



HygieiaHub

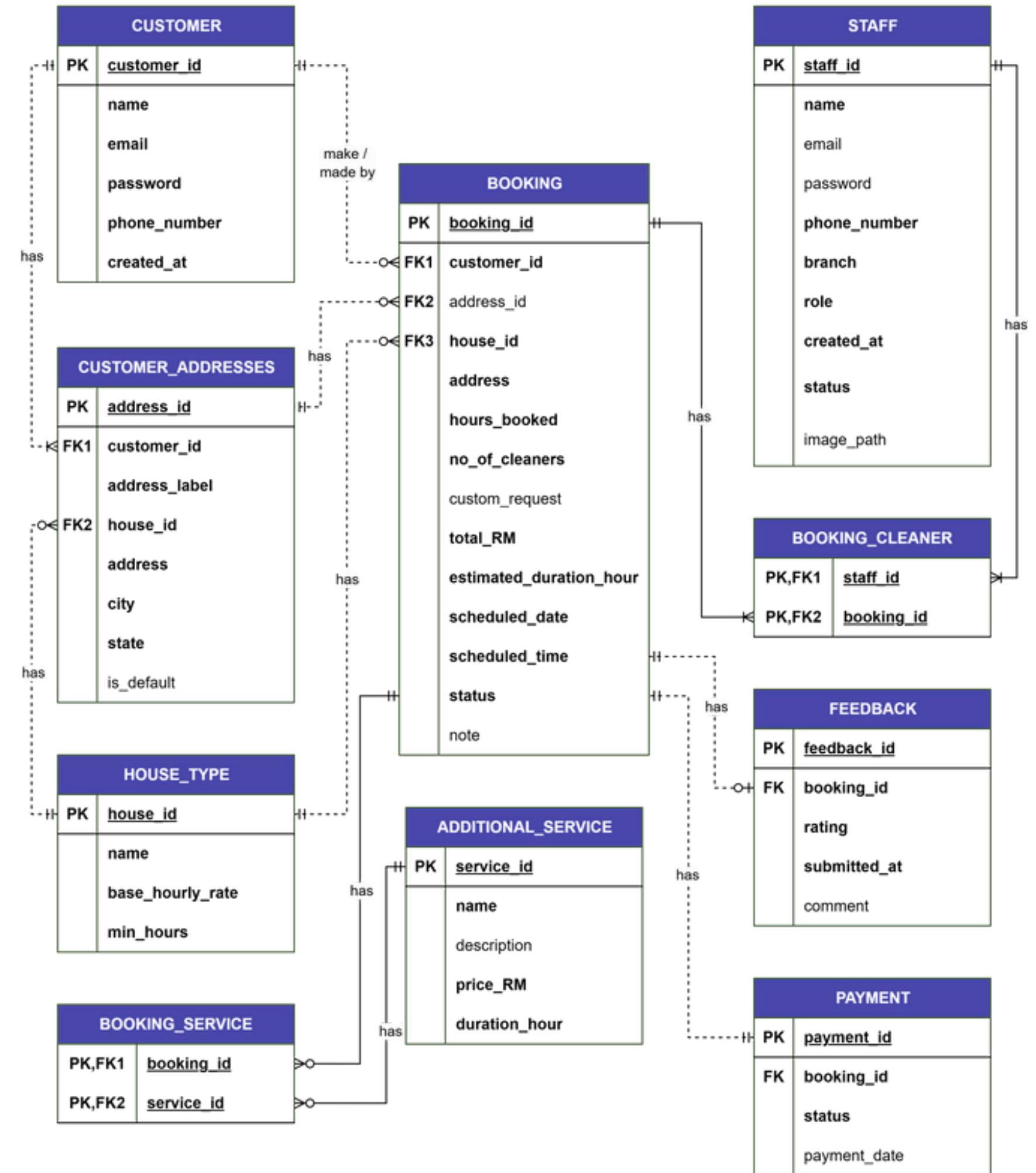
Booking & Cleaning Service pt. 2

by. Nur Shahira Atilia Binti Zainuddin



Improvement

ERD



Feature

Bookings page

Customer

Customer may save more than one address.

Book Now page

Address *

Primary: 99, Taman Desa Duranta, Seremban, Negeri Sembilan

Select an address

- Primary: 99, Taman Desa Duranta, Seremban, Negeri Sembilan
- Mom's House: 23, Taman Kelana, Batu Berendam, Melaka

Your Addresses

Primary	Default	<input type="button" value="Delete"/>
99, Taman Desa Duranta, Seremban, Negeri Sembilan		
Mom's House	<input type="button" value="Set Default"/>	<input type="button" value="Delete"/>
23, Taman Kelana, Batu Berendam, Melaka		

Add New Address

Address Label (e.g., Home, Work)

House Type

House Type

Address

State

State

City

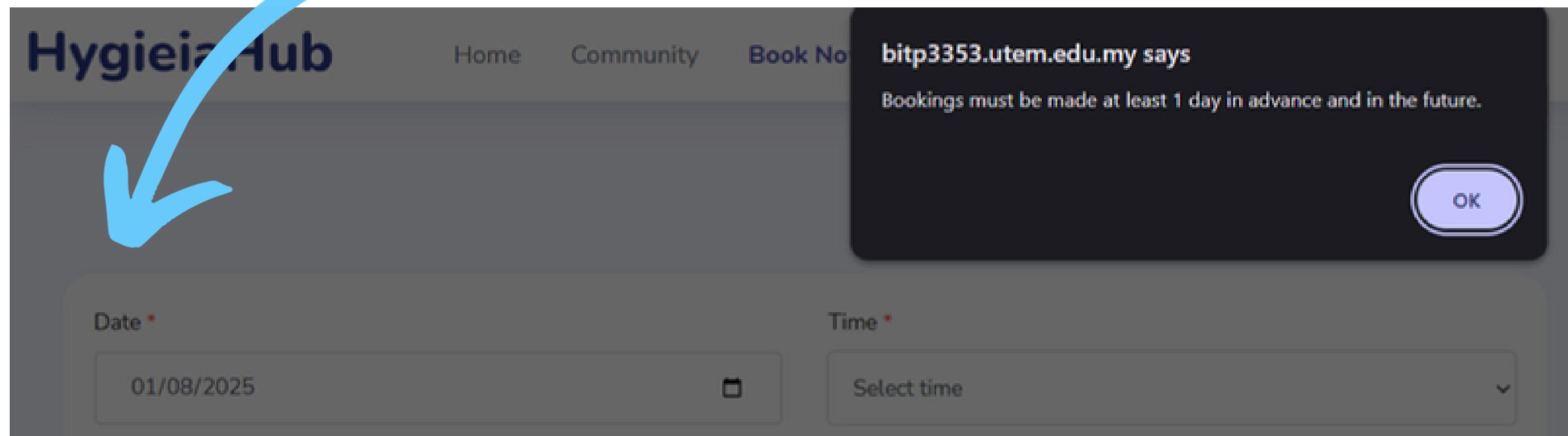
Set as default address

Add Address

Customer

Booking date can be reserved at most 1 month before.

booking date made more than one month after current date



Book Now page

Customer / Staff

Profile picture of cleaner added.

Manage Staff page

Cleaner Photo

No file chosen

Only for cleaners. Max size 2MB. Allowed formats: JPG, PNG.

Bookings page

Cleaners



Cleaner Lee Wang



Cleaner Faizul



Staff

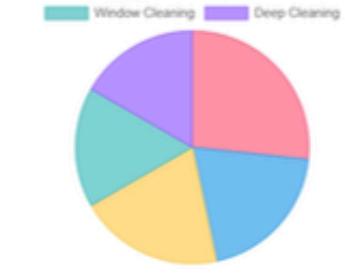
Add staff performance and service utilization performance.

Service Utilization page

Service Utilization Report
Branch: Seremban

Search by: Monthly June, 2025

Top Services



Pet Area Cleaning Kitchen Deep Clean Carpet Shampooing
Window Cleaning Deep Cleaning

Service Summary

Total Services	Total Revenue
10	RM 2,665.00

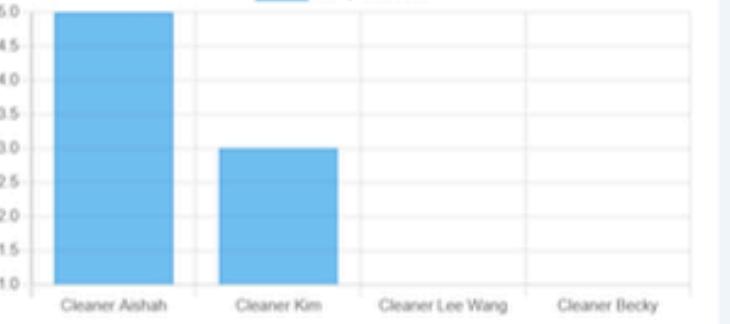
Service Utilization Details

Service Name	Times Booked	Total Revenue (RM)
Pet Area Cleaning	8	240.00
Kitchen Deep Clean	6	480.00
Carpet Shampooing	6	240.00
Window Cleaning	5	125.00
Deep Cleaning	5	600.00
Bathroom Intensive Clean	5	200.00
Post-Renovation Cleaning	2	360.00
Move In/Out Cleaning	2	300.00
Laundry	1	50.00
peter	0	70.00

Staff Performance Report
Branch: Seremban

Search by: Monthly June, 2025

Top Performers (Completed Jobs)



Completed Jobs

Cleaner Aishah	5
Cleaner Kim	3
Cleaner Lee Wang	1
Cleaner Becky	1

Performance Summary

Total Cleaners	Avg Rating
5	3.8

Staff Performance Details

Staff Name	Completed Jobs	Avg Rating	Hours Worked	Unique Customers
Cleaner Aishah	5	3.3	22.9	3
Cleaner Michael	3	4.5	11.2	3
Cleaner Kim	3	3.5	14.6	2
Cleaner Becky	1	4.0	3.3	1
Cleaner Lee Wang	1	0.0	3.3	1

Staff Performance page

User Feedback

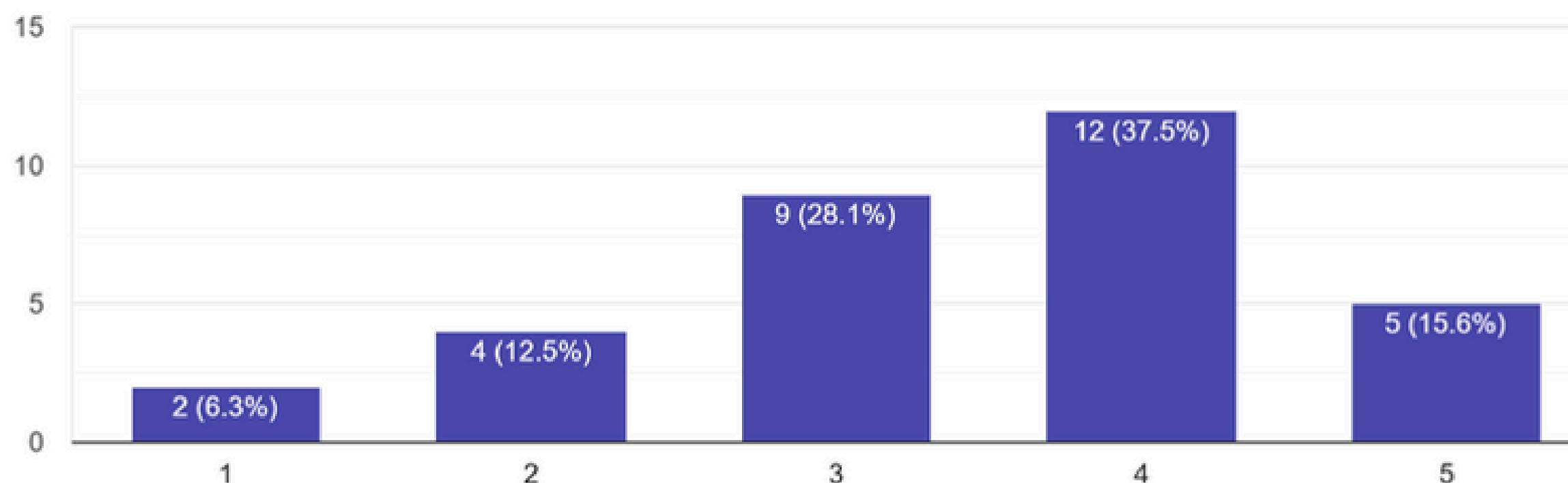
I think I would like to use this system frequently.

Average rating: 3.44

Most users selected “Agree,” indicating a positive attitude toward regular use. Low disagreement suggests strong adoption potential.

1. I think I would like to use this system frequently.

32 responses



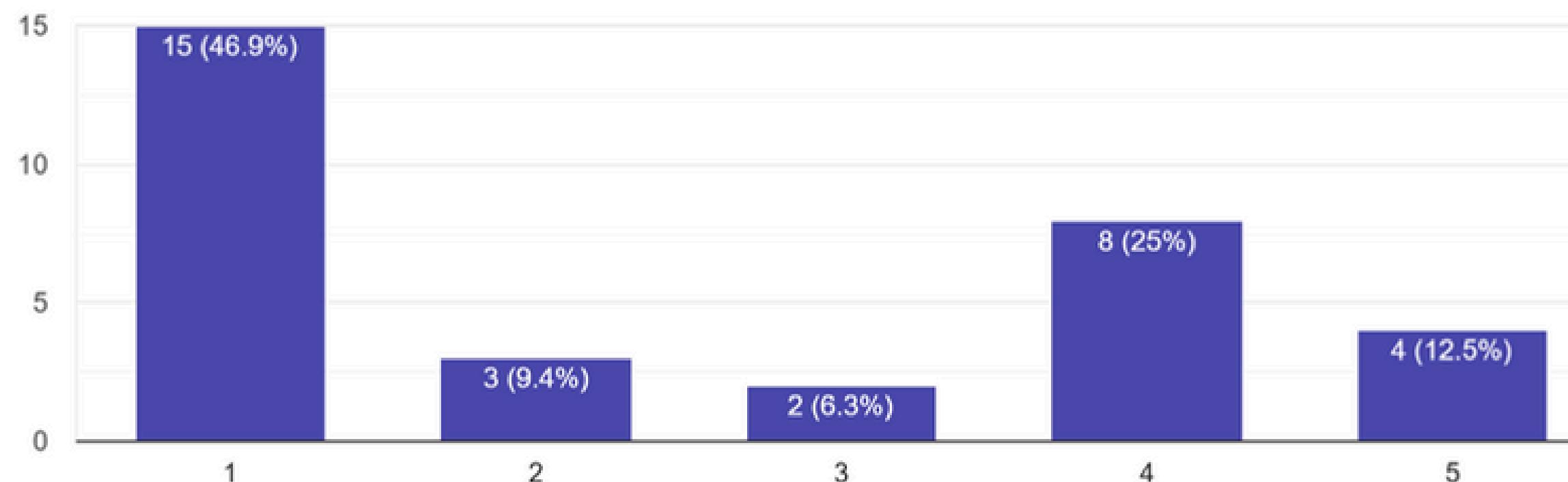
I found the system unnecessarily complex.

Average rating: 2.47

Majority chose “Strongly Disagree,” showing that users did not perceive the system as overly complex. A few higher ratings suggest minor usability challenges for some.

2. I found the system unnecessarily complex.

32 responses



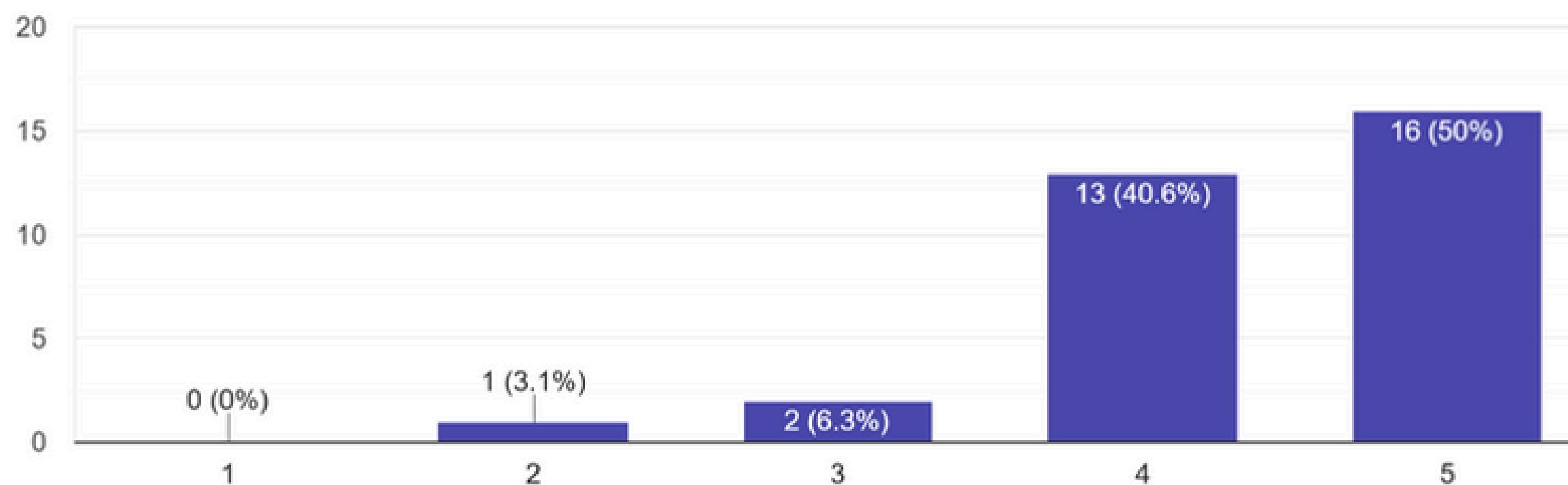
I thought the system was easy to use.

Average rating: 4.38

Strong positive feedback, with most users rating 4 or 5. Confirms that the system is intuitive and user-friendly.

3. I thought the system was easy to use.

32 responses



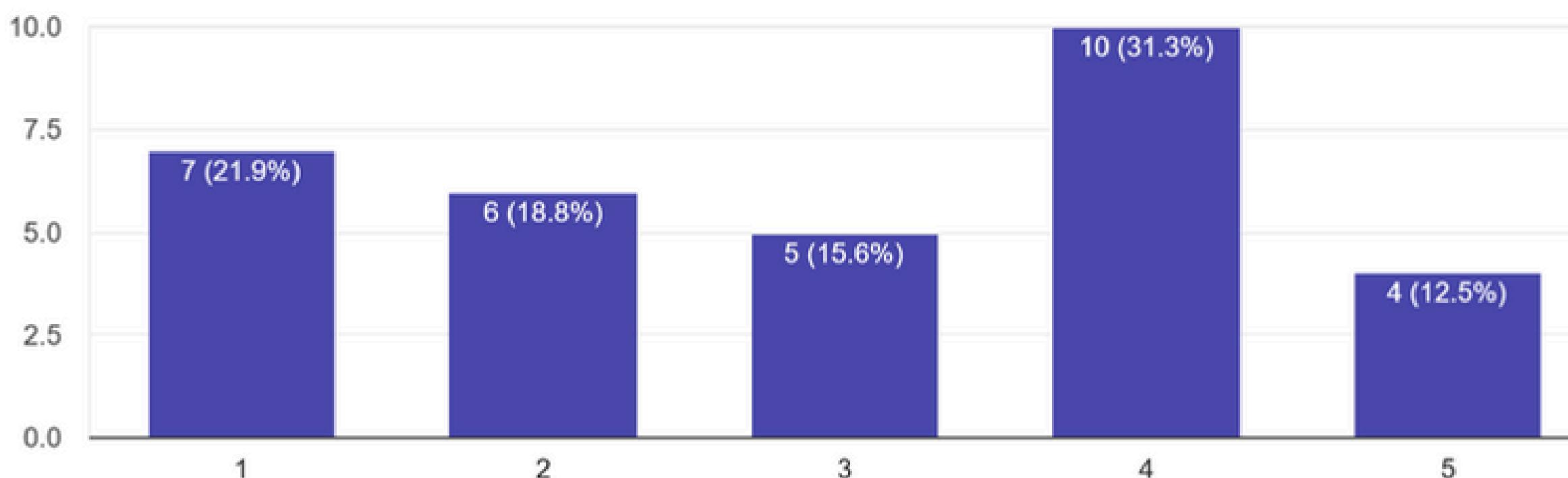
I think that I would need the support of a technical person to use this system.

Average rating: 2.94

Responses were mixed. While many felt confident using the system independently, some users still anticipated needing technical assistance.

4. I think that I would need the support of a technical person to use this system.

32 responses



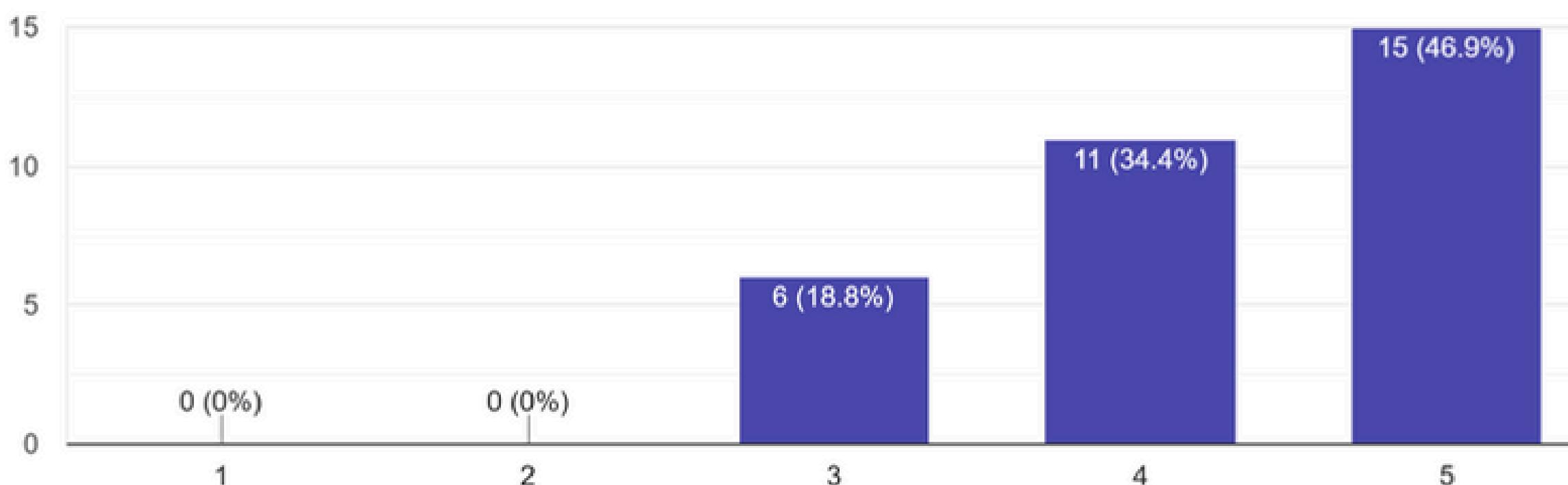
I found the various functions in this system were well integrated.

Average rating: 4.28

Most users agreed that features are smoothly integrated. Very few negative responses indicate strong system cohesion.

5. I found the various functions in this system were well integrated.

32 responses



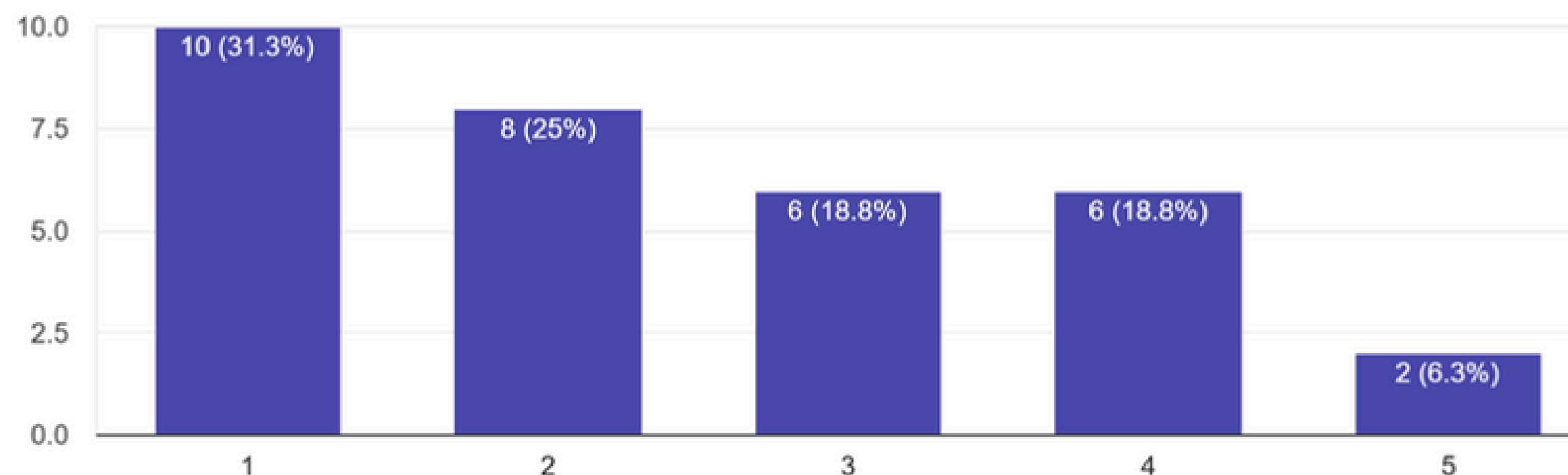
I thought there was too much inconsistency in this system.

Average rating: 2.44

Majority disagreed, suggesting the system feels consistent and coherent. A few higher scores point to minor areas for refinement.

6. I thought there was too much inconsistency in this system.

32 responses



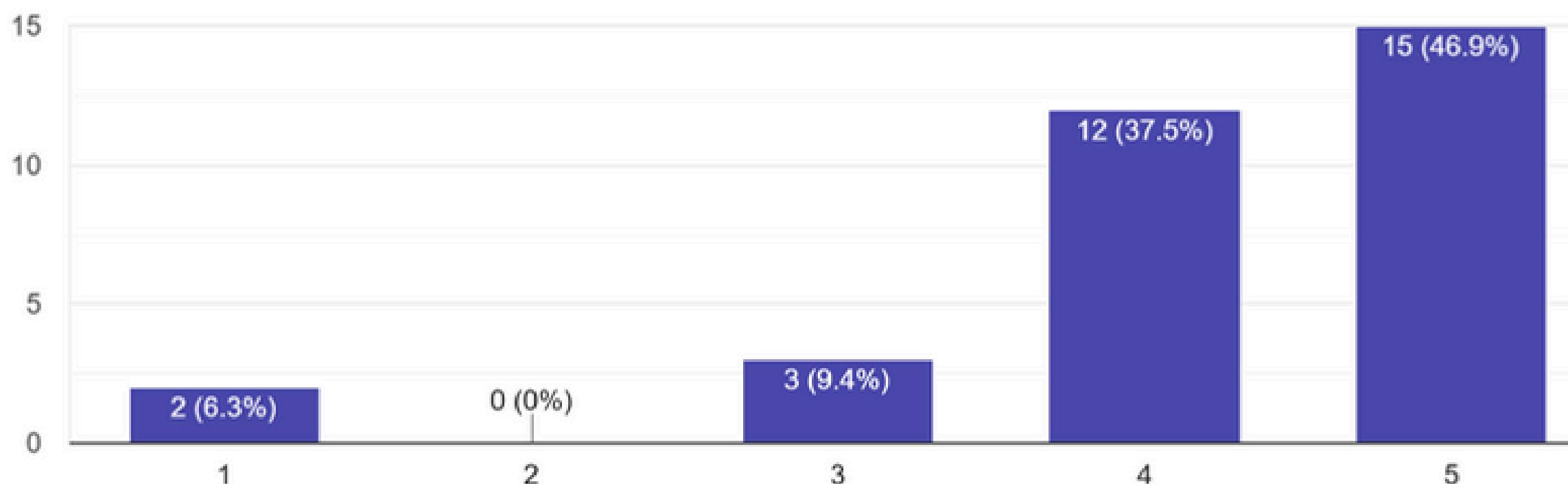
I would imagine that most people would learn to use this system very quickly.

Average rating: 4.19

High confidence in ease of learning. Most users believe new users can adapt quickly.

7. I would imagine that most people would learn to use this system very quickly.

32 responses



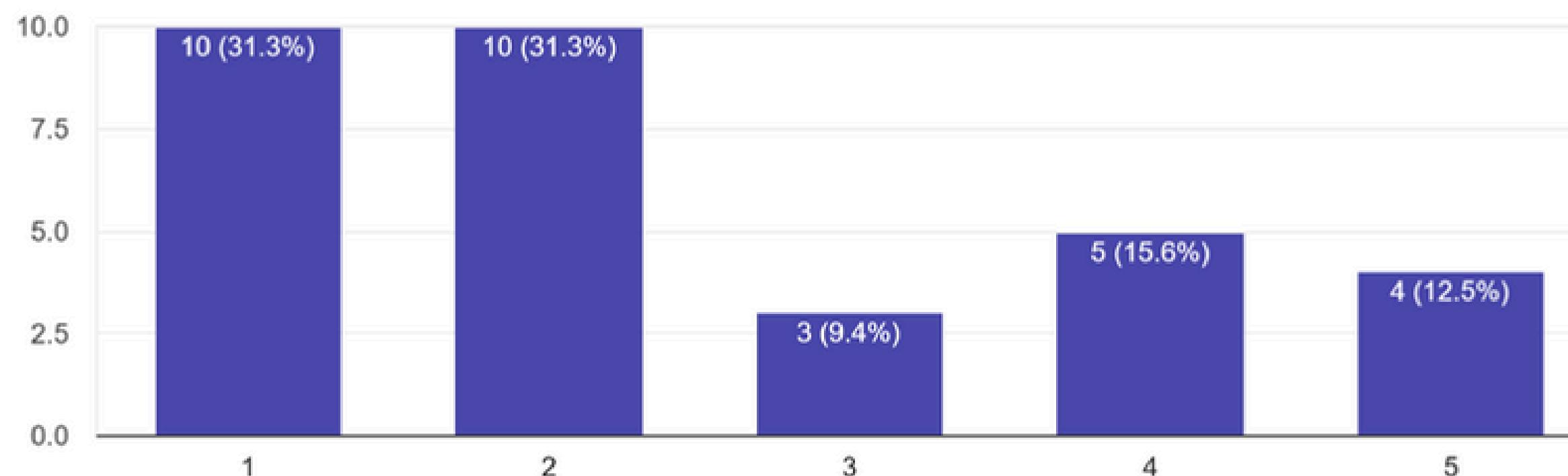
I found the system very cumbersome to use.

Average rating: 2.47

Most users disagreed, indicating that the system is generally smooth to operate. A few felt certain workflows could be improved.

8. I found the system very cumbersome to use.

32 responses



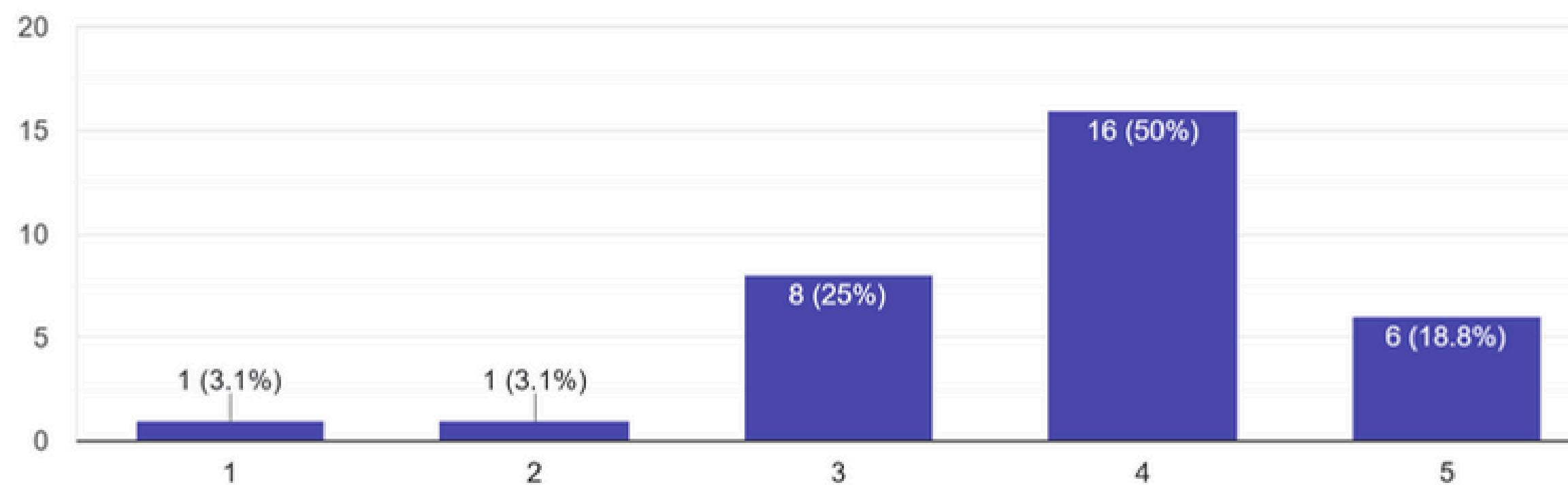
I felt very confident using the system.

Average rating: 3.78

Users generally felt confident, though slightly less than in Q3 and Q7. Suggests room for added guidance or reassurance.

9. I felt very confident using the system.

32 responses



I needed to learn a lot of things before I could get going with this system.

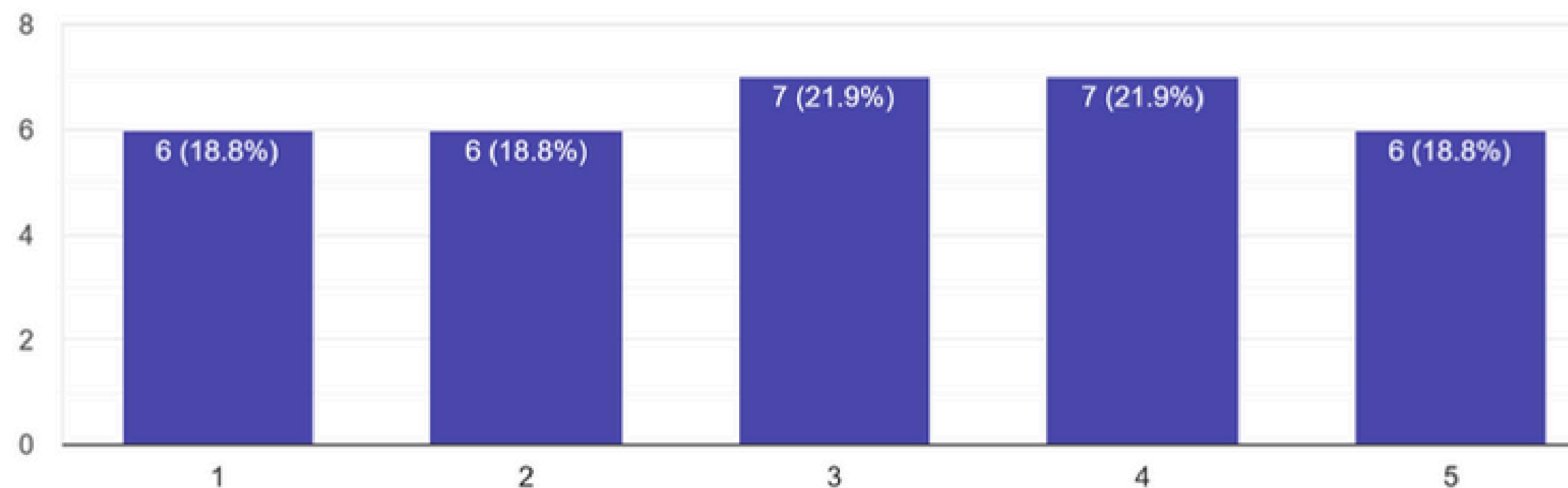
Average rating: 3.03

Mixed feedback. Some users found onboarding smooth, while others experienced a learning curve.

Indicates potential for improving first-time user experience.

10. I needed to learn a lot of things before I could get going with this system.

32 responses



Achievement

Objective

Establish a well-organized and intuitive booking system that simplifies scheduling, minimizes overlaps, and helps customers easily reserve available cleaning slots.

Introduce a dependable tracking feature that keeps customers informed about their service status while helping staff effectively manage and coordinate operations.

Create a comprehensive analytics and reporting tool that delivers actionable insights on demand patterns, peak usage periods, and customer behavior to support informed service enhancements.



Built locally (XAMPP) → deployed to remote server for real-world testing



Limitations

Limited timeframe → advanced features (recurring bookings, cleaner ratings) not implemented

Designed for single-provider only → not scalable for franchises

No real-time notifications or reminders

Staff interface limited to admin functions (no cleaner dashboards)

Only supports Cash on Delivery (COD) payment

Future Work

Add recurring bookings
(weekly/monthly)

Staff dashboards with task
management & reminders

Customer feedback on individual
cleaners

Multi-provider support for franchises

Online payment gateways (digital
transactions)

Push notifications & email reminders

Optimized for mobile accessibility

Thank You