CHAPTER 1

INTRODUCTION

1.1 Background

Mobile technology has become a necessity in daily life nowadays covering business and entertainment activities. Dr. Shem (2013), stated that ten years ago when the first smartphone launched by Blackberry company, it only supported basic call and text messaging, push email, internet faxing and web browsing. The mobile service at that time is limited and only base on personal communication and business oriented purposes.

Now in 2014, mobile technology has become common since the existence of many mobile devices and operating systems such as Apple’s iPhone and iPad running iOS and smartphones running Google Android. Many mobile applications has been developed by application developers either for entertainment or to facilitate business process. Priya (2012), defined the term mobile application as applications developed for small handheld devices, such as mobile phones, smartphones, PDAs and so on. Therefore, with mobile applications available, people no longer need to involve in traditional method for business such as meeting
with customers or capturing and storing data manually on paper or desktop computer. Everything is done on the palm of our hands everywhere and anytime.

Mobile technology can benefits organizations by providing usability to its user as it is simple and allow reducing the need of man power. It also provides availability since a mobile application can be access via Internet which is widely available in most countries in the world. Many organizations also choose mobile technology because of its cost effectiveness and easy to manage. Many mobile applications available nowadays are developed and made free for consumers as most of it are developed using open source software and operating system such as Android. It can be concluded that mobile application is the most ideal option to develop a new system that require mobility and simplicity to assist daily activity.
1.2 Problem Statement

UMP Security Department is responsible for managing all security aspects in Universiti Malaysia Pahang including enforcing traffic law towards students and staffs. The common activity related to traffic law enforcement is traffic summon. Traffic summon is given by security guards towards staff and students who failed to follow rules such as vehicle parking at the restricted area, vehicle unregistered in UMP system, vehicle not displaying UMP sticker, students that do not bring matric card for identification, etc.

Currently, UMP Security Department is using manual method for traffic summon. Security officer will write traffic summon into summon sheet and give it to the traffic offenders either student or staff. Then, the security officer will bring the summon records to Security Department headquarters to be key in into the database. This current system is less effective since the process required more time and work by security staff. The data need to be key in manually one by one by referring to the summon sheet and recheck process is needed after that. The probability of human error to occur is high during key in process and it takes lots of time to finish. The risk of data loss or affected by human mistakes or incidents is also exist because summon is recorded on summon sheet that is perishable and less practical to be used for data recording.

Traffic summons will affect students for their graduation because it is considered as violation of university law to UMP. Students will be prevented from viewing their examination result or applying for graduation if they still not paying their summons and this will affect their studies. Therefore, a new reliable and effective application needs to be developing in order to solve the issue and provide a convenient system for UMP Security Department.