.3 Functions and features .....</b>	<b>39</b>
4.3.1 Home Page .....	39
4.3.2 Login Page .....	40
4.3.3 Register Page.....	41
4.3.4 Menu Page .....	42
4.3.5 Cart Page .....	43
4.3.6 Checkout Page.....	44
4.3.7 Orders Page.....	45
4.3.8 Administrator Dashboard Page.....	46
4.3.9 Administrator Registered Users Page .....	47
4.3.10 Administrator Category Page.....	48
4.3.11 Administrator Products Page .....	49
4.3.12 Administrator Orders Page .....	50

4.3.13 Administrator Revenue Page .....	51
<b>4.4 Summary.....</b>	<b>52</b>
CHAPTER 5: TESTING .....	53
<b>5.1 Introduction.....</b>	<b>53</b>
<b>5.2 Functional Testing .....</b>	<b>53</b>
5.2.1 Unit Testing .....	53
<b>5.3 Non-functional Testing .....</b>	<b>58</b>
<b>5.4 User Testing.....</b>	<b>59</b>
5.4.1 Summary of User Testing .....	59
<b>5.5 Conclusion .....</b>	<b>64</b>
CHAPTER 6: CONCLUSION AND FUTURE WORKS .....	65
<b>6.1 Introduction.....</b>	<b>65</b>
<b>6.2 Objectives and Achievements .....</b>	<b>65</b>
<b>6.3 Project Limitations .....</b>	<b>66</b>
<b>6.4 Future Works .....</b>	<b>67</b>
<b>6.5 Conclusion .....</b>	<b>68</b>
<b>References.....</b>	<b>69</b>
<b>Appendices.....</b>	<b>69</b>

## LIST OF FIGURES

Figure 2.1: Fiska Kek Lapis Website.....	9
Figure 2.2: Dayang Salhah Kek Lapis Website.....	10
Figure 2.3: Mira Cake House Website.....	12
Figure 3.1: Waterfall model.....	15
Figure 3.2: Flowchart of the system for Customer .....	21
Figure 3.3: Flowchart of the system for Administrator .....	22
Figure 3.4: Context Level Diagram .....	23
Figure 3.5: Level 1 DFD.....	24
Figure 3.6: Register/Login DFD .....	24
Figure 3.7: Manage Product on DFD.....	25
Figure 3.8: Purchase process on DFD.....	25
Figure 3.9: ERD of system.....	26
Figure 3.10: Home Page .....	29
Figure 3.11: Log In .....	29
Figure 3.12: Register.....	30
Figure 3.13: Place Order .....	31
Figure 3.14: Cart.....	31
Figure 3.15: Payment.....	32
Figure 3.16: Order Successful.....	33
Figure 4.1: VS Code use as text editor to run PHP script.....	36
Figure 4.2: XAMPP Control Panel v3.3.0 .....	37
Figure 4.3: PHP MyAdmin to store and manage data .....	38
Figure 4.4: The homepage of the system .....	40
Figure 4.5: The login page of the system.....	40
Figure 4.6: The register page of the system.....	41
Figure 4.7: The menu page of the system .....	42
Figure 4.8: The cart page of the system.....	43
Figure 4.9: The checkout page of the system .....	44
Figure 4.10: The orders page of the system.....	45
Figure 4.11: The admin dashboard page of the system .....	46
Figure 4.12: The admin registered users page of the system.....	47
Figure 4.13: The admin category page of the system .....	48
Figure 4.14: The admin category page of the system .....	49
Figure 4.15: The admin orders page of the system.....	50
Figure 4.16: The admin revenue page of the system .....	51
Figure 5.1: Result for Login Functionality .....	60
Figure 5.2: Result for Register Functionality .....	60
Figure 5.3: Result for Manage User Functionality .....	61
Figure 5.4: Result for Manage Products Functionality .....	61
Figure 5.5: Result for Manage Orders Functionality .....	62

Figure 5.6: Result for Add Item Functionality.....	62
Figure 5.7: Result for Payment Functionality.....	63
Figure 5.8: Result for User Profile Functionality .....	63
Figure 5.9: Result for Overall Use Experience.....	64

## LIST OF TABLES

Table 1.1: Gantt Chart.....	5
Table 2.1: Features of Fiska Kek Lapis Website .....	9
Table 2.2: Features of Dayang Salhah Kek Lapis Website .....	11
Table 2.3: Features of Mira Cake House website .....	12
Table 2.4: Comparison of features between system .....	13
Table 3.1: Functional requirements of system .....	18
Table 3.2: Non-functional requirements of system.....	19
Table 3.3: Data dictionary of Administrator.....	26
Table 3.4: Data dictionary of Customer.....	27
Table 3.5: Data dictionary of Product.....	27
Table 3.6: Data dictionary of Order.....	27
Table 4.1: Table of Required Tools and Component and Version .....	35
Table 5.1: Login Function.....	54
Table 5.2: Register Function.....	54
Table 5.3: Manage Product Function.....	55
Table 5.4: Manage Order Function .....	55
Table 5.5: Manage Users Function .....	56
Table 5.6: Order Food Function.....	56
Table 5.7: User Profile Function.....	57
Table 5.8: Non-functional test result .....	58
Table 6.1: Objective and Achievement of Asma Cake House Ordering Web-Based System..	65

## **CHAPTER 1: INTRODUCTION**

### **1.1 Introduction**

Online food ordering has seen a sharp increase in popularity in recent years, and many business owners now rely heavily on this new channel. Although the Covid pandemic served as a catalyst for the sharp increase in online food ordering, consumers embraced its convenience, and in the years to come, the industry is expected to continue to expand. Business entity can accept and handle online food orders thanks to an online food ordering system. Customers will go through a digital menu on a website or app, place their order, and pay for it all online. Venues will then receive the order details via their chosen online food ordering system and produce the order ready for delivery.

It is widely recognised throughout the world that starting a new small business in today's market and surviving the competition from the established and settled entrepreneurs is very challenging. The majority of people are picky when it comes to placing a food order in today's fast-paced world, when everyone is pressed for time. Today's customers are drawn to internet shopping not only because it is very convenient, but also because it gives them access to information about the products being sold, their prices, and an incredibly straightforward ordering process.

In Malaysia, most business owners have realised the potential of having multiple platforms in advertising their products online especially using online ordering system either through app or website. By using this platform, they can reach more people through internet thus making the business able to grow more and easily accessible for consumers compared to traditional methods. Local sellers are now able to have bigger target market as they can receive order from anywhere any time either from local people or international.

## 1.2 Problem Statement

Malaysia is fortunate to have a diverse population, which has resulted in a rich and varied assortment of cuisines and foods. In terms of culinary options, each state has something distinctive to offer, such as Kek Lapis and Nasi Kerabu in Sarawak and Kelantan respectively. Asma Cake House is one of the most popular and well-known cake shops in Sarawak, serving a variety of kek lapis. In addition to their main store in Desa Ilmu, they also have other branches around Kota Samarahan and Kuching. Kek Lapis is one of the most well-liked kinds of desserts and sweets, particularly among residents of Sarawak. Unfortunately, it is not easy to get your hands on this product, particularly for those living in Peninsular Malaysia and Sabah.

One of the issues that arose in relation with this matter was that there was insufficient information and advertising about kek lapis available on the internet. This leads to fewer people being interested in it, which in turn makes it less popular because those individuals have less information about it. Even though it is widely consumed in Sarawak, kek lapis is not typically the first food that comes to mind when people think of dishes typical of the state's cuisine because it is not widely advertised.

Besides, the main target market of the products is for the local area. Most Kek Lapis local sellers in Sarawak concentrate their efforts and focus on selling their products to local residents on their area or district. If you own a business, having a wider target market implies more people have the potential to become customers since they are more likely to be aware of your product and to be able to purchase it if they are interested in it.

In addition, sellers from third parties typically set a greater price for their kek lapis products. Customers that reside in other state or country having trouble in getting their hands on Kek Lapis as they do not have many options unless from the third party seller. Customers often have second thoughts before purchasing from a third party since the prices are significantly higher in comparison to the prices offered by the original shop.

### **1.3 Objectives**

The main objective of this project is to design an e-Commerce platform that is specific to market Asma Cake House's products. Other objectives include:

- To develop a web based for Asma Cake House ordering system.
- To automatically compute the bill and create receipt for customer's order.
- To generate report sales for Admin to track sales activities and performance.

### **1.4 Methodology**

The web application system will be developed using waterfall methodology because it is the most conventional software development methodology and due to its plan-driven approach. The waterfall model is a classical model used in system development life cycle to create a system with a linear and sequential approach. The sequential phases in the waterfall model are requirement analysis, system design, implementation, integration and testing, deployment of system and finally maintenance. The first and the most critical stage for this methodology is that the developer and the product owner must have a complete understanding of the system's requirements and scope. Every phase should be fully completed before going to the next stage because once any modifications or any errors are detected during the course of the project, the waterfall will require a full restart.

At the requirement design phase, the requirements will be analysed, and the problem need to be fully understood. This is a research phase that includes no building or coding and the specification of the input and output, or the final product are studied and marked.

At the system design phase, the requirement specifications from the first phase are studied in this phase and system design is prepared. System design helps in specifying the hardware and system requirements and also helps in defining overall system architecture. The codes to be written in the next stage is created now.

At the implementation phase, applications will be coded based on project requirements and specifications with some testing and implementation taking place as well. If there are any significant changes are required during this phase, this may mean that going back to the design phase is required.



Upon completion of the implementation phase, the system testing is the next phase. Testing needs to occur before the product can be released to customers. The system will be tested using test cases that will use the design documents, personas and user case scenarios delivered by the product manager. At the system deployment phase, if everything is fine then the system can be deployed to the public. And lastly once the system has been released to the public, the maintenance phase begins. As defects are found and change requests come in from users, a person in charged will be assigned to take care of updates and release new versions of the system.

### **1.5 Scopes**

This scope of this project consists of two types of users which are the administrator and registered user. An administrator is responsible to monitor and update the contents on the website, manage user's details and orders. For registered user, they are able to browse the product advertised, add to cart and make a payment to finalize the order. The main purpose of this web-based system is for people who are interested on buying Kek Lapis from Asma Cake House. Users can access the web-based system anywhere as long as they have an internet connection. One of the features included in the system is that Administrator are able to generate sales report which is beneficial for them to evaluate the sales activity and performance.

### **1.6 Significant of Project**

This web-based system will be a medium to customers and Asma Cake House upon the completion of this project as Asma Cake House can have better reach, sales and target market since customer from worldwide can now order from them through the website. Besides, Asma Cake House would now have multiple platforms for their business which is good in long term for their growth and sustainability. Moreover, it manages to ease the process of buying for the customer as they are now purchasing directly from the shop without the need to worries about the quality and different in prices as compared to third party seller.

## 1.7 Project Schedule

The project is expected to be completed within two semesters which is around 9 months. This duration covers both Final Year Project I and Final Year Project II courses. The project use Gantt Chart for progress monitoring. Table 1.1 below shows the brief Gantt Chart task table on the overview of the project schedule.

Table 1.1: Gantt Chart

	2022			2023					
Activity	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Research and preparation phase									
Do Brief Proposal									
Do Full Proposal									
Write Chapter 1 Introduction									
Write Chapter 2 Literature Review									
Write Chapter 3 Requirement Analysis & Design									
Submission of FYP1 final report and presentation									
Submission of FYP1 final report amendment									
Write Chapter 4 System Development									
Write Chapter 5 System Testing And debugging									

Write Chapter 6 Conclusion and future works									
Submission of FYP2 final report, paper, and presentation									

## 1.8 Expected Outcome

By the end of this project, the objectives that has been raised are achieved which includes to develop a web based for Asma Cake House ordering system where everyone can visit and buy Asma Cake House’s products in one web application. People from anywhere around the world are now able to purchase the goods as they only need to surf the website anytime they want. Next, the system is able to automatically compute the bill and create receipt for every customer’s order. This is important to prove the transaction has taken place as receipt prove the goods or services you have exchanged for money. Last but not least, it also manages to generate report sales for Administrator to track sales activities and performance throughout the month. These reports might help company to modify its sales approach and other growth initiatives as they can also provide insights into predictions of future sales data and analyses of performance compared to previous periods.

## 1.9 Summary

To conclude, this chapter provides an overview and summary of this project's entire procedure. It is the introduction of a fully functional system that must be developed over the course of two semesters using the methodology outlined. Last but not least, Asma Cake House Ordering Web-Based System will benefit many people as long as all the objectives of the project are achieved. The fact that this system is accessible via the Internet makes it simpler for the administrator and user to manage and utilise the services provided. The system is therefore effective and simple to use anywhere and anytime.

## **CHAPTER 2: LITERATURE REVIEW**

### **2.1 Introduction**

This chapter provides a description and explanation of the chosen literature review referring to the method that was implemented in the development of the online system for Asma Cake House ordering system. This topic centered on the research that related to the proposed project in some way, whether it was directly or indirectly. In order to determine the research methods and approaches that will be applied to the process of developing the project, the objective of the literature review is to gather the necessary information. In this chapter, we will also talk about the system that was in place previously as well as the one that is in place today. As a result, the evaluation of the relevant literature is carried out so that it can serve as a point of reference when establishing the most appropriate strategy for the system development. There has been some research carried out in order to provide a better understanding regarding the project that is being proposed. Regarding the web-based ordering system, an overview of the currently in use system has been identified, and a comprehensive study has been conducted on it.

### **2.2 Project Research**

#### **2.2.1 An E-Commerce Web Application for a Small Retail Shop**

Based on this thesis, the goal of this thesis project was to create an e-commerce Java web application to sell product online for a small retail store. The app lets the owner keep track of orders, products and customers. Also, customers can place orders and pay for products through the app. The project's payment method is PayPal Express Checkout. Customers and site visitors can also sign up for an email list on the web store's site to get information about new products and special deals. Lastly, after completing an order or signing up for an email list, the app automatically sends a confirmation email.

The Java programming language was used to build this project using the Eclipse IDE. JPA and JPQL were used to connect the application to the database, and the MySQL database was used to store the application data. The Model-View-Controller (MVC) pattern was used to build the application. JavaBeans, JSPs, and the Servlet API were used to build the model, view,

and controller layers, respectively. Different NVP API operations were used in the PayPal Sandbox (testing environment) to handle the application's payment transactions (Adewumi, 2017).

### **2.2.2 E-Commerce Web Application for Sansaar Oy**

This thesis delves into the operations of Sansaar Oy, a Finnish company that strives to conduct trade in an ethical and sustainable manner. The company specializes in selling handcrafted items such as furniture, toys, bags, and accessories through its online shop. However, the current online store incurs high costs and lacks many necessary features, hindering the company's ability to expand its business.

To address this issue, the goal is to identify and implement solutions for an ecommerce online store that is cost-effective and easy to manage. The new store will feature various marketing tools like a newsletter, a wish list, the ability to email a product link, and static blocks on the homepage to encourage purchases. The store owner will be able to easily monitor customer, sales, and order information from the admin panel, enabling more effective management and decision-making. In contrast to the current store, where customers often struggle to find the right products and have to communicate with the store owner for assistance, the new store will offer customizable products for a more streamlined purchase process. (Basnet, 2017).

## **2.3 Overview of Current System**

### **2.3.1 Fiska Kek Lapis**

Founded in 2017 by Wan Noor Husna and her partner Akmal, Fiska Kek Lapis has made it its mission to bring the authentic taste of Sarawak layered cakes to Peninsular Malaysia. This company was established at Perak with the aim to introduce and promote the traditional delicacy from Sarawak to the rest of Malaysia. With their passion and dedication, they were able to make it happen and establish a brand that is now known for its authentic Sarawak layered cakes. Table 2.1 below describe the features of the website:

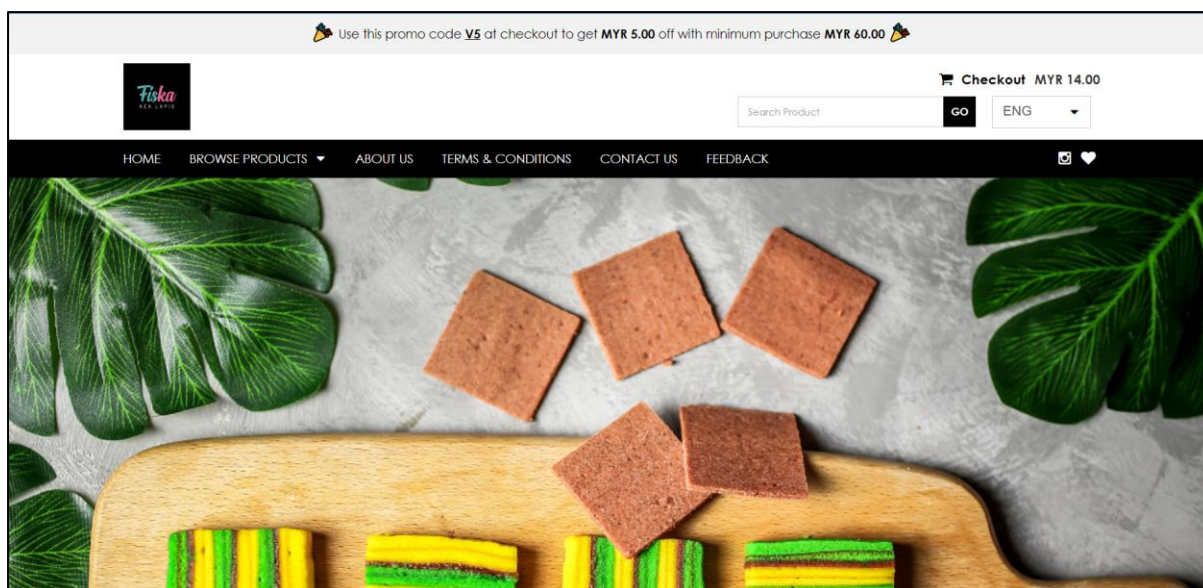


Figure 2.1: Fiska Kek Lapis Website

Table 2.1: Features of Fiska Kek Lapis Website

Features	Review
Search Bar	<ul style="list-style-type: none"> <li>➤ The search bar is strategically placed for easy and efficient searching by the user.</li> <li>➤ Users can search for products available on the website.</li> </ul>
Shopping Cart	<ul style="list-style-type: none"> <li>➤ The items placed in the shopping cart are visible.</li> <li>➤ The location of the shopping cart is well-suited for quick and easy shopping.</li> </ul>
Sign Up/Login	<ul style="list-style-type: none"> <li>➤ There is no feature on the website for registration or logging in.</li> <li>➤ The website does not offer the ability to log in using third-party platforms such as phone number or Facebook.</li> </ul>
Navigation Bar	<ul style="list-style-type: none"> <li>➤ The navigation bar is positioned in a fixed and separate location from the product area, ensuring it is visible on every page.</li> <li>➤ When users scroll down the page, the navigation bar is not visible at the top of the page.</li> </ul>
Different Pay Methods	<ul style="list-style-type: none"> <li>➤ Only payment using Credit/Debit card are accepted.</li> </ul>

Category/Department	➤ Category included in Navigation Bar.
Rating/Review System	<ul style="list-style-type: none"> <li>➤ No rating system included on the website.</li> <li>➤ There is review section below every product.</li> </ul>
Product Details	<ul style="list-style-type: none"> <li>➤ Product details are described next to the picture of product.</li> <li>➤ Pictures cannot be zoom or enlarge.</li> <li>➤ Videos of product are not included.</li> </ul>
Other Social Media	➤ Include Instagram account at the top right of website.

### 2.3.2 Dayang Salhah Kek Lapis

Founded by Dayang Salhah in 1997, the company has been dedicated to serve a variety of delicious kek lapis to customers. Dayang Salhah's goal was to offer a wide range of kek lapis catering to different taste preferences and dietary requirements. Over the years, the company has opened several outlets throughout Kuching, making it easier for customers to access their delicious kek lapis. The company prides itself in serving the best quality kek lapis in the area, using only the freshest and finest ingredients. Table 2.2 below describe the features of the website:



Figure 2.2: Dayang Salhah Kek Lapis Website

Table 2.2: Features of Dayang Salhah Kek Lapis Website

Features	Review
Search Bar	<ul style="list-style-type: none"> <li>➤ The search bar is strategically placed for easy and efficient searching by the user.</li> <li>➤ Users can search for products available on the website.</li> </ul>
Shopping Cart	<ul style="list-style-type: none"> <li>➤ The items placed in the shopping cart are visible.</li> <li>➤ The location of the shopping cart is well-suited for quick and easy shopping.</li> </ul>
Sign Up/Login	<ul style="list-style-type: none"> <li>➤ Users can register using their email.</li> <li>➤ The system does not offer the option to log in using phone number or Facebook.</li> </ul>
Navigation Bar	<ul style="list-style-type: none"> <li>➤ The navigation bar is positioned in a fixed and separate location from the product area, ensuring that it is visible on every page.</li> <li>➤ It will not be visible at the top of the page when users scroll down to the bottom.</li> </ul>
Different Pay Methods	<ul style="list-style-type: none"> <li>➤ Only payment using Credit/Debit card are accepted.</li> </ul>
Category/Department	<ul style="list-style-type: none"> <li>➤ Category are included in Navigation Bar.</li> </ul>
Rating/Review System	<ul style="list-style-type: none"> <li>➤ Rating system using 1 to 5 stars are included.</li> <li>➤ There is review section below every product.</li> </ul>
Product Details	<ul style="list-style-type: none"> <li>➤ There are no details on each product displayed.</li> <li>➤ Pictures cannot be zoom or enlarge.</li> <li>➤ Videos of product are not included.</li> </ul>
Social Media	<ul style="list-style-type: none"> <li>➤ No Facebook and Instagram account mentioned on the website.</li> </ul>