FELDA DOCUMENT MANAGEMENT SYSTEM

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DEDICATION

Dedicated to my beloved mother and father

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ABSTRACT

The purpose of this project is to develop a Document Management System for three departments in FELDA in which the system will help users to fulfill their requirement and needs to manage documents in a secure and structured manner. These departments are Finance department, Settler & Land Plantation Department and Human Resource Department This system consists of scanning, storing, indexing, archiving, retrieval, and accessing of original documents. Document Management System will help users to save their time in searching document. The system also can prevent lost document or damage from the effects of disasters such as fire, flooding or human errors. In conclusion, besides providing benefit to users, the system will also increase productivity of Felda organization and enhances the efficiency of using information, communication and technology (*ICT*).

ABSTRAK

Tujuan projek ini dijalankan adalah untuk membangunkan Sistem Pengurusan Dokumen bagi 3 jabatan di dalam FELDA bagi memenuhi keperluan dan kehendak para pengguna menguruskan dokumen-dokumen dengan selamat dan teratur. Jabatan tersebut adalah Jabatan Kewangan, Jabatan Peneroka & Tanah dan Jabatan Sumber Manusia. Sistem ini mempunyai elemen-elemen seperti mengimbas, ruang penyimpanan, indeks, menyimpan bagi jaga masa panjang untuk rujukan tertentu, mengambil semula dan mencapai dokumen-dokumen. Sistem ini akan membantu pengguna menjimatkan masa dalam mencari maklumat atau dokumen yang diperlukan pada masa tertentu. Sistem ini juga dapat mencegah dokumen-dokumen daripada hilang atau musnah akibat kecuaian pengguna itu sendiri atau bencana alam seperti kebakaran, banjir dan sebagainya.Kesimpulannya, sistem ini bukan hanya memberi faedah kepada para pengguna malahan juga dapat meningkatkan keberkesanan penggunaan teknologi informasi, komputer dan komunikasi (*ICT*) dan seterusnya meningkatkan produktiviti organisasi Felda.

TABLE OF CONTENTS

CHAPTER		PAGE
DECLARATION		**i**
DEDICATION		**ii**
ACKNOWLEDGEMENTS		**iii**
ABSTRACT		**iv**
ABSTRAK		**v**
TABLE OF CONTENT		**vi**
LIST OF TABLES		**xi**
LIST OF FIGURES		**xii**
LIST OF ACRONYMS		**xiv**
LIST OF APPENDICES		**xvi**
1.	**INTRODUCTION**	
1.1	Introduction	1
1.2	Background of the problem	3
1.3	Statement of the Problem	3
1.4	Project Objective	5
1.5	Scope of Project	5
1.6	Project Limitation	6

1.7	Project Importance	6
1.8	Description of Solution .	7
1.9	Summary	8

2. LITERATURE REVIEW

2.1	Introduction	10
2.2	Document Management System	10
	2.2.1 Elements of Document Management	13
2.4	Centralized Filing System	15
	2.4.1 Benefits	17
2.5	Literature Review	17
2.6	Summary	21

3. RESEARCH METHODOLOGY

3.1	Introduction	22
3.2	Methodology Approach	22
	3.2.1 Waterfall Model	23
	3.2.2 Task Regions of Waterfall Model	25
3.3	Software Requirements	28
3.4	Summary	31

4. SYSTEM DESIGN

4.1	Organization Analysis	32
	4.1.1 Functions	33
	4.1.2 Existing IS/IT System	35
4.2	Business Model – Analysis Current System	36
4.3	User Requirement	40
4.4	Conceptual Design	41
	4.4.1 System Architecture – To be System	41
	4.4.2 System Development Tools	42
	4.4.3 Software Architecture	43
	4.4.4 Business Process Flow Diagram	44
4.5	Physical Design	71
	4.5.1 Database Design	71
	4.5.2 Structure Chart	72
	4.5.3 User Interface Design	73
4.6	Hardware Requirement	76
4.7	Test Plan	78
4.8	Summary	82

5. SYSTEM IMPLEMENTATION AND TESTING

5.1	Introduction	83
5.2	User Manual – Administrator	84
	5.2.1 Configuration, Customization and Coding (SLP Module)	84
	5.2.2 Configuration and Customization Finance Module	101
	5.2.3 Configuration and Customization HR Module	104
	5.2.4 Setup Scanning	105
	5.2.5 Installation Procedure	106
5.3	Test Result Evaluation & Checklist	109
5.5	Conclusion	116

6. ORGANIZATIONAL STRATEGY

6.1	Change Management	118
	6.1.1 Change Management Scope	119
	6.1.2 Change Management Objective	119
	6.1.3 Change Management Strategies	120
	6.1.4 Risk Management	120
6.2	Expected Organizational Benefits	122
6.3	Implementation Strategy	123
6.4	Conclusion	125

7. SUMMARY & DISCUSSION

7.1	Introduction	126
7.2	Project Objectives Review	126
7.3	Project System Review	127
7.4	System Strength	128
7.5	Constraints & Challenges	128
7.6	Suggestion	130
7.7	Conclusion	131

REFERENCES	132
APPENDICES	133

LIST OF TABLES

TABLES		PAGE
4.3	User Requirement	40
4.4	System Development Tools	42
4.5	Link Table Structure	47
4.7	Test Plan Finance Module	78
4.8	Test Plan HR Module	80
4.9	Test Plan SLP Module	81
5.4	Questionnaire evaluation scale	110
5.5	Test Result Checklist – Finance Module	113
5.6	Test Result Checklist – HR Module	114
5.7	Test Result Checklist – SLP Module	115
5.8	Activities and Process Implementation	117
7.5	Constraints and Challenges	129

LIST OF FIGURES

FIGURES **PAGE**

4.1	Organization Chart	32
4.2.1	Current Flow Chart HR Module	37
4.2.2	Current Flow Chart SLP Module	38
4.2.3	Current Flow Chart Finance Module	39
4.4.1	System Architecture – To be System	41
	4.4.1(a) Physical Architecture	41
	4.4.1(b) Logical Architecture	42
4.4.3	Software Architecture	43
4.4.4	Process Diagram of Proposed System for SLP Module	45
4.4.5	Process Flow Diagram for Link Table	46
4.4.6	Post Invoice via FI-AP (non PO Purchases)	48
4.4.7	Document Parking via AP (non PO Purchases)	50
4.4.8	Post Invoice to Vendor (PO Purchases)	51
4.4.9	Down Payment Clearing for Vendor Down Payment	52
4.4.10	Business Process Flow – Employee Master Data	53
4.4.11	Table Relationship – Calculation Oil Palm	54
4.4.12	Table Relationship – Paysheet Settler	55
4.4.13	Table Relationship – Calculation of Rubber Income	55
4.4.14	Use Case Felda DMS	56
4.4.15	Sequence Diagram Login	57
4.4.16	Class Diagram Login	58
4.4.17	Sequence Diagram Scan & Store Finance Document	59

4.4.18 Class Diagram Scan & Store Finance Document 60
4.4.19 Sequence Diagram Retrieve Finance Document 61
4.4.20 Class Diagram Retrieve Finance Document 62
4.4.21 Sequence Diagram Manage SLP Document 63
4.4.22 Class Diagram Archive SLP Document 64
4.4.23 Sequence Diagram SLP Document 65
4.4.24 Class Diagram Retrieve SLP Document 66
4.4.25 Sequence Diagram Scan & Store HR Document 67
4.4.26 Class Diagram Scan & Store HR Document 68
4.4.27 Sequence Diagram Retrieve HR Document 69
4.4.28 Class Diagram Retrieve HR Document 70
4.5.1 Table and Fields 71
4.5.2 Structure Chart 72
5.4.1 Bar Chart of Evaluation Scale 111

LIST OF ACRONYMS

ABAP	-	Advanced Business Application Programming
COLD	-	Computer Output to Laser Disk
UML	-	Unified Modeling Language
SLP	-	Settler Land & Plantation
HR	-	Human Resource
SAP	-	System Application Product
IS	-	Information System
IT	-	Information Technology
DBMS	-	Database Management System
PC	-	Personal Computer
WAN	-	Wide Area Network
LAN	-	Local Area Network
DMS	-	Document Management System
TOA	-	Table of Optical Archiving
TAC	-	Transaction
AP	-	Account Payable
PO	-	Purchase Order
ALF	-	Advanced List Format
Archive ID	-	Name of Logical archive assigned to archive mode
Doc ID	-	Document ID
SAPGui	-	System Application Product Graphic User Interface
JPEG	-	Joint Photographic Expert Group

PDF	-	Portable Document Format
OTF	-	Output Text Format
RTF	-	Rich Text Format
WORM	-	Write Once Read Multiple
DDIC	-	Data Dictionary
FI	-	Finance
DOC	-	Document

LIST OF APPENDICES

A	-	*ABAP* Coding
B	-	Questionnaire Testing
C	-	User Manual
D	-	Table and Field
E	-	Survey
F	-	Gantt Chart

CHAPTER 1

INTRODUCTION

1.1 Background of the Organization

Federal Land Development Authority (Felda) was established on 1st July 1956, under the Land Development Ordinance (1956). The Authority is administered by a Board, which is accountable to the Minister for Land and Co-operative Development. Its original function was to channel financial assistance to the State Governments to carry out land development programmes. This function was later expanded and Felda was then entrusted with the task of implementing the land development programmes throughout the country from 1961.

Felda's vision is to improve the quality of livelihood of the settlers with dedicated and efficient management at all times, while contributing towards the accomplishment of the nation's vision through increased agricultural productivity; to develop a competitive industry which is progressive and profitable. [*Company Profile October; 2003*]

The primary activity is to open up new areas for agricultural development and settlement of the rural and landless poor. The program aims to uplift their standard of living, thereby narrowing the gap between the quality if life if the rural and urban sectors if the country. The other role is to secure land title after collection and completion of loan repayments. To complement the development programme, support services in the form of processing, transportation and marketing of the farm produce and other services are made available. These services are provided by the companies and joint-ventures established by Felda.

After being in land development and settlement for almost five decades, the success of Felda's programmes can be seen through some of its major contribution to Malaysia's rural and national development. [*Company Profile October; 2003*]

In terms of land development, Felda has evolved as one of the most successful land development agencies in developing 667,889 hectares of oil palm and 136,732 hectares of rubber constituting 191% and 9.8% of the country's crop area. The balance of 6,509 hectares is under sugar cane and other crops.

This has made it the single largest plantation in the world with 811,140 hectares. The Felda Group contributed 20.6% and 12% of nation's crude palm oil and rubber production respectively. One of the direct impacts of Felda's land development activities is the creation of employment opportunities for the settlers, settlers' dependents and other related parties. Felda's activities account for 11 percent of the total national employment in the agricultural sector. Moreover, the opening up of interior lands also aided in the development if infrastructure, new townships and establishment if agro-based industries, thereby contributing further employment in the rural farm sector.

Felda organization comprises of several departments namely Agriculture, Entrepreneurs Development, Regions, Finance, Human Resource, Board Management, Land (Settler & Land Plantation), Committee Development, Management Services and Information. The organization chart is as shown in Chapter 4 and the functions of departments are also explained in detail in Chapter 4.

1.2 Background of the Problem

Currently records involved in the administration of Felda among others included the Finance department, Settler & Land Plantation department and Human Resource department. Information is stored manually and Felda is facing the problem of keeping them. Manual processing of those documents will cause them not to be well organized. Thus these documents are often unavailable when requested for, missing important information, or are illegible. Paper records can only be stored in one place at a time.

1.3 Statement of the Problem

With the rapid growth of the ICT technology, Felda is determined to increase their productivity and quality of work. One of the ways is by implementing document management system. However, Felda knows that they are facing a problem in managing their voluminous documents.

The main problems that have been identified by Felda's management are as follow;

1. All documents are kept in physical forms, in stores and cabinets. The hard copy documents can be illegible and frequently have missing information or maybe unavailable at the time of user encounter. It is also costly to maintain, store and retrieve. Staff is wasting their time looking for information previously recorded. Example when the settler comes to HQ and asking to check the status loan payment, employee has to open the file from cabinet, this will cause the process would be more tedious and slow.

2. There is no specific system that can manage those documents. Felda do not have a sustainable strategy in handling unstructured information like paper, word or power point document and scanned images. Example in Finance department, invoice documents are kept manually, and the finance staff has to use the hard copy for reference in order to key in data into the system.

3. Confidentiality and privacy are significant issues in managing settler documents. Confidentiality concerns may cause Felda to control settler's information so tightly in SLP department.

4. Another example in Human Resource department is paper-based processing of employee information leads to faulty and incomplete employee folders. Large office space is needed for paper storage. This results in high costs of manual paper processing (storage, access, and manual efforts) and long processing times. Therefore, a good system can help to overcome this problem.

1.4 Project Objective

The main objective of this project has been determined as:

1. To conduct a study on the current situation so that a system can be designed to provide an easy access of Finance documents, Personnel documents and Settler documents for Finance Department, Settler & Land Plantation Department and Human Resource Department.

2. To develop a pilot/prototype system of a document management system that can avoid loss and damage of documents for Felda.

3. To design and build applications that can provide settler information at one place in the right context so that employee will get information immediately, correctly and timely.

4. To formulate management strategy in producing policies and procedures with regards to Felda's document management system.

1.5 Scope of Project

The scope for this project has been determined as:

1. This project will be used by the management and employees of three departments; Finance department, Human Resource department and Settler & Land Plantation department at Felda Headquarters.

2. The development of a prototype system is based on Windows platform, Oracle DBMS, ABAP (proprietary software of SAP Advanced Business Application Programming), IXOS Software, Archiving Server and using client server technology.

3. This project is a combination of a few elements such as IXOS-Doculink and COLD (Computer Output to Laser Disk) technique.

4. The technique/methodology used is UML.

1.6 Project Limitation

This study involves the management and staff of Felda Settler & Land Plantation Department, Human Resource Department and Finance Department.

1.7 Project Importance

This system is expected to benefit the three departments, as follows:

1. The Finance Department

   As a tool to scan and store business documents such as incoming, and outgoing invoices, orders, and delivery notes.

2. Settler & Land Plantation (SLP) Department

   As a tool to archive and retrieve the settler reports such as settler income statement, settler loan repayment and to distribute historical settler reports.

3. Human Resource Department

   As a tool to scan and store the personnel documents such as passport sized photograph, resume or curriculum vitae and education certificates for each employee. This will increase the sharing of these documents within the HR department for placements and references. Apart from these documents, other documents such as job application form, letter of offer, medical test report and job application letter can also be attached to the master record. The confidential documents can be stored in a check-in and check out system where it will be safer than lying around on tables. SAP's authorization profile will ensure that only relevant personnel with the right access can view the HR documents.

1.8 Description of Solution

This document management system is expected to provide a solution to the problems identified. Among its capabilities are:-

1. To control and manage documents. This system enables users in three departments; Finance department, SLP department and HR department to access to documents and data created by any process running on SAP system and will improve productivity.

2. To protect from the effects of disasters: fire, flooding, storms, as documents are securely stored in an electronic archive and data cannot be altered. This is part of the organization's server failover strategy and will help organization to reduce risk.

1.9 Summary

Chapter 1 focuses on the background of the project, problem statement, project objectives and scopes, project importance and limitations. It also discusses about the issue of current situation that facing by Felda headquarters.

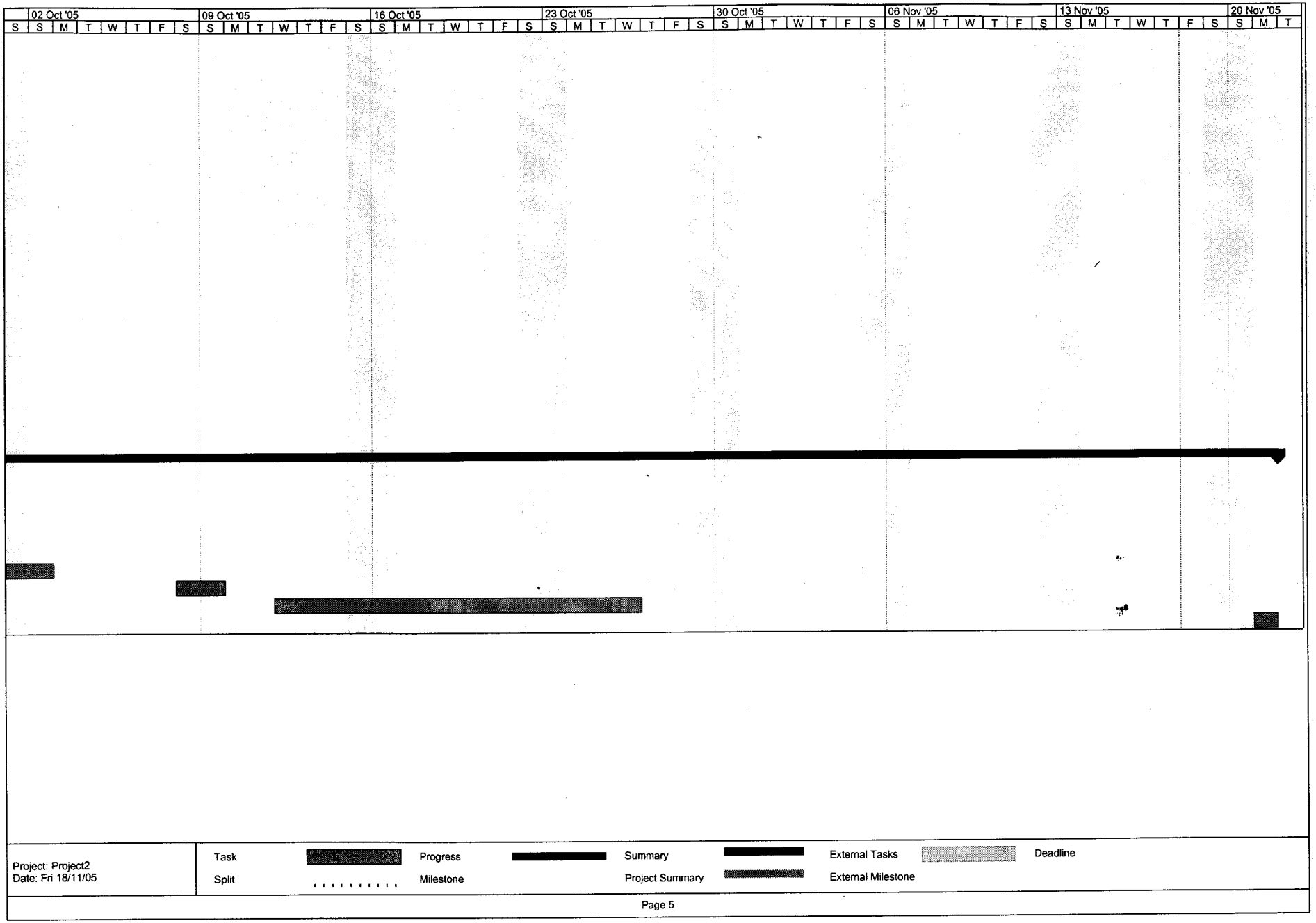
Chapter two emphasizes more on the literature reviews which includes the DMS definition and the elements of document management system, the study and comparison of similar existing product, application functional review.

Chapter three focuses on the methodology that being used to develop the DMS. The operation framework in the DMS development, the system development methodology, and hardware and software requirement are described. This chapter is important to determine the tools and methodology that are going to be used in the implementation of the system.

Chapter four emphasizes on the basic processes of inquiry. Identifying and articulating research problems; determining and describing procedures for conducting research; designing data collecting procedures; formulating interpreting and drawing conclusions from data analysis, and reporting research findings and implications.

However chapter five focuses on the system implementation and testing which involves the configuration, customization, programming and system testing. The objective of system testing is to ensure that each element of the application meets the functional requirements of the business.

Chapter six focuses on organizational strategy which discusses among others, roll-out strategy, change management and expected organizational benefit.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Project Summary
External Tasks
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Deadline
Page 5