



Faculty of Computer Science and Information Technology

MAJU JAYA MESRA SDN. BHD. VIRTUAL OFFICE SYSTEM

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Bachelor of Computer Science with Honours (Software Engineering)

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This project is submitted in partial fulfilment of
the requirements for the degree of Bachelor of Computer Science with Honours
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Abstract

In recent years, the outbreak of COVID-19 has greatly affected the working mode of most of the company. This is because most of the company was forced to shut down temporarily for months due to the enforcement of the Movement Control Order (MCO). The need of virtual office system has become important which to manage the company's business operations. In this project, virtual office system is designed and developed to help Maju Jaya Mesra Sdn. Bhd. to have a more centralized and systematic system to make their work easier and efficiently. The management of Maju Jaya Mesra Sdn. Bhd. found that they are having a hard time searching for documents such as staff information, the record of monthly payroll, the leave application of the staffs and lots of uncategorized messages which cause the staffs missed the important notice. The proposed system mainly builds with a function of users, roles, and management which to manage the access control of the user in the system. The management is able to use the system to search, view, edit and save the staff information, manage announcement post, view leave application, and generate monthly salary payroll slip. While staff can view and edit their own profile information, view, and create announcement post, apply for leave, and view monthly salary payroll slip. Whereas the administrators can manage the users' profile for the staffs, manage the roles for the users and generate the payroll slip. The system is tested using functional and non-functional testing. However, there are some limitations that are found in this project. Lastly, this system is believed to be useful in replacing the old documentation method, which is paper-based documentation.

Abstrak

Dalam beberapa tahun terakhir, wabak COVID-19 telah memberi kesan besar kepada mod kerja kebanyakan syarikat. Ini disebabkan kebanyakan syarikat terpaksa ditutup sementara selama berbulan-bulan kerana penguatkuasaan Perintah Kawalan Pergerakan (PKP). Keperluan sistem pejabat maya menjadi penting bagi menguruskan operasi perniagaan syarikat. Dalam projek ini, sistem pejabat maya direka dan dibangunkan untuk membantu Maju Jaya Mesra Sdn. Bhd. mempunyai sistem yang lebih terpusat dan sistematik untuk menjadikan kerja mereka lebih mudah dan efisien. Pengurusan Maju Jaya Mesra Sdn. Bhd. mendapati mereka mengalami kesulitan dalam mencari dokumen seperti maklumat kakitangan, rekod gaji bulanan, permohonan cuti kakitangan, dan banyak pesanan yang tidak tercatat yang menyebabkan kakitangan terlepas notis penting. Sistem yang dicadangkan terutamanya dibina dengan fungsi pengguna, peranan, dan pengurusan untuk menguruskan kawalan akses pengguna dalam sistem. Pengurusan dapat menggunakan sistem untuk mencari, melihat, mengedit, dan menyimpan maklumat kakitangan, menguruskan pengumuman, melihat permohonan cuti, dan menghasilkan slip gaji bulanan. Manakala kakitangan boleh melihat dan mengedit maklumat profil mereka sendiri, melihat dan membuat pengumuman, memohon cuti, dan melihat slip gaji bulanan. Administrator pula boleh menguruskan profil pengguna untuk kakitangan, menguruskan peranan pengguna, dan menghasilkan slip gaji. Sistem ini diuji menggunakan ujian berfungsi dan bukan berfungsi. Walau bagaimanapun, terdapat beberapa had yang ditemui dalam projek ini. Akhirnya, sistem ini dipercayai berguna dalam menggantikan kaedah dokumen lama yang berdasarkan kertas.

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Chapter 1 :Introduction

1.1. Introduction

Virtual office is known as workspace, is where employees able to do their industry work with any combination of services, space, and technology anywhere. (“Virtual Office”, n.d.). In recent two years, the need of virtual office is going to be more important and widely used by most of the people due to the COVID-19 pandemic. This is because almost all of the companies had temporarily closed their business (Rathnaweera, 2021) and lots of work needed to be done at home. So, most of the companies manage to continue their business operations in virtual office platforms.

As the use of technology became widespread, there are more methods that have appeared such as Zoho People’s, Odoo, People X and so on. These are the common websites which lots of companies would like to have for their virtual office, but it also costs monthly fees. Therefore, Maju Jaya Mesra Sdn. Bhd. wish to have their own virtual office system, so this project is proposed to solve the problems faced. This proposed system is hoped to assist both Maju Jaya Mesra Sdn. Bhd. employees and management to have a systematic and centralized system.

Maju Jaya Mesra Sdn. Bhd. is a private company wholly owned by the Petroliam Nasional Berhad (Petronas) and own a retail business at Green Height, Kuching. For more than 8 years Maju Jaya Mesra Sdn. Bhd. has worked together with Petronas to provide petrol station services that ensure that the customers can fill their petrol when they need. The company does also work with customers to build a long-terms relationship based on mutual value creation and trust. At Maju Jaya Mesra Sdn. Bhd., the employees are committed to working together with customers with the provision of first-rate services.

1.2. Problem statement

Traditionally, most of the company still using the manual documentation method like printing the staff information detail and keep into a file, attach the notice paper on the announcement board, or manually generate payroll slip by using Microsoft Word or Excel. These method are still very common nowadays, especially in small companies. However, these method have disadvantages which bring lots of ineffective as the documents are not categorize and centralize. It would be difficult for the employees which need more time to search for the correct file and check for the information (Toersen, 2022). Moreover, when the office being busy, there will be a risk of paper lost.

The traditional documentation methods are still widely used by most of the small companies including Maju Jaya Mesra Sdn. Bhd. However, these existing methods are mostly tedious, time-consuming and require a significant amount of effort and resources.

Maju Jaya Mesra Sdn. Bhd. is a private company wholly owned by the Petroliam Nasional Berhad (Petronas) and owns a retail business at Green Height, Kuching. There are 30 employees and 2 management in the company. Maju Jaya Mesra Sdn. Bhd. does not have a proper system to do their internal office documentation such as store staff information, leave application, generate salary pay slip and post announcement. This is because the management does not have any idea how to manage the system and they do not have reliable sources for their virtual office system. Thus, the management of Maju Jaya Mesra Sdn. Bhd. choose to use paper-based documentation method to keep their office documents.

Currently, Maju Jaya Mesra Sdn. Bhd. are using manually documentation system which is they record and kept their staff information using papers, the staff apply their leave using a small note form, the salary payroll slip also manually record in an account book and lots of uncategorized messages in WhatsApp group. In this case, the management, and staff at Maju

Jaya Mesra Sdn. Bhd. having a hard time facing the paper lost problem, hard to trace the staff information and missed the important notice. On top of that, the proposed system will help the management and staff have a more systematic and centralized system for their work and manage to get their work done efficiently.

1.3. Objectives

The objectives of this project are:

1. To design and develop a virtual office system with 6 features which is more centralized and systematic.
2. To evaluate the usability of the virtual office system through user testing, obtaining a minimum user satisfaction rating of 8 out of 10.

1.4. Scope

The target user groups involved in this project are the Maju Jaya Mesra Sdn. Bhd. management, staffs, and administrators.

The project's outcome is to develop a virtual office system with the main purpose of providing a centralized and systematic system for Maju Jaya Mesra Sdn. Bhd. management and staff which helps them to get their work done more efficiently. Before with the system, Maju Jaya Mesra Sdn. Bhd. had a paper-based documentation method to keep their data such as staff profile information, leave applications, notice for announcements and salary payroll slip. Therefore, this system is purposed to act as a platform which centralizes all their data into a database. This system enables the management of Maju Jaya Mesra Sdn. Bhd. to have an easier way to manage the staff profile information and leave applications. It also assists the staff of Maju Jaya Mesra Sdn. Bhd. easier to apply their leave and check their salary payroll slip through the system.

However, there are few limitations for the purposed system. For the staff, they can only access the system when their account is created by the administrator. Other than that, the monthly salary payroll slip can only be downloaded as PDF format.

1.5. Significance of project

This project will develop a virtual office system for Maju Jaya Mesra Sdn. Bhd. management and staff. Therefore, this project will benefit the management of Maju Jaya Mesra Sdn. Bhd. This is because it provides a list of functions which could help to solve the problems and eventually make the work done more efficiently. Besides, it will be of great benefit for the staff of Maju Jaya Mesra Sdn. Bhd. which helps them to have an easier way to apply for their leave, check for the announcements, and check for the other staff's information such as phone number and email address in case they want to contact them in an emergency.

At the same time, the outcomes of this project could solve the main problem for Maju Jaya Mesra Sdn. Bhd. which is using paper-based to keep their data which is hard to track and manage. The system will be using user-friendly design will ease the user while using the system.

Chapter 2 : Literature Review

2.1. Introduction

In this chapter, some of the existing virtual office systems which are designed and developed by local and overseas IT companies are analyzed. In the first section of this chapter, the current situation of the proposed system is described and analyzed with their problem faced. After that, the similar existing systems have been reviewed in the aspect of their system functionalities and features. Furthermore, the functionalities and features will be compared to understand the strengths and weaknesses of the reviewed systems.

2.2. Current Scenario Analysis

Currently, Maju Jaya Mesra Sdn. Bhd. does not have a proper system for documentation which is they are still using manual paper-based documentation method like keep staff information profile in a file, attach a notice paper on the announcement board, and staff apply leave using a small paper form. Maju Jaya Mesra Sdn. Bhd. Management found that they are facing paper lost problem, hard to trace information such as announcements or notices, and staff leaves.

At the same time, Maju Jaya Mesra Sdn. Bhd. wish to have a system which can fit their requirements and help to solve their problems. The proposed system of this project is to design and develop a web-based virtual office system which helps Maju Jaya Mesra Sdn. Bhd. to have a centralized and systematic system.

2.3. Review on Similar Existing Systems

Three (3) systems are being reviewed and analyzed based on their functionalities and features, which are the People X, Zoho People, and BambooHR.

2.3.1. People X

People X is owned by Agensi Pekerjaan People X Human Capital Sdn Bhd. which is located at Kuala Lumpur, Malaysia (“People X”, n.d.). The purpose of them develops this application is that to assist people to empower their services and customers (“Maukerja”, n.d.). There are several services that People X provides in the system which are payroll management, hr-tech and workforce management, and future workforce recruitment and management.

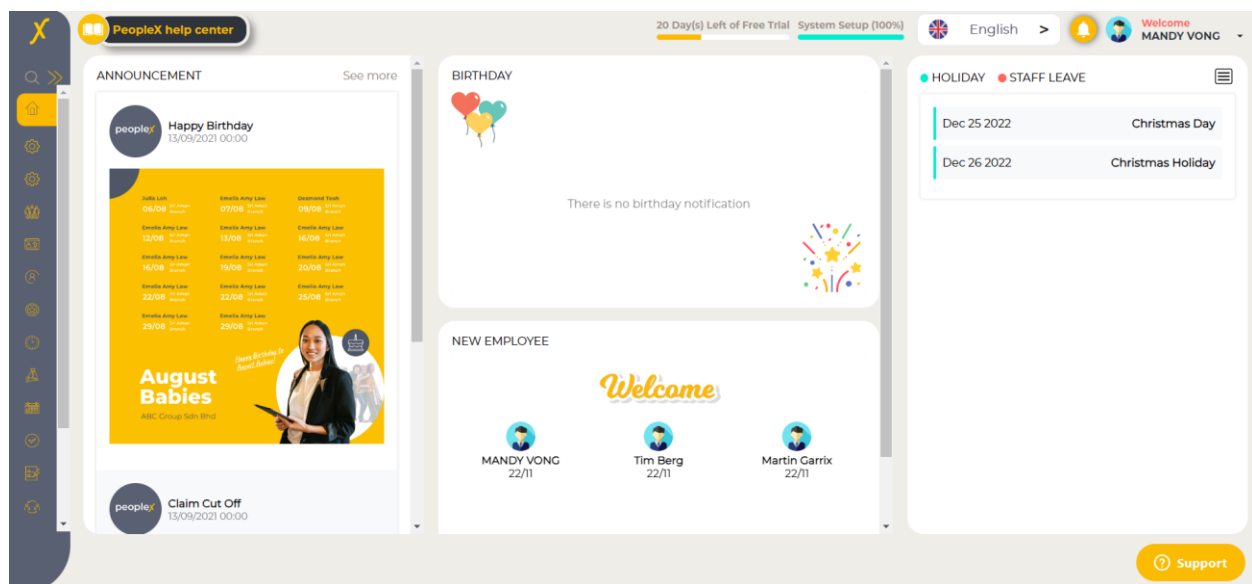


Figure 2.1 People X Dashboard Page

Figure 2.1 shows the main dashboard of People X. The user interface is very simple, the functions can be found at the side menu bar. Besides, the important notices such as announcement, claim cut off, birthday, new in employee, staff leave, and holiday are classified