




**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.

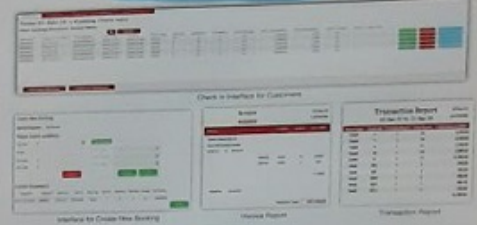
- RESEARCH OBJECTIVES**
- 01 To investigate the factors that affecting poor customer satisfaction in ABC Chalet.
  - 02 To enhance the registration process lead time of ABC Chalet by a prototype of ChaMS.
  - 03 To improve customer's data accuracy and efficiency of ABC Chalet by a prototype of ChaMS.



FACULTY OF INDUSTRIAL MANAGEMENT




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3. Time Study

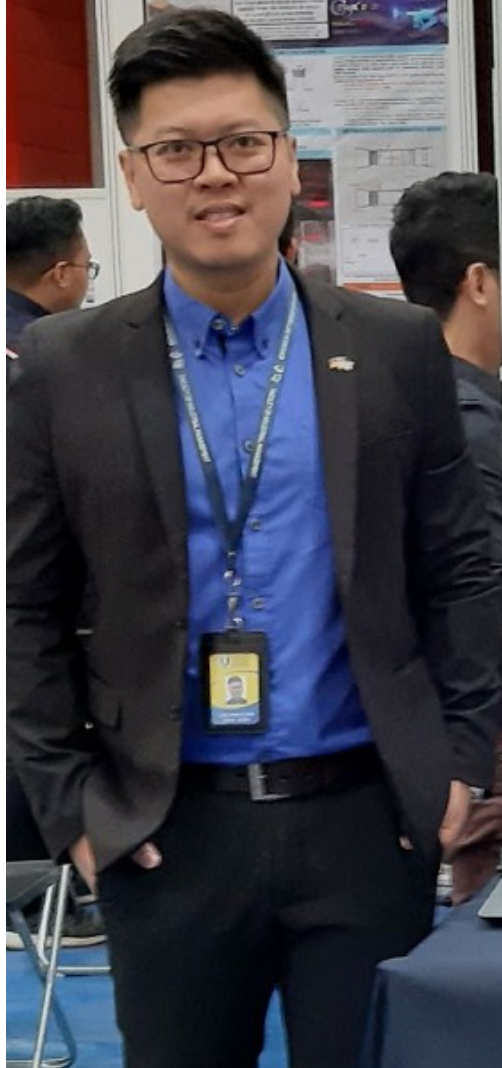
Time Study (Customer Reserved Earlier)	Current Cycle Time (min)					By using ChaMS				
	1	2	3	4	Avg	1	2	3	4	Avg
Customer Check in (Research Officer)	85	90	120	82	89	80	85	100	82	87
Creating to Customer (Research Officer)	28	45	30	24	32	28	28	30	25	28
Printed Customer IC card (Research Officer)	200	180	180	170	183	175	175	175	175	175
Carried the items with Customer (Research Officer)	30	25	35	35	31	30	25	30	25	28
Left the items at Customer (Research Officer)	65	60	25	60	53	55	50	55	50	53
Calculate the total (Research Officer)	70	35	17	15	44	40	35	40	35	38
Called the staff from Customer (Research Officer)	110	90	135	117	113	95	90	100	110	100
Wrote the registration in manual record book (Research Officer)	18	15	18	14	16	15	15	15	15	15
Close System File and Provided to customer (Research Officer)	65	57	60	57	58	55	57	60	57	57
Total cycle time (min)	778	779	779	779	779	779	779	779	779	779
Total cycle time (min)	13	13	13	13	13	13	13	13	13	13
Save										

**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.



**ITEX'20**  
31ST INTERNATIONAL INVENTION, INNOVATION & TECHNOLOGY EXHIBITION, MALAYSIA

CONCURRENT EXHIBITION  
**WYIE** MALAYSIA INVENTION EXHIBITION

INCORPORATING  
**AYIE** MALAYSIA INVENTION EXHIBITION  
**MYIE** MALAYSIA INVENTION EXHIBITION

NEW UPDATE!

**20 • 21**  
NOVEMBER 2020

KUALA LUMPUR  
CONVENTION CENTRE,  
MALAYSIA

**ASIA'S LEADING  
INVENTION, INNOVATION &  
TECHNOLOGY EXHIBITION**



**Chalet Management System**

ITEX Exhibit Category:  
**Household & Office Products**



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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**

