

**HygieiaHub**

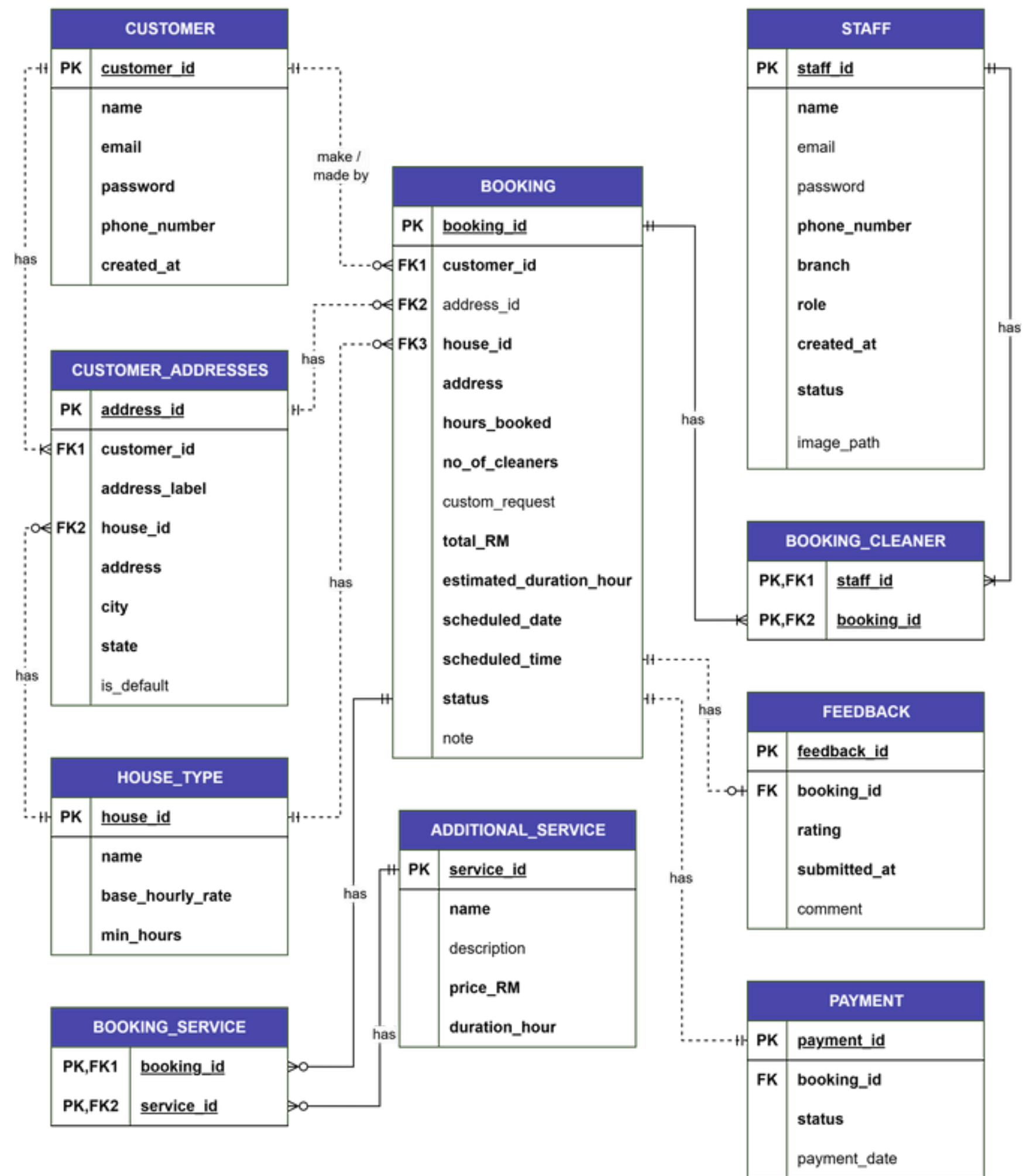
# **Booking & Cleaning Service pt. 2**

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# Improvement

**ERD**



# Feature

# 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

## Bookings page

### Your Addresses

Primary **Default**

99, Taman Desa Duranta, Seremban, Negeri Sembilan

Delete

Mom's House

23, Taman Kelana, Batu Berendam, Melaka

Set Default

Delete

### Add New Address

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

House Type

Address

State

City

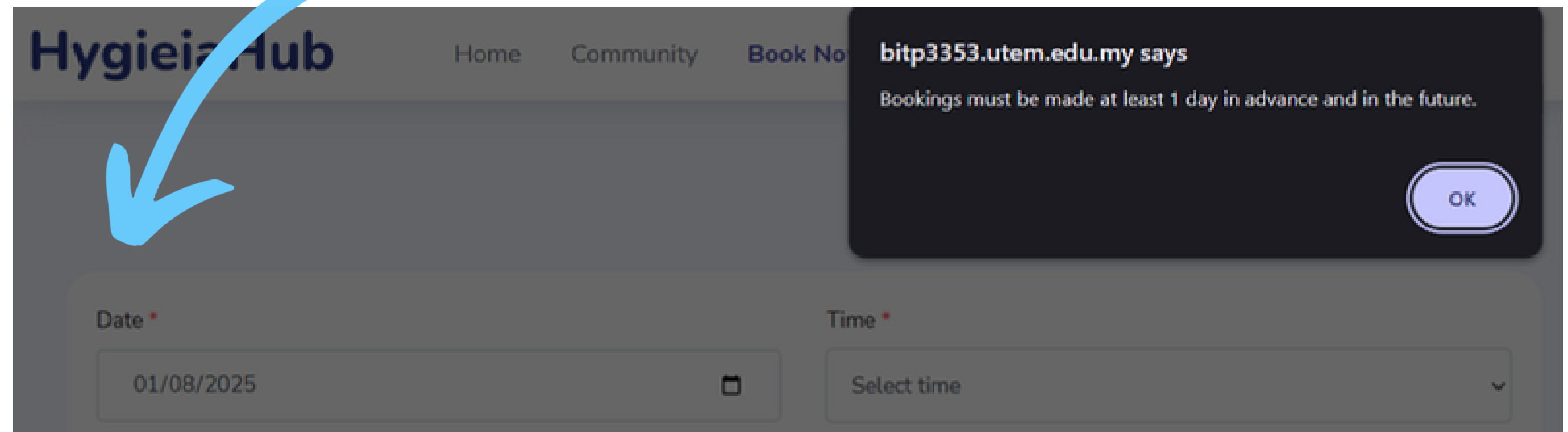
☐ Set as default address

Add Address

## Customer

Booking date can be reserved at most 1 month before.

booking date made more than one month after current date



The screenshot shows the 'Hygieia Hub' interface. At the top, there are navigation links: 'Home', 'Community', and 'Book Now'. A dark error message box is displayed on the right side, stating: 'bitp3353.utem.edu.my says Bookings must be made at least 1 day in advance and in the future.' with an 'OK' button. Below the navigation, there are two input fields: 'Date \*' and 'Time \*'. The 'Date \*' field contains '01/08/2025' and has a calendar icon. The 'Time \*' field contains 'Select time' and has a dropdown arrow. A large blue arrow points from the text 'booking date made more than one month after current date' to the 'Date \*' field.

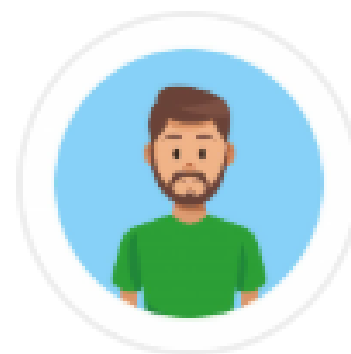
**Book Now page**

## Customer / Staff

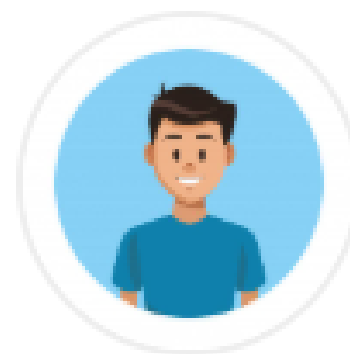
Profile picture of cleaner added.

## Bookings page

Cleaners



Cleaner Lee Wang



Cleaner Faizul

## Manage Staff page

Cleaner Photo

No file chosen

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

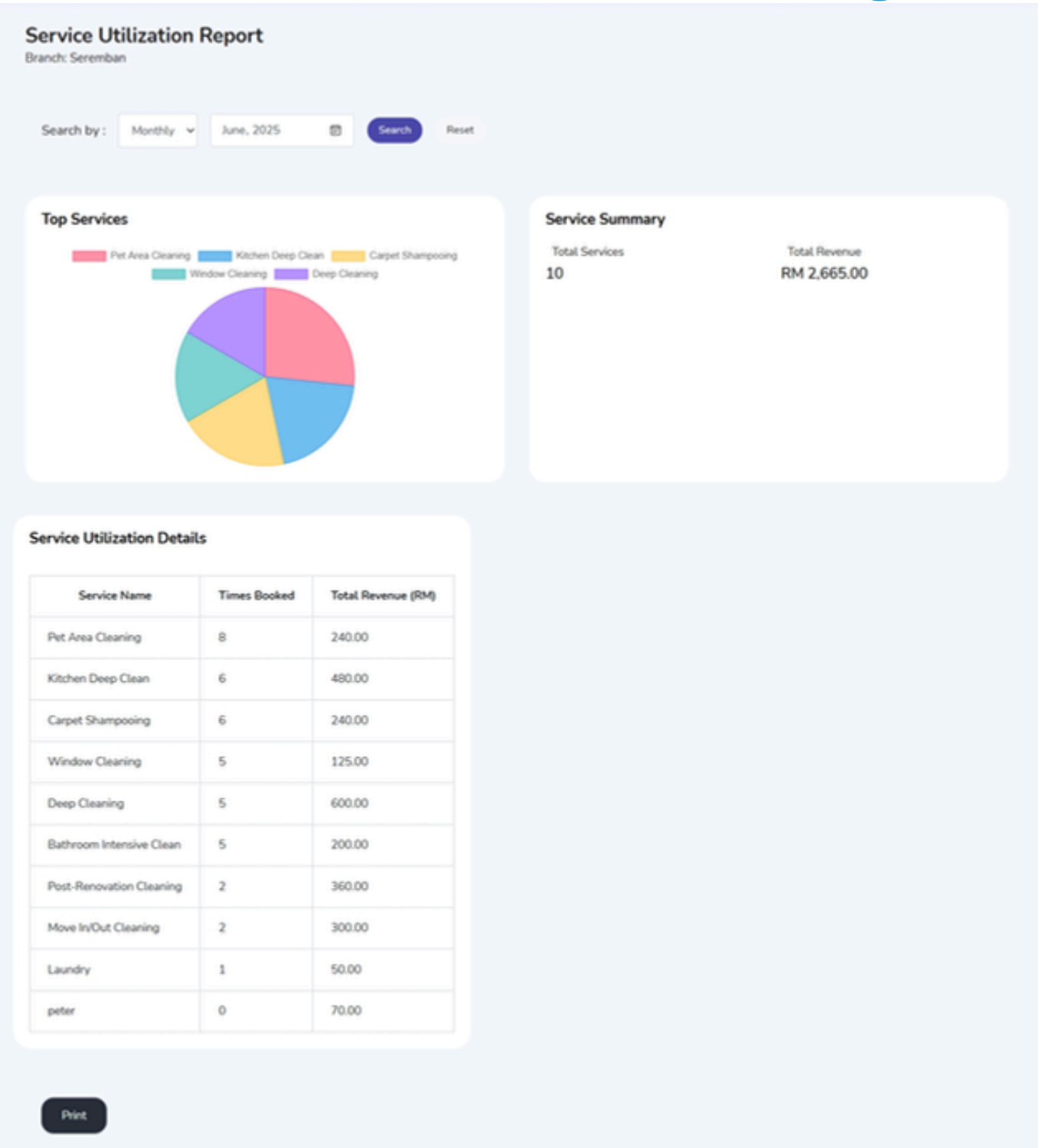




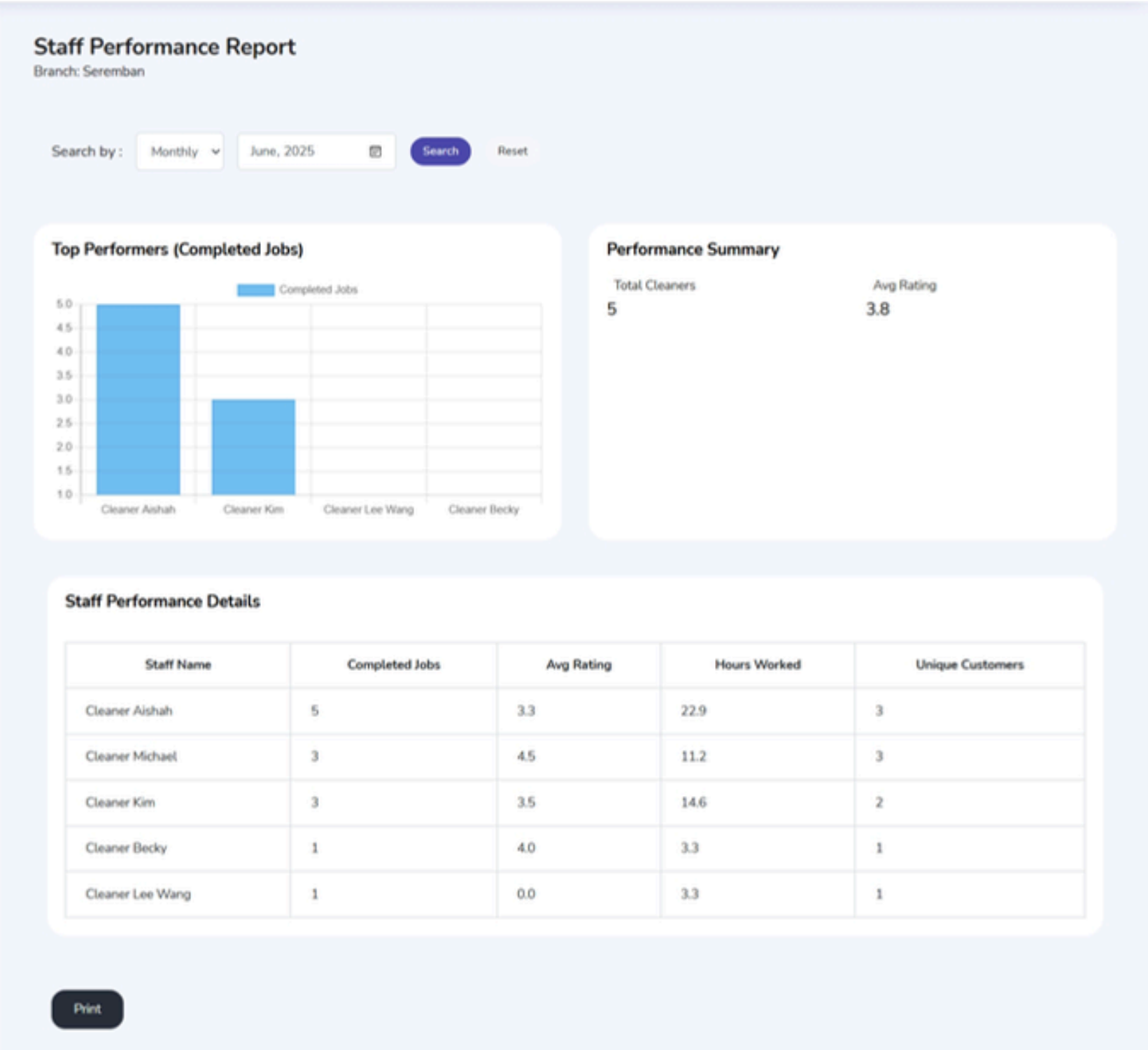
## Staff

Add staff performance and service utilization performance.

# Service Utilization page



# Staff Performance page



# User Feedback

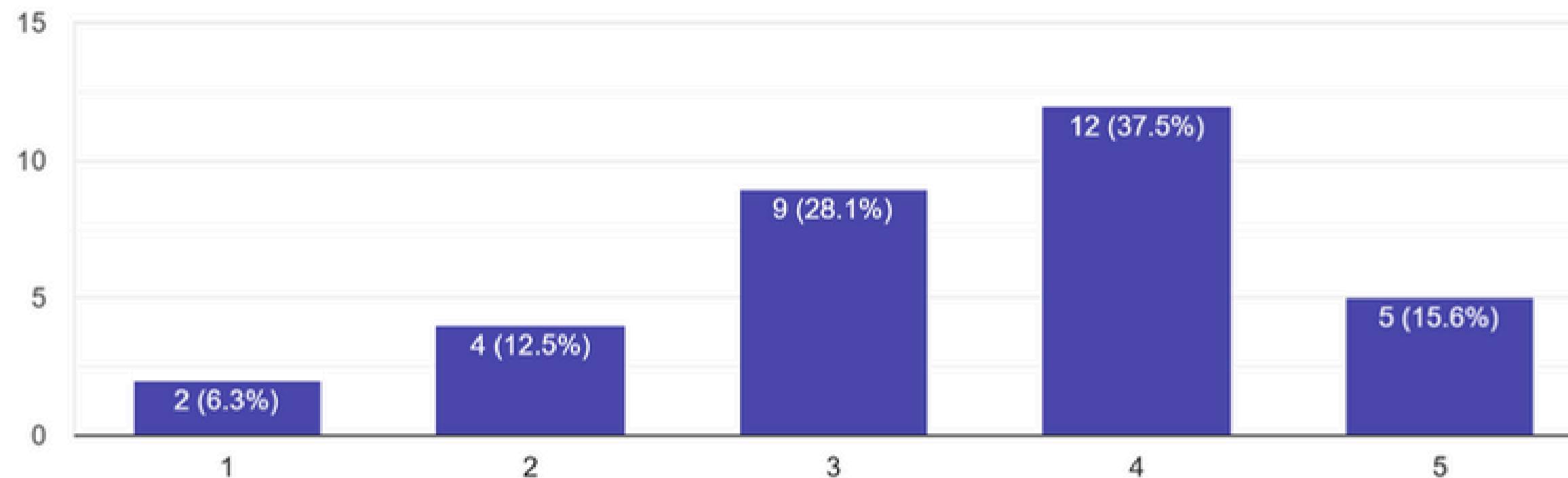
# I think I would like to use this system frequently.

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



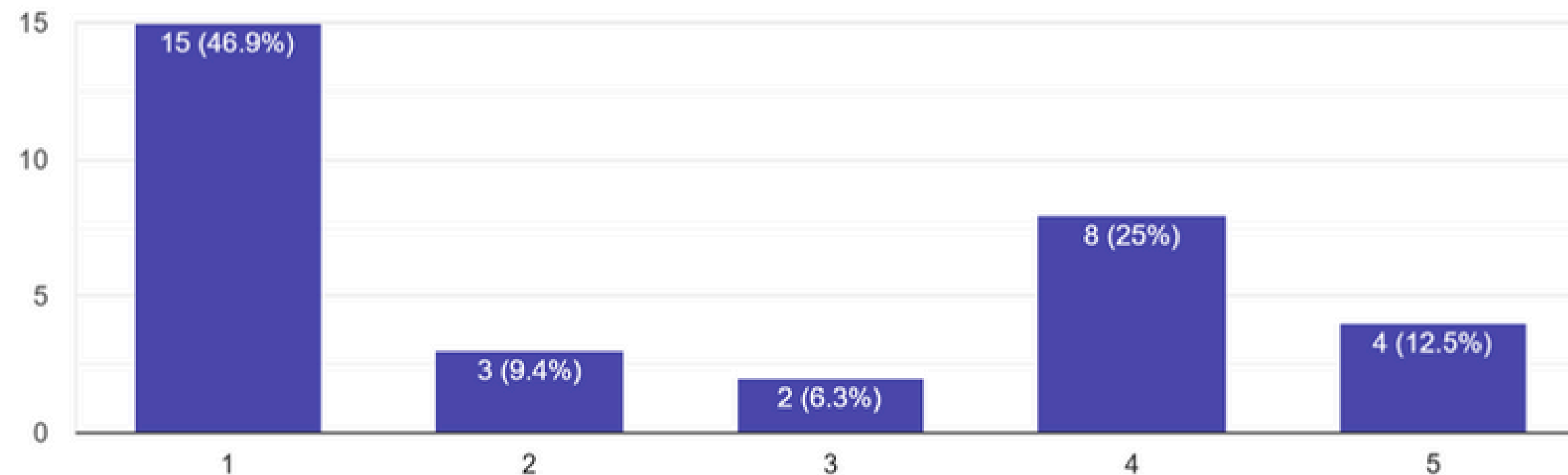
# I found the system unnecessarily complex.

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



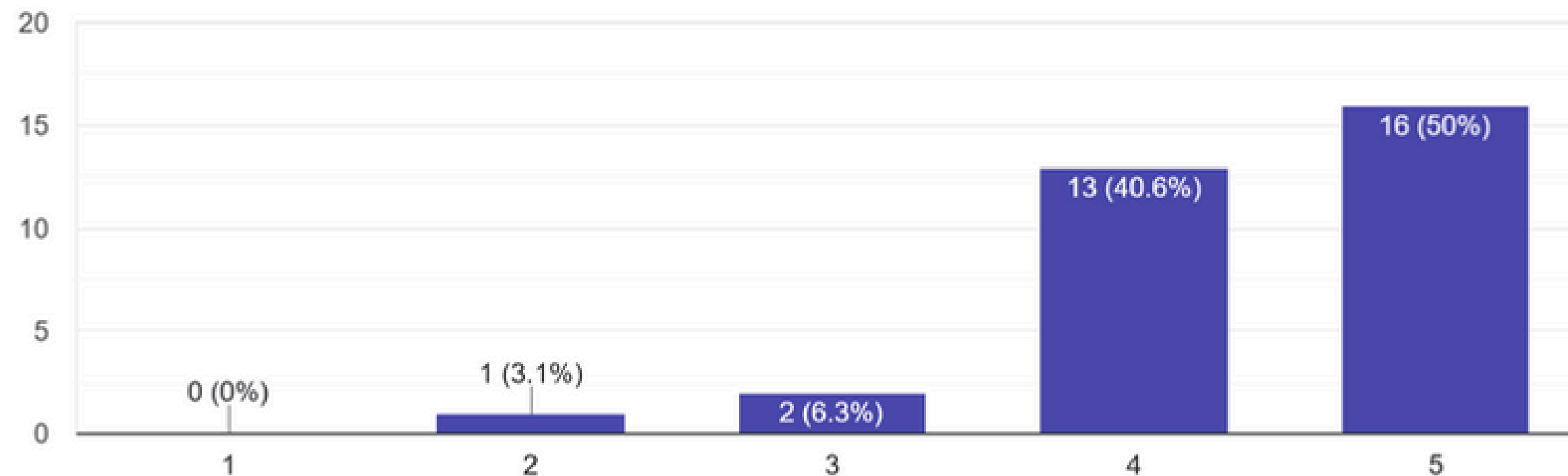
# I thought the system was easy to use.

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



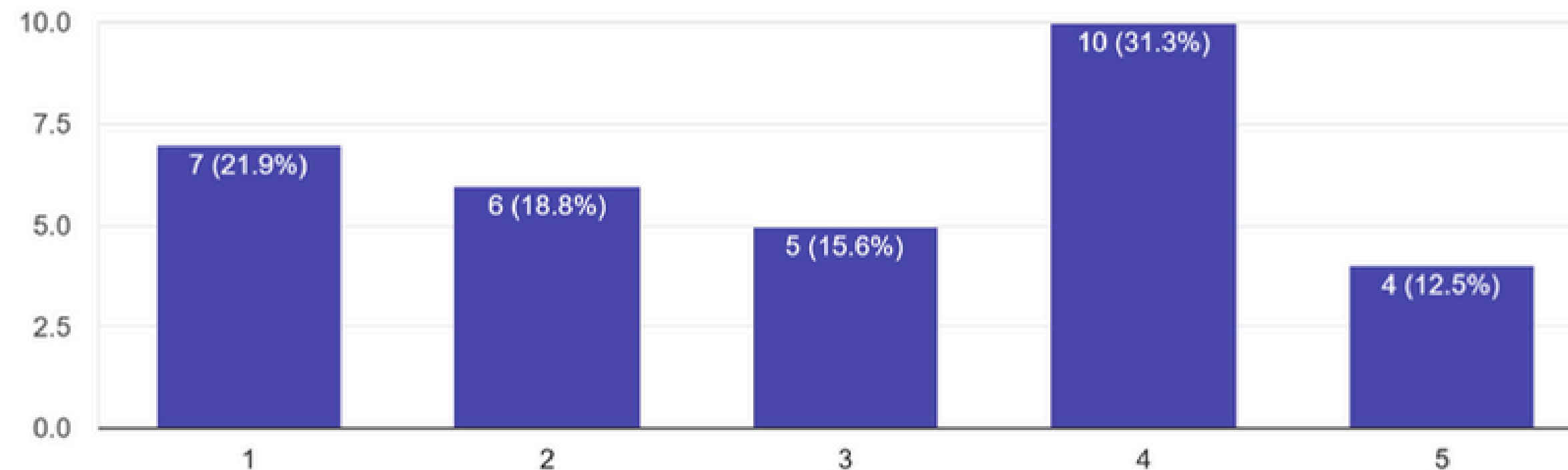
# I think that I would need the support of a technical person to use this system.

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



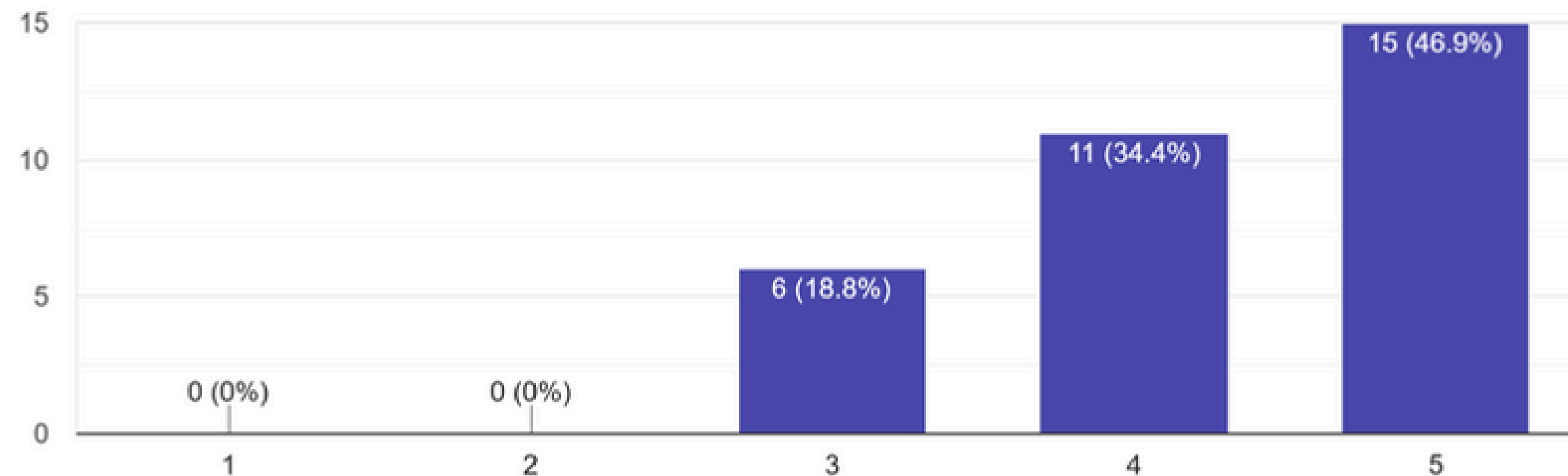
# I found the various functions in this system were well integrated.

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





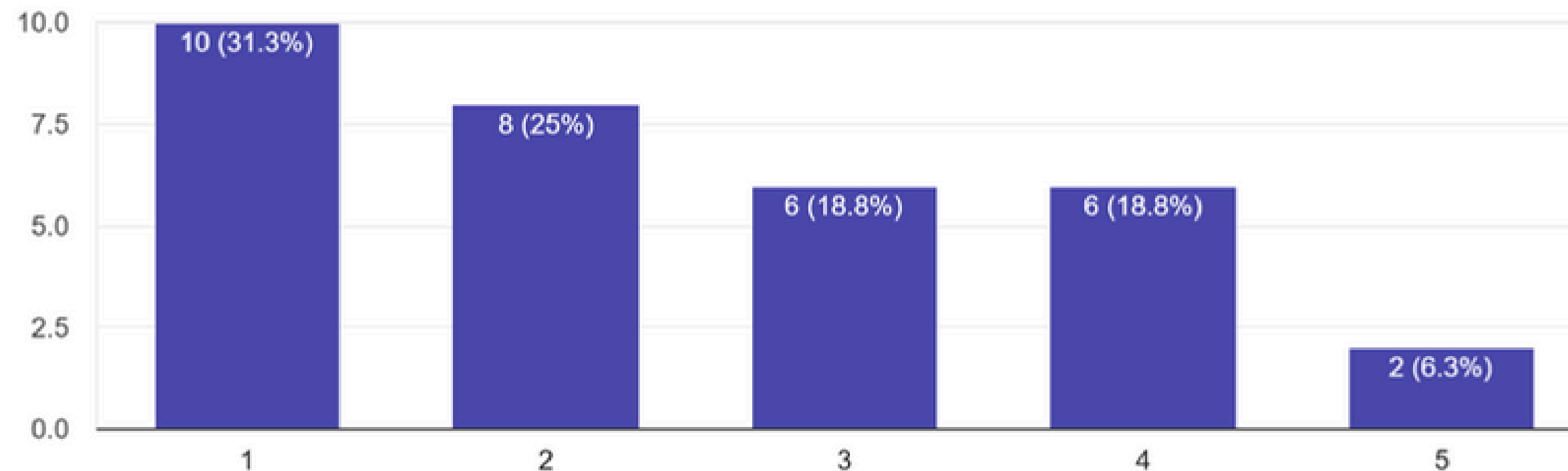
# I thought there was too much inconsistency in this system.

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



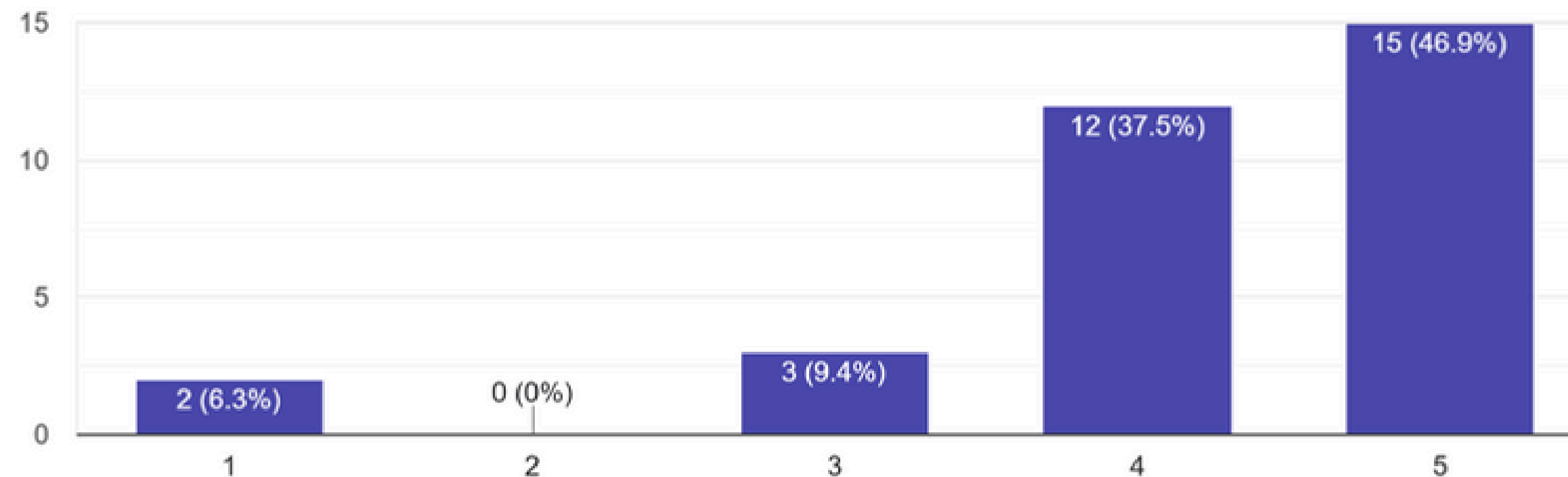
# I would imagine that most people would learn to use this system very quickly.

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



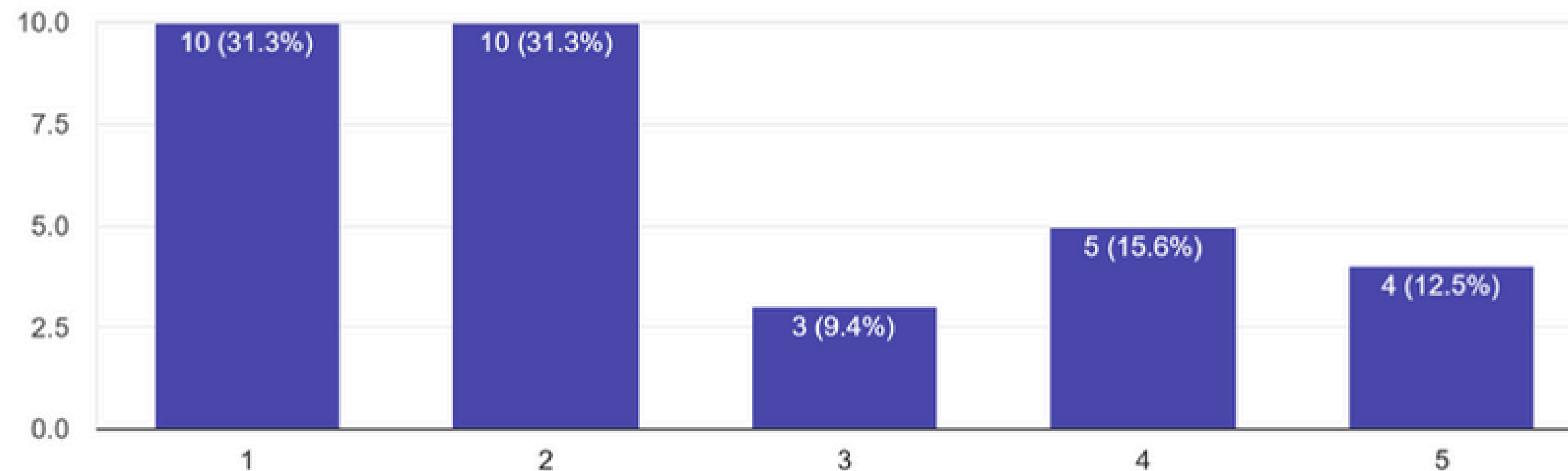
# I found the system very cumbersome to use.

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



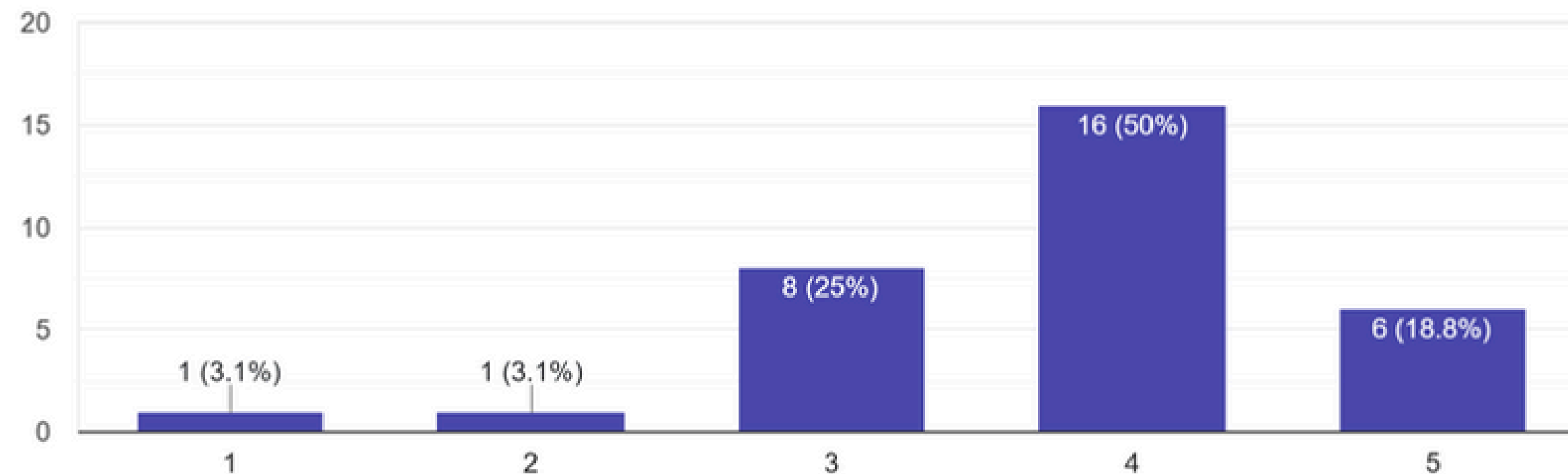
# I felt very confident using the system.

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



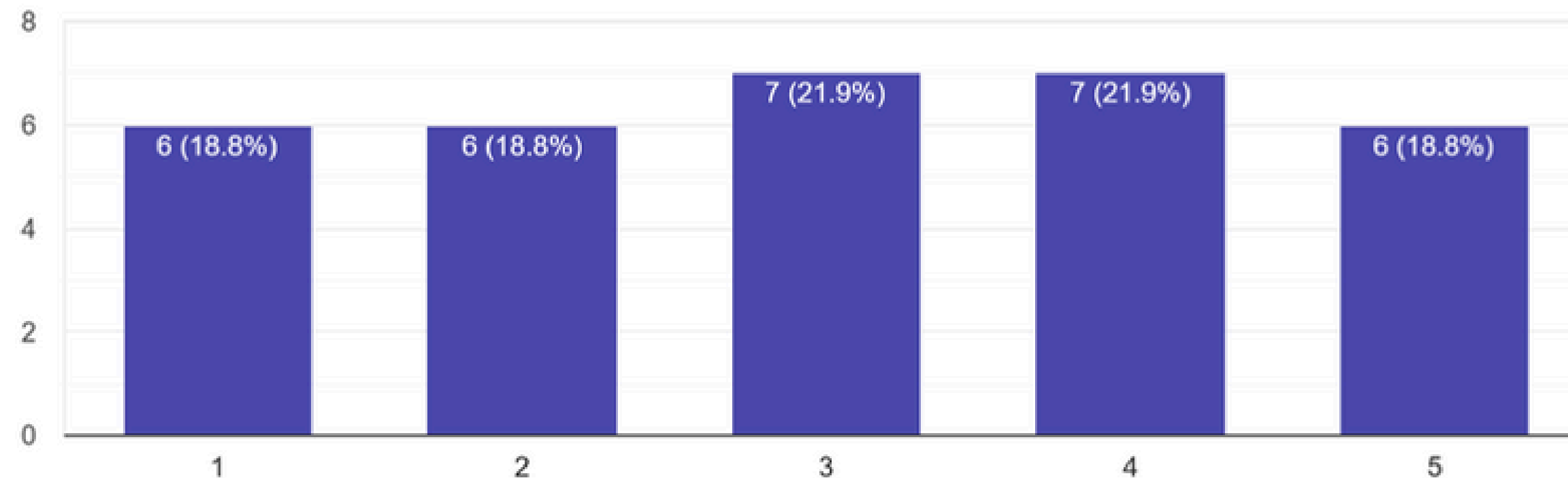
# I needed to learn a lot of things before I could get going with this system.

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**