UNIVERSITI TEKNOLOGI MARA

MOVIE TICKET MANAGEMENT SYSTEM

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LIST OF ABBREVIATIONS

ERD   Entity Relationship Diagram

UML   Unified Modelling Language

UI   User Interface

CHAPTER 1

INTRODUCTION

This chapter provides the background and rationale for the project. It gives details of how the process of reserving movie tickets works, followed by highlighting the problem statement that led to the cultivation of this project. Then, this chapter continues with the aim and objectives, before stating the scope and significance of the project. Lastly, it ends with a summary of this chapter.

1.1 Background of Project

Nowadays, movies play a vital role in society as a form of relaxation. Movies are made available to the public by the introduction of movie cinemas. Big cinemas, built for the purpose of allowing the public to watch movies, are spread throughout the world. The issue of the ever-growing amount of population per capita within a city, not to mention the increasing number of the worldwide population, which could lead to these cinemas having to cater for large amounts of consumers who will come in droves to purchase tickets.

Old-fashioned techniques of selling tickets, such as selling them from the counter at a cinema, could potentially be problematic if there was a large volume of customers at the same time which could lead to various problems such as misplacement of information and overloading. However, due to the development of the technology we have nowadays, it has been made possible to otherwise automate this process by using a system which could significantly decrease the load produced by large volumes of orders within a short time.

Various movie ticket reservation applications have been produced nowadays to curb issues that come from many customers making a huge number of reservations potentially at the same time therefore improving the user experience of going to the cinema as everything is now streamlined.

1.2 Problem Statement

Many applications and systems already exist in terms of managing movie tickets. However, these usually have clunky UI which could affect the user's experience in using these applications. A clunky UI can lead to the user not being able to comprehend the application and leads to the user not being able to fully utilize the potential of the application or system to meet both their expectations and needs.

Furthermore, some applications have been observed to have a clunky payment method option which could lead to mistakes happening during the process of payment which in return could lead to bigger problems such as the user losing funds due to selecting the wrong option and so on.

To summarize, the problem statement for this project is related to improving the users experience when using movie applications and systems. Therefore, these problems must be addressed to both improve the user experience and streamline the process of reserving movies even further to help improve the flow of customers coming to experience the joy of watching movies on a big screen in a cinema.

1.3 Project Objectives

To overcome the problem in reserving a movie through systems in Malaysia, this project aims to develop a Movie Ticket Management System with the main function to provide a platform for a user to book movie tickets. The objectives of this project include:

1. Create a system that is intuitive and easy to understand to help improve the user experience.

2. The application must have a secure registration, login, and payment system as it manages information related to personal information and banking information which could be dangerous if leaked and could lead to issues such as identity theft and fraud.

3. To test the functionality of the system.

1.4 Scope of Project

The project is developed focusing on the prevalence of movies within Malaysian society as a medium of relaxation and downtime. The project intends to provide targeted solutions that can greatly contribute to the advancement and efficiency of the process of reserving and booking a movie ticket. The expected outcome will be a system that not only enhances the experience of fellow Malaysians who intend to reserve movies, but also to become a new standard in the development of systems as to help further the advancements of reservation systems that exist nowadays.

1.5 Significance of Project

The implementation of a Movie Ticket Management System in Malaysia carries a profound significance by promising to both streamline and improve the experience of reserving a movie. This project aims to streamline and enhance the efficiency of the existing systems that are used to reserve tickets for a viewing of a movie. This, in return will lead to better wait times and management of reservations and in return will produce an excellent standard in the world of Malaysian entertainment.

1.6 Summary

      In summary, this project endeavors to address the challenges faced when going through the process of booking a reservation to watch a movie in Malaysia through implementation of a Movie Ticket Management System that is both streamlined and intuitive therefore leading to a significant improvement in the user experience. This, in return will lead to more profits within the movie and entertainment industry in Malaysia due to the increased demand for movie viewing and could therefore turn this into a viable economical source for Malaysia as a country.
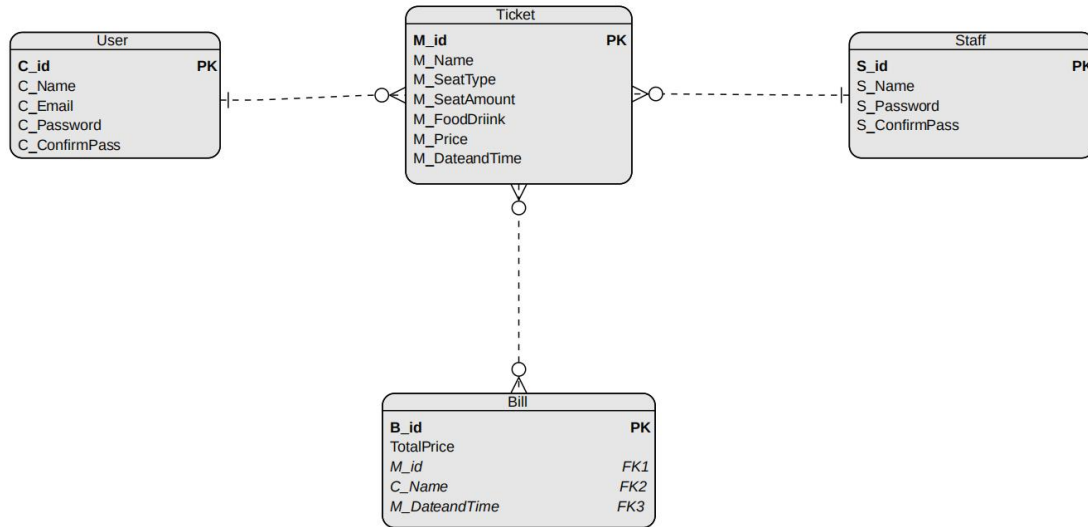
1.7 Related diagrams
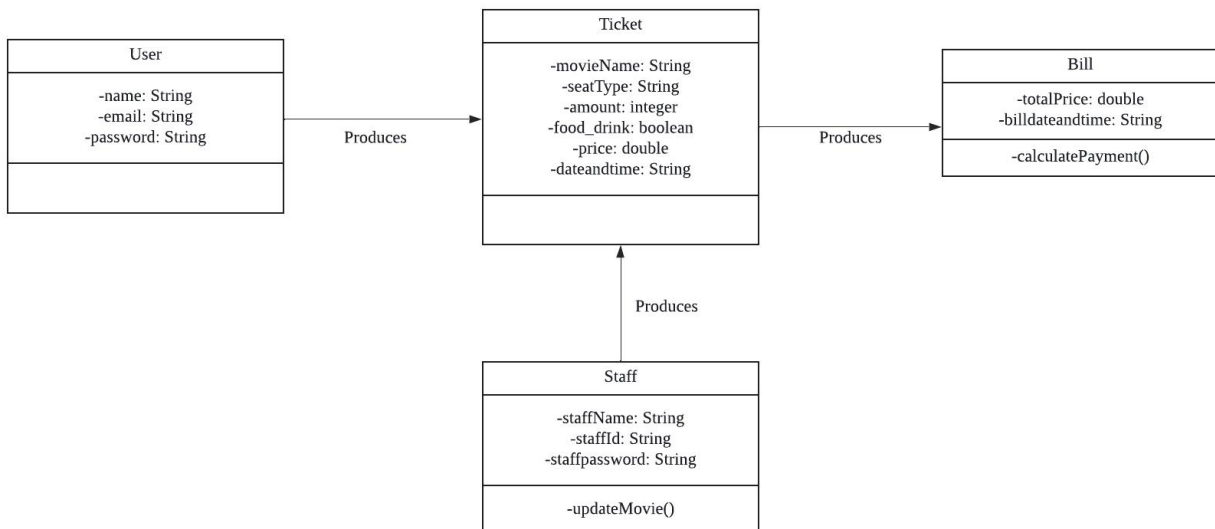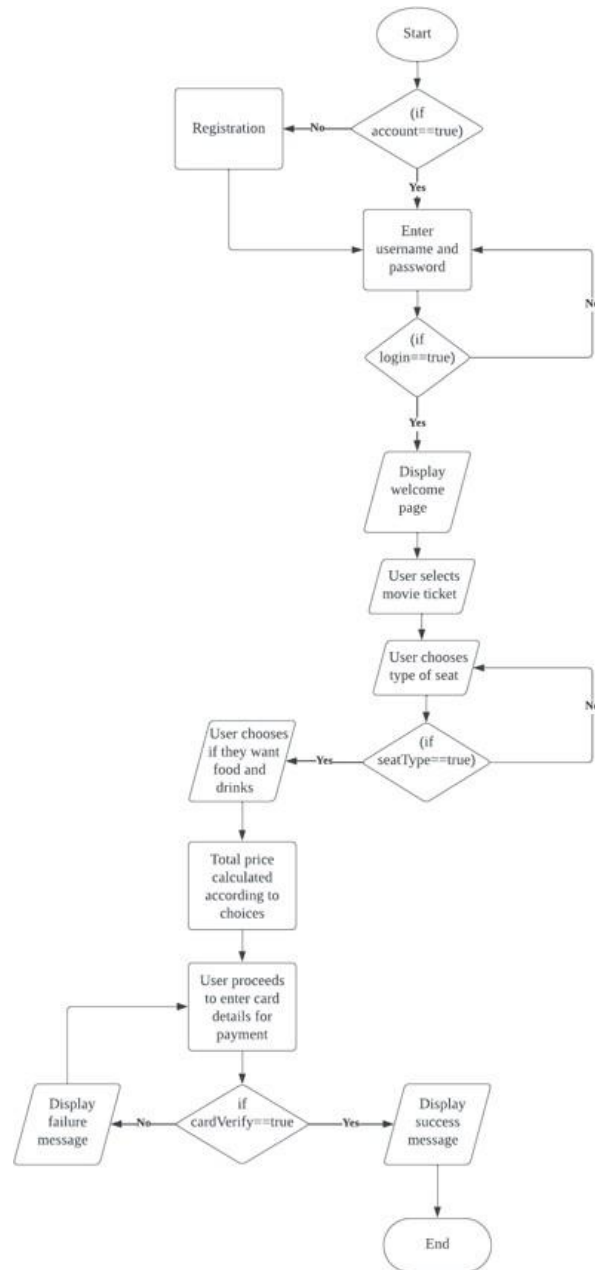

Figure 1.1 ERD

Figure 1.2 UML Diagram

Figure 1.3 Flowchart for user

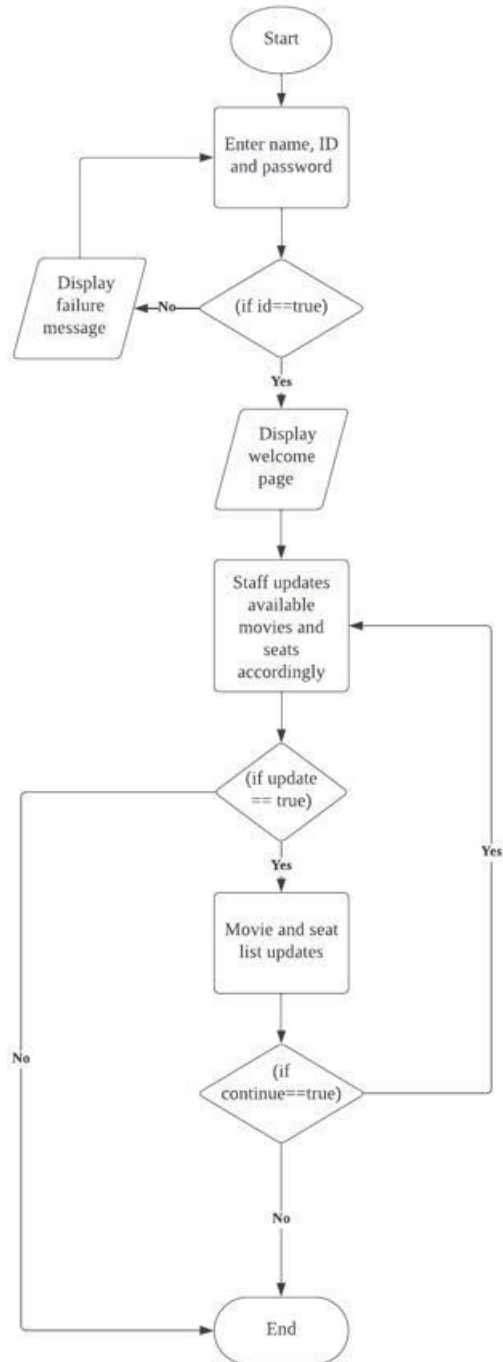Above is the flowchart of the system when a user attempts to reserve a movie ticket.

Figure 1.4 Flowchart for the staff

Above is the flowchart for the process of when a staff member wants to login and update the available movies and seats within the system.