

Creation, Innovation, Technology and Research Exposition (iTreX) | 12th-13th February 2020

ABSTRACT

The constant growth of tourism industry in Malaysia has led to the rise of the hospitality industry over recent years. The major tourism SMEs are usually providing the needs or demand of tourists such as food, accommodation, transportation and other necessities. This paper focuses on the issues of poor customer satisfaction and operation performance that occur in a small and medium scale hospitality company and the ways to solve the problem by developing a prototype of ChaMS. The five whys analysis was used to identify the problems that occur in the hospitality company. The prototype of ChaMS is developed by using Rapid Application Development (RAD) technique with Microsoft Access. This study showed that the ChaMS had improved their customer satisfaction and operation performance by decreasing the registration process lead time and improving the data accuracy and efficiency. The proposed system also received positive feedbacks with its functionalities from the company.

RESEARCH PROBLEM

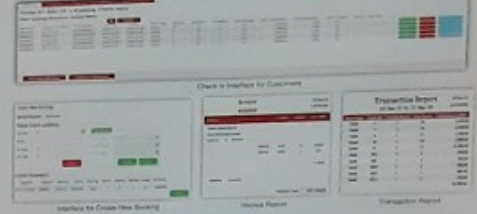
• Faced the difficulties of satisfying their customers and ended up with poor customer satisfactions.

- RESEARCH OBJECTIVES**
- 01 To investigate the factors that affecting poor customer satisfaction in ABC Chalet.
 - 02 To enhance the registration process lead time of ABC Chalet by a prototype of ChaMS.
 - 03 To improve customer's data accuracy and efficiency of ABC Chalet by a prototype of ChaMS.



FACULTY OF INDUSTRIAL MANAGEMENT

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 DR. LEE KHAI LOON



3. Time Study

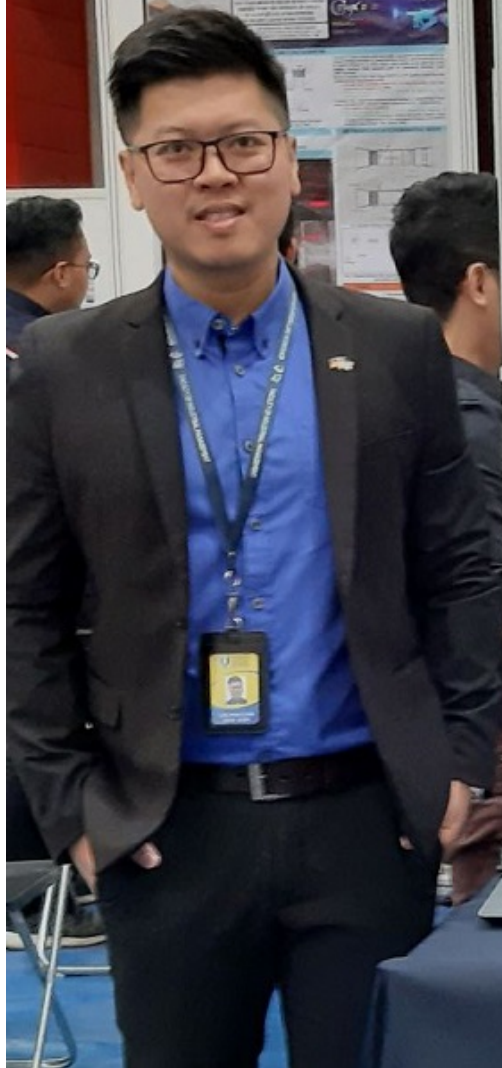
Time Study (Customer Reserved Earlier)	Current Cycle Time (min)					By using ChaMS				
	1	2	3	4	Avg	1	2	3	4	Avg
Customer Check in (Research Officer)	85	90	120	82	89	80	85	100	82	87
Creating to Customer (Research Officer)	28	45	30	24	32	28	30	30	25	28
Printed Customer IC card (Research Officer)	200	180	180	170	183	170	165	165	160	165
Carried the items with Customer (Research Officer)	30	25	30	25	28	25	25	25	25	25
Left the items at Customer (Research Officer)	65	60	25	60	58	55	55	55	55	55
Calculate the total (Research Officer)	565	500	535	517	529	520	515	515	510	515
Called the staff from Customer (Research Officer)	110	90	120	110	105	95	90	100	100	95
Wrote the registration in manual record book (Research Officer)	18	15	15	18	16	15	15	15	15	15
Close System File and Provided to Customer (Research Officer)	65	55	60	55	57	55	55	55	55	55
Total cycle time (min)	778	675	700	672	681	665	660	660	655	658
Total cycle time (min)	13	13	13	13	13	13	13	13	13	13
Save					36%					36%

CONCLUSION

- ✓ A prototype of ChaMS was successfully developed to automate the process of bookings and customer registrations.
- ✓ Provide better quality of registration service.
- ✓ Tracking of records can be done easily.

MARKETABILITY / COMMERCIALIZATION

- ChaMS is a simple system that able to customized based on the needs of small and medium enterprise.

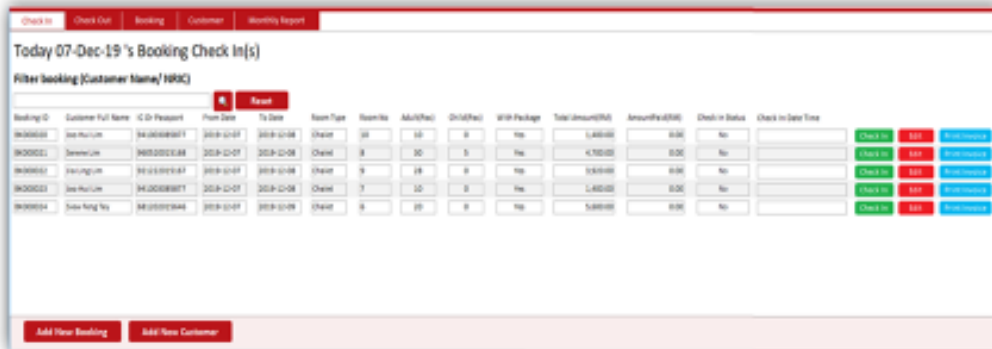




Chalet Management System

ITEX Exhibit Category:
Household & Office Products

INVENTION FEATURES



Booking ID	Customer Full Name	IC ID/Passport	From Date	To Date	Room Type	Room No.	Multi(Paid)	Chk(Paid)	WiFi Package	Total Amount (RM)	Amount Paid (RM)	Check in Status	Check in Date Time
BK00001	Jee Hui Lun	94300989871	2019-12-07	2019-12-08	Chalet	10	10	0	Yes	4,400.00	0.00	No	
BK00002	Jee Hui Lun	94300989871	2019-12-07	2019-12-08	Chalet	8	10	0	Yes	4,700.00	0.00	No	
BK00003	Jee Hui Lun	94300989871	2019-12-07	2019-12-08	Chalet	9	10	0	Yes	5,000.00	0.00	No	
BK00004	Jee Hui Lun	94300989871	2019-12-07	2019-12-08	Chalet	7	10	0	Yes	4,400.00	0.00	No	
BK00005	See Hong Yu	94300989871	2019-12-07	2019-12-08	Chalet	9	10	0	Yes	5,000.00	0.00	No	

Figure 1: Check in Interface for Customers

APPROACH

Rapid Applications Development



Create New Booking

Invoice/Customer: 30161216

Please search availability:

From Date: To Date:

Title:

Room No:

Room No:

WiFi Package:

Buttons: Search, Cancel, Add

Current Booking(s):

Booking ID	Room No	Room Type	Room No	Multi(Paid)	Chk(Paid)	Package	Total Amount
2019-12-07	BK0001	2019-12-07	2019-12-08	0	0	Yes	3,800.00

Figure 2: Interface for Create New Booking



Invoice

07-Dec-19 3:45:56 PM

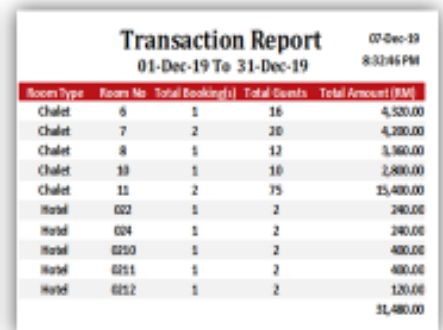
BK000020

Room No	Room Type	Quantity	Amount (RM)
Chalet Rooms No 10	Room with Package Included	07-Dec-19 To 08-Dec-19	
	Admin Fee	140.00	0%
	Chk Fee	200.00	0
			x1 Day(s)

Booked By: Jamal bin

Payment Total: RM 1400.00

Figure 3: Invoice Report



Transaction Report

07-Dec-19 8:32:46 PM

01-Dec-19 To 31-Dec-19

Room Type	Room No	Total Booking(s)	Total Guests	Total Amount (RM)
Chalet	6	1	16	4,500.00
Chalet	7	2	20	4,200.00
Chalet	8	1	12	3,300.00
Chalet	10	1	10	2,800.00
Chalet	11	2	75	15,400.00
Hotel	002	1	2	240.00
Hotel	004	1	2	240.00
Hotel	0250	1	2	400.00
Hotel	0251	1	2	400.00
Hotel	0252	1	2	120.00
				31,480.00

Figure 4: Transaction Report

General

Ts. Dr. Lee Khai Loon cipta sistem pengurusan chalet berasaskan reka bentuk khas untuk industri perhotelan

10 May 2021

GAMBANG, 10 Mei 2021 - Penyelidik dan pensyarah Fakulti Pengurusan Industri (FPI), Universiti Malaysia Pahang (UMP), Ts. Dr. Lee Khai Loon, 34, telah mencipta produk penyelidikan iaitu

ChaMs.

Menurut anak kelahiran Pulau Pinang ini, ChaMS adalah sistem pengurusan chalet berasaskan reka bentuk khas untuk perusahaan kecil dan sederhana (PKS) dalam industri perhotelan.

“Ia adalah perisian yang mudah digunakan dan melibatkan kos yang rendah serta berpatutan untuk PKS.

“Selain itu, ia juga mesra pengguna dan hanya memerlukan kemahiran komputer yang minimum daripada pengguna.

“Prototaip ChaMS dihasilkan dengan menggunakan teknik *Rapid Application Development (RAD)* melalui Microsoft Access,” katanya.

Tambah beliau lagi, ChaMS dapat meningkatkan ketepatan dan kecekapan data malahan mampu mempercepatkan masa pemprosesan.

“Dalam masa yang sama ia turut meningkatkan prestasi operasi dan kepuasan pelanggan secara keseluruhan berbanding dengan kaedah konvensional dalam memproses dan mengurus data.

“Penyelidikan ini dimulakan pada September 2019 dan disiapkan dalam masa setahun untuk trial run.

“Idea untuk menghasilkan kajian ini adalah berdasarkan pengalaman saya ketika menginap di beberapa chalet dan hotel yang kecil serta sederhana,” katanya.

Kajian beliau itu dijalankan bersama pelajar tahun akhir FPI, Lim Xue Ting.

Jelasnya lagi, ChaMS mengautomatiskan proses pengurusan data pelanggan iaitu termasuklah pengurusan tempahan, pendaftaran, pembayaran, mencetak invois, dan menghasilkan laporan transaksi.

“Reka bentuk ChaMS semasa memberi tumpuan kepada pengurusan dalaman.

“Oleh itu, langkah seterusnya adalah menggabungkan fungsi laman sesawang untuk membolehkan interaksi langsung dengan pelanggan.

“ChaMS menawarkan harga tawaran RM500 sekali beli dan dibuat berdasarkan keperluan pengguna,” katanya.

Penyelidikan ini pernah mendapat pingat emas dalam pameran Citrex 2020 dan ITEX 2020.

Disediakan Oleh: Hafizatulazlin Abdul Aziz dan Nur Hartini Mohd Hatta, Penerbit UMP

