**INTERVIEW OUTLINE**

**Interviewee : SYAFIQ AMIRULLAH**

**Interviewer : IKHWAN MUHAMMAD BIN HILLMEE**

**Location :** Blok Y, YDK 1, Fakuliti Sistem Komputer dan Kejuruteraan Perisian, Universiti Malaysia Pahang, 26300 Gambang, Pahang.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Appointment Date :** 32/2/2012

**Objectives :**

1. To obtain the opinions and data about the e-ticketing flight and links the system between user and the web software.
2. To gain agreement in establishing the e-ticketing flight online services.
3. To search on what additional items to implement in the system.

**Reminders :**

**Agenda :**

**Introduction ( approximate time 2 minutes )**

**System Description ( approximate time 20 minutes )**

**Feasibility Assessment ( approximate time 20 minutes )**

**Management Issues ( approximate time 20 minutes )**

**General Observation :** En. Ikhwan seemed busy and probably need to call in a few days for follow up question since he only gave short answers.

**Unressolved Issues :** en. Ikhwan needs to look up developer managements and ability skills. Syafiq Amirullah raised the issue how to handle management time issues, but we did not have sufficient time to discuss.

**QUESTION FOR DEVELOPER**

**QUESTION 1**

**Question** : Have you used the an e-ticketing flight booking system ? If so, how often? Report on my product line weekly.

**Answer** : Yes. I have been using the system only for studying and analyzing purposes, not for travelling or booking a ticket.

**QUESTION 2**

**Question** : How long have you been assigned to build a system? In your record, how can you measure your feasibility on building a system?

**Answer** : Based on my experience, I have assigned this kind of system for quite a few. I do have some business friends that does this work frequently. By referring to other related e-ticketing systems, I can be guided with other builded e-ticketing system to ensure that my work doesn’t finish halfway. About the feasibility, I can ensure that this system will work great with the help of other e-ticketing systems because all of the systems are all the same except that we should have a little tweaks and differences on the interface and the system especially on the money transactions.

**QUESTION 3**

**Question** : Have you ever been guided with or have the experience on managing proper time when building a system?

**Answer** : Yes. My working environment helps on pushing me to have my work done in time when my senior colleagues have also helped me alot in this kind of situation.

**QUESTION 4**

**Question** : For you as a developer, what can you expect from a good user for you to make a quality and user-friendly system?

**Answer** : Our development depends on the user and client’s needs. We don’t highlight or expect high expectations from users and clients since we develop the system and we should be the one who delivers high satisfactions to the user and the clients. All systems on the e-ticketing flight booking should be user-friendly since it requires the user to interact with the system thus gain easy, simple and understandable process on the e-ticketing procedures.