



TABLE OF CONTENTS

| | |
|---|------|
| THESIS | i |
| PLAGIARIZATION FREE STATEMENT | iv |
| ACKNOWLEDGMENT | vi |
| TABLE OF CONTENTS | viii |
| LIST OF TABLES | xiv |
| LIST OF FIGURES | xv |
| ABSTRACT | xvi |
| INTISARI..... | xvii |
| CHAPTER 1 INTRODUCTION | 18 |
| 1.1 Background | 18 |
| 1.2 Problem Statement | 19 |
| 1.3 Scope of the Problem | 20 |
| 1.4 Research Objective..... | 20 |
| 1.5 Authenticity of the Research | 21 |
| 1.6 Research Benefits | 21 |
| 1.7 Research Organization | 22 |
| CHAPTER II LITERATURE REVIEW | 24 |
| CHAPTER III THEORETICAL BACKGROUND | 32 |
| 3.1 Agile Methodology/ Development | 32 |
| 3.1.1 Phases of agile software development life cycle..... | 33 |



| | |
|---|----|
| 3.2 User-Centered Design | 35 |
| 3.2.1 User-centered design activities and principles | 35 |
| 3.2.2 User-centered design process | 35 |
| 3.2.3 User-centered design processing design flow chart | 36 |
| 3.3 Unified Modeling Language (UML)..... | 37 |
| 3.4 Three Tier System Architecture | 38 |
| 3.5 Kodular Creator..... | 39 |
| 3.5.1 Major libraries | 40 |
| 3.6 Testing of Android App | 41 |
| 3.7 Installing Application..... | 42 |
| 3.8 Kodular Creator Packages..... | 42 |
| 3.8.1 Android application package (apk) | 42 |
| 3.8.2 Android app bundle (aab)..... | 42 |
| CHAPTER IV RESEARCH METHODOLOGY | 44 |
| 4.1 Introduction | 44 |
| 4.2 Library Studies | 44 |
| 4.3 Research Procedure | 44 |
| 4.3.1 Data Collection..... | 45 |
| 4.3.2 Modelling and design..... | 45 |
| 4.3.3 Implementation | 45 |
| 4.3.4 Testing and evaluation | 46 |



| | | |
|-------|---|----|
| 4.4 | Requirement Analysis of Proposed Mobile Application | 46 |
| 4.4.1 | Functional requirements | 46 |
| 4.4.2 | Non-functional requirements | 53 |
| 4.4.3 | Hardware requirements | 53 |
| 4.4.4 | Software tools | 54 |
| 4.5 | Types of Patients | 55 |
| 4.5.1 | Scheduling and queuing | 56 |
| 4.6 | System Design..... | 57 |
| 4.6.1 | Activity diagrams for Mobile application | 57 |
| 4.6.2 | Use Case diagram of Mobile application | 61 |
| 4.7 | Modelling | 62 |
| 4.7.1 | NoSQL Document Database Schema | 62 |
| 4.7.2 | Patient NoSQL Document Database Schema | 63 |
| 4.7.3 | Diagram of Database Schema | 64 |
| 4.7.4 | Architecture design - firebase | 65 |
| 4.7.5 | Backend design | 66 |
| 4.8 | User Interface Design..... | 66 |
| 4.8.1 | Login screens | 67 |
| 4.8.2 | The menu screens..... | 69 |
| 4.8.3 | Booking appointment..... | 73 |
| | CHAPTER V SYSTEM IMPLEMENTATION | 75 |



| | | |
|---------|---|----|
| 5.1 | Description of Implementation | 75 |
| 5.2 | Implementation of Patient Screen 1 | 75 |
| 5.2.1 | User registration | 75 |
| 5.2.2 | Firebase database to Tiny DB | 77 |
| 5.2.3 | Login implementation | 78 |
| 5.2.4 | Password and phone number error | 79 |
| 5.2.5 | Switching from sign in to registration page | 80 |
| 5.2.6 | Login screen initialized | 80 |
| 5.3 | Implementation of patient screen 2 | 81 |
| 5.3.1 | Screen 2 initialization | 81 |
| 5.3.2 | Implementation of location sensor | 82 |
| 5.3.3 | Implementation for doctor section | 83 |
| 5.3.3.1 | Patient booking appointment | 85 |
| 5.3.4 | Implementation for hospital section | 86 |
| 5.3.4.1 | Patient booking appointment | 87 |
| 5.3.5 | Implementation for article section | 89 |
| 5.3.6 | Logout implementation | 90 |
| 5.4 | Implementation of Doctor's Screens | 90 |
| 5.4.1 | Doctor registration | 90 |
| 5.4.2 | Doctor and hospital sign in | 91 |
| 5.4.3 | Implementation of profile edit | 91 |



| | | |
|---------------------------------------|--|-----|
| 5.4.4 | Doctor time slots | 92 |
| 5.4.5 | Doctor reservations | 93 |
| 5.4.6 | Implementation of doctor articles | 94 |
| 5.5 | Implementation of Hospital Screen 1..... | 94 |
| 5.5.1 | Hospital registration..... | 94 |
| 5.6 | Implementation of Hospital Screen 2..... | 95 |
| 5.6.1 | Hospital reservations..... | 95 |
| 5.6.2 | Hospital services | 96 |
| CHAPTER VI RESULT AND DISCUSSION..... | | 98 |
| 6.1 | Usability Testing | 98 |
| 6.2 | Portability Testing..... | 102 |
| 6.3 | Functional Testing..... | 103 |
| 6.3.1 | Functional testing for registration class | 103 |
| 6.3.2 | Functional testing for login class | 104 |
| 6.3.3 | Functional testing for searching doctor..... | 104 |
| 6.3.4 | Functional testing for searching hospital | 105 |
| 6.3.5 | Functional testing for booking appointment | 105 |
| 6.3.6 | Functional testing for adding time slots | 106 |
| 6.3.7 | Functional testing for confirming reservation..... | 106 |
| 6.3.8 | Functional testing for articles..... | 107 |
| 6.4 | Queuing – User’s Feedback | 107 |



| | |
|---|-----|
| 6.4.1 Waiting time evaluation | 108 |
| 6.4.2 Evaluating the helpfulness of proposed applications | 109 |
| 6.5 Discussion of Results | 110 |
| 6.5.1 Usability testing result | 110 |
| 6.5.2 Portability testing result | 110 |
| 6.5.3 Functional testing result | 111 |
| 6.5.4 User's feedback conclusion..... | 111 |
| CHAPTER VII CONCLUSION AND RECOMMENDATION | 112 |
| 7.1 Conclusion | 112 |
| 7.2 Recommendation..... | 113 |
| REFERENCES..... | 115 |