

UNIVERSITY PARTNER



## **6CS007**

# **PROJECT AND PROFESSIONALISM**

### **Literature Review-**

### **SPORTS HUB BOOKING SYSTEM**

University Id	: 2065882
Group	: L6MCG1
Reader	: Mr. Aatiz Ghimire
Supervisor	: Mr. Bhanu Aryal
Student Name	: Sakar Gautam
Award/Course	: BSc (Hons) Computer Science
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## 1. App for mobile sports at UTM

This UTM paper addresses inefficiencies and delays for the present manual processes for making reservations for venues and signing up for events frequently. The UTM Sports App has the potential to have an impact on the entire UTM community by centralizing event information, facilitating the booking process, encouraging more people to participate in sports, and creating a more positive campus environment. The UTM Sports App was developed using the Agile methodology, which fits with the fluid nature of centered around technology solutions. The project team can adapt to changing needs, take into account user feedback, and provide incremental changes. The UTM Sports App revolutionize how sports facilities are run and used and it is developed as a user-friendly platform that centralizes event data and streamlines the booking procedure. This technological solution optimizes user interactions and resource consumption, fostering a vibrant and healthy campus community. The UTM Sports App offers consumers an online platform for booking sporting venues and signing up for activities, according to its implementation. It gives administrators the ability to effectively manage user information, supervise daily facility bookings, and authorization event submissions. This simplified strategy simplifies administrative procedures and the user experience, which results in effective resource allocation. (Bin Idris & Hashim, 2017)

There are various areas that could use development and improvement in the future. One option is expanding the app's functionality to include new sports venues and event categories. Users can be informed about changes to events and their booking status through integration with notification systems. The user interface and overall system performance can also be improved by ongoing user feedback. The platform for managing sports will become more complete, effective, and user-focused as a result of these continuing improvements.

## 2. Creating and Implementing a Sports Club Website

By building and developing a complete website that combines diverse sports clubs across the Kingdom of Saudi Arabia, this study aims to answer a compelling need in the sports club domain. This digital platform's principal goal is to provide a centralized center of information relevant to sports clubs in the region, including features such as club services, promotions, and discounts. Furthermore, this platform delivers a game-changing feature that allows users to smoothly migrate between clubs without the need for a physical visit for registration. Sports clubs range from casual venues where members participate in recreational play to professional organizations with specialized teams competing at the highest levels. Sports clubs cover a wide range of disciplines, including but not limited to football, basketball, volleyball, and cricket. Clubs can frequently have enormous cultural and social significance, with dedicated fan bases and varied facilities that cater to a variety of activities. Sports clubs are significant in many locations around the world, with branches specialized to various sports operating as powerful sports institutions. These clubs not only compete in leagues and tournaments, but they also have a devoted fan base, which contributes considerably to the local sports culture. Against this context, the built website stands out as a game changer. The portal serves as an extensive guide for individuals seeking a personalized sports experience by gathering information on various sports clubs in Saudi Arabia. The addition of special offers and discounts boosts the platform's appeal, encouraging users to explore and interact with numerous clubs. One of the platform's most notable benefits is its ability to expedite the club registration procedure. Traditionally, joining a sports club involved both physical presence and paperwork. This website removes these obstacles, allowing visitors to easily navigate through various clubs and register online. This innovation not only simplifies the user journey, but it also fosters an exploration and interaction culture. Furthermore, the website aims to highlight the important characteristics of each associated club. This includes emphasising high-quality equipment, creative training programmes, specific cardio and strength facilities, a wide range of exercise sessions, and the knowledge of internationally trained trainers. Such in-depth knowledge of each club's offers enables consumers to make informed judgements that are in line with their fitness objectives and tastes.

The Unified Modelling Language (UML) and PHP are used in the development of this ground-breaking platform. UML allows for the visualization and design of the platform's architecture and interactions, resulting in a consistent and user-centric interface. The use of PHP highlights the platform's dynamic and interactive characteristics, allowing for seamless navigation and functionality. (Alqahtani, et al., 2020)

### 3. Payment and settlement system development in Nepal: Hurdles and way out

(Giri, 2015) emphasized that Nepal, a country that is quickly developing, should give priority to improving its infrastructure, especially in the area of payment systems. The majority of people in Nepal still use traditional paper money, which comes with hazards and concerns while conducting financial transactions. The urgent need for a well-developed payment system, such as real-time gross settlement systems (RTGS) or mobile payments, is emphasized, along with the importance of a strong regulatory environment to assure the system's effectiveness and security.

According to the Nepal Rastra Bank (NRB) Act , (Nepal Rastra Bank, 2011)it is crucial to modernize Nepal's payment and settlement systems, with an emphasis on creating safe and effective systems to promote financial stability and economic progress. Since the confidence in the national currency and financial stability are closely related to the efficiency of the payment system, the central bank, or NRB, is crucial to this change. Recent developments include the NRB's strategy goal to create a division for payment and settlement policy, investigate the deployment of the Real Time Gross Settlement System (RTGS), and create rules for electronic payments. Although there are many different payment mechanisms, from traditional to electronic, there are still problems with clearing and settlement timings, which can cause consumers to turn to cash withdrawals. To ensure effective monetary policy implementation and financial stability, NRB is advised to set performance benchmarks, monitor payment instruments, systems, securities settlement systems, and service providers, acting as a system operator, regulator, catalyst for development, and reformer. To maintain the smooth operation of Nepal's payment and settlement landscape, oversight must also be extended to the rapidly

developing cashless payment instruments, setting safety and efficiency criteria while tackling interrelated system difficulties.

According to (Katiyar & Badola, 2019), among the 12 hurdles determined to be present in India, a lack of online literacy and a lack of knowledge of online resources are the main roadblocks to the adoption of mobile payment systems. The ineffective use of online banking, excessive and prohibitive e-banking costs, and the existence of ambiguous laws, instructions, and rules relevant to e-banking are, on the other hand, the barriers with less of an influence.

Digital payment systems are most commonly used to pay for necessities including power, water, cellphone top-ups, airline reservations, and cinema tickets. With the development of online digital payment systems, people's lives have been much easier because there is no longer a need to spend a lot of time waiting in lines to make payments. People may now buy tickets for their favorite films and top out their mobile phones with just one tap. Additionally, these applications frequently give customers cashback when they use their services for any purchase. (Nepali Telecom, 2019)

#### 4. Examination of Factors Affecting Consumer Confidence in Using Online Hotel Booking Platforms

Online hotel booking websites (OHBWs) have evolved into crucial instruments for promoting hotel services as a result of the internet's explosive growth, notably in the tourist industry (Dahlan Abdullah, 2017). The assumption that these platforms would act responsibly and meet user expectations without compromising security is known as trust, and it is a crucial component of OHBW's (Gefen, 2000). The paper shows that users' perceptions of online payment security and data protection have an impact on trust; ease of use is enhanced by user-friendly interfaces; risk perception is diminished by worries about after-sales service and online risks; and, surprisingly, assurances given by OHBW's have little to no impact and reputation, as OHBW's who have a good reputation are perceived as more trustworthy. In addition, building trust and promoting repeat business are essential components of customer loyalty. In the context of online hotel reservations, this emphasizes the importance of security precautions, reputation management, and

user-centric website design. Future studies might examine other factors and longitudinal dynamics to learn more about how trust dynamics in OHBW's are changing.

## 5. Web-Based Reservation System for Booking College Event Halls

In order to improve the reservation process in educational institutions, the study investigates various online hall booking systems and their functions. These solutions are created to improve user experiences for internal and external users while streamlining the management of venue bookings.

One of the main systems covered is an "Online Venue Booking Management System." This system provides an online portal that enables users to look for open venues using a variety of parameters. By removing the need for in-person visits, it streamlines the booking process by providing detailed information on venue availability. The front end of the system is built using HTML, CSS, and PHP, and the MySQL server handles database management. Payment management, customer reservation monitoring, and hall information are some of its most important aspects. A different system takes care of the demand for "University Sporting Events Reservation." With a focus on a table tennis hall at Zhengzhou University, this approach seeks to address the uneven use of university sports facilities. It includes discussion boards, database management, personal center features, user registration, venue booking, and online payments.

These systems frequently employ the following scripting languages and frameworks: HTML, CSS, Bootstrap, PHP, and SQL. These technologies offer a strong foundation for creating user-friendly user interfaces, managing data, and facilitating seamless user-system interactions. (Lalitha V, 2022)

## 6. Online appointment scheduling application BOOKAZOR

A major improvement has been made in resolving the difficulties involved in scheduling appointments, according to a paper on the Bookazor appointment booking and scheduling application. The need for effective and user-friendly solutions for scheduling appointments has become clear in today's technologically advanced world. The introduction emphasizes the widespread necessity for scheduling appointments as well as the frustrations that frequently result from delays and the numerous interactions

necessary to make appointments. This is consistent with the larger body of research on the value of efficient appointment booking procedures, where the focus is on cutting wait times and enhancing user experience. The structure of the application is described in the framework section, with a focus on user authentication, scheduling modules, and data administration. These structural components are in line with scholarship that highlights the significance of user-friendly interfaces.

Furthermore, the integration of modern web technologies to produce seamless user experiences, such as Angular for the front end, NodeJS for the back end, and Firebase Cloud Messaging for push notifications, is consistent with the literature. The addition of Google Charts for real-time data visualization to appointment scheduling adds to the body of knowledge on the value of data-driven decision-making. Additionally, the incorporation of SMS notifications via the MSG91 API and the usage of cloud services to check for appointment overlaps are in accordance with the literature's emphasis on assuring appointment accuracy and giving users fast information. Finally, the thesis' main theme that unifying platforms for booking appointments are necessary in a world overflowing with specialized applications is reflected in the conclusion. (Akshay, et al., 2020)

## 7. Personal sports activity management app for mobile

This examination of the paper examines the idea of historical models for sports participation and how they might inspire others to engage in those activities. Additionally, it covers the idea of using sports activity record authentication to boost motivation. An overview of how these advances can advance individual health and wellbeing is the main objective. Accurate measurement of sports activities is a crucial component of encouraging physical exercise. A organized approach to this difficulty is introduced by the idea of sports activity history models. These models seek to mathematically define sporting activities while accounting for crucial factors like frequency, duration, and intensity.

Maintaining active participation in athletic activities requires motivation. According to the paper, verifying sports activity data can greatly increase motivation. This verification method entails examining the proof and evidence that people have provided, such as thorough logs of their sporting endeavors and supporting records like GPS or timestamps.



An individual's dedication to sports is recognized by the granting of an authenticity certificate, which fosters a sense of achievement and inspires continued participation. The personal sports activity history service that is being considered is positioned to be significant in advancing individual health. An organized framework for quantifying and documenting sports activities is provided so that people can learn more about their exercise routines and general well-being.

There are chances for more study and development in this area as technology develops. Mobile device functionality expansion of the proposed system can improve user interaction and data gathering. Future research should also concentrate on demonstrating how successfully these programmers promote health through regular exercise, such as by assessing changes in fitness levels and general wellbeing. (S. J. Park, 2019)

The promotion of individual health and physical activity may be revolutionized by the merging of quantitative sports activity history models and sports activity record authentication. With the help of these advancements, people may track and measure their sporting activity and make well-informed judgements regarding their fitness goals. Authenticating sports records also increases commitment and incentive for active engagement. These strategies present viable answers for a society that is healthier and more active as technology develops further.

## 8. People Management in Sport Organizations

Sport-related organizations present particular difficulties for human resource management (HRM). Sport organizations stand out from other business and management sectors because of their ability to generate strong feelings, intense loyalty, and significant public interest despite the frequently inconsistent quality of their output. In this review of the paper, I explore the significant difficulties that sport organizations confront in managing their human resources and the crucial part that efficient HRM plays in guaranteeing their viability and success.

The diversity of HRM practices is one of the main issues that sport organizations must deal with. Only a small percentage of Australian non-profit sport organizations, according to Taylor and McGraw's (2006) research, had formal HRM systems in place, and even

fewer took a genuinely strategic approach. (Cuskelly, 2006) Revealed considerable variances in the usage of HRM practices with volunteers across organizations, which painted a similar picture at the community sport level. This difference emphasizes the necessity of standardizing HRM procedures across the sport business.

Sport organizations diversity and size present another difficulty. The size and scope of these organizations range greatly, from little locally managed organizations maintained entirely by volunteers to large international companies. As a result, there are many different HRM needs and competencies. In such a diversified environment, it becomes increasingly difficult to be able to recognize, draw in, nurture, and keep talent, whether paid employees or volunteers.

The sustainability and competitiveness of sport organizations depend on effective HRM. It includes the development of competitive advantage via people and goes beyond employee recruiting and retention. It is crucial to be able to pinpoint the precise combination of technical, teamwork, and leadership skills needed for the organization to achieve its strategic goals. Finding the proper candidates helps to build a culture of high morale and dedication within the employees, which improves efficiency and productivity.

Recruitment decisions can result in dramatic changes in the fast-paced world of sport. A talented manager or coach, a charismatic CEO, or a star player can quickly transform a team from obscurity into a league or global champion. These instances highlight the significant influence that gifted people may have on a sporting organization's success.

Sport organizations compete not only on the playing field but also in the marketplace. Intangibles like brand value and customer relationships are extremely valuable. Assuring that a sport organization's staff members not only excel in their jobs but also uphold the organization's beliefs and mission strengthens brand equity and consumer loyalty. HRM plays a vital role in all of these areas.

HRM in sports organizations is, in summary, a complex task and a crucial strategic objective. A standardized and customized approach to HRM is necessary due to the diversity of sport organizations and the variety of HRM practices. A sport organization's performance and brand equity can be improved by having the ability to recognize, recruit,

develop, and keep talent. In the end, successful HRM is essential for sport organizations to remain viable and successful in the ever-changing sports landscape. (Tracy Taylor, 2020)

## Overview of the reviewed sources

<b>Authors</b>	<b>Country</b>	<b>Purpose</b>	<b>Type of source</b>	<b>Summary points</b>
<b>Bin Idris and Hashim (2017)</b>	Malaysia	To provide a system for mobile applications for the UTM Sports Unit	Qualitative Research	The paper suggests a mobile app named UTM Sports App. By including integrated features like booking courts and pools, signing up for sporting activities, submitting event proposals, approvals, dashboard, and profile management, the app intends to streamline and improve workflow for students, staff, and administrators. Developed utilizing the Scrum agile development approach. Centralizing UTM's sports facilities and activities has several advantages, including enhanced efficiency, productivity, and convenience.
<b>Amal Alqahtani (2020)</b>	Saudi Arabia	To develop a website that compiles data about Saudi Arabian sports clubs	Journal	The article discusses the creation and launch of a website that compiles and offers data on sports clubs in Saudi Arabia. The website intends to provide consumers with access to club information, promotions, and discounts as well as online booking and club transfer capabilities. The intention is to encourage easier

involvement in the right clubs. PHP and the Unified Modelling Language (UML) were used to create the system. It features database integration, customized interfaces, and user registration and login. Twenty students evaluated the usability of the prototype. Feedback revealed that most people found the system to be valuable, simple to use, and successful in achieving the key project goals.

<b>Giri pralhad(2015)</b>	UK	To evaluate and update Nepal's payment infrastructure	Article	The article looks at how Nepal's settlement and payment systems have evolved. It talks about how the central bank's mandate includes supporting effective systems. The economy's reliance on cash, an insufficient judicial system, a crumbling infrastructure, and fraud concerns are all problems. Modernizing instruments through real-time systems and mobile payments, fortifying the legal framework, improving clearing and settlement procedures, minimizing risks, establishing monitoring, and promoting institutional coordination are just a few of the recommendations.
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<b>Katiyar and Badola (2019)</b>	India	To investigate reluctance among bank customers who have previously signed legally binding agreements for internet banking	Journal	The research employs interpretive structural modelling to examine the obstacles to the adoption of online banking in India. Based on a review of the research and advice from experts, it identifies 12 important hurdles. The investigation reveals that the biggest obstacles are online ignorance and illiteracy. The following are some suggestions for how to deal with these: workshops, awareness campaigns, better infrastructure, and better regulation.
<b>Tracy Taylor (2020)</b>	UK	To provide a thorough investigation of personnel management in sports organizations	Book	The chapter gives a general overview of personnel management in sporting organizations. It talks about the difficulties in managing people and how sport is special. The Harvard model and other important terms are discussed. It describes how HRM evolved from people management. The personnel management difficulties that modern sports organizations face are described. It is stated that effective HRM that is in line with strategy is crucial for organizational sustainability. The various aspects of HRM discussed in

				the book are introduced as the chapter comes to a close.
<b>Shah (2019)</b>	India	To determine and classify obstacles to Nepal's adoption of mobile payments	Article	The study uses expert interviews to pinpoint obstacles to the uptake of mobile payments in Nepal. Gaps in technology, software, and knowledge are discovered to be the main barriers. Other impediments may be addressed by removing them. The report offers a framework to guide service providers' promotion of digital wallets and improvement of user comprehension tactics.

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