



Training Registration System: Design Concept and Benefits

Diyana Rahimin

Faculty of Computer & Mathematical Sciences, Universiti Teknologi MARA, Malaysia

Corresponding email: diyanaaim@gmail.com

Abstract: As of 2013, Malaysia has nearly 14 million workforces. The vast number of workforce has created numerous numbers of training companies and institutions to accommodate the needs of knowledge improvement of the workforce. However, most of the training providers still opt to use manual registration system that requires registrations of individuals manually over the counter. This could create multiple issues and inconvenient such as time consuming, bad handwriting, loss of information, duplication of data and information security. Therefore, this paper discussed about online training registration system that could be a solution for the issues. It discusses on the design of the system for illustration purposes and lastly the benefits of having an online registration system.

Keywords: Training; Attendance; Online registration system.

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INTRODUCTION

As of 2013, Malaysia has nearly 14 million workforces (Department of Statistic Malaysia, 2014). The vast number of workforce has created numerous numbers of training companies and institutions to accommodate the needs of knowledge improvement of the workforce. Training is an educational process to learn and add new information, improves the existing knowledge and skills, and most importantly is to consider what new options can help them improve and practice their skills and knowledge at work and to increase their capacity and performance in order to make sure their jobs goes well. However, most of the training providers still opt to use manual registration system that requires registrations of individuals manually over the counter. This could create multiple issues and inconvenient.

The existing conventional registration and attendance system requires participant to manually sign the attendance sheet every time they attend the training. The process of filling form in the paper will leads to time-consuming for registration. This might cause multiple problems such as missing information, bad handwriting and causing long queues (Shafie et al, 2011). On the other hand, once the training has completed, what happens to the papers? All of them will be filed and kept for references. Imagine a training company that has been in the industry for more than 10 years with thousands of training participants. Visualize the amount of papers, files, racks and storage area needed to keep the information. Then how about the process of retrieving a person's information? It will be such a hassle and time consuming. Therefore, this paper proposed and discussed about an online training registration system that could be a solution for the issues.

The remainder of the research paper will progress as follows. The second section will discuss on the literature review and followed by the methodology used for the system. The fourth section will illustrate the design of the system. The fifth section will discuss and conclude the study.

LITERATURE REVIEW

According to the survey that has been conducted by Reynolds (2010), it says that over 90% of people who responded prefer online registration. Figure 1 shows that the largest age group that responded was 46-55 with almost 1/5 of the responders over 55, yet the results were heavily weighted in favor of online registration.

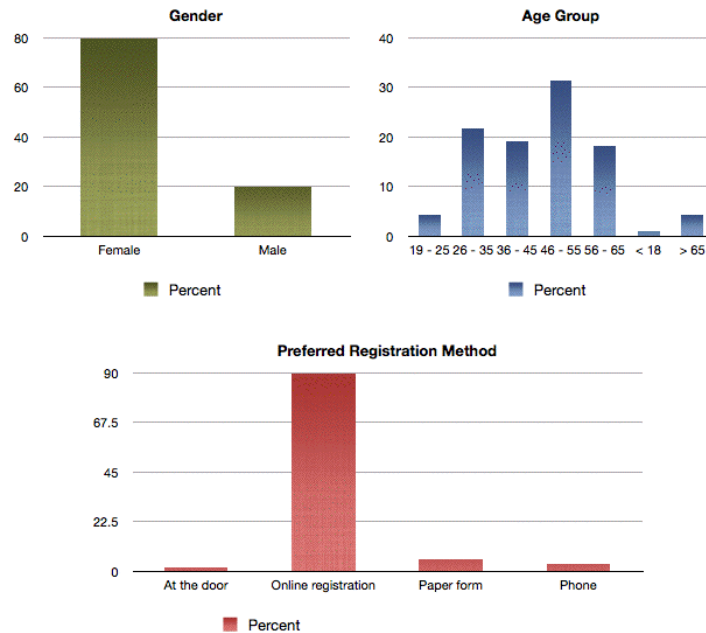


Figure 1: Survey of preferences between online and manual registration

The benefit of online registration is that it eliminates the need for timesheets that has to be filled out. The price of papers and printing can be expensive too. (Mie-Yun Lee,2003) said keeping paper timesheets in check often requires a ton of patience to work through the stack of scrawled numbers. So she suggests by developing attendance system in order to replace back the hours taken. Online registration also ease and convenience for participant (Roennevig,2014). By using online registration, organizer and participant do not need to worry about filling in error-free hard-copy forms and spending money on postage to return them. Once they register online, their information will be safely stored in their own digital account. Saving information in system is more secure than keeping a piece of paper. Every account have their own password for security purposes and the system is design to eliminate issue of data losses. This will lead to a more secure and efficient business practice.

Endeavour (2014) argued that manual systems put pressure on individuals to keep on being correct each and every time and to be very detail with their work. It can be all too easy to accidentally switch details and end up with inconsistency in data entry or in hand written orders. Furthermore, It takes more effort and physical space to keep track of paper documents, to find information and to keep details secure. When mistakes are made or changes or corrections are needed, often a manual transaction must be completely redone rather than just updated. With manual or partially automated systems information often has to be written down and copied or entered more than once. Systemisation can reduce the amount of duplication of data entry. Endeavour (2014) has listed few of the disadvantages of using manual registration:

- Inconsistency in data entry, room for errors, miskeying information.
- Large ongoing staff training cost.
- System is dependent on good individuals.
- Reduction in sharing information and customer services.

- e. Time consuming and costly to produce reports.
- f. Lack of security.
- g. Duplication of data entry

DESIGN CONCEPT

For the proposed system, a case diagram has been used to illustrate the flow of the system as being shown in Figure 1. Firstly, the user has to register his details and login to the system. The system will display available trainings and the user will choose and register on which training he would like to attend. Then the administrator will approve the registration and the user will be added as the participant of the training. Update and verification may follow as required.

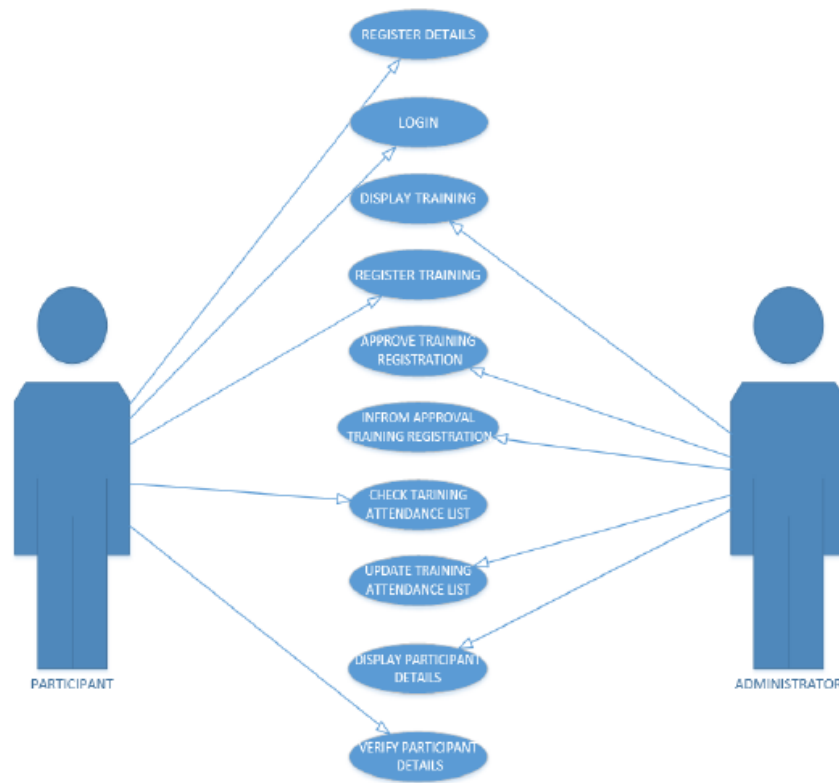


Figure 2: Survey of preferences between online and manual registration

Figure 3 illustrate the possible interface of the registration, login and training registration interfaces. As one could see that the process is seamless and effortless.

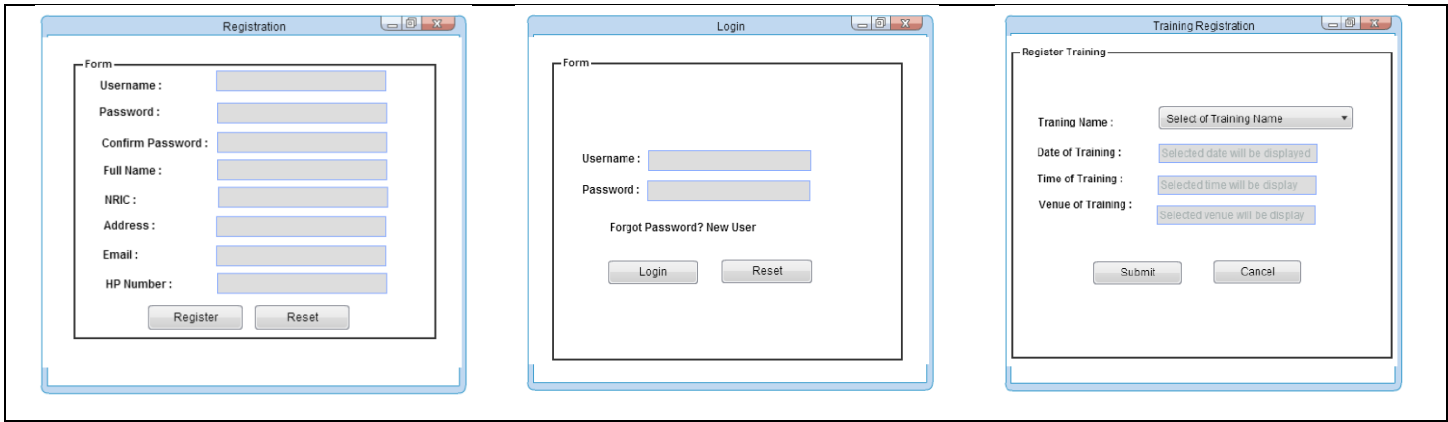


Figure 3: Example of registration, login and training registration interfaces

The system also allows the users to view a personal page of the training that he has attended and keep track on which training that he has to attend in the future as shown on Figure 4.

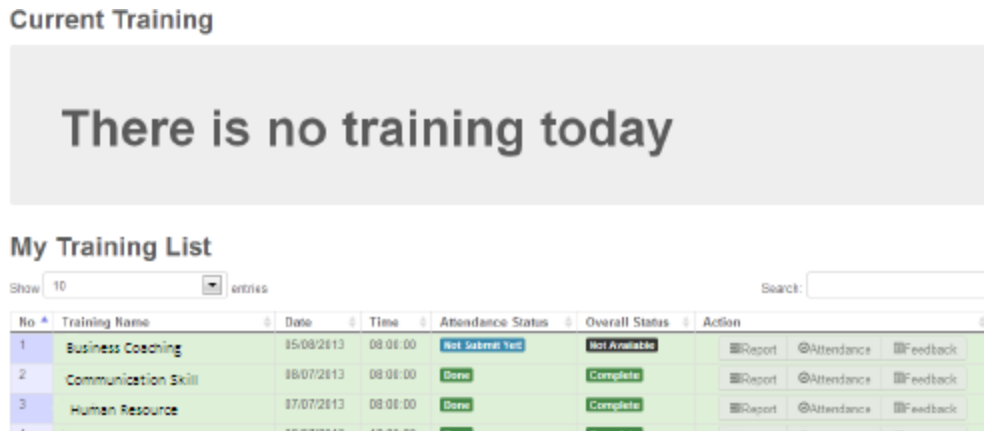


Figure 4: Example of personal training record page interface

The beauty of having a database system keeping all of the participant's records is that one could generate multiple types of analysis that could benefit the organization. Figures 5 illustrates an example of analysis that could be performed-an analysis on percentage of attendance based on training classification. This type of analysis helps the organization to understand which type of training that has more demand and which is less. Invaluable analysis like this could assist in one's strategic planning.

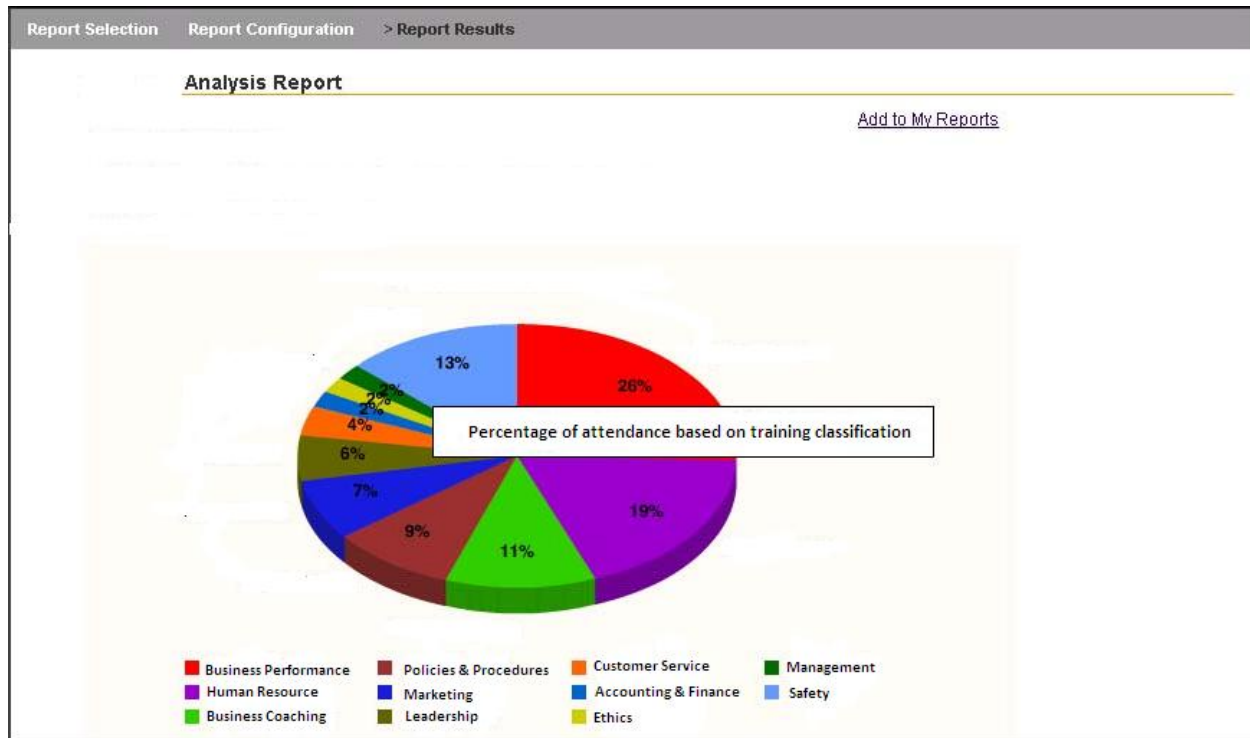


Figure 5: Example of analysis page interface

DISCUSSION

By having an online registration system, many advantages could be gained for the organizer and the participants as listed below:

Benefit for organizer:

- Save time – opening, entering and sorting out illegible or inaccurate forms can be very time consuming, so just by eliminating these processes will help the organization to perform more efficiently
- Centralised data management – collect participants' data; view number of remaining participant places; analyse participants reporting; assign participants with bib numbers; e-mail the participants' database and more.
- Improve event efficiency – the time and money saved on data entry administrative tasks can be used for better the event, contact more sponsors, prepare more activities, reply faster to participants.
- Detailed reporting – The system should provide an insightful reporting into multi-event analysis and all other reporting tools essential to efficiently manage a successful event
- Improve marketing efforts – with the ability to e-mail the database via a central management system, organisers will not only notify participants of future events, but also track their open rates and response

Benefit for participants:

- Save time – Participants can sign up online when and where is most convenient for them in just a few minutes without having to print, manually fill out and send paper forms
- Improved customer support – your online registration provider will ensure you have all the necessary information to answer immediately to any of the payment related questions a participant might have
- Receive e-mails and notifications - Participant gets the ability to be informed straight to their inbox whenever a new event of their interest is launched, without having to look for it.

- d. Enter multiple and team registrations – via online registration, participants have the ability to enter multiple events without re-entering the same fields more than once and can register their whole team in one go
- e. Register for a training plan – good sports specific online registration systems will also provide the participant with the ability to sign up for a customised training plan to set their endurance prepared for the event day

CONCLUSION

The paper discussed about the issues related to the manual registration system and presented the concept design of an online registration system. The benefits of having an online registration system were also highlighted, pressing the need for an automated system. It is high-time for organizations to move forward towards an automated-paperless system for their own future prospect.

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