

1.0 Introduction

In these fast-paced times, an efficient document management system (DMS) has become essential for every organization. An efficient DMS can significantly reduce the time required for document handling. However, some government agencies, such as **Lembaga Kemajuan Pertanian Kemubu (KADA)**, still face challenges with their DMS.

KADA representative Mr. Ahmad Rohailan Bin Hani stated that the agency still relies on the physical method of using physical forms for its document management. This leads to low efficiency and higher time consuming for users. Additionally, the current DMS lacks comprehensive reporting features necessary for conduct decision-making. As a result, the organization struggles to process documents efficiently and adapt to rapid changes in the information storage. The reliance on physical forms also increases the risk of document loss and makes data retrieval cumbersome.

Mr. Ahmad Rohailan Bin Hani aims to enhance the current DMS to accelerate document processing and improve efficiency. Moreover, for the organization's better development, he hopes to integrate features such as a robust reporting system to facilitate decision-making. By implementing these improvements, KADA can streamline operations, reduce manual workload, and provide better services to its member.

2.0 Information Gathering Process

2.1 Method used

Our team, TechAway chose interviewing as the interactive method for the information gathering process.

For the interview preparation, we started by reading background information to have a better understanding of Lembaga Kemajuan Pertanian Kemubu (KADA). This is done by browsing through all the information featured on the official website. Next, we listed our interview objectives to make sure the interview does not divert from the issues that need to be addressed. Then, we decided on whom we are going to interview. Lastly, we prepared both open-ended and close questions for our interview session.

Dr. Iqbal and Dr. Aryati assisted us in arranging an interview session with KADA's representative, Mr. Ahmad Rohailan Bin Hani through the Webex platform on May 14, which took place at the Hyflex Classroom, N28a Level 1, Faculty of Computing. Through this interview, we identified the limitations of the current system and specific requirements of our client to reduce workload. During the Q&A session after the interview, Mr Ahmad cleared our doubts by providing detailed insights regarding the system to be proposed by us.

2.2 Summary from method used

In conclusion, having an interview with our client is important to collect data and information on human and system requirements. Below are examples of the two types of questions types used in the interview.

Example of close-ended questions

1. Does one need to wait until their retirement before they can withdraw their dividend?

Answer: No

2. Did KADA receive any complaints regarding the current system implemented?

Answer: No

3. For the current system in use, will the records filled in the forms be uploaded to online storage or the forms will be physically stored?

Answer: They will be physically stored

Example of open-ended question

4. What details need to be included in the annual report besides the success rate of application?

Answer: Financial report and report of every activity held that year.

5. What is the main agenda of KADA to upgrade the current system?

Answer: Upgrade the current system into an online system which enables checking of loan balance and account details.

6. If the members want to check their savings details or annual report, how they can obtain these information?

Answer: They can contact the office