

EVENT PLANNING SUPPORT SYSTEM

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Event Planning Support System

**A dissertation submitted for the Degree of Master of
Information Technology**

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2025**

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Preface

This thesis serves as a formal record of the work undertaken for the development of the Event Planning Support System (EPSS) in Batticaloa. It provides a detailed account of the challenges faced, the methodologies employed, and the outcomes achieved during the project. The purpose of this report is not only to document the steps taken in the development of the EPSS but also to contribute valuable insights to future readers, researchers, and developers interested in event planning systems and similar projects.

The creation of this system was driven by the need to address the lack of a central platform for event planning in Batticaloa, which caused significant inefficiencies and difficulties in managing personal events. This thesis highlights the design, implementation, and evaluation phases of the project, reflecting the effort to create an effective solution for connecting customers with local vendors. It is intended to serve as a reference for future work in this area, particularly in improving event planning processes.

Throughout this thesis, I have relied on continuous feedback and guidance from my supervisor, Dr. (Mrs.) T.A. Weerasinghe, whose expertise has been invaluable in refining the project. The support from my academic staff, and my family has also stood out in bringing this project to completion. Their encouragement and constructive suggestions have helped shape the direction and quality of this work.

The structure of this thesis follows the standard format for project-based dissertations. It includes the following chapters: Introduction, which outlines the project scope and objectives; Background/Related Work, which reviews similar systems and data gathering techniques; Design, detailing the architectural decisions and system planning; Implementation, describing the coding and development process; Evaluation and Testing, which provides insights from user feedback and system testing; and Conclusion, offering reflections on the project and future directions.

This thesis represents my understanding and proficiency of current software engineering practices, particularly in the context of web-based systems development. It also demonstrates my ability to apply academic writing standards and technical methodologies in a coherent and structured manner. Throughout the work, I have incorporated best practices in software design, user experience, and system evaluation to ensure the EPSS meets the needs of its users and stakeholders.

This preface sets the stage for a deeper exploration of the project, and I hope it serves as both an informative and useful guide to readers interested in understanding the challenges, solutions, and results of the Event Planning Support System project.

Abstract

Event planning in Batticaloa is difficult because there is no central system to connect all types of Customers including the individual who need to organize their events too with local vendors or to manage event tasks easily. Right now, the customers (individual or event organizing person) must contact each vendor one by one through phone calls or direct meetings with them. This is leading to frequent miscommunication, delays, and extra work. This project aims to build an Event Planning Support System (EPSS) that brings customers and local vendors together on one platform, to confirm the services of the specific vendors as early as possible according to their availability, which supports reducing the planning time with other works and making booking simpler and clearer.

This project focuses on a web-based platform for personal events, such as weddings, birthdays, and family gatherings. There are three types of users in the EPSS, such as Customers, Vendors, and Administrators and each has different types of activities. Customers search for and request to book vendors at a time based on their requirements of services, send messages, and manage their bookings. Vendors can list their services, update their availability, and confirm bookings according to their schedules. The Administrator maintains everything to keep the platform running smoothly. The primary features of the system include vendor discovery, booking and canceling of services, feedback, and payment management.

The project follows an iterative waterfall approach to development, and a mid-range design strategy was chosen to balance features with resources. The system is built using Laravel as the backend framework, PHP for server-side coding, and MySQL for database management. Frontend technologies are HTML5, CSS3, JS, jQuery, Ajax, and Bootstrap5, ensuring it is scalable and user-friendly. Additional features include notifications and profile management.

Testing and evaluation are essential in developing EPSS. Manual testing was performed to assess the system's functionality, performance, and user experience. An online survey was also done to check usability and key features. The results showed that users were happy with the registration, vendor search, and booking management. They also liked the system's responsiveness. While the booking request and cancellation processes were positive, some users suggested improvements in the advanced payment process and rating feature. Users recommended better notifications, an improved calendar, and adding online payment options. These suggestions will help make the system better and improve the event planning experience in future development as well.

Acknowledgments

I would like to express my heartfelt gratitude to my supervisor, Dr. (Mrs.) T.A. Weerasinghe, Senior Lecturer at the University of Colombo School of Computing, for her invaluable guidance, support, and encouragement throughout the development of the Event Planning Support System (EPSS). Her expertise and insights are extremely important in shaping the direction of this project.

I would also like to extend my sincere thanks to the academic staff at the University of Colombo School of Computing for their continuous support and for fostering a conducive learning environment.

Special thanks to my family and friends for their unwavering support and motivation during this journey. Their encouragement has been a constant source of strength. And, I am also grateful to the vendors, including hall Customers, photographers, and other service providers, who helped in gathering requirements and provided valuable user evaluations for this project.

Finally, I would like to thank all the customers who participated in the survey and provided valuable feedback, helping to enhance the development of EPSS. Without the support of all these individuals and groups, this project would not have been possible.

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List of Acronyms

EPSS – Event Planning Support System

UML – Unified Modeling Language

ER – Entity Relationship

OOD - Object Oriented Design

MVC - Model-View-Controller

URL - Uniform Resource Locator

PWA - Progressive Web App

HTML – Hypertext Markup Language

CSS – Cascading Style Sheets

MVC – Model View Controller

JS – JavaScript

Chapter 1 – Introduction

This section provides a project overview of the challenges faced in organizing personal events in Batticaloa, such as weddings and cultural ceremonies, due to the lack of centralized vendor discovery, interactions, and communication issues. And presents the project's motivation, aim, objectives, background of the study, scope of the study, and Structure of the dissertation highlighting how the Event Planning Support System (EPSS) will offer an organized, culturally focused solution to enhance the planning experience for both customers and vendors.

1.1. Project Overview

Organizing events such as weddings, birthdays, and cultural ceremonies in Batticaloa often provides many challenges due to fragmented situations along with miscommunications and inefficient processes. Customers (Event planning individuals) have to contact multiple vendors - ranging from hall rentals to catering and decoration services—individually, which can lead to delays, miscommunications, and increased stress (Singh et al., 2020). This traditional approach complicates the planning process and impacts service quality, as vendors lack a structured platform to manage their bookings and communicate effectively with clients (Haryati and Ratnasari, 2021).

The Event Planning Support System is designed to fix these issues by introducing a centralized, web-based platform that makes event planning easier and more organized. The new system integrates vendor discovery, booking management, and payment processing into a single interface, the proposed system addresses the inefficiencies of current methods and offers a more organized, stress-free experience for both Customers and vendors (Nuranisyah et al., 2022). This platform is specifically designed to cater to the cultural needs of Batticaloa including features that match local traditions and preferences, which will improve the overall experience for users (Singh et al., 2020).

1.2. Motivation

Usually, many people face lots of issues when they are engaging in planning events with local vendors in Batticaloa. In the current situation, organizing events like weddings, birthdays, and cultural ceremonies is difficult work. Event planners must contact many different vendors—such as those for hall rentals, catering, and decorations—one by one. This old-fashioned way

of doing things means planners end up with more work, and there's a higher chance of miscommunications, delays, and stress (Singh et al., 2020).

In Batticaloa, there is a clear lack of a system that brings all event planning services together. Without a single, organized platform, interactions between Customers and vendors are scattered. This makes it hard to manage bookings and keep communication running smoothly (Haryati and Ratnasari, 2021). Vendors also face challenges because they have limited ways to show their services and manage their work, which adds to the difficulties for event planners.

The idea behind the new system is to change how event planning is done by offering a centered platform. This platform allows Customers to find, book, and manage everything they need for their events in one place. It makes the booking process much easier and also includes features that cater to local traditions and preferences (Nuranisyah et al., 2022). By fixing these issues, the system makes event planning less stressful and more efficient.

The new platform also helps local vendors by giving them a better way to manage their services, connect with potential clients, and showcase what they offer. And, helps vendors reach more customers and run their operations more smoothly (Pinjari and Nur, 2016). So, the motivation for this project is to make the whole event planning process better for everyone involved, rationalize how things are done, and make sure events can reflect local cultural practices.

1.3. Aim and Objectives

Aim

This project aims to develop a web-based platform that simplifies event planning for residents in Batticaloa, connecting them with local vendors and service providers to ensure stress-free and effective communication for personal events such as weddings, birthdays, and family gatherings.

Objectives

- Providing access to event planning individuals to discover the local vendors and services more easily by introducing a centralized event management platform for Batticaloa.
- Enhance efficient communication and coordination for both vendors and event planning individuals.

- Integrate a diverse range of vendors to ensure significant local vendor participation on the platform.
- Enable individuals to search for specific vendors based on their availability.
- Establish a reliable payment and feedback system on the platform to enhance the user's trust and vendor accountability.

1.4. Background of Study

Event planning in Batticaloa currently faces big challenges due to the absence of a centralized and efficient system for managing events and coordinating with local vendors. The traditional approach involves customers individually contacting various service providers—such as those for hall rentals, catering, and decorations— providing inconvenient processes. This manual approach not only increases the workload for customers but also introduces a high risk of miscommunication, delays, and errors (Singh, Singh, and Bathla, 2020).

Moreover, local vendors in Batticaloa often lack a structured platform to manage their services and interact with potential clients. Many vendors operate with limited exposure and inefficient booking management tools, which delays their ability to effectively provide their services and engage with customers (Haryati and Ratnasari, 2021). This disjointed system results in a less organized and more stressful experience for both Customers and vendors, often leading to dissatisfaction and missed opportunities.

The absence of a centralized solution makes these issues worse by making it difficult for event planners to find and book suitable vendors, compare quotes, and manage payments. Additionally, the lack of cultural customization in existing solutions means that events may not fully reflect the rich traditions and preferences of the local community, further affecting the quality and relevance of the event planning experience (Nuranisyah, Yulianto, and Putra, 2022).

To address these problems, there is a need for a comprehensive Event Planning Support System that centralizes the entire process, from vendor discovery to booking and payment. Such a system would grant operations, improve communication, and enhance the overall efficiency of event management, while also providing vendors with better tools to manage their services and reach potential clients more effectively (Pinjari and Nur, 2016).

1.5. Scope of the Study

This project focuses on developing a web-based solution for customers and local vendors who provide services to plan events without stress or miscommunication. The system is designed to meet the needs of the specific services provided by vendors. Customers can book services from vendors based on their requirements for events such as weddings, birthdays, puberty ceremonies, family or friends' gatherings, organizational parties, meetings, and more. The system is designed for three types of users: customers, vendors, and administrators.

For customers (residents), the platform is designed to make planning and managing events easier. Users can register and set up their profiles, by entering their contact details. Customers can search for vendors in various categories such as hall rentals, catering, and decorations. They can filter their search based on preferences like cultural requirements, price range, and location. Detailed vendor profiles display photos, service descriptions, and customer reviews, helping users make informed decisions.

The platform simplifies the booking and communication process. Customers can send booking requests directly to vendors and receive confirmation when the request is accepted. For payments, the platform initially does not include an online payment gateway. Instead, customers can upload paid slips based on their booking, and vendors can manually verify the payment information. If there are any changes or cancellations, the platform manages them according to set policies to ensure that payments are refunded as per the rules.

For local vendors and service providers, the platform allows them to register and provide their business details and contact information. They can create detailed packages showcasing their services, including photos and pricing. The platform helps vendors manage their availability and efficiently schedule their services. Initially, this system included hall and catering services as fully developed, and other services will be available with full features in the next version of the system.

Vendors can receive and respond to booking requests from customers. They can send customized advance payment requests, set payment dates, and confirm bookings. The platform also offers marketing and promotional tools, allowing vendors to create special offers. Payment management is simplified, enabling vendors to receive payment data, track earnings, and manage their financial information. This setup ensures that vendors have the necessary tools to manage their services effectively and connect with potential clients.

The administrator oversees the platform to ensure smooth operation for both vendors and customers. For vendors, the administrator manages event planning, schedules services based on category and ensures transparency and fairness. For customers, the administrator supervises the booking process to ensure accuracy and efficiency and manages cancellations according to platform policies. Additionally, the administrator handles profile management, ensuring the platform functions effectively and securely for all users. The administrator also monitors booking commissions, including pending and received payments, and has the authority to suspend user activities according to the system's regulations.

The project does not consider the following functionalities due to time limitations.

Due to time limitations, the project does not consider the following functionalities:

- Online Payment Integration - The system does not include an online payment gateway for direct payments between customers and vendors. Instead, customers upload payment slips for vendor verification.
- Real-Time Notifications via email - Although the system allows basic communication between customers and vendors, real-time notifications for bookings, cancellations, or updates are not yet implemented.
- Recurring Event Management - The ability to handle recurring events, such as regular meetings or events that happen on a periodic basis, is not included in this version of the system.
- Advanced Analytics and Reporting - Features like detailed reports on user activity, vendor performance, or financial summaries are not part of the current system.
- Integration with External Systems - The project does not include integration with third-party services such as social media, calendar applications, or other event management platforms.
- Multi-Language Support: The platform is currently only available in one language, and multilingual support has not been integrated.
- Advanced Search Filters: The search and filtering options are basic and do not include advanced capabilities like sorting by ratings, service quality, or availability status.

These features may be considered in future versions as the project evolves and more time and resources become available.

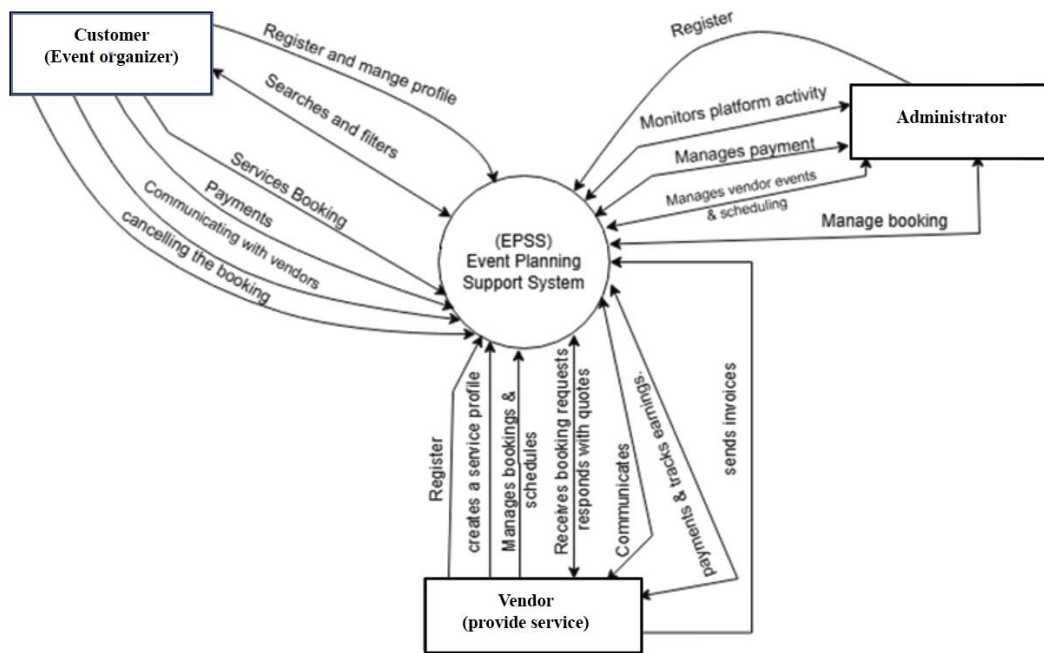


Figure 1. 1: Context diagram for the scope of the proposed system

The above “Figure 1. 1Error! Reference source not found. outlines the boundary of the proposed EPSS system” which explains how external entities such as Customers, Vendors, and the Administrator communicate with other external entities through the system

1.6. Structure of the Dissertation

The dissertation is organized into several chapters that collectively outline the project’s scope, methodology, and findings. Each chapter is designed to provide a comprehensive view of the project, ensuring clarity and coherence.

Chapter 1: Introduction

This chapter introduces the project overview, the motivation behind the project, and the aim and objectives. It provides an overview of the project's background and its scope in the context of event planning and management in Batticaloa.

Chapter 2: Background

In this chapter, existing literature related to event management systems, vendor management, and user experience in similar contexts is reviewed. The chapter identifies key points and gaps in the current system, providing a foundation for the project’s theoretical framework through Requirement Analysis, a review of similar systems and related technologies.

Chapter 3: Design

This chapter covers the problem analysis, specifying both system-level and software-level requirements using software engineering principles. It discusses the rationale behind design decisions, including the consideration of alternatives and the selection of solutions. The chapter includes architectural and detailed design, supported by UML diagrams such as usecase, class, and sequence diagrams. It also addresses user interface design considerations, justifying design choices with relevant interface layouts.

Chapter 4: Implementation

It outlines the system's implementation, detailing major code and module structures, supported by diagrams of module interactions. It justifies the choice of hardware and software environments and discusses code reuse and development tools.

Chapter 5: Testing and Evaluation

This chapter focuses on testing and evaluating the Event Planning Support System. It details manual and automated testing approaches to ensure system reliability and performance. The chapter describes various test strategies, including unit, integration, regression, and system testing, and provides sample test plans and results. Comprehensive test plans, included in the appendix, verify and validate the system's functionality and performance.

Chapter 6: Conclusion

This chapter summarizes the key findings of the project and reflects on the overall success of the platform in meeting its objectives. It provides recommendations for future improvements and discusses potential areas for further development.

References

A comprehensive list of all sources cited throughout the dissertation.

Appendices

Includes supplementary materials such as user manuals, user surveys, and management reports, and Requirements Gathering.

Chapter 2 - Background

This chapter provides background for developing the Event Planning Support System. It covers the requirement analysis to identify the functional and non-functional needs of the system, reviews existing systems to compare features and functionality, and explores related technologies utilized in the project. By establishing a thorough understanding of the existing systems and requirements, this chapter sets the foundation for designing and implementing a system that addresses the gaps and challenges identified in current solutions.

2.1 Data Gathering Techniques

This data-gathering technique is very important to capture the requirements for this system. This study involves collecting data from various vendors and customers who live in Batticaloa to learn about their preference for online platforms and the current issues they face when organizing events. Because the vendors who provide the services for clients who plan the event and the clients who need the events play a vital role in the system, two main approaches were employed: conducting an interview and an online survey with both vendors and the clients.

2.1.1. Interview

For this project, a semi-structured type was conducted with key stakeholders such as clients to understand how the booking flow of the services has been done practically and from the vendors, and how they can manage their booking services through open-ended questions.

2.1.2. Online Survey

This online survey was conducted separately for potential users and distributed to them to gather detailed insights into their expectations. Customers expressed the need for an intuitive and user-friendly interface for searching and booking vendors along with efficient ways to manage payments, bookings, and communications.

The data collection process was carried out through “Google Forms” from a target sample of Batticaloa people and both separate surveys are annexed in Annex 1 and Annex 2.

Table 2. 1: Information on online surveys about event planning

No	Types	Vendors	Customers
1	Total Sample	31	61
2	URL of the Survey	https://forms.gle/Za83JKaLNxMhNdPL8	https://forms.gle/97tA3mSqqP2H5mHC7
3	URL of the Responders' sheet	https://docs.google.com/spreadsheets/d/1BkflGRy6KxXXrvmFkpsx2t6T_zUwfrlWL_VaHvVc_fc/edit?usp=sharing	https://docs.google.com/spreadsheets/d/17bYY_s9PCp80djwLpX9Gdz1ZqEUbTD-DK_WBGMyoqmA/edit?usp=sharing

In the “Table 2. 1 shows the survey information collected from individuals who arrange their personnel events, and the analysis highlights the inefficiencies of the manual event planning process, including miscommunications, scheduling conflicts, and payment disputes. Both vendors and customers expressed dissatisfaction with the existing methods, citing issues like poor service quality, limited options, and high costs. Therefore, this system aims to address these challenges by providing a single point of access for reliable vendors and facilitating communication, booking, and payment processes.

Most vendors and customers expressed a strong interest in using such a platform, indicating its potential to improve the event planning experience in a significant manner. Vendors often face payment delays, miscommunications, and unrealistic customer expectations. Many vendors do not currently use digital tools for managing their tasks, highlighting the need for a centralized platform. Customers are generally satisfied with vendors but still encounter issues such as limited decor options, poor service quality, and high costs. Many rely on traditional methods, such as family recommendations, to find vendors, indicating a gap that an online platform could fill. Both vendors and customers showed a high level of interest in a centralized event planning platform. They expect features like detailed vendor profiles, booking and scheduling tools, payment processing, and customer management systems.

Therefore, this survey indicates that implementing a centralized event planning platform in Batticaloa would benefit the event planning process, enhance communication, reduce costs, and improve the overall quality of services. This platform has the potential to transform the event management environment by addressing the current inefficiencies and meeting the evolving needs of users.

2.2 The Current System

The current system fosters broken communication, with details disseminated through phone calls and visits (Haryati and Ratnasari, 2021). Then, the availability of the scheduled date is checked for booking. Once the vendor confirms the date, the payment will be made according to the vendor's policies. However, issues will arise with the scheduled date with the person, and then he or she checks for the availability of other vendors from various places from the beginning. This increases the risk of misunderstandings and missing information. The existing process is illustrated in the “Figure 2. 1 shows the current process and explains how the individual follows the event booking process in the Batticaloa district.

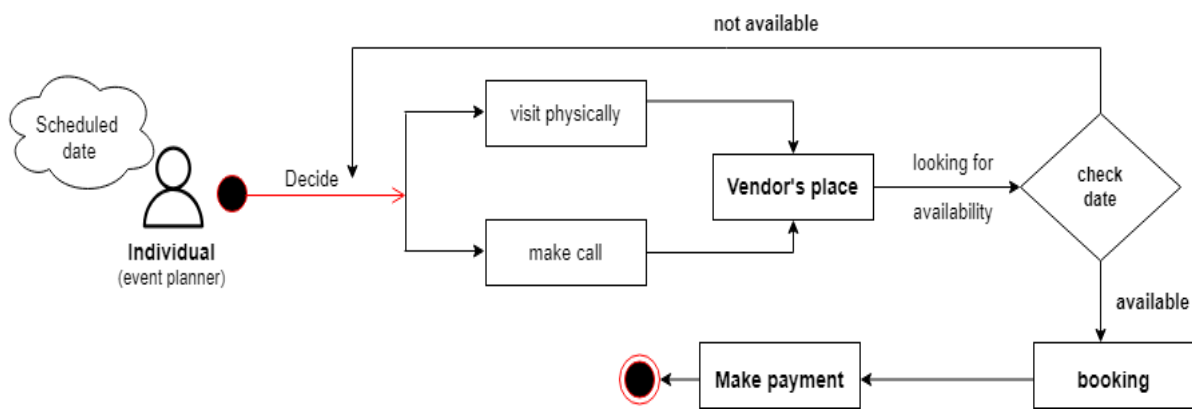


Figure 2. 1: Manual process of the existing system

Furthermore, comparing quotes and service options becomes unmanageable, making it difficult to find the best fit for budget and preferences (Singh et al., 2020). The cultural significance of these events increases the stress (Singh et al., 2020) and nerves associated with miscommunication and last-minute hiccups. The absence of a centralized platform for event planning in Batticaloa causes many problems for residents who do not have access to dedicated event planners or user-friendly applications to streamline the entire process, which makes the event fail too.

The disadvantages of the current manual event planning system include:

- Time-Consuming

Manual processes such as searching for vendors, comparing services, negotiating prices, and handling paperwork take much longer than automated or digital methods. This delays event planning and increases the likelihood of missed deadlines.

- Higher Risk of Errors

Human errors are common in manual systems. Miscommunication, forgotten details, or misplaced documents can lead to booking conflicts, incorrect services being provided, or financial mismanagement.

- Limited Transparency

Without a digital platform, there is no clear way to track vendor performance, pricing consistency, or customer satisfaction. Customers may struggle to make informed decisions based on previous experience.

- Inefficiency in Communication

Communication between Customers and vendors is slower and less efficient, often relying on phone calls, emails, or in-person meetings. This can lead to delays in finalizing details, which adds stress to the planning process.

- Difficulty in Coordination

Coordinating multiple vendors for a single event (e.g., catering, decorations, venue booking) is challenging without a centralized system. This can lead to overlapping bookings, missing details, or poor event synchronization.

- No Central Recordkeeping

Important event details, contracts, and financial transactions are often spread across different formats (handwritten notes, emails, etc.). This leads to poor data management, difficulty in retrieving information, and potential legal or financial disputes.

- Limited Availability of Vendors

In a manual system, Customers may not be aware of all available vendors in the area. These limits options reduces competition and may result in settling for subpar services or paying more.

- No Feedback Mechanism

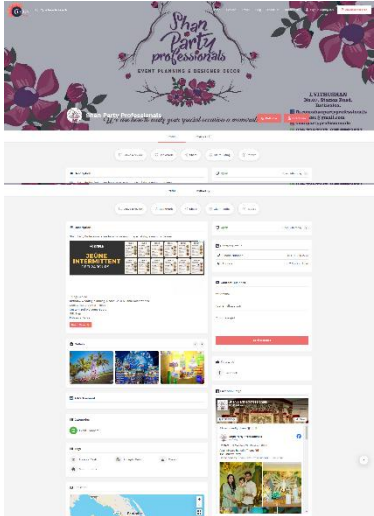
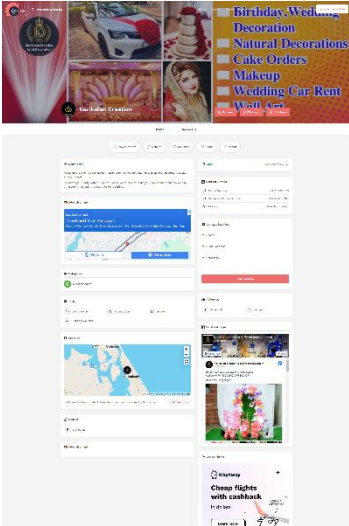
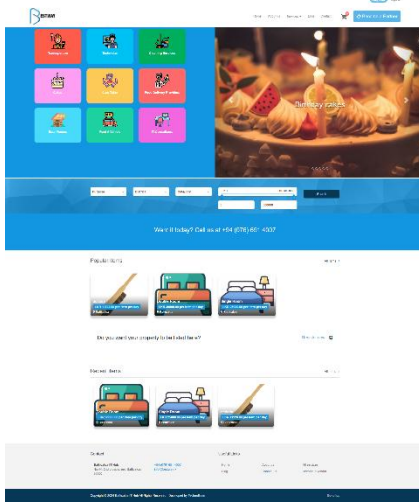
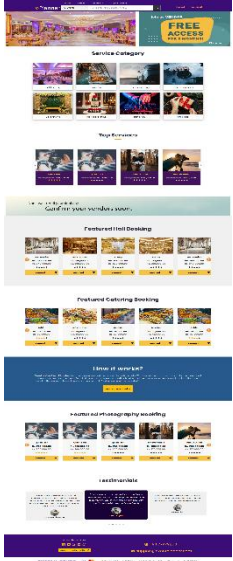
Without a formal system for customer reviews and ratings, there is no feedback loop for vendors to improve their services. Customers cannot reliably know the quality of a vendor's services until after the event.

2.3 Review of Similar Systems

Table 2. 2: Review of Similar Systems - Batticaloa District

Feature	Shan Party Professionals	Karikalan Creation	Batticaloa IT Hub	Proposed system
Things they do	• Birthday/Wedding Planning, Decor, Cake & Table Decorations • Guests Table Centerpieces • Customized Welcome Board • Gift Bags • Entrance Decor	• party planning. • wedding planning, designing. • decorating • wall art paintings	• Rental Rooms • Rent A Vehicle • Cleaning Services • Cakes • Tradesperson • Care Take • Food Delivery Providers	• Any Event planning such as weddings, parties, Birthdays, and Puberty ceremonies
Target Audience	General event planners	General event planners	General event planners	Residents of Batticaloa
Focuses on culturally specific event planning (weddings, birthdays, etc.)	Not fully focused	Not fully focused	Not fully focused	Fully focused
Vendor Network	Limited Vendors	Limited Vendors	Limited Vendors	Focuses on all local vendors for all types of

				events in Batticaloa with cultural awareness
Booking & Communication	Phone, online call, Direct visit, and Facebook	Phone, online calls, Direct visits, WhatsApp, Facebook, Instagram	Phone, and Direct visit	Streamlined online booking and communication through the platform
Specific web-hosted and related application	• No specific web host but uses subdomain form ceylonpages.lk • And no proper system to track the progress	• No specific web host but uses subdomain form ceylonpages.lk • And no proper system to track the progress	Yes, only hosted but no And no proper system to track the progress.	have all.
Innovative features	No one	No one	No one	• Focus on cultural events based on the community. • Vendor discovering features through centralized platforms. • payment management with the help of the system

				- canceling service. - There is no proper system for booking events.
Design				
URL	https://ceylonpages.lk/batticaloa/service/shan-party-professionals	https://ceylonpages.lk/batticaloa/service/karikalan-creation	https://bestway.letsmapgreen.com/	Will be available

According to the “Table 2. 2 the proposed system analyzed existing features of the similar system in the Batticaloa district”, there is a notable absence of dedicated vendors who provide comprehensive event support services. The current practices outlined inefficiencies and challenges for Customers. The above systems seem like a manual process for booking, and payment process. Sometimes Event planners are forced to contact multiple service providers individually to coordinate event arrangements. This process involves research, inquiries, and scheduling across multiple platforms. Managing and coordinating these services independently adds to the organizer's workload and can lead to delays or cancellations. Moreover, Event decorators in the region often offer limited services, focusing only on decorating without providing other essential event support. They also lack a structured platform to manage their bookings and interact with clients, which hinders effective communication and service delivery.

Innovative Features in The Proposed System

- **The new approach to event planning**

Usually the concept of an “event planner” is a group of people or a person who manages and provides the service for others’ events successfully. For that, the individual who needs the service pays the whole amount to the event planner to get the work done. Most of the time these event plans happen with little customization because all event planners are maintaining some package-based features that need to celebrate the event with some specified vendors. Here I would like to introduce a new approach to changing the old methods of this service into more customizable ones. Here the person who needs to celebrate his or her event can select the vendors according to his or her preferences and can pay for them. Therefore, the person can feel very comfortable.

- **Cultural Customization**

The proposed system allows users to plan events that are culturally relevant and personalized, with traditional elements integrated into every aspect of the event planning process.

- **Local Vendor Marketplace**

One centralized platform for local vendors with detailed profiles, user ratings, reviews, and enabling users to make decisions based on community feedback.

2.4 User Requirements

The EPSS has two main user requirements, functional and non-functional. This user requirement was identified via questionnaires and improved after analyzing the similar system which was mentioned in the above sections; “2.1 and 2.3”. Functional requirements cover tasks like User Registration and Profile Management, Service packages management, Vendor Search and Filtering, Vendor Booking, communication, Payment Processing, Cancellation, and Notification System. And the Non-functional requirements ensure Performance, Security, Interoperability, accessibility, dependability, and efficiency.

2.4.1. Functional Requirements

- **User Registration and Profile Management**

The system allows users (Customers and vendors) to register and create profiles, and manage their profile information, including contact details.

Especially, Vendors must be able to create and manage profiles that include their services, pricing, photos, and contact details. They must also be able to update their service availability and respond to booking requests.

- **Vendor Search and Filtering**

The system allows customers to search for vendors based on categories such as catering, decorations, and hall rentals. Customers can filter vendors by category, price, culture, and preferences.

- **Event Booking**

Customers can send booking requests to vendors directly through the platform. The system should allow vendors to accept, reject, or modify booking requests.

- **Communication System**

The system provides a secure messaging feature for Customers and vendors to communicate about bookings and requirements.

- **Payment Processing**

Customers make bank slip payments then they can upload their slips to the system. This system records all information and allows users to track payment history.

- **Cancellation Management**

Customers can cancel bookings following platform policies. The system should process cancellations and facilitate refunds based on policy terms.

- **Notification System**

Users receive notifications for important updates, such as booking confirmations, cancellations, or new messages.

- **Add packages to the Wishlist**

Logging customers can manage packages by adding and removing them to the Wishlist as much as possible.

- **Rating and feedback**

Customers can rate and provide feedback to the vendors based on their satisfaction.

The following outlines the functional requirements for the EPSS, categorized by user role, main module, and associated activities:

User Role - Customers

Table 2. 3: Activities of Customers

No.	Main Module	Activity
1.	User Registration and Profile Management	• Register as a customer. • Manage personal and contact information in profile.
2.	Booking & Communication	• Send booking requests to vendors. • Receive advance payment date and amount from vendors. • Communicate securely with vendors via the platform's messaging system.

3.	Search & Discovery	• Search for vendors by category (e.g., hall rentals, catering). • Apply filters based on cultural preferences. • Apply filters based on price range. • View detailed vendor profiles including photos. • View vendor service descriptions. • View customer reviews of vendors.
4.	Payment Processing	• upload payment info for services. • Track event-related expenses.
5.	Cancellation Process	• Cancel bookings according to platform policies. • Process refunds based on cancellation terms.
6.	Adding packages to the Wishlist	• Manage Wishlist by adding and removing
7.	Provide rating and feedback	• Customers can provide feedback on the service or package after the completion of the booking.

The above “Table 2. 3 shows who will plan their event and how the system reacts to that activity along with the module”.

User Role - Local Vendors and/or Service Providers

Table 2. 4: Activities of Local Vendors and/or Service Providers

No.	Main Module	Activity
1.	Registration & Profile Management	• Register with business details. • Create a comprehensive vendor profile showcasing services. • Upload photos of services. • Set and manage service pricing. • Manage service availability.

2.	Booking Management	• Receive booking requests from Customers. • Respond to booking requests from Customers. • Confirm bookings with Customers. • Communicate with Customers through the messaging system.
3.	Payment Management	• Make confirmation about received payments through the platform. • Track earnings from event bookings. • Remember the customers to pay

The above “Table 2. 4 shows local vendors and/or Service providers’ activities and those are how likely to communicate with the module in the system”.

User Role - Administrator

Table 2. 5: Activities of Administrator

No.	Main Module	Activity
1.	Platform Management	• Oversee the entire platform’s operations. • Manage vendor profiles. • Manage customer.
2.	Event Planning and Scheduling Management	• Monitor event scheduling. • Assist with vendor coordination.
3.	Payment Management	• Oversee the commission amount.

The above “Table 2. 5 shows the overall activities of the administrator and how those activities relate to each module in the system”.

2.4.2. Non-Functional Requirements

- **Performance**

This system handles various loads, such as multiple Customers searching for vendors, booking services, and processing payments at the same time.

- **Security**

This system uses sensitive information of all users including personal information, payment details, and vendors' contact information. Therefore, this system ensures this platform is secure against potential threats, such as data breaches, unauthorized access, and fraud, and is essential to maintaining user trust and vendor accountability.

- **Accessibility**

The system is designed to be easy to use for all users, regardless of the type of device they are using such as a computer, tablet, or smartphone. The resolution is independent for all devices along with very simple and elegant designs and it's accessible to color and other components.

- **Dependability**

Users can rely on the system to work consistently and correctly over time, without unexpected issues or interruptions. It's designed to be robust, with built-in protections to minimize the chance of downtime or errors, making it dependable for users who need it in critical moments.

- **Efficiency**

The system is optimized for fast performance, allowing users to complete their tasks without unnecessary wait times. It efficiently handles requests like browsing, searching, and booking, even during high-traffic periods, so that users experience smooth and responsive interactions.

Chapter 3 – Design

This design chapter provides an overview of the design process, and the strategies used to develop the proposed system's design. The transition of the requirements is identified earlier into a technical solution that is designed and outlines the high-level architecture, user interaction flow, and various components of the system to ensure that it meets the needs of Customers, vendors, and administrators. This chapter will discuss the related design strategies, system architecture, and visual representation through ER and UML diagrams.

3.1 Related Design Strategies

The Event Planning Support System (EPSS) follows a mid-range design strategy, which ensures a balance between cost, performance, and feature-rich functionality. This approach was chosen to optimize system usability while maintaining efficient resource allocation. A mid-range strategy is ideal for web-based applications that require structured user interaction, real-time booking management, and scalability without the complexities of a high-end system (Sommerville, 2016).

3.1.1. Rationale for Choosing a Mid-Range Strategy

The mid-range approach was selected based on the following factors:

- A low-end strategy would not provide sufficient automation, vendor management, or structured communication, leading to inefficiencies in event planning.
- A high-end strategy would require advanced AI-based automation, real-time updates, and cloud-based infrastructure, which may be excessive for the initial scope of the project and resource constraints
- The mid-range strategy balances functionality and resource efficiency by incorporating essential features such as automated vendor management, real-time booking updates, and structured communication, ensuring smooth and reliable event planning

3.1.2. Key Features of the Mid-Range Strategy in EPSS

3.1.2.1. Automated Vendor Discovery & Booking Management

- Customers can search and filter vendors based on services, availability, and location.
- Vendors can list services, update availability, and receive booking requests.
- Customers send booking requests that vendors can accept or reject.
- booking confirmations and updates

3.1.2.2. Structured Communication

- Built-in messaging system for direct communication between vendors and customers.
- Reduces miscommunication issues commonly associated with traditional phone-based bookings.

3.1.2.3. Role-Based User Management

- Customers: Search, book vendors, send messages, manage bookings.
- Vendors: List services, update availability, confirm/reject bookings.
- Admins: Oversee the platform, handle disputes, manage users.

3.1.2.4. Secure & Scalable Backend Development

- Backend: Built using Laravel, a PHP framework suitable for large-scale web applications.
- Database: MySQL is used for structured data storage and retrieval.
- Frontend: HTML5, CSS3, JavaScript, and Bootstrap 5 ensure a responsive UI.

3.1.2.5. Payment & Booking Management

- Manual payment verification (future updates may include full automation).
- Vendors and customers can cancel bookings with policies.

3.1.2.6. Usability & User Experience Enhancements

- Responsive mobile-friendly UI built with Bootstrap 5.
- User profiles for vendors and customers with history tracking.
- A basic rating and feedback system to improve service quality.

3.1.2.7. Testing & Performance Evaluation

- Manual testing was conducted to ensure functionality, performance, and user experience.
- Usability surveys were conducted to collect user feedback and identify areas for future improvements.
- Areas for enhancement include improving the notification system, refining the booking process, and integrating automated payment features.

3.2 System Architecture

This proposed system architecture is MVC (Model, View, and Controller), a design pattern used to organize code in a modular and scalable way. For the EPSS, implementing MVC helps maintain the separation of concerns, ensuring that each layer is responsible for a specific system function, and it is shown in below “Figure 3. 1”.

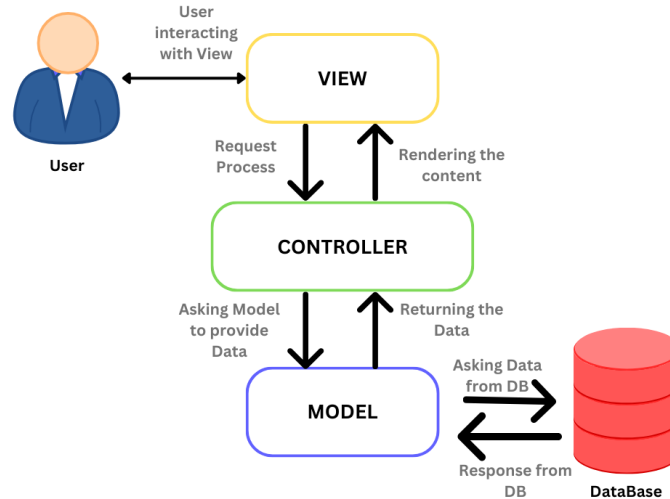


Figure 3. 1: MVC Architecture

3.2.1. Model - Data Management

The **Model** represents the core functionality, data structure, and information management of the EPSS system. The Model consists of various entities, such as Customers, Vendors, Services, Events, and Bookings. Each of these entities has attributes stored in a database, data validation, interactions through relationships, and business logic such as calculating costs, managing vendor availability, and processing payments. It ensures data consistency and reliability.

3.2.2. View - User Interface

The **View** is responsible for presenting data to the users, including Customers, Vendors, and Administrators. The View layer in the system consists of the following components:

Customers' View

- Dashboard - Allows Customers to view and manage their profiles, search for vendors, and track bookings.
- Vendor Search and Booking Page: Displays a list of vendors with filters based on price, service type, etc.
- Payment and Booking Confirmation: Displays payment options and booking confirmations.

Vendor's View

- Profile Management Page - Vendors can update their profile, manage services, and set availability.
- Booking Management Page - Shows incoming booking requests, status updates, and payment tracking.

Administrator's View

- User Management Dashboard - Displays all registered vendors and Customers.
- Event and Payment Monitoring - Provides oversight on the entire platform's activities, including payments and bookings.

3.2.3. Controller - Business Logic and Interaction

The Controller is the intermediary between the Model and the View. It processes user requests, retrieves the appropriate data from the Model, and passes it to the View for display. The Controller also updates the Model based on user input. The key controllers for this System include the following:

Customers Controller

- Handles registration, login, and profile management.
- Manages vendor search requests, filters vendors, and processes bookings.
- Coordinates payment processing and cancellation requests.

Vendor Controller

- Manages vendor registration and profile updates.
- Processes booking requests from Customers, confirms or declines bookings and manages vendor availability.

3.2.3.1. Administrator Controller

- Oversee the management of the platform, handling user registration, event scheduling, and monitoring payment processing.

3.3 Entity Relationship Diagram

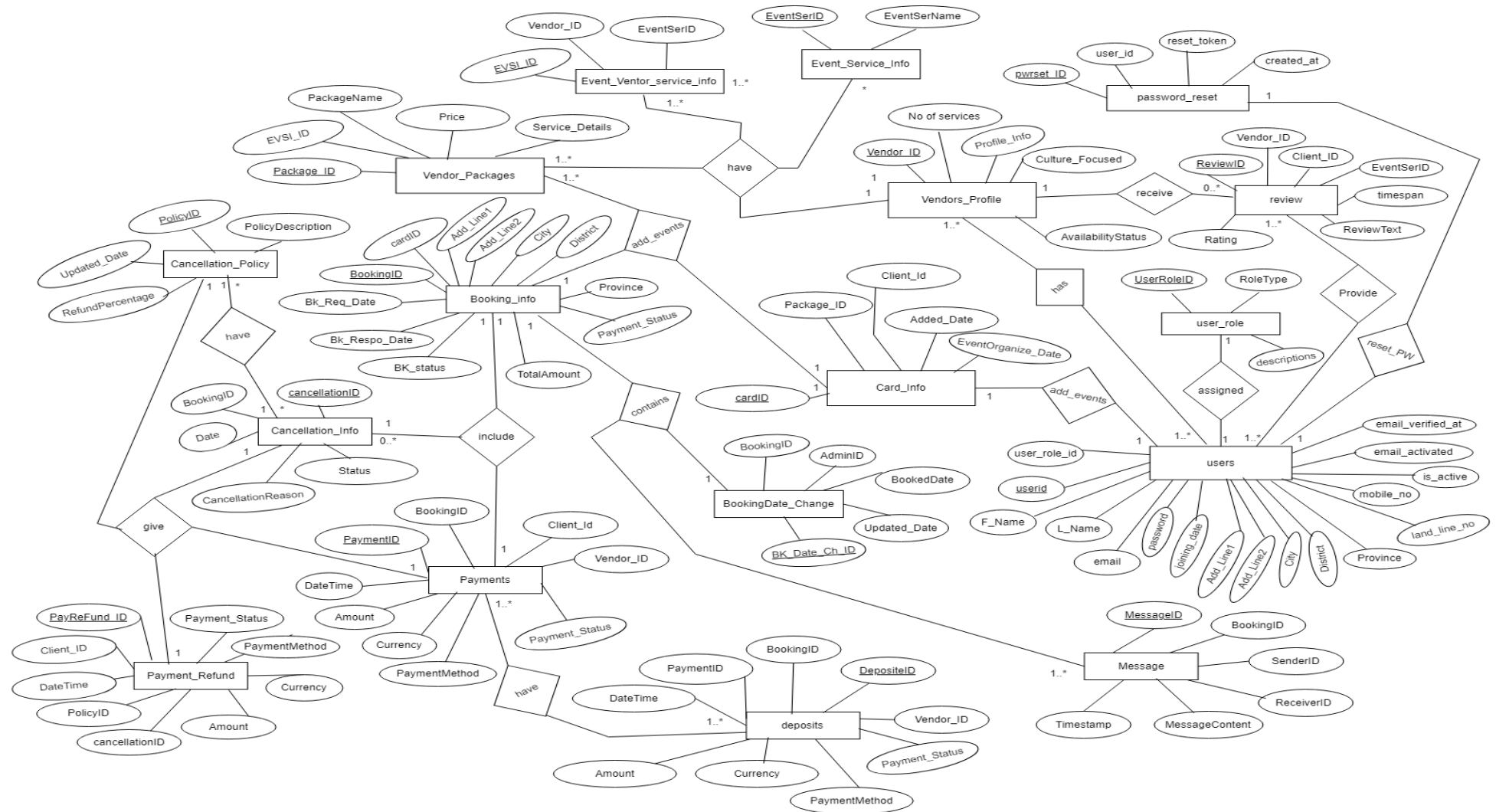


Figure 3. 2: ER Diagram of EPSS

The above “Figure 3. 2**Error! Reference source not found.** illustrates the entity Relationship Diagram (ERD) for the system of EPSS”, which visually represents the data structure and relationships among key entities within the system. The primary entities include the Customers, Vendor, Booking, Payment, Services information such as types, packages, and so on, cancellation, refund policy, and Administrator, each linked with attributes that define their roles.

Relationships are mapped to illustrate how Customers can create and manage bookings, interact with multiple Vendors, and make payments securely. Conversely, Vendors manage their service offerings, respond to booking requests, and track payment details. The Administrator oversees these interactions, enforcing platform policies and maintaining system integrity. The ERD provides a clear overview of data flow and interdependencies, ensuring a coherent and efficient database design that supports the platform’s functionality.

3.4 UML Diagrams

Unified Modeling Language (UML) diagrams provide a structured and comprehensive visual framework for analyzing and understanding the architecture, behavior, and interactions among components within the Event Planning Support System (Sommerville, 2011). These diagrams facilitate a clear view of the system’s design, particularly in how Customers, Vendors, and Administrators engage with key functionalities. By clarifying these interactions and requirements, UML diagrams act as a guide for developers, ensuring that the system aligns with user needs and operational goals(Sommerville, 2011).

Similar frameworks in event management and booking systems have proven essential for organizing interactions, optimizing workflows, and managing dynamic state changes effectively(Akhla et al., 2020),(Pinjari and Nur, 2016).

3.4.1. Usecase Diagram



Figure 3. 3: Usecase diagram for EPSS

The Usecase diagram of this EPSS is illustrated in “Figure 3. 3 outlines the primary user interactions with the EPSS”, categorizing use cases by user roles as Customers, Vendor, and Administrator.

3.4.2. Usecase Narratives

The Use Case Narratives, derived from the Use Case Diagram from the above “Figure 3.4. 1” for the EPSS, outline the detailed interactions between the system and its primary users. Each narrative provides step-by-step descriptions of all interactions with the other users in the system.

Table 3. 1: Usecase Narrative for User Registration

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
		Version: 1.0
Use-case Name	User Registration	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-01	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Customers and Vendor (Business Actor)	
Other Interested Stakeholders	Administrator	
Description	This use case describes how a new user creates an account on the Event Planning Support System. The user provides personal information such as user type (Event organizing individual or Vendor), name, email, phone number, and password. The system validates the inputs, checks for existing accounts, and creates a new user profile if everything is in order. A confirmation email is sent to the user to verify the account. Successful registration allows users to access the system's features based on their role (e.g., Customers, vendor).	

“Table 3. 1 shows the narrative for User Registration, how this usecase interacts with the system by a specific user, and more it shows the description of the usecase too”.

Table 3. 2: Usecase Narrative for Login

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
		Version: 1.0
Use-case Name	Login	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-02	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Customers, Vendor, Administrator - System Actor	
Description	This usecase details the process for a registered user to log into the system. The user provides their credentials (email/username and password). The system checks the credentials against stored data, validates the user’s identity, and grants access to their account. If the credentials are incorrect, the system prompts the user to retry. After successful authentication, the user is directed to their personalized dashboard or home page, where they can access the system's features.	

“Table 3. 2 shows the narrative for the Login usecase, how this usecase interacts with the system by a specific user, and it also shows the description of the usecase”.

Table 3. 3: Usecase Narrative for Profile Management

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
		Version: 1.0
Use-case Name	Profile Management	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-03	
Priority	High	
Source	Requirement document	

Primary Actor (System Actors / Business Actor)	Customers - System Actor
Other Participating Actors	Vendor (Business Actor)
Other Interested Stakeholders	Administrator
Description	This use case allows users to manage and update their profiles. Users can edit their personal information, such as name, contact details, profile picture, and password. They can also manage preferences like notification settings, preferred event types, and communication preferences. The system ensures that all changes are validated and securely saved in the database. Users can view a summary of their activities, such as past events organized or services offered (for vendors).

“Table 3. 3 shows the narrative for the Login usecase, how this usecase interacts with the system by a specific user, and more it shows the description of the usecase too”.

Table 3. 4: Usecase Narrative for Search and Discovery Vendors

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		
Date: 2024.08.14		
Version: 1.0		
Use-case Name	Search and Discover Vendors	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-04	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Customers - Business Actor	
Other Participating Actors	Vendor (Business Actor)	
Other Interested Stakeholders	Administrator	

Description	This use case enables Customers to search for vendors based on specific criteria such as service category (e.g., catering, decoration), location, availability, and ratings. The system retrieves and displays a list of vendors that match the search criteria, along with their profiles. Customers can filter results further, sort by price, or view detailed vendor profiles. This case facilitates discovering and connecting with the right vendors for specific event needs.
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The above “Table 3. 4 shows searching and discovering vendors' usecase narrations along with descriptions and related all vendors.

Table 3. 5: Usecase Narrative for Viewing Vendor Profile

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		
Date: 2024.08.14		
Version : 01		
Use-case Name	View Vendor Profile	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-05	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Customers - Business Actor	
Other Participating Actors	Vendor (Business Actor)	
Other Interested Stakeholders	Administrator	
Description	This use case allows Customers to view detailed profiles of vendors. The vendor profile includes information such as services offered, pricing, availability, customer reviews, ratings, and a portfolio of previous work. Customers can assess this information to determine if the vendor is suitable for their event. The system ensures that the vendor’s information is up-to-date and accurately presented.	

The above “Table 3. 5 shows viewing vendors' profiles narrations along with descriptions and related all vendors”.

Table 3. 6: Usecase Narrative for Booking and Communication

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
Version: 1.0		
Use-case Name	Booking & Communication	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-06	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Customers - Business Actor	
Other Participating Actors	Vendor (Business Actor)	
Other Interested Stakeholders	Administrator	
Description	This use case facilitates the process of booking vendors for events and establishing communication between Customers and vendors. Once a vendor is selected, the Customers can send a booking request specifying the event details, dates, and requirements. The vendor can accept, reject, or negotiate the terms. The system provides a communication interface for both parties to discuss and finalize arrangements. Notifications are sent to both parties to keep them informed of the booking status.	

“Table 3. 6 shows booking and communication usecase narration, involving of all types of users to successfully make bookings.

Table 3. 7: Usecase Narrative for Making Payments

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
Version: 1.0		
Use-case Name	Payment management	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-07	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Customers - Business Actor	
Other Participating Actors	Payment Management (System Actor)	
Other Interested Stakeholders	Vendor, and Administrator	
Description	This use case enables Customers to make payments for booked services by uploading the paid slip to the system. Customers enter payment details; the vendor always makes sure to confirm the details of the payment.	

“Table 3. 7 shows making payments usecase narration, explaining all types of activities followed by users concerning the event which is in the description too.

Table 3. 8: Usecase Narrative for Responding to Requests for an Event

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
Version: 1.0		
Use-case Name	Responding to Request for Event	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-08	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Vendor - Business Actor	
Other Participating Actors	Customers (Business Actor)	
Other Interested Stakeholders	Administrator	
Description	This use case describes how vendors respond to booking requests from Customers. When a booking request is received, the vendor reviews the details and decides whether to accept, reject, or propose alternative arrangements. The system allows the vendor to communicate directly with the Customers to clarify details or negotiate terms. The vendor’s response is logged in the system, and notifications are sent to both parties to confirm the request's status.	

“Table 3. 8 shows responses to the request of the event. “Here, all the interested vendors must be engaging with this activity, and all the information is described in the descriptions.

Table 3. 9: Usecase Narrative for Payment Management

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
Version: 1.0		
Use-case Name	Payment Management	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-09	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Customers - System Actor	
Other Participating Actors	Vendor (Business Actor)	
Other Interested Stakeholders	Administrator	
Description	This case enables vendors to track and manage their earnings from the events they service. The system provides a dashboard where vendors can view details of all completed transactions, including payment amounts, dates, and status. Vendors can also generate financial reports and view pending payments. The system ensures that payment records are accurate and up to date, providing vendors with a reliable way to manage their finances.	

The above “Table 3. 9 shows the usecase narrative on payment management”, in here is the detail of the “payment management” usecase used to narrate the user story to get the work done.

Table 3. 10: Usecase Narrative for Cancellation of the Event Booking

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
Version: 1.0		
Use-case Name	Cancellation of Event Booking	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-10	
Priority	High	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Customers - Business Actor	
Other Participating Actors	Vendor- Business Actor	
Other Interested Stakeholders	Administrator	
Description	This case describes the process by which customers can cancel a previously booked event. The customer initiates the cancellation request through the system, selecting the specific event they wish to cancel. The system prompts the organizer to confirm the cancellation and provides details before the vendor confirms.	

“Table 3. 10 shows cancellation of the event booking usecase narrative, this includes all related business vendors when the event wants to be canceled according to the policy.

Table 3. 11: Usecase narrative for Overall User Management

High-Level use-case Narrative No-01		
Event Planning Support System		
Author (s): Yasotha.S		Date: 2024.08.14
		Version: 1.0
Use-case Name	Overall user management	Use-Case Type Business Requirements: ☒
Use-case ID	EPSS-11	
Priority	Medium	
Source	Requirement document	
Primary Actor (System Actors / Business Actor)	Administrator - Business Actor	
Other Participat- ing Actors	Local Vendor/Service Provider (Business Actor)	
Description	This use case details how the administrator manages the overall platform. It includes user registration approvals, role assignments, monitoring user activity, managing permissions, and ensuring compliance with platform policies. The administrator also handles user-related issues, enforces security measures, and maintains the integrity and smooth operation of the platform, ensuring a secure and efficient environment for both Customers and vendors.	

The above “Table 3. 11 shows overall user management by the administrator”, this could be used for managing all the activities by his/her for the system’ improvement

3.4.3. Class Diagram

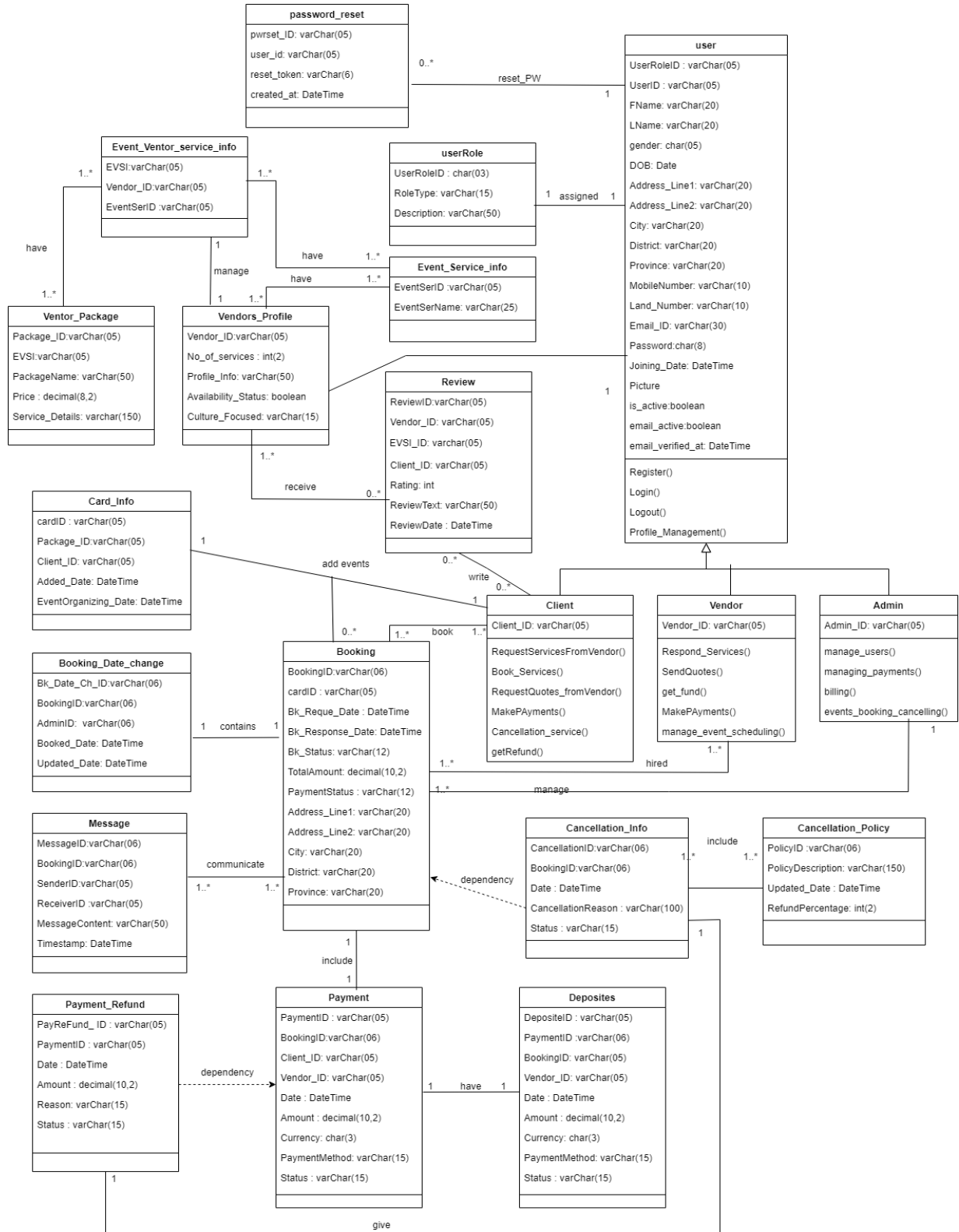


Figure 3. 4: Class Diagram of EPSS

The above Diagram “Figure 3. 4: Class Diagram of EPSS defines the structure and relationships between classes along with attributes and methods aligned with its role in the system”.

3.4.4. Sequence Diagram

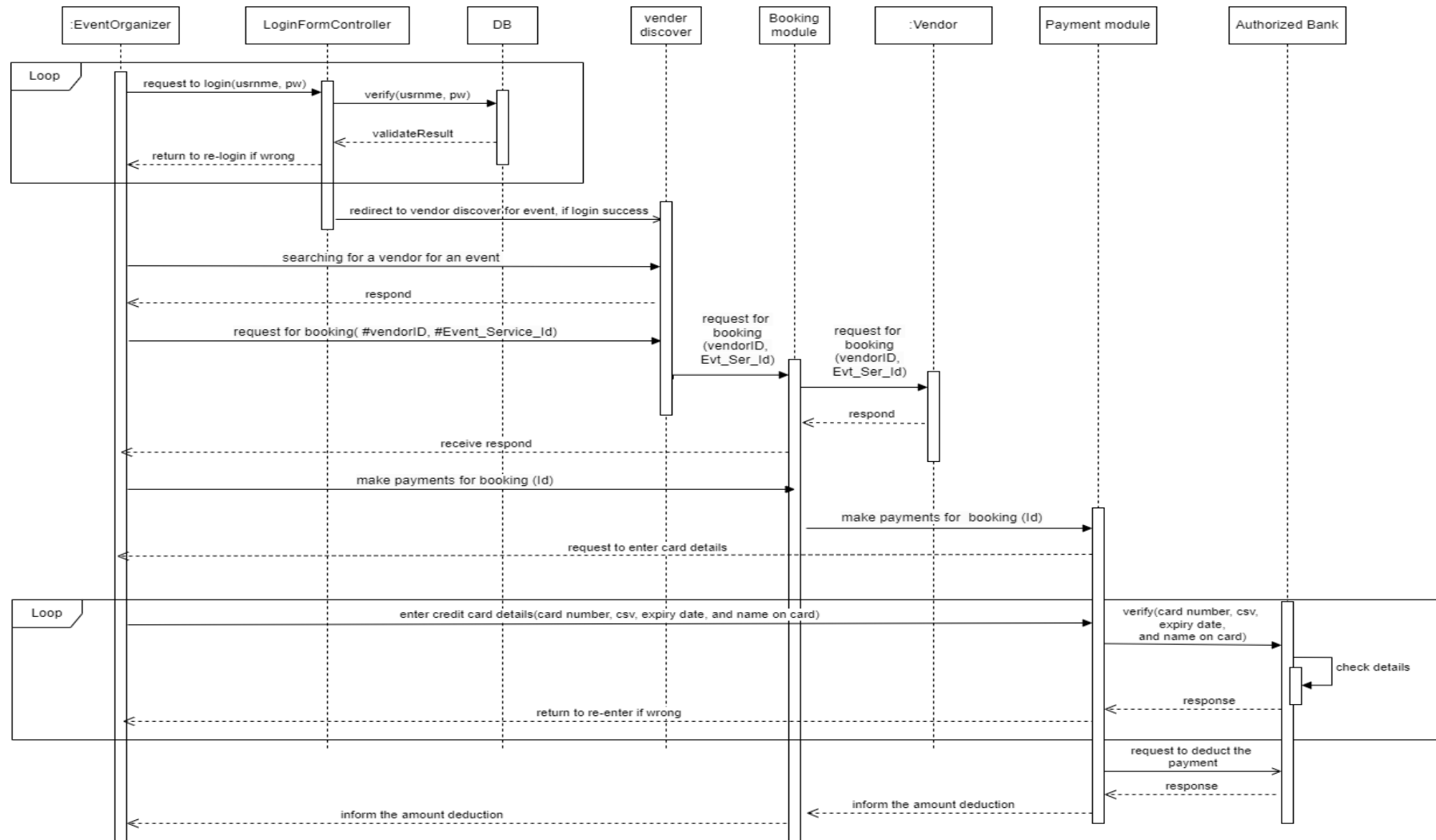


Figure 3. 5: Sequence Diagram for making booking EPSS

The above “Figure 3. 5 illustrated an Even planning individual how can make booking a service through the system after login”. And interactions between objects for specific functionalities, such as making a booking and processing a payment.

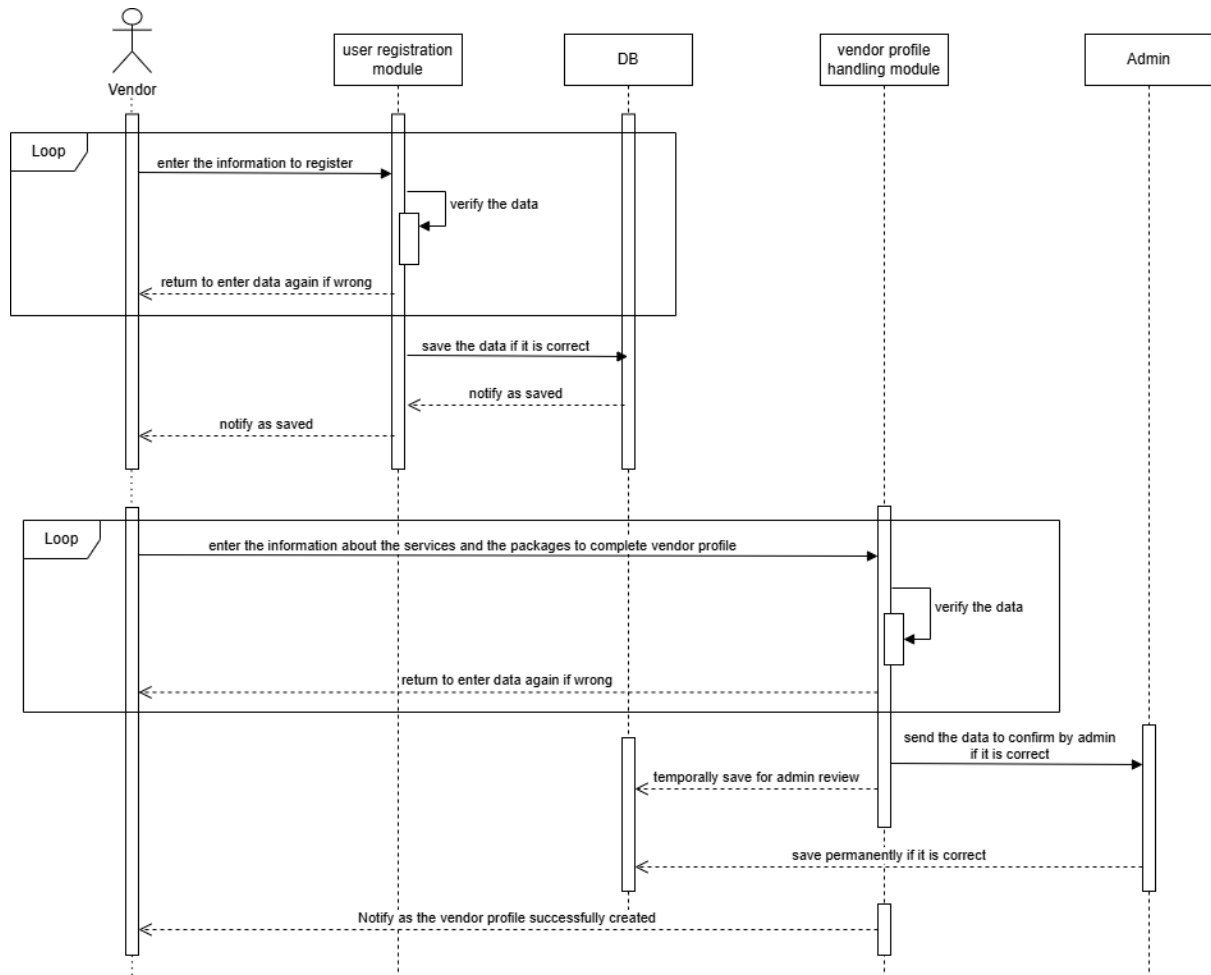


Figure 3. 6: Sequence diagram for creating vendor profile

In the Vendor Profile Management sequence diagram in “Figure 3. 6” the process illustrates the step-by-step interactions between the Vendor, user registration module, Database components, vendor profile module, and admin for successfully creating the vendor profile’s information. Any type of vendor can register as one user, but it will be visible to the customers when they are completing the profile only and it always depends on the admin review for the integrity and the reliability of the information.

3.4.5. Activity Diagram

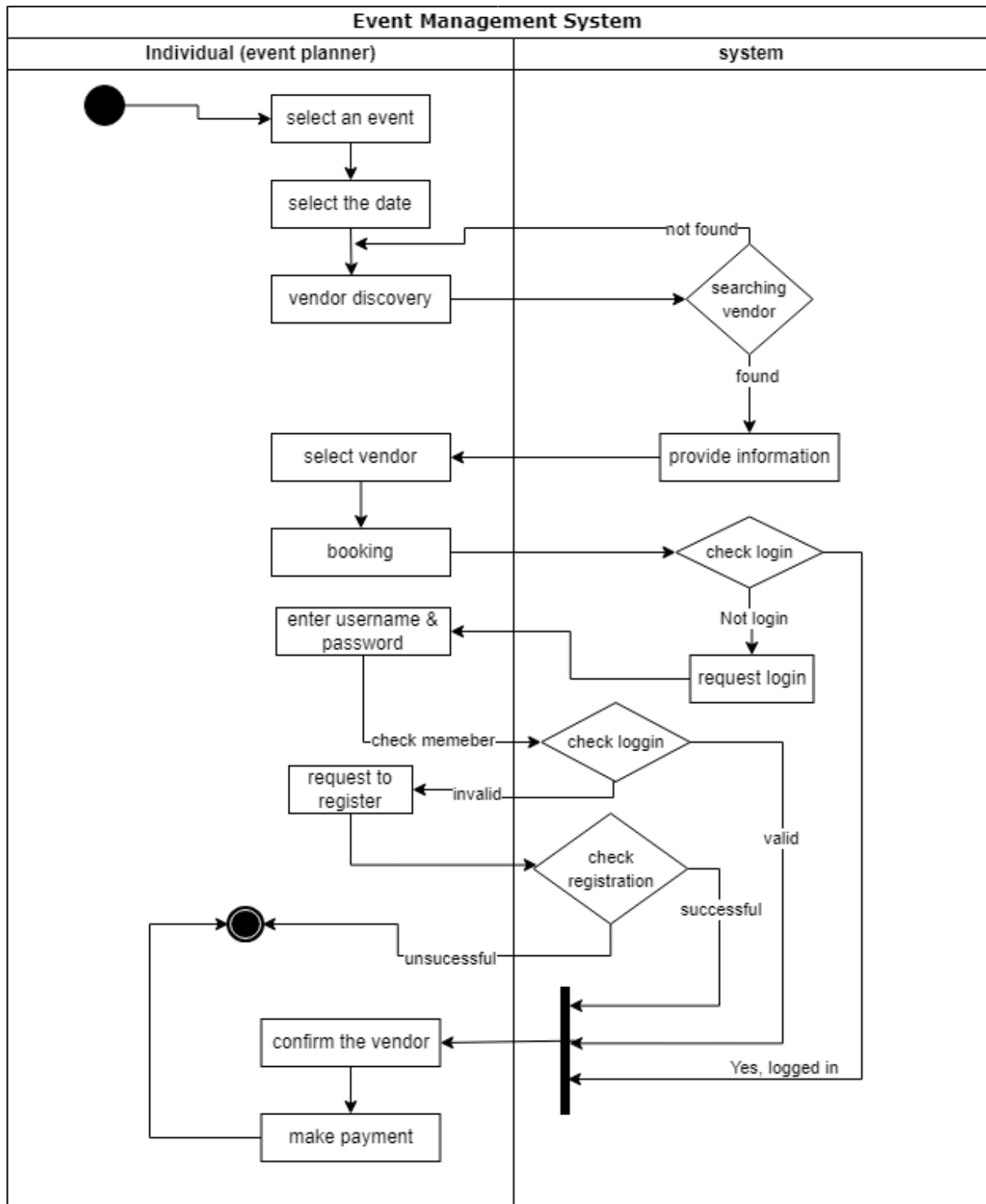


Figure 3. 7: Activity Diagram for EPSS

The Activity Diagram in “Figure 3. 7, represents the workflow for various processes, such as user registration, vendor discovery, booking management, and payment processing. Each process is broken down into a series of actions, decision points, and parallel processes (where applicable)”.

Chapter 4 – Implementation

This chapter elaborates on the approaches and the processes followed during the development of this EPSS. It includes information on the methodology, detailing how each phase of the project was planned and executed. Also, the chapter includes the implementation section, highlighting the tools, technologies, and frameworks used to develop the design into a working system.

4.1. Methodology

This EPSS application uses the iterative waterfall approach method as the most appropriate methodology for many projects(Sommerville, 2011). This approach retains the structured phases of the traditional Waterfall model but allows for iterative cycles within each phase, enabling refinement as the project progresses. By adhering to a scheduled plan, this methodology ensures that all activities are conducted systematically and sequentially while allowing for iterations to address feedback and evolving requirements. This approach is particularly well-suited for developing the "Event Planning Support System," where maintaining a clear schedule and delivering a well-organized, high-quality product is essential.

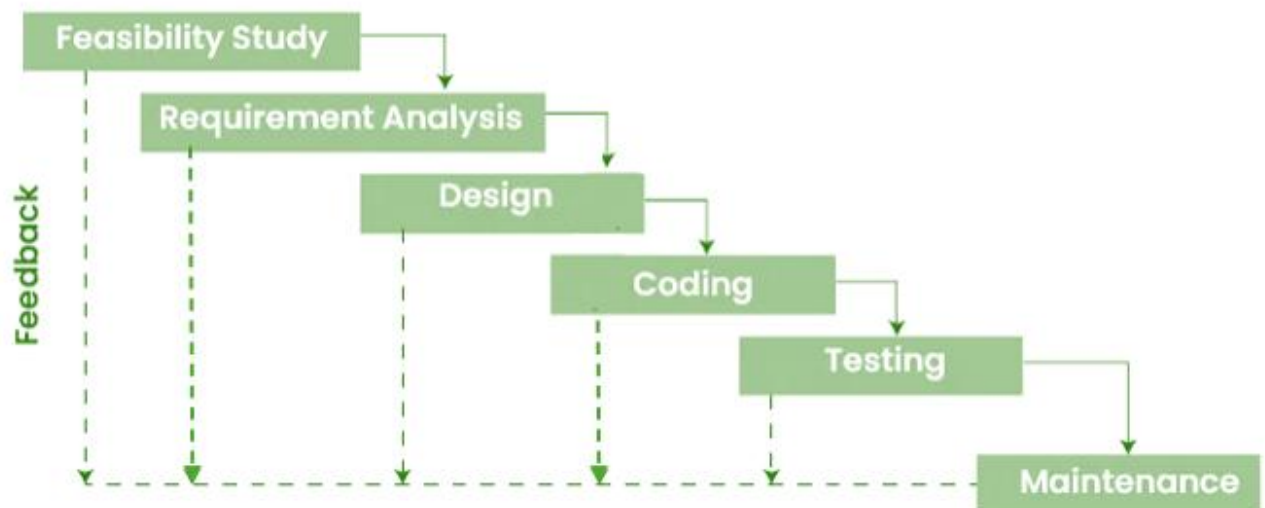


Figure 4. 1: Iterative Waterfall method

The above “Figure 4. 1 used to illustrate the process of software development in a linear sequential way”. All processes are described as follows;

4.1.1. Feasibility Study

This first phase focuses on deciding if it's possible to complete the EPSS project with the resources, time, and budget available. In this stage, we look at three key areas: technical, economic, and operational aspects. This includes analyzing what tools and technology are needed to build the system and checking if these match the stakeholders' goals. Stakeholders' goals include delivering a useful, efficient, and user-friendly system. Surveys and initial studies help outline the project's requirements and assess if it is aligned with overall project objectives.

4.1.2. Requirements Gathering

During requirements gathering, the team involves all major stakeholders, including Customers, vendors, and possible users, to understand their specific needs and expectations. This phase includes gathering information through surveys, meetings, and focus group discussions to collect both **functional requirements** (like event booking, vendor search) and **non-functional requirements** (such as ease of use and quick response time). This input will serve as the foundation for the system's design and development, ensuring it will meet user expectations.

4.1.3. Design:

The design phase translates requirements into a clear and organized layout or structure for the system. Here, the team creates high-level designs that show the system's architecture, user interface, and database setup. Detailed designs are created for each main part of the system, such as vendor management, booking processes, and payment handling. During this phase, the team also considers security features, future scalability, and ways to integrate with other systems. This structured design guides the development and ensures the system's functionality is both comprehensive and secure.

4.1.4. Coding

In the coding phase, developers start building the actual system based on the design created in the previous phase. They use a modular approach, which means that different features, such as user registration, vendor discovery, and booking management, are built separately but in parallel. This approach allows different parts of the system to be developed and tested independently. Each module is tested individually (unit testing) to ensure it works correctly on its own. Development happens in cycles, allowing ongoing improvements based on feedback and testing results.

4.1.5. Testing

The **testing phase** is critical to make sure EPSS works smoothly, meets the initial requirements, and can handle different user needs and situations. This phase includes several levels of testing:

- **Unit Testing:** This tests each module separately to ensure it performs its function correctly.
- **Integration Testing:** Here, the team checks how the different modules work together. This ensures that all parts communicate and function as one system.
- **System Testing:** This is a full check of the entire system to confirm it's ready for real-world use.
- **User Acceptance Testing (UAT):** Users test the system to make sure it meets their needs and expectations. Feedback from UAT is crucial to refining the final product.
- **Performance Testing:** Tests if EPSS can handle heavy usage, such as during large event planning.
- **Security Testing:** Checks for any vulnerabilities that could compromise data.
- **Interoperability Testing:** Ensures EPSS can work with other systems, like payment gateways.

4.1.6. Maintenance

After the system is deployed, the maintenance phase will begin, focusing on ongoing support. After deployment, the maintenance phase focuses on ongoing support and improvements. This includes monitoring the system for bugs, performance issues, or security risks and making updates to add new features or improve existing ones. This phase also involves providing user support to answer questions and help with any problems users may have. Regular maintenance keeps the system effective, safe, and aligned with user needs over time.

4.2. Implementation

The implementation phase involves developing both the frontend and backend of the application, along with database integration. This system is built using Laravel with PHP to handle server-side functions, user interactions, and data management.

4.2.1. Hardware System Implementation

The application is implemented on a Windows 11 operating system with the following hardware specifications:

- **Processor:** Intel i5 (or equivalent) or higher for faster processing
- **RAM:** Minimum 8 GB (16 GB recommended for smoother performance)
- **Storage:** At least 20 GB of free storage to store project files, dependencies, and databases
- **Network:** A stable internet connection to download required packages, and dependencies, and conduct updates

4.2.2. Software System Implementation

The software system for this project consists of a Laravel-based framework for the backend and supporting services for the front end.

Backend Technologies

- **PHP 8.2:** The primary language used to code server-side logic in Laravel 11.
- **Laravel 11:** A powerful PHP framework providing routing, authentication, and session management for the backend.
- **Web Server:** Apache
- **Operating System:** Windows 11.

Frontend Technologies

- **HTML, CSS, JavaScript, JQuery, SweetAlert, Fontawesom:** Standard web technologies for structure, styling, and interactive behavior.
- **Blade Templates:** Laravel's templating engine is used to create dynamic and reusable views.
- **Bootstrap:** Frameworks for responsive and aesthetically pleasing design.

Database Services:

- **MySQL:** A relational database used for data management. Laravel's Eloquent ORM (Object-Relational Mapping) simplifies data queries and interactions.

4.2.3. Software System Development Tools and Techniques

Several tools and techniques are employed to streamline development, including:

1. **Composer:** PHP's dependency manager, used to manage Laravel packages and libraries.
2. **Node.js and NPM:** To install and manage frontend packages and compile assets.
3. **PhpStorm:** IDE with PHP and Laravel extensions for efficient coding, syntax highlighting, and code navigation.
4. **Artisan Commands:** Laravel's built-in command-line interface (CLI) speeds up tasks like creating controllers, managing migrations, and seeding databases

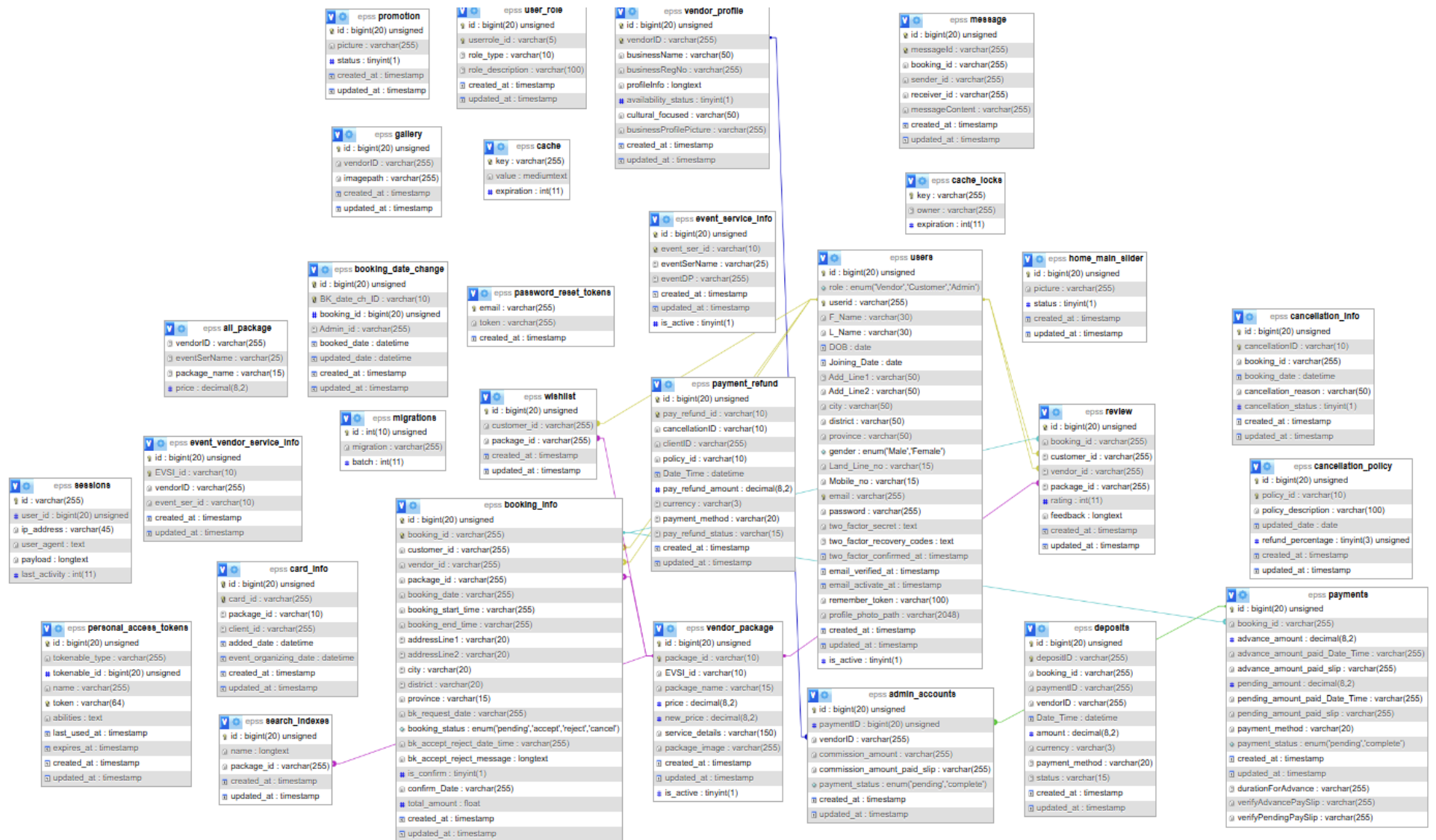


Figure 4. 2: MySQL Database of the EPSS

This Figure 4. 2 shows how all the tables are created based on the requirement to handle all the data and information of this EPSS.

```
APP_NAME=Laravel
APP_ENV=local
APP_KEY=base64:WDn+ftktxtYoYKcBfI2oNsBZ9tL4jDgApLNo/IasTS4=
APP_DEBUG=true
APP_TIMEZONE=UTC
APP_URL=http://localhost

APP_LOCALE=en
APP_FALLBACK_LOCALE=en
APP_FAKER_LOCALE=en_US

APP_MAINTENANCE_DRIVER=file
# APP_MAINTENANCE_STORE=database

PHP_CLI_SERVER_WORKERS=4

BCRYPT_ROUNDS=12

LOG_CHANNEL=stack
LOG_STACK=single
LOG_DEPRECATIONS_CHANNEL=null
LOG_LEVEL=debug

DB_CONNECTION=mysql
DB_HOST=127.0.0.1
DB_PORT=3306
DB_DATABASE=epss
DB_USERNAME=root
DB_PASSWORD=

#SESSION_DRIVER=database
SESSION_DRIVER=file
```

Figure 4. 3: EPSS Database Configuration in the .env File Using MySQL Connection

The above Figure 4. 3 EPSS database is configured using a MySQL connection defined in the .env file, specifying key parameters like host, port, database name, and credentials. For local development, it uses default settings (root user, no password), but in production, security measures such as strong credentials and restricted access should be implemented.

```

// use Illuminate\Contracts\Auth\MustVerifyEmail;
use Illuminate\Database\Eloquent\Factories\HasFactory;
use Illuminate\Foundation\Auth\User as Authenticatable;
use Illuminate\Notifications\Notifiable;
use Laravel\Fortify\TwoFactorAuthenticatable;
use Laravel\Jetstream\HasProfilePhoto;
use Laravel\Sanctum\HasApiTokens;
use Illuminate\Support\Facades\DB;

class User extends Authenticatable
{
    protected $fillable = [
        'role',
        'userid', 'F_Name', 'L_Name', 'DOB', 'Joining_Date', 'Add_Line1', 'Add_Line2', 'city', 'district',
        'province', 'gender', 'Land_Line_no', 'Mobile_no', 'email', 'password', 'profile_photo_path', 'is_active'
    ];

    protected static function boot()
    {
        parent::boot();

        static::creating(function ($user) {
            // Set the prefix based on user role
            $prefix = ($user->role === 'Vendor') ? 'vnd' : 'ct';

            // Start from 1 or use the last user ID to generate the next ID
            $lastUserId = User::where('role', $user->role)
                ->orderBy('id', 'desc')
                ->value('userid');

            // Generate the next user ID
            if ($lastUserId) {
                // Extract the numeric part from the last userid
                $lastIdNum = (int)substr($lastUserId, strlen($prefix));
                $nextId = $lastIdNum + 1;
            } else {
                // If no user exists for the given role, start from 1
                $nextId = 1;
            }

            // Generate the new user ID
            $user->userid = $prefix . $nextId;

            // Check if the generated ID is unique
            $existingUser = User::where('userid', $user->userid)->first();

            // If the ID already exists, increment the ID until it's unique
            while ($existingUser) {
                $nextId++;
                $user->userid = $prefix . $nextId;
                $existingUser = User::where('userid', $user->userid)->first();
            }
        });
    }
}

```

Figure 4. 4: User Model Implementation in Laravel with Custom User ID Generation and Security Features.

Above Figure 4. 4 The User model in EPSS is designed using Laravel's Eloquent ORM, enabling interaction with the database. A custom user ID generation mechanism ensures unique IDs based on user roles (Vendor or Customer), improving organization and identification. The model also incorporates security measures, such as password hashing and hidden sensitive attributes, to enhance data protection (Sommerville, 2020). Additionally, it supports profile management, notifications, and two-factor authentication, improving user experience and system reliability.

```
//show profile based on the role type of the user
public function showProfile()
{
    $user = Auth::user();

    $userProfile = DB::table('users')
        ->select('users.*')
        ->where('users.userid', '=', $user->userid)
        ->first();

    if (!$userProfile) {
        return redirect()->back()->with('error', 'User not found.');
```

// Redirect based on user role

```

    if ($user->role === 'Vendor') {
        //redirect to the vendor profile, if the user role is Vendor
        return view('frontend.userprofile.vendor.profileInfo', compact('userProfile'));
    } elseif ($user->role === 'Customer') {
        //redirect to the vendor profile, if the user role is Vendor
        return view('frontend.userprofile.customer.profileInfo', compact('userProfile'));
    } elseif ($user->role === 'Admin') {
        //redirect to the vendor profile, if the user role is Vendor
        return view('backend.profileInfo', compact('userProfile'));
    } else {
        return redirect()->back()->with('error', 'Invalid user role.');
```

}

Figure 4. 5: User Profile Retrieval and Role-Based Redirection in EPSS

The mentioned Figure 4. 5 This function, showProfile(), retrieves the currently authenticated user's profile from the database using Laravel's Auth facade and query builder. Based on the user's role (Vendor, Customer, or Admin), the function dynamically loads the appropriate profile view, ensuring a role-specific user experience. If no user is found or an invalid role is detected, an error message is returned, enhancing error handling and user feedback.

```

public function boot(): void
{
    Paginator::useBootstrap(); // This applies Bootstrap styles to pagination

    //show all wishlist notification
    View::composer('frontend.layouts.header', function ($view) {
        $countWishlist = 0;
        if (Auth::check()) {
            $countWishlist = DB::table('wishlist')
                ->where('customer_id', Auth::user()->userid) // Ensure `userid` is the correct column
                ->count();
        }
        $view->with('countWishlist', $countWishlist);

        //all event categories
        $event_categories = DB::table('event_service_info as a')
            ->select('a.eventSerName', 'a.event_ser_id')
            ->orderBy('a.eventSerName', 'ASC')
            ->get();
        $view->with('event_categories', $event_categories);

    });
}

```

Figure 4. 6: Application Service Provider for Wishlist Count and Event Categories in EPSS

The above Figure 4. 6 This AppServiceProvider class is responsible for bootstrapping essential application services in EPSS. It enables Bootstrap-styled pagination and dynamically injects data into the frontend header view using Laravel's View Composer. The system retrieves and shares the wishlist count for logged-in customers and fetches event service categories from the database, ensuring seamless access to these details across views. This enhances personalized user experience and efficient data handling.

Chapter 5 – Testing and Evaluation

This chapter presents the testing and evaluation process of the Event Planning Support System (EPSS) to ensure it meets both functional and non-functional requirements. Manual testing was chosen due to resource availability, the complexity of user interactions, and the need to ensure user satisfaction in the vendor booking process.

Various testing strategies were implemented, including unit testing, integration testing, system testing, and regression testing. The chapter also includes test plans, execution results, and defect analysis. Additionally, a usability evaluation was conducted to assess user satisfaction and the system's effectiveness.

5.1. Testing Approach

The testing approach is essential for verifying and validating the system which can satisfy the needs of the customers.

5.1.1. Manual Testing Overview

Manual testing was chosen for this EPSS due to the system's interactive nature and the need to verify user interface elements, business logic, and workflow accuracy at a time. The testing was performed in a structured manner, focusing on different levels of the system, including unit, integration, system, and regression testing.

5.1.2. Testing Process

The manual testing process followed a structured approach to ensure the system's functionalities aligned with its requirements. The testing focused on event category creation, user registration, booking available vendors, payment processing, review & rating, and system usability.

5.1.2.1. Test Case Design

Test cases were developed based on the EPSS system requirements and user stories. Both positive and negative test cases were included to cover expected and unexpected behaviors.

- **User Registration:** Verifying successful registration, error handling for invalid inputs, and ensuring users receive confirmation messages.

- Login: Ensuring users can log in with valid credentials, handling incorrect login attempts, and maintaining session security.
- Searching and Filtering: Checking the accuracy and efficiency of search results based on keywords, category selection, and price range filters.
- Vendor Booking: Validating vendors' availability, booking requests, confirmation process, and notification system.
- Cancel the Request: Ensuring users can cancel bookings before confirmation and verifying cancellation notifications and refund processing if applicable.
- Payment Processing: This system focuses on manual payment processing. Users must upload a bank slip as a .jpg file, which will then be reviewed and confirmed by the designated person.
- Review and Feedback: Allowing users to rate and review vendors, ensuring feedback is stored and displayed correctly.

5.1.2.2. Test Execution

- The designed test cases were manually executed, replicating real-world user interactions.
- Test environments were set up with test users, sample event listings, and simulated payment transactions.
- Usability testing was conducted to evaluate the ease of navigation, form validations, and system responsiveness.

5.1.2.3. Defect Fixing and Retesting

- The issues analyzed and resolved defects, focusing on critical issues first.
- Re-executed failed test cases need to ensure the identified defect fixes were successful.

5.1.2.4. Final Validation

- A final testing round was conducted to confirm all core functionalities were stable before deployment and this met the exit criteria, including:
 - All critical defects resolved.
 - 97%+ test case pass rate.
 - Positive user feedback from usability testing.
- The system was validated using real user test cases, including Customers and customers, to ensure smooth operation.

5.2. Related Strategies

This section outlines the various types of testing conducted to ensure the quality and reliability of the system.

5.2.1. Unit Test

It ensures that individual components (Myers, Badgett, and Sandler, 2019), such as user registration, vendor profile management, and booking functionalities, function correctly in isolation. By testing each unit separately, we can identify and fix bugs early in the development process, reducing the risk of defects later. Given the platform's focus on cultural specificity and user experience, unit tests will ensure that foundational elements are robust, reliable, and meet initial design specifications before they are integrated with other system components.

5.2.2. Integration Test

Integration testing is essential for validating the different modules (Myers, Badgett, and Sandler, 2019) of the platform such as vendor discovery, booking, payment processing, and communication. In this project, where multiple components need to interact smoothly, integration tests will help detect issues that arise when combining individual units. This is particularly important to ensure that features like secure communication between customers and vendors operate smoothly and as intended without causing disruptions to the user experience.

5.2.3. System Test

This test ensures that the entire Centralized Vendor Booking Platform operates as an organized and fully functional system. This type of testing (Myers, Badgett, and Sandler, 2019) validates the end-to-end functionality of the platform, from user registration to booking management, payment processing, and event cancellation. System testing also ensures that the platform meets all specified requirements, providing confidence that the system performs well in real-world scenarios.

5.2.4. User Acceptance Testing (UAT)

The system is tested by actual users such as Customers and local vendors to ensure it meets their needs and expectations. UAT focuses (Sommerville, 2011) on validating the platform's features, such as vendor search, booking, payment processing, and communication tools, aligning with the real-world requirements of its users. This test provides direct feedback from

the end-users, ensuring that the platform not only functions correctly but also deliver a user-friendly experience that meets the specific cultural and practical needs of the Batticaloa community. UAT will help identify any usability issues or missing features, allowing for final adjustments before the platform is fully deployed. Successful completion of UAT will signify that the platform is ready for launch and capable of effectively supporting event planning and vendor management within the local context.

5.2.5. Performance Test

It is used to assess how the platform handles various loads(Sommerville, 2011), such as multiple users searching for vendors, booking services, and processing payments simultaneously. For a platform that caters to a broad user base and is expected to scale over time, performance testing ensures that the system remains responsive and reliable under peak loads. This type of testing will help identify bottlenecks and optimize the platform's performance, ensuring a smooth user experience even during high-demand periods, such as popular cultural events or festivals.

5.2.6. Security Test

Security testing is paramount for the Centralized Vendor Booking Platform, which handles sensitive user data, including personal information, payment details, and vendor contracts. Ensuring that the platform is secure against potential threats, such as data breaches, unauthorized access, and fraud, is essential to maintaining user trust and vendor accountability. Security testing will evaluate the system's defenses against various security threats, ensuring that the platform complies with relevant data protection regulations and implements robust security measures to safeguard all users (Myers, Badgett, and Sandler, 2019).

5.2.7. Interoperability Testing

Interoperability testing is crucial for verifying that the platform works effectively with various devices, operating systems, and third-party services, such as payment gateways and communication tools. Given the diverse range of users in Batticaloa, the platform must be accessible and functional across different environments. Interoperability testing will ensure that the platform provides consistent and continuous experience, regardless of the technology that vendors are using. This enhances the platform's usability and accessibility, making it a reliable tool for all stakeholders involved in event planning.

5.3. Sample Test Plan

The following test cases were designed to validate the functionality and performance of the system:

Table 5. 1: Overall plan

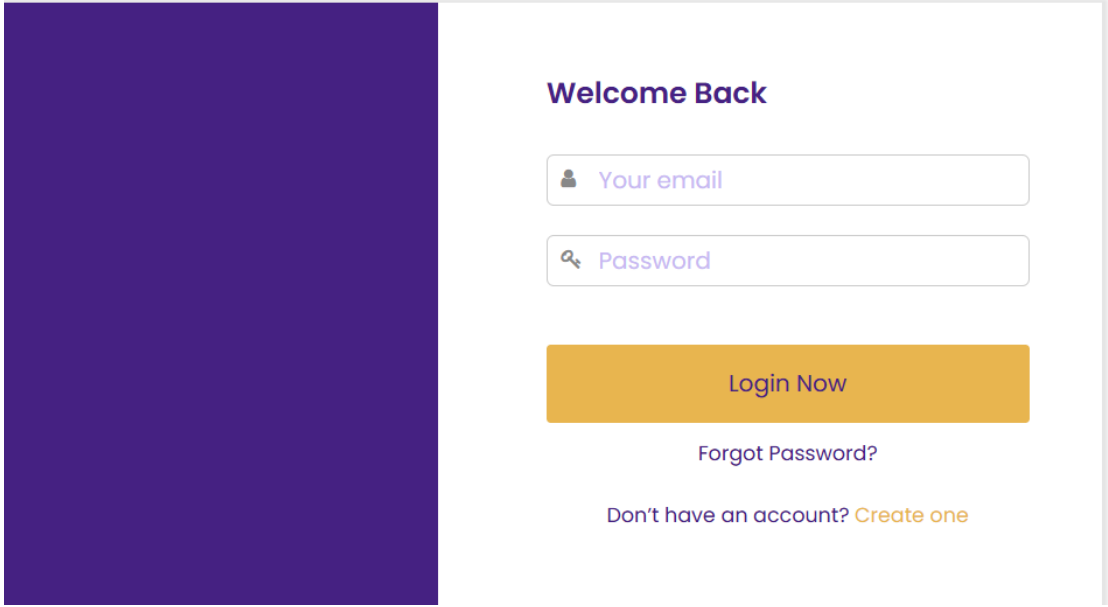
Attribute	Details
System Under Test	Event Planning Support System (EPSS)
Testing Type	Functional and Usability Testing
Testing Tools	Manual Execution
Tested Modules	User Registration, Login, Searching and Filtering, booking a vendor, cancel the request, Review and feedback
Testing Environment	Windows, Chrome, Edge

Above Table 5. 1: Overall plan, provides an overview of the testing plan for EPSS. Functional and usability testing were conducted manually on key modules, including user registration, login, search, booking, cancellation, and feedback. The tests were executed in a Windows environment using Chrome and Edge browsers. This approach ensures the system meets functional requirements and provides smooth user experience.

5.4. Test Cases

Table 5. 2 Check Login Functionality

Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
T01	Verify successful login with valid Credentials	• User navigates the system via any web browser. • Clicks the "Login" link in the header. • Enters a valid email address. • Enters a valid password. • Clicks the "Login Now" button.	• Email – yasotha196@gmail.com • Password – Jak65#8_4	System must be able to redirect the admin to the admin dashboard.	As expected	Pass

T02	Verify invalid Login Credentials with invalid userid and valid password	• User navigates the system via any web browser. • Clicks the "Login" link in the header. • Enters a invalid email address. • Enters a valid password. • Clicks the "Login Now" button.	• Email – yasotha196gmail.com • Password – Jak65#8_4	System must display an error message the email address is invalid with red color text.	As expected	Pass
Interface						
						

The above Table 5. 2 Check Login Functionality, and outlines the test cases for EPSS. Test Case T01 confirms successful login with valid credentials, allowing access to the admin dashboard when admin logging with the system. Test Case T02 verifies that an invalid email provides an appropriate error message. Both test cases passed, ensuring proper authentication handling based on the role of the users

Table 5. 3 Check Registration Functionality

Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
T03	Verify successful signup with valid Credentials	• Open the system in a web browser. • Click on the "Register" link. • Select user type • Enter personal details (Name, DOB, Gender, Address, Contact Info). • Enter valid email id • Set and confirm a password. • Click "Register Now" to complete the process.	• User type-Customer • First Name -Diya • Last Name - Depa • DOB – 1991.01.10 • Address 1- No 27 • Address 2 - Kiran • City - Valaichchenai • District - Batticaloa • Province - Eastern • Gender - Female • Landline No - • Mobile No - 0779798501 • Email– diya@gmail.com • Password- diya0000	Display a confirmation message regarding the user type then Users are successfully registered and will be message as welcome.	As expected	Pass
T04	Verify invalid signup when enter invalid email	• Open the system in a web browser. • Click on the "Register" link. • Select user type • Enter personal details (Name, DOB, Gender, Address, Contact Info). • Enter invalid email id • Set and confirm a password. • Click "Register Now" to complete the process.	• User type-Customer • First Name -Diya • Last Name - Depa • DOB – 1991.01.10 • Address 1- No 27 • Address 2 - Kiran • City - Valaichchenai • District - Batticaloa • Province - Eastern • Gender - Female • Landline No - • Mobile No - 0779798501 • Email– diyagmail.com • Password- diya0000	System must display an error message the email address is invalid with red color text.	As expected	Pass
T05	Verify invalid signup when placing space	• Open the system in a web browser. • Click on the "Register" link. • Select user type • Enter personal details (Name, DOB,	• User type-Customer • First Name -Diya • Last Name - • DOB – • Address 1- No 27 • Address 2 - Kiran • City - Valaichchenai • District - Batticaloa	System must display required field must be filled	As expected	Pass

Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
		Gender, Address, Contact Info). • Enter invalid email id • Set and confirm a password. • Click "Register Now" to complete the process.	• Province - Eastern • Gender - Female • Landline No - • Mobile No - 0779798501 • Email– diyagmail.com • Password- diya0000			

Interface

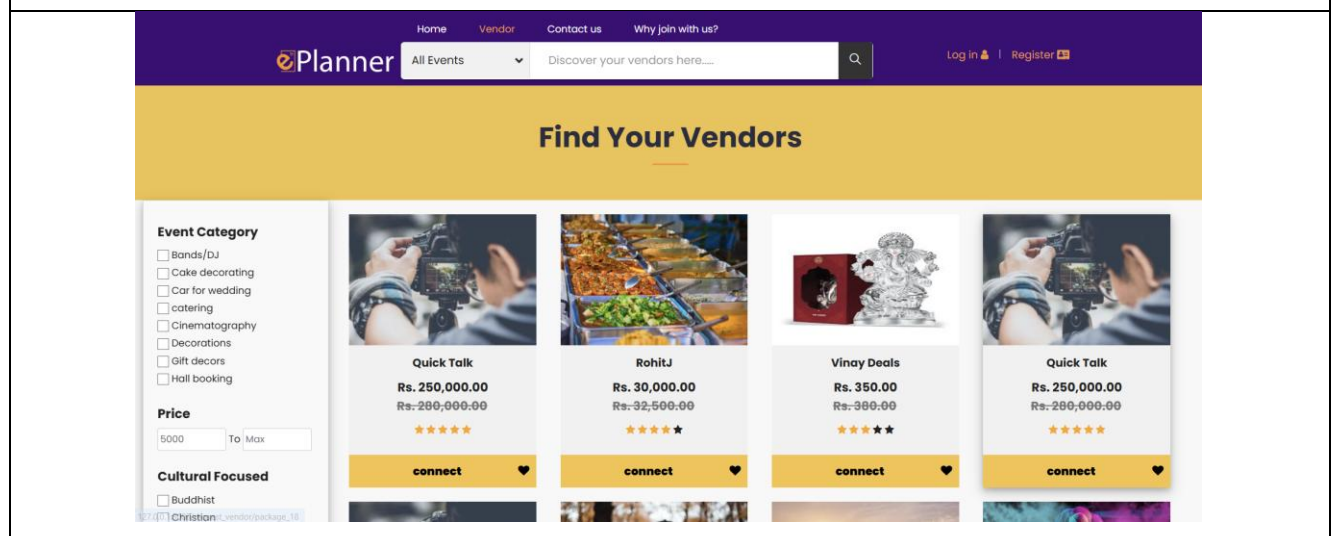
The screenshot displays the registration interface of the EPSS system. At the top, there is a navigation bar with links for Home, Vendor, Contact us, and Why join with us? Below this is a search bar with the text 'Discover your vendors here.....' and a 'Log in' button. The main section is titled 'Sign Up!' and features a 'Select your Role' dropdown menu set to 'Customer'. The form includes several input fields: First Name, Last Name, Date of Birth (with a calendar icon), Address Line 1, Address Line 2, City, District, and Province. There are also fields for Gender (Male/Female), Landline Number, Mobile Number, Email, Password, and Re-Type Password. A prominent yellow 'Register Now' button is located at the bottom right of the form.

The above explains the test cases for verifying the registration functionality of EPSS. The tests include successful user registration with valid credentials, handling invalid email formats, and validation of required fields. The system correctly displayed confirmation messages for successful registrations and error messages for invalid inputs. All test cases passed, ensuring that the registration process functions as expected and prevents incorrect data entry.

Table 5. 4 Check Searching and Filtering Functionality

Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
T06	Check searching functionality	• User navigates the system via a web browser. • Enter a keyword in the search box. • Clicks the "Search" icon.	• Quick Talk	System must display related keyword packages in the relevant page	As expected	Pass
T07	Check filtering feature	• User navigates the system via any web browser. • Click the "vendors" link in the header. • Check one category • Put in the min and max price • Click on Hindu • Click the "Filter" button.	• Event Category - Bands/DJ • Price ✓ Min – 5000 ✓ Max - 20000 • Cultural Focused ✓ Buddhist ✓ Hindu	System must display related keyword package along with price ranges	As expected	Pass

Interface



Above

Table 5. 4 verifies EPSS's searching and filtering functions. Users can search by keyword and filter vendors by category, price, and culture. Both tests passed, ensuring accurate results and refined listings.

Table 5. 5: Check the Booking Process

Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
T08	Checking with valid date and time after logging in with the system	• Loggin User navigates the system via a web browser. • Enter a keyword in the search box. • Clicks the "Search" icon. • Click on the “connect” button of the preferred package • Enter valid date in the booking section • Enter the specific time • Click on the “Request a book” button.	• Searching keyword - Quick Talk • Date – 25/03/2025 • Time – 6.am to 6 pm	System will be able to provide the successful confirmation on request and redirect to the customer’s booking section in their dashboard.	As expected	Pass
T09	Checking the booking process with already booked info and time after logging in with the system	• Loggin User navigates the system via a web browser. • Enter a keyword in the search box. • Clicks the "Search" icon. • Click on the “connect” button of the preferred package • Enter booked date in the booking section • Enter the booked time • Click on the “Request a book” button.	• Searching keyword - Quick Talk • Date – 25/03/2025 - Time – 6.am to 6 pm	System will be able to provide the message that already on booked and ask to change another date and stay in the request page	As expected	Pass

Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
T10	Check invalid booking without login with the system	• User navigates the system via a web browser without logging in. • Enter a keyword in the search box. • Clicks the "Search" icon. • Click on the “connect” button of the preferred package • Enter valid date and time in the booking section • Click on the “Request a book” button.	• Searching keyword – NG hall • Date – 30/03/2025 • Time – 6.am to 6 pm	The system will be able to redirect to the login page with the message as “You must register with the system”	Redirecting to the login page but not showing the message	fail
T11	Check the status of the booking request from the customer	• Loggin as vendor • Click on the Booking request from the sidebar	• Email id (vendor) – mujith@gmail.com • Password - 00000000	System able to show the request from the customer	As expected	Pass
T12	Check Confirming the request of the customer and request to pay the advance amount	• Able to select the “accept” option from the manage booking section • Click on “update status” button • Enter the advance payment amount and the date • Click on the “Request to pay advance” button	• Status – Accept • Advance pay Amount - 15000 - date – 10.03.2025	System must show the updated message and must hide the update section further edit. Able to send the advance amount	As expected	Pass

Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
T13	Check whether customer received the confirmation from the vendor about accepting the request	• User logging as customer • Click on the “my bookings” side bar	• Email id – yuki@gmail.com • Password – yuki@000	Request Status must be updated as “accept” and show in the green color text	As expected	Pass
T14	Verify the customer makes the payments	• Logged in as vendor • Check whether payment has been updated with pay slip • Once it true, then make as payment status confirm	• Payment – image of bank slip • Status - confirm	The summary of payment must be updated and the confirm buttons able to hide after confirming.	As expected	Pass
T15	Check the confirmation payment status of the requested customer	• User logging as customer • Click on the “my bookings” side bar	• Email id – yuki@gmail.com • Password – yuki@000	The system must be able to show the payment status as completed in the green color font	As expected	Pass

Interface

[Home](#)
[Vendor](#)
[Contact us](#)
[Why join with us?](#)

All Events

Discover your vendors here....

Log In | Register

Rs. 30000.00
Rs:32500.00
RohitJ
Service Type: catering
Package: Pack 1

Package features

- only for service
- preparation within hall
- Don't worry about transport

March 2025

today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Book Your Service

Date
From
To

02/26/2025
08:00 AM
01:00 PM

Location info

address line 1

address line 2

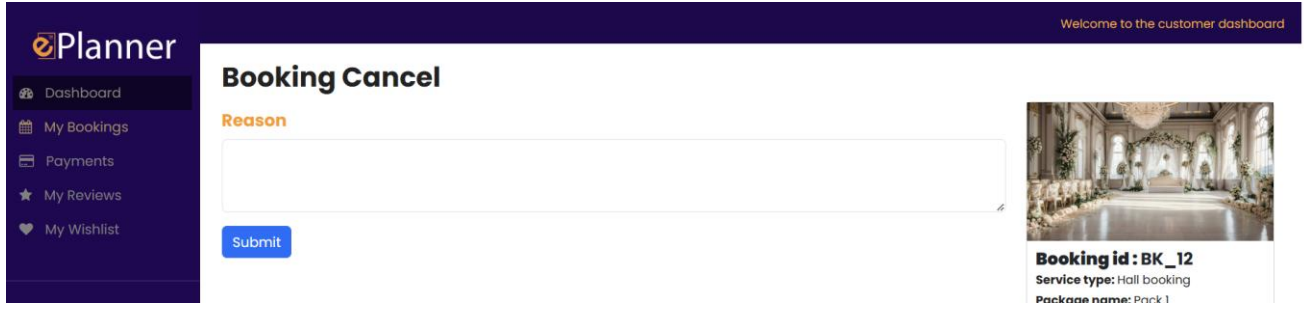
City
City

District
Batticaloa
Province
Eastern

Request to Book

Table 5. 5 shows the test cases for verifying the booking process in EPSS. It includes tests for booking with valid and already booked dates, booking without login, and checking requests. Additional tests validate vendor acceptance, advance payment requests, and customer payment confirmation. Most test cases passed successfully, ensuring smooth booking operations, except one failure where the system did not display a required login message.

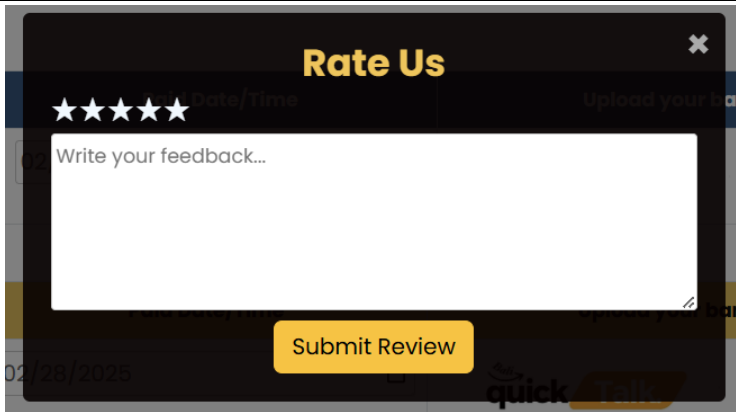
Table 5. 6: Verify the Cancellation by Customer

Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
T16	Verify the cancelation of the booking request before accepting by the vendor	• Loggin as customer • Select the package from the top packages in the home section. • Click on the “Connect” button • Enter the valid date in the booking section • Enter the specific time • Click on the “Request a book” button. • Click on the cancel button • Enter the reason • Click on the submit button. • Click on the “reason” button to see the message	• Select the first package from the homepage • Date – 25/03/2025 • Time – 6. am to 6 pm	The system will be able to provide the successful message as “Booking Successfully canceled!.” and able to show the reason via the sweet alert	As expected	Pass
Interface						
						

The above Table 5. 6 verifies the cancellation functionality for customers in EPSS. It ensures that users can cancel a booking request before vendor acceptance. The test confirms that upon

cancellation, the system displays a success message and allows viewing of the cancellation reason. The test case passed successfully, validating proper cancellation handling.

Table 5. 7: Check Successful Rating by the Customer

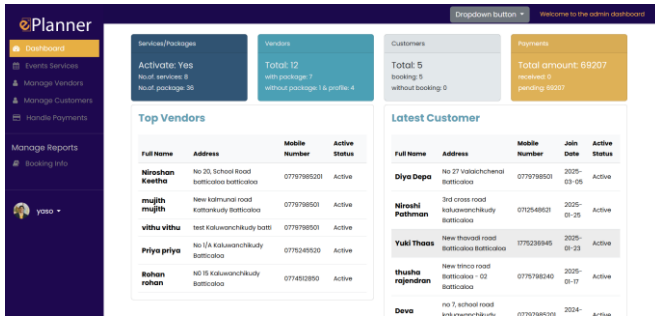
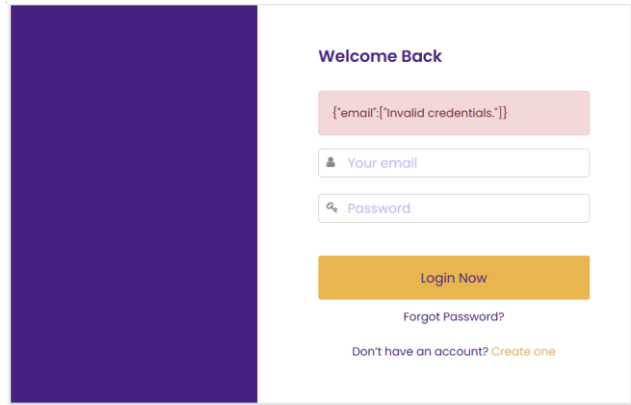
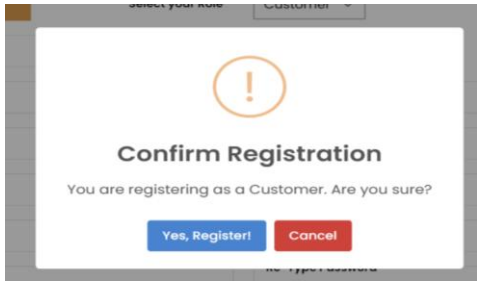
Test Case ID	Test case	Test Steps	Test Data	Expected Results	Actual Results	Status Pass / Fail
T17	Verify successful feedback from the customer	• Loggin as customer • Go to the profile • Click on my booking from the sidebar • Click on any completed booking • Click on “REVIE US” button • Click on stars for rating • Enter the feedback text • Click on the submit button.	• Email id – yuki@gmail.com • Password – yuki@000 • Stars – 5 • Feedback – very good service	The system must be able give a success message as “Thank you for rating us” in the green color section	As expected	Pass
T18	Verify un-successful feedback while keeping blank spaces in the suggestion field	• Loggin as customer • Go to the profile • Click on my booking from the sidebar • Click on any completed booking • Click on “REVIE US” button • Click on stars for rating • Enter the feedback text • Click on the submit button.	• Email id – yuki@gmail.com • Password – yuki@000 • Stars – 5 • Feedback	The system must be able to ask from the users to type the feedback by showing the required field	As expected	Pass
Interface						
						

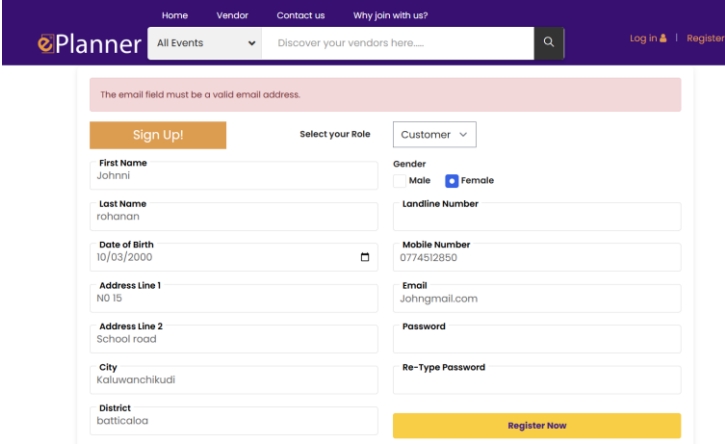
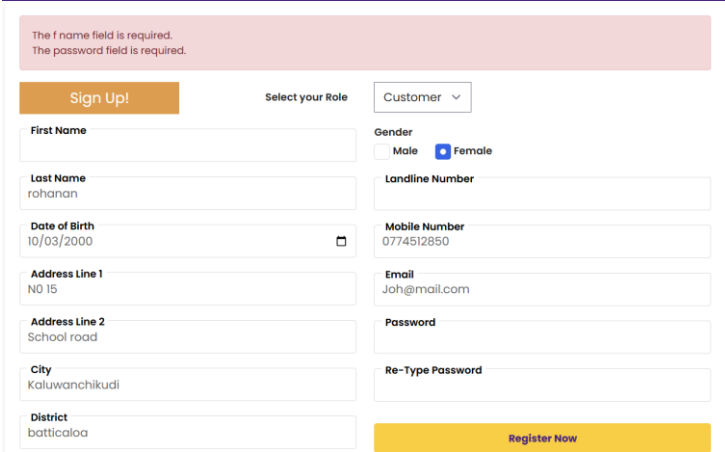
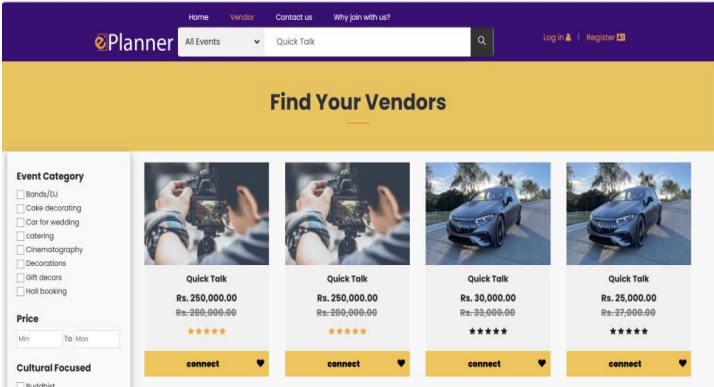
Above Table 5. 7 Verifies the customer rating and feedback functionality in EPSS. It ensures that users can rate completed bookings and submit feedback successfully. Upon submission, the

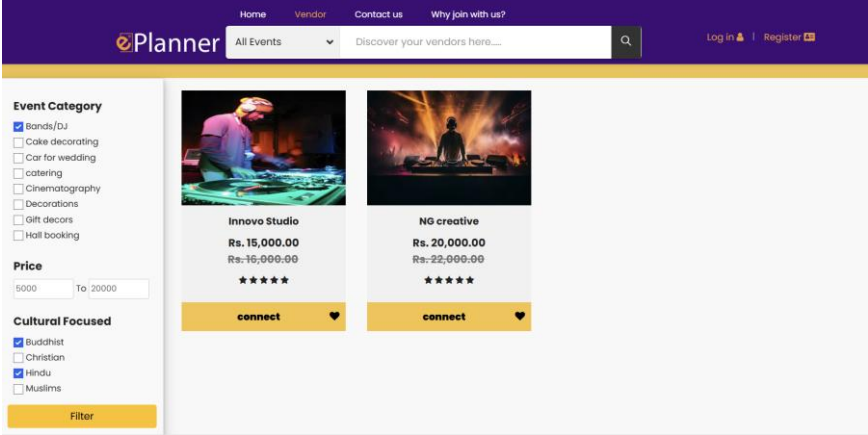
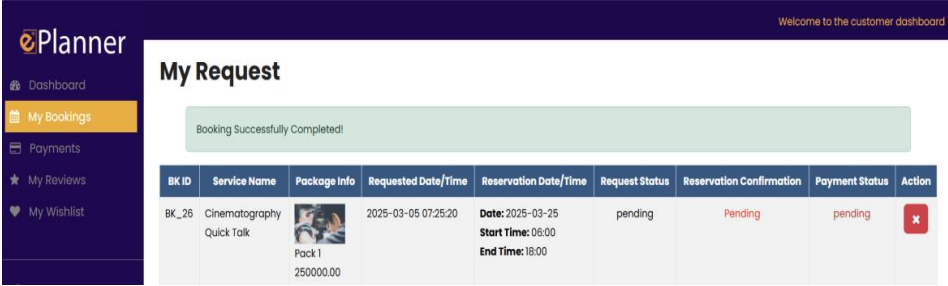
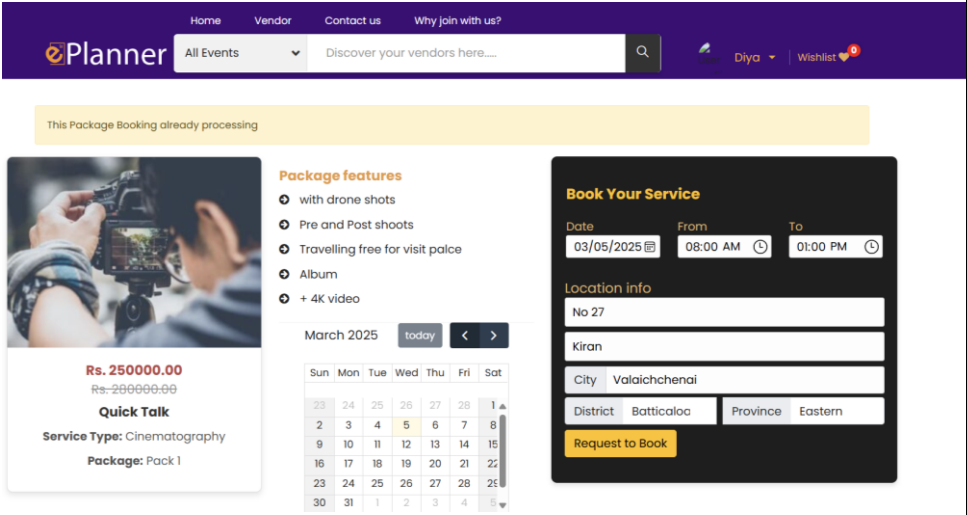
system displays a confirmation message, "Thank you for rating us," in green. The test passed, confirming proper rating and feedback handling. And more, if the feedback field is empty, that displays the required field.

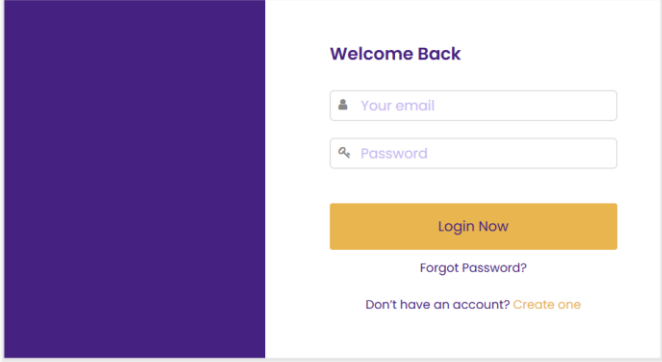
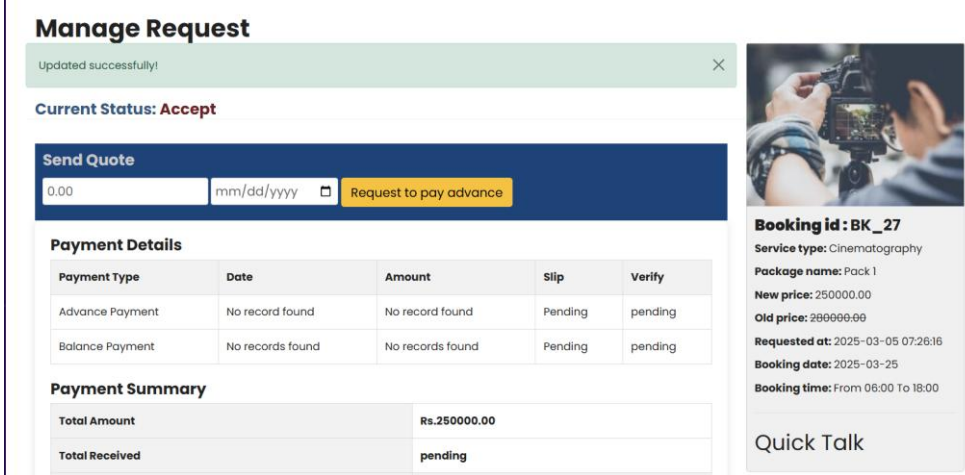
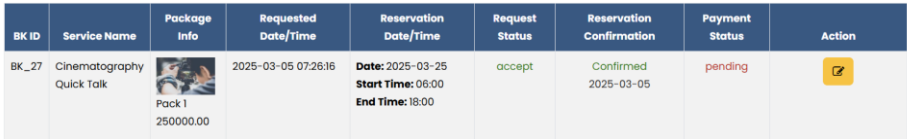
5.5. Test Results

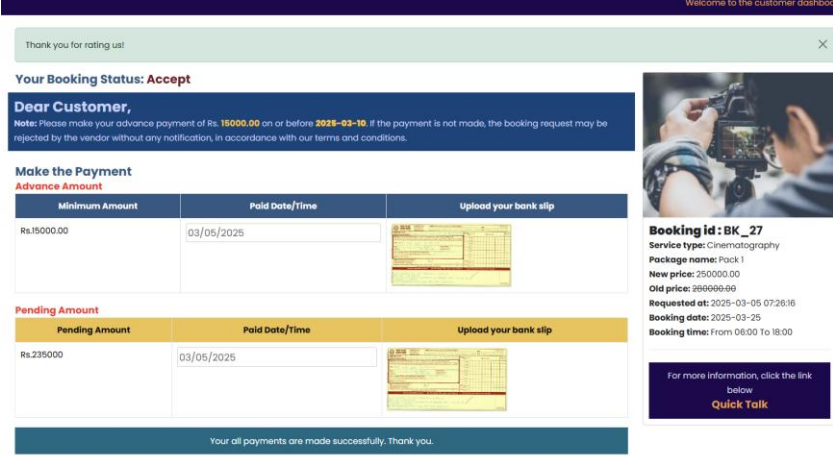
Table 5. 8: Test Results of EPSS

Test Case ID	Actual Results	Status Pass / Fail
T01	As expected  The screenshot shows the EPSS dashboard. On the left is a sidebar with navigation links: Dashboard, Events Services, Manage Vendors, Manage Customers, Manage Payments, Manage Reports, and Booking info. The main content area has a top navigation bar with a 'Dropdown button' and a 'Welcome to the system dashboard' message. Below this, there are four summary cards: 'Services/Packages' (Activated: Yes, Most services: 8, Most package: 36), 'Vendors' (Total: 12, with package: 1, without package: 1 & profile: 4), 'Customers' (Total: 5, booking: 5, without booking: 0), and 'Payments' (Total amount: 69207, received: 0, pending: 69207). Below these are two tables: 'Top Vendors' and 'Latest Customer'. The 'Top Vendors' table lists vendors like Niroshan Keshava, mugh, vilhu vilhu, Priya priya, and Rohan rohan. The 'Latest Customer' table lists customers like Diya Depa, Nirosh Pathman, Yuki Thana, thusha rajendran, and Devo.	Pass
T02	As expected  The screenshot shows the EPSS login page. It has a purple sidebar on the left. The main content area has a 'Welcome Back' message. Below this is a red error message: '{ "email": "Invalid credentials." }'. There are two input fields: 'Your email' and 'Password'. Below these is a 'Login Now' button. At the bottom, there are links for 'Forgot Password?' and 'Don't have an account? Create one'.	Pass
T03	As expected  The screenshot shows a registration confirmation dialog. It has a white background with a grey border. At the top, there is a red circle with a white exclamation mark. Below this is the text 'Confirm Registration' and 'You are registering as a Customer. Are you sure?'. At the bottom, there are two buttons: 'Yes, Register!' and 'Cancel'.	Pass
T04	As expected	Pass

Test Case ID	Actual Results	Status Pass / Fail
		
T05	As expected 	Pass
T06	As expected 	Pass
T07	As expected	Pass

Test Case ID	Actual Results	Status Pass / Fail
		
T08	As expected 	Pass
T09	As expected 	Pass
Test Case ID	Actual Results	Status Pass / Fail
T10	Redirecting to the login page but not showing the message	Fail

Test Case ID	Actual Results	Status Pass / Fail
		
T11	As expected 	Pass
T12	As expected 	Pass
T13	As expected 	
T14	As expected	Pass

Test Case ID	Actual Results	Status Pass / Fail
	 The screenshot displays a customer dashboard with a green header. A notification bar at the top says 'Thank you for rating us!'. The main content area shows 'Your Booking Status: Accept' in red. Below this, a 'Dear Customer,' message states that an advance payment of Rs. 15000.00 is due by 2025-03-10. A 'Make the Payment' section follows, with a table for 'Advance Amount' showing a minimum amount of Rs.15000.00, a paid date of 03/05/2025, and an upload button for a bank slip. Below this is a 'Pending Amount' section with a table showing a pending amount of Rs.235000, a paid date of 03/05/2025, and another upload button. To the right, a 'Booking id: BK_27' summary is shown, including service type, package name, new and old prices, requested and booking dates, and booking time. A 'Quick Talk' button is at the bottom right. A footer message states 'Your all payments are made successfully. Thank you.'	

The above Table 5. 8 about testing process for EPSS was conducted manually throughout development to ensure functionality, usability, and reliability. Most test cases passed successfully, validating critical system operations such as user registration, login, booking, cancellation, and feedback submission. One issue was identified where the system failed to display a required login message for unauthenticated bookings. This was promptly fixed to enhance user guidance. Overall, the test results confirm that the system meets its intended requirements, ensuring a seamless and user-friendly experience.

Table 5. 9: Test Result Summary on all Test Scenarios

No	Test Scenario	No. of tests	Passed test count	No. of bugs	Fixed bug count	Pass rate
1	check login functionality	2	2	0	-	100%
2	check registration functionality	3	3	0	-	100%
3	Check searching and filtering functionality	2	2	0	-	100%
4	Check the booking process	8	7	1	1	87.5%
5	Verify the cancellation by the customer	1	1	0	-	100%
6	check the successful rating by the customer	2	2	0	-	100%
	Total	18	17	01	01	97.91%

The above Table 5. 9 Explain the test result summary and it indicates that 18 test cases were executed, with 17 passing successfully, achieving a 97.91% pass rate. One issue was identified

in the booking process but was promptly fixed. Overall, the system demonstrates strong reliability and functionality across all key features.

5.6. Usability Evaluation

The usability test of the Event Planning Support System (EPSS) checked how easy and efficient the system is for users. The process included user testing, feedback through questionnaires, and data analysis. Users were asked to complete tasks like signing up, logging in, searching, booking, canceling, and making payments. Their actions were observed to find any problems, and feedback was collected using a set of questions. The focus was on how easy the system is to navigate, how fast it responds, how well it handles errors and the overall user experience.

The feedback was reviewed to find out where users had difficulties and to suggest improvements. Typically, the system was found to be user-friendly, with only a few small changes needed to make it even better.

5.6.1. User Role

Five volunteers were selected to represent different user roles in the Event Planning Support System (EPSS) for usability testing. Each volunteer was assigned a specific role to simulate real-world interactions within the system.

Table 5. 10: Volunteers' User Role Information

No	Volunteer	Role
1	A	Admin
2	B	Vendor
3	C	Vendor
4	D	Customer
5	E	Customer

The above Table 5. 10 shows that the volunteers are referred to as Volunteers A through E.

அம்பஹகா ஹெவகே டொன் தில்ருகூடி

5.6.2. Informal User Feedback

During usability testing, users shared their informal feedback on the Event Planning Support System (EPSS). Their comments highlighted both positive aspects and areas needing improvement. Below are some key observations from their experience.

5.6.2.1. Admin Behavior

- Logs in quickly, usually without issues, but sometimes forgets passwords and resets them.
- Navigates straight to the dashboard to check new bookings and user activities.
- Sometimes notifications are not working properly
- Occasionally clicks the wrong menu option and takes a moment to find the correct page.

5.6.2.2. Vendor Behavior

- Logs in and directly checks new booking requests.
- Sometimes it forgets to update the status of requests, leading to customer follow-ups.
- Update payment confirmations correctly.
- Lack of knowledge to handle system and language

5.6.2.3. Customer Behavior

- Spends time browsing vendors before making a booking decision.
- Uses search but often misspells keywords, leading to no results.
- Frequently forgets to complete the payment process after booking.
- Cancel bookings at a last minute, sometimes without giving a proper reason.

5.6.3. Online survey

The number of users was limited, making it difficult to conduct a large-scale online survey for the Event Planning Support System (EPSS). However, a survey was still used to collect user feedback after the evaluation process.

The survey questions shown below were designed to assess user experience. All questions used a linear scale, where lower values indicated negative feedback and higher values represented positive responses. Since the system has not been fully deployed, the survey was conducted with a small group of test users.

Table 5. 11: User Testing Online Survey Questions - Vendor Role

Category	#	Question
Impression and Usability	1	How easy was the registration process for vendors?
	2	Can you manage to create a business profile and packages?
	3	Is the vendor dashboard simple to use for managing bookings & payments?
	4	How satisfied are you with the system's navigation and design?
Performance	5	How efficient is the booking request notification system?
Features	6	Is it easy to accept, reject, or modify customer requests?
	7	How satisfied are you when updating your service details?
	8	How satisfied are you when creating and managing services and package details?
Future Work	9	What features would you like to see improved for vendors?

According to the Table 5. 11, usability evaluation for vendors revealed an overwhelmingly positive experience, with 100% of participants rating the registration process, business profile creation, dashboard usability, and navigation as easy and user-friendly. Vendors did not report any difficulties in setting up their profiles or managing their services and packages, highlighting the system's intuitive design.

When it came to performance and notifications, responses were more mixed. While all vendors found it easy to accept, reject, and modify customer requests, 60% suggested improvements to the booking request notification system, indicating that notifications could be more efficient and responsive.

Regarding feature satisfaction, vendors were generally happy with how they updated their service details and managed services and packages, with 80% expressing high satisfaction in this area. However, some challenges were identified in the notification system and payment processing. Several vendors requested a payment gateway and online payment integration, suggesting that manual payments might be a limiting factor. Additionally, calendar management enhancements were mentioned as a potential area for improvement, particularly for scheduling and event tracking.

Table 5. 12: User Testing Online Survey Questions - Customer Role

Category	#	Question
Impression and Usability	1	How easy was the registration and login process?
	2	Did you find the search and filtering options useful for finding vendors?
	3	How responsive was the system while navigating different pages?
Performance	4	Were the error messages and prompts helpful?
Features	5	How satisfied are you with the booking process?
	6	Did you find the booking request process straightforward?
	7	Were you able to cancel a booking easily when needed?
	8	How satisfied are you with the rating and feedback feature?
Future Work	9	What improvements would you suggest for better features and services?

According to the above

Table 5. 12, the customer testing survey for the Event Planning Support System (EPSS) provided valuable feedback on several aspects of the system. Participants reported a smooth registration and login process, with 100% satisfaction. The search and filtering options for finding vendors were deemed highly useful by all respondents. The booking process was generally well received, with 80% expressing high satisfaction, and the booking request process was considered straightforward by all.

The system's responsiveness during navigation was also positively noted, with 80% of respondents indicating good performance. Error messages and prompts were found helpful by all users, ensuring a user-friendly experience. The ability to cancel bookings easily was highly rated, and users had a positive response to the rating and feedback feature, though there was room for improvement, with some indicating the need for enhancements.

The advance payment process received mixed feedback, with 60% of participants indicating satisfaction, but 40% suggested areas for improvement. Users also suggested enhancing the notification feature and improving the calendar interface when booking dates.

Usability Evaluation of the Event Planning Support System (EPSS)—Vendor and customer

B *I* U ↔ ~~X~~

Thank you for participating in the **EPSS**. Your feedback is incredibly valuable in helping us understand the user experience for both **vendors** and **customers**. By completing this survey, you've provided us with important insights that will allow us to improve the system's ease of use, efficiency, and overall functionality.

We appreciate your time and effort in contributing to the betterment of EPSS. Your input will help make the system more user-friendly for everyone.

Select your role *

☐ Vendor

☐ Customer

After section 1 Continue to next section ▼

Section 2 of 3

Role - Vendor ▼ ⋮

Question Format: On a scale of 1 to 5, where **1 = Very Difficult** and **5 = Very Easy**, how would you rate your experience?

How easy was the registration process for vendors? *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

Can you manage to create a business profile and packages?

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

Is the vendor dashboard simple to use for managing bookings and payments?

☐ Yes

☐ No

Figure 5. 1 Sample Survey Question

The above Figure 5. 1 Sample Survey Question for all types of users to get their satisfaction with this EPSS.

5.7. Users' Level of Satisfaction

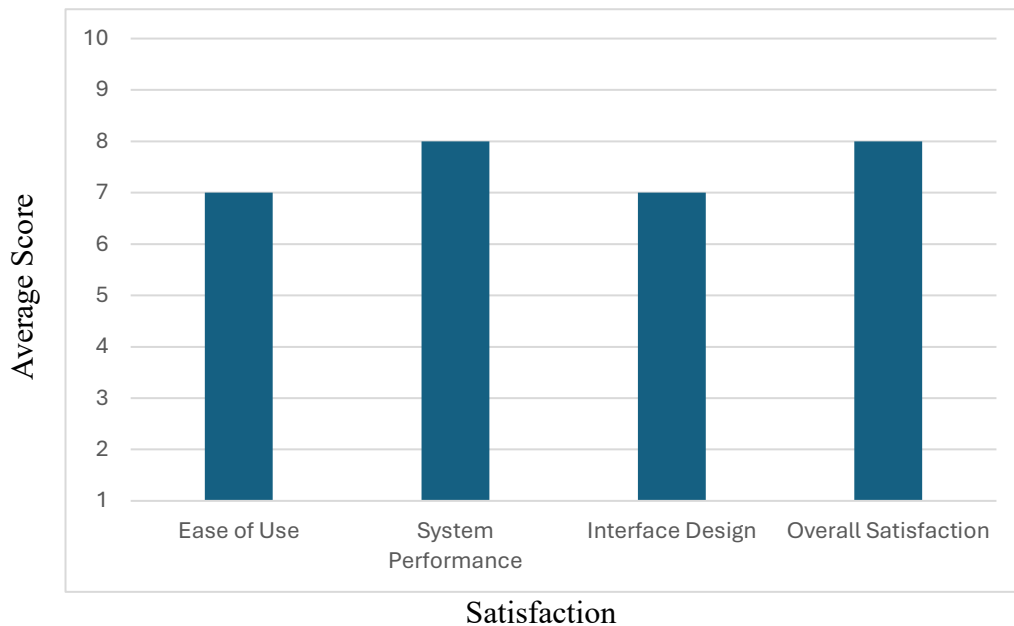


Figure 5. 2: User's Level Satisfaction Factors from Users' Survey

According to the Figure 5. 2, The usability evaluation of the system indicates a generally positive user experience, with system performance receiving the highest satisfaction score (8.0/10). Users found the system relatively easy to use (7.5/10), though some improvements in navigation may be beneficial. The overall satisfaction score (7.8/10) suggests that most users are content with the system's functionality. However, the user interface design received the lowest rating (6.5/10), highlighting the need for enhancements in visual appeal and layout. Addressing UI concerns could significantly improve overall user satisfaction and system usability.

Chapter 6 – Conclusion

This project is set out to develop a web-based Event Planning Support System (EPSS) to streamline event planning for the residents of Batticaloa. The system aims to connect individuals with local vendors and service providers, addressing the challenges of communication, scheduling, and vendor reliability, which are common in traditional manual event planning. The goal was to create a centralized platform where users could easily discover vendors, improve communication, and access a reliable payment and feedback system.

The EPSS was designed to meet both functional and non-functional requirements. Key features such as vendor search, online booking, payment processing, and secure communication channels were successfully implemented. Additionally, the platform focused on providing culturally relevant experiences by involving local vendors, ensuring that users could find services that matched their preferences.

6.1. Problems Encountered and Solutions

During the development, I faced several challenges, including gathering accurate user requirements, ensuring effective communication between vendors and customers, and integrating local vendor participation. To address these challenges, I employed an iterative development approach, incorporating regular feedback loops to refine the platform. I established a structured communication system to improve interactions between vendors and customers. I successfully developed a user-friendly system that solved many of the challenges faced with event planning.

6.2. Meeting the Project Objectives

The project successfully achieved all its original objectives. The centralized platform allowed users to easily discover local vendors and services, improving the event planning experience. The system facilitated better communication and coordination between vendors and customers through secure channels, reducing the likelihood of miscommunication. The inclusion of a diverse range of local vendors ensured that users could access a wide variety of services, while the vendor availability search feature made the process more efficient. The payment management and feedback mechanisms built for the further enhanced the platform's reliability.

6.3. Lessons Learnt

While developing the Event Planning Support System (EPSS), I learned several important things that can help improve this project and future ones,

- Understanding Users – Talking to customers and vendors early helped us see their main problems, like miscommunication and booking difficulties, so I could create better solutions.
- Step-by-Step Development – Using an iterative approach allowed me to get feedback and make improvements along the way, making the system more effective.
- Keeping It Simple – Too many features can make a system complicated. I realized that making it easy to use is important, especially for vendors who may not be very familiar with technology.
- Better Payments and Notifications – Users liked the system but suggested improvements, especially in handling payments and sending real-time notifications. These will be key areas to improve.
- Planning for Growth – Laravel, PHP, and MySQL worked well, but in the future, I need to think about making the system faster and more scalable for more users.

6.4. Future Work

Building on the feedback gathered from users in Chapter 5 – Testing and Evaluation, there are several areas for improvement in the platform. One important improvement is the introduction of an online payment system. This feature, which was frequently mentioned in user surveys, would simplify financial transactions between users and vendors, ensuring a smooth and secure payment experience. Additionally, integrating SMS and email notifications for reminders would enhance communication, ensuring that users are well-informed and timely reminded about their event details.

Another potential improvement is the ability of the platform to recommend vendors to users based on their preferences or previous interactions. This could help users find the right vendors more easily. Real-time tracking of vendor availability would also prevent scheduling conflicts, improving the booking process. Expanding the platform to serve areas beyond Batticaloa, as well as adding multilingual support, would make the platform more inclusive and accessible to a wider audience. Developing a Progressive Web App (PWA) would also allow users to easily access and manage their event planning needs on mobile devices. By addressing these suggestions, EPSS could provide a more efficient and enjoyable experience for both users and vendors in the way events are planned and managed.

Appendix A – User Manual

- System Name: Event Planning Support System (EPSS)
- Version: EPSS 1.0
- Date: 2025.03.06
- Author: Mrs.Yasotha.S
- User manual for - Customers

Getting Started

User Roles - This EPSS system has two types of public users as Customer and vendor.

1. Account Creation

1.1.Go to the website-> click on “Register” link

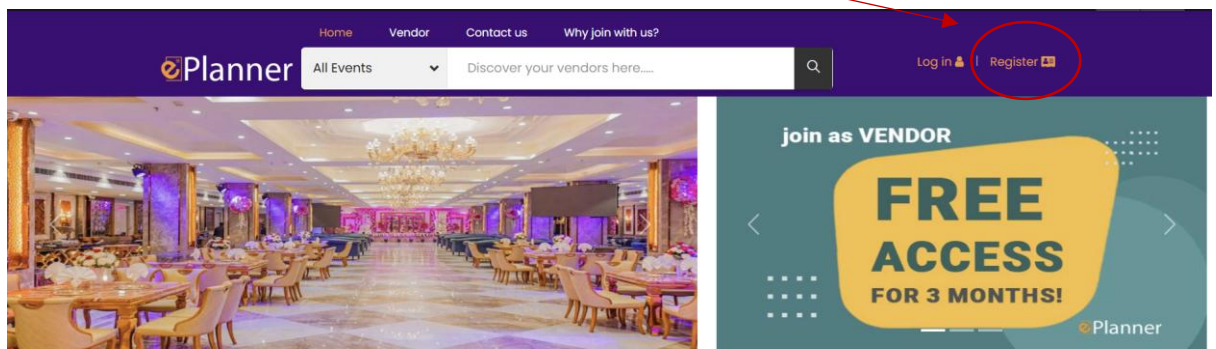


Figure A. 1: Account Creation of EPSS

This Figure A. 1 illustrates the initial step of creating an account on the Event Planning Support System (EPSS), where users provide essential details for registration.

1.2.Fill out the details which are in the following page by selecting the user role

A screenshot of the EPSS registration page. The header is purple with navigation links: Home, Vendor, Contact us, and Why join with us? Below the header is a search bar with 'All Events' selected and a placeholder 'Discover your vendors here...'. On the right side of the header, there are links for 'Log in' and 'Register'. The main content area is white and contains a 'Sign Up!' form. The form has a 'Select your Role' dropdown menu with 'Customer' selected. The form fields are: First Name (Diya), Last Name (Depa), Date of Birth (01/10/1991), Address Line 1 (No 27), Address Line 2 (Kiran), City (Valaichchenai), District (Batticaloa), Province (Eastern), Gender (Male/Female), Landline Number, Mobile Number (0778798501), Email (diya@gmail.com), Password, and Re-Type Password. A yellow 'Register Now' button is at the bottom right of the form.

Figure A. 2: Registration Page

Figure A. 2 shows the registration page collects user information such as name, email, password, and contact details to set up an account.

1.3. Then the system will ask you to confirm registration providing pop-up dialog box

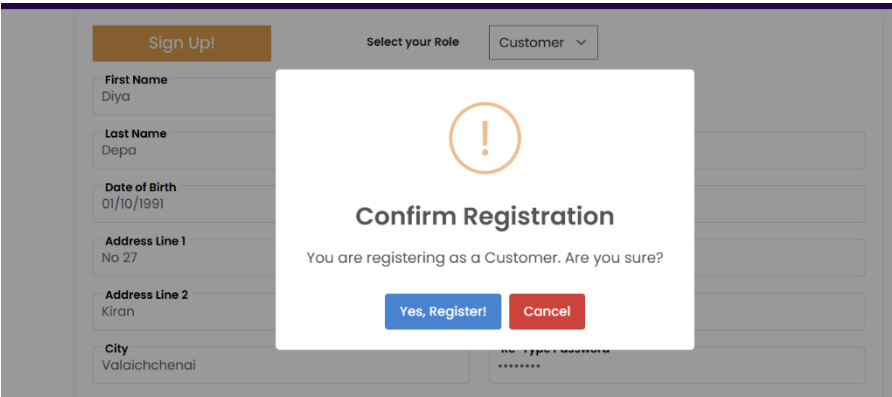


Figure A. 3: Confirmation of the Registration

The above Figure A. 3 explain, that once users complete the registration process, they receive a confirmation prompt to verify their user type.

1.4. Then click the “**Yes Register!**” button.

2. Login Process for Customer

2.1. Enter your email address and password

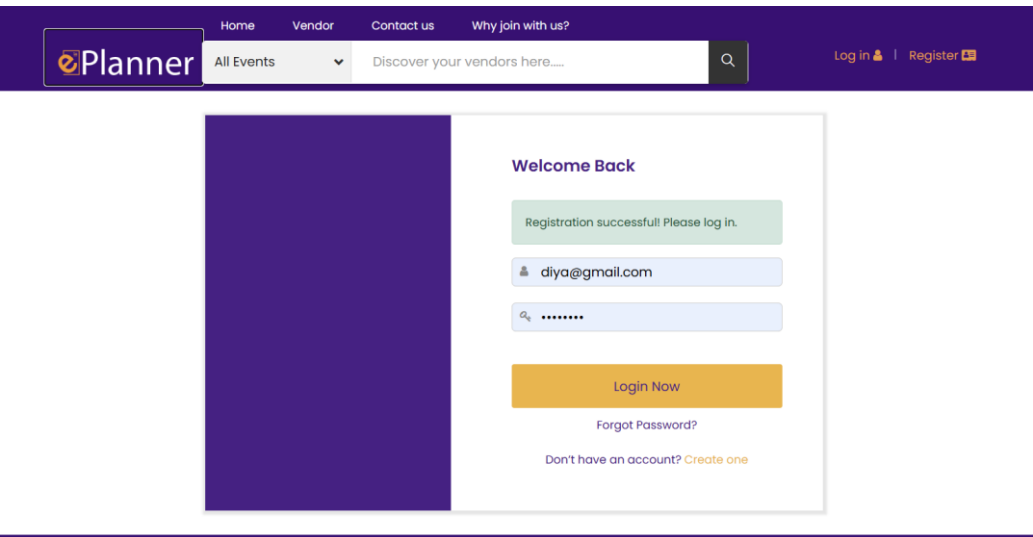


Figure A. 4: Notification for Successful Registration

Figure A. 4 explains that a successful message is displayed after successful registration, confirming that the user can now access the system.

2.2. If your credentials are correct the system will direct to the home page of the website as follows.

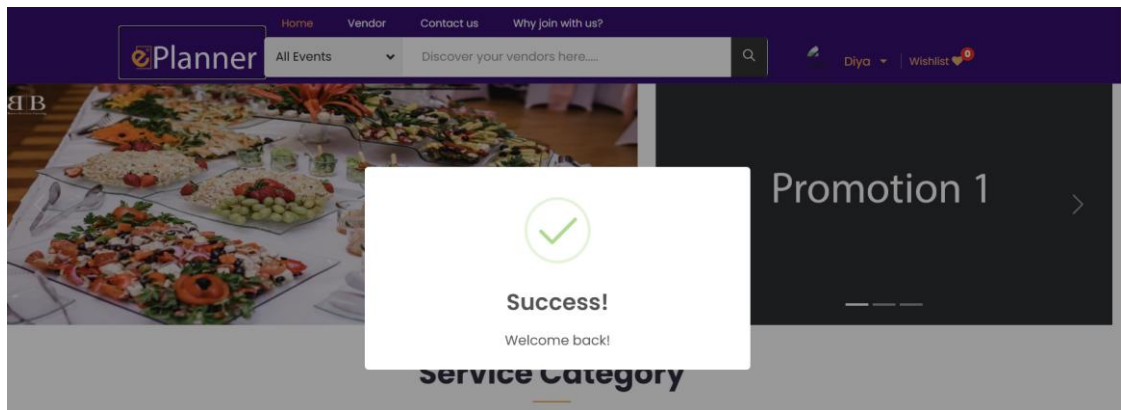


Figure A. 5: Welcome message for the Customer

Figure A. 5 is about, after logging in for the first time, users receive a personalized welcome message, enhancing user experience.

2.3.If the credentials are wrong the following message will appear

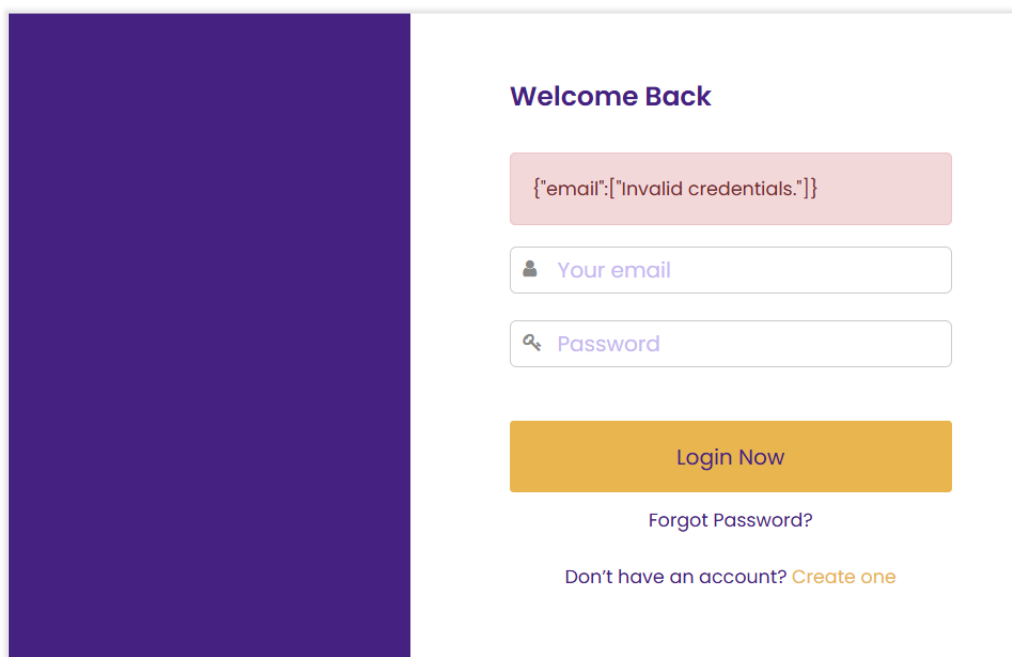


Figure A. 6: Notifying Invalid Credentials

Above Figure A. 6 is about, when users enter incorrect login credentials, the system displays an error message, prompting them to retry.

3. Search for one package as a customer

- 3.1. For example, Quick Talk is one of the service-providing entity names. can type any keyword in the search input section then press enter or click on the search button. Accordingly, it can redirect to the package search page as below.
- 3.2. Can select any package by clicking on the connect button or image

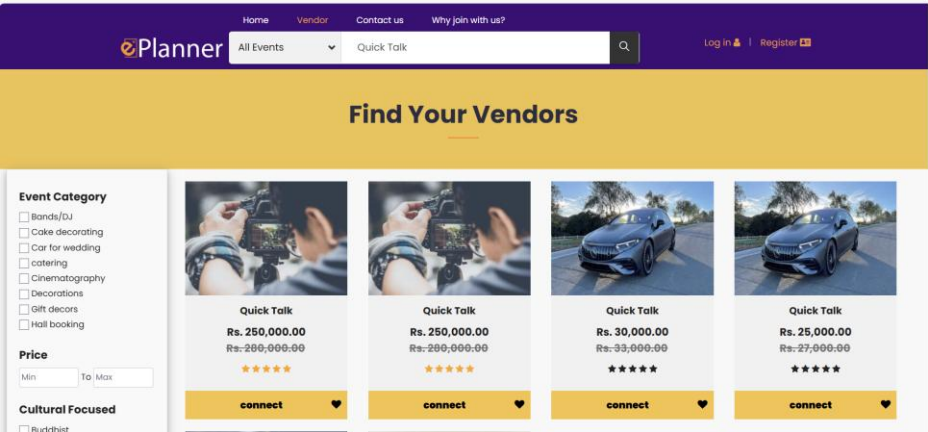


Figure A. 7: Searching for a package

Figure A. 7 shows that users can search for event packages based on their preferences, such as location, budget, or vendor type.

- 3.3. Then it will redirect to the following page

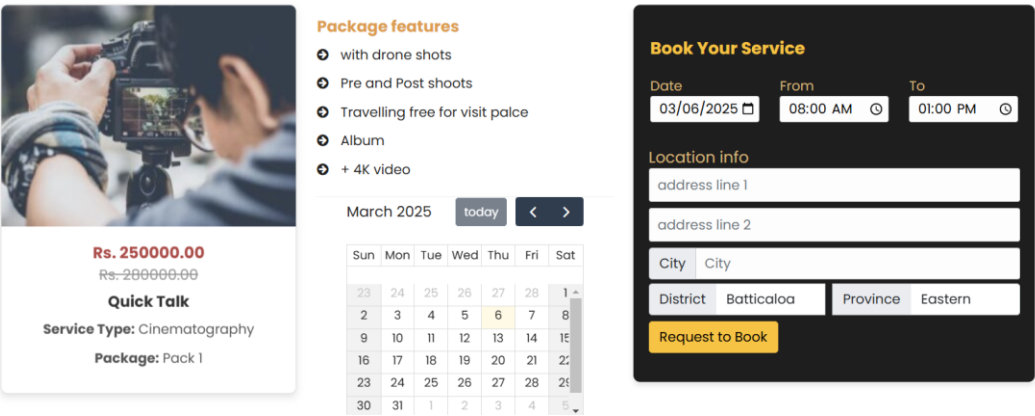


Figure A. 8: Package booking page

The above Figure A. 8 is explained about the package page that allows users to select a package and proceed with booking by providing the necessary details.

4. Request a booking

4.1. Select the date and time from the following -> then click on the “**Request to Book**” button

The screenshot shows the ePlanner website interface. On the left, there's a service card for 'Quick Talk' with a price of Rs. 250,000.00. In the center, there's a calendar for March 2025. On the right, the 'Book Your Service' form is visible, containing fields for Date (03/05/2025), From (08:00 AM), To (01:00 PM), Location info (New tringo road, Thavadi, City: Batticaloa - 02, District: Batticaloa, Province: Eastern), and a red circle around the 'Request to Book' button.

Figure A. 9: Make request

Figure A. 9 shows that users can send a request to vendors regarding their selected event package, seeking availability and confirmation.

4.2. Then the system will navigate the customer to the following dashboard

The screenshot shows the ePlanner Customer's dashboard. The 'My Request' section displays a table with booking details. The 'Request Status' column is highlighted with a red circle.

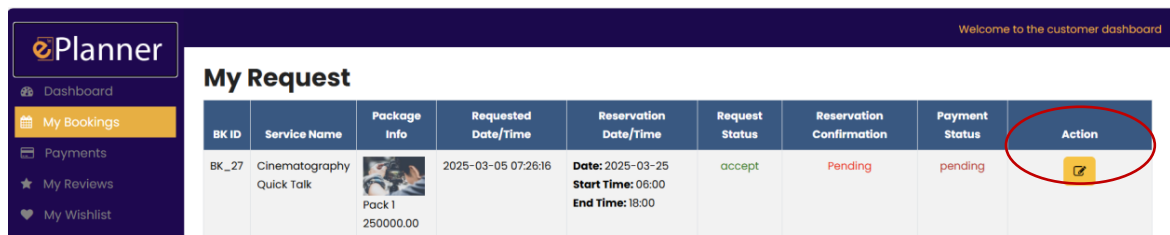
BK ID	Service Name	Package Info	Requested Date/Time	Reservation Date/Time	Request Status	Reservation Confirmation	Payment Status	Action
BK_26	Cinematography Quick Talk	Pack 1 250000.00	2025-03-05 07:25:20	Date: 2025-03-25 Start Time: 06:00 End Time: 18:00	pending	Pending	pending	

Figure A. 10: Customer's dashboard

This Figure A. 10 shows customers' dashboard provides an overview of their account, including booking status, notifications, payment details, and available event packages.

Note:- All status will be pending including request status until the vendor responds to the request.

- 4.3. Once a specific vendor accepts the request, then the request status will be changed as follows



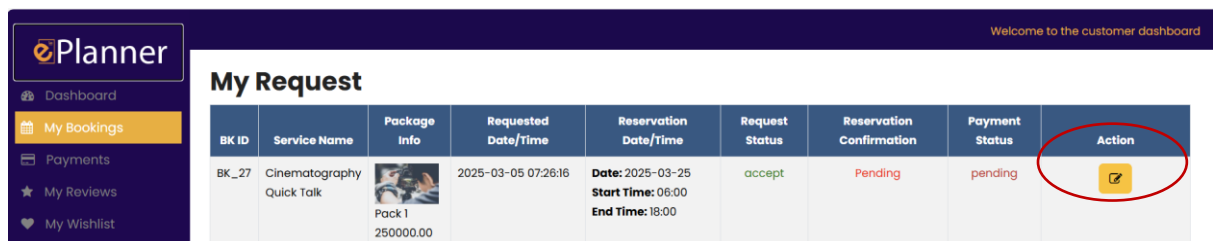
BK ID	Service Name	Package Info	Requested Date/Time	Reservation Date/Time	Request Status	Reservation Confirmation	Payment Status	Action
BK_27	Cinematography Quick Talk	Pack 1 250000.00	2025-03-05 07:26:16	Date: 2025-03-25 Start Time: 06:00 End Time: 18:00	accept	Pending	pending	

Figure A. 11: Status Bar Activation or Making Booking

Figure A. 12, represents, the system updates the booking status, indicating whether a request has been made or is in progress.

5. Making payments

- 5.1. Click on the **edit icon** under the action column

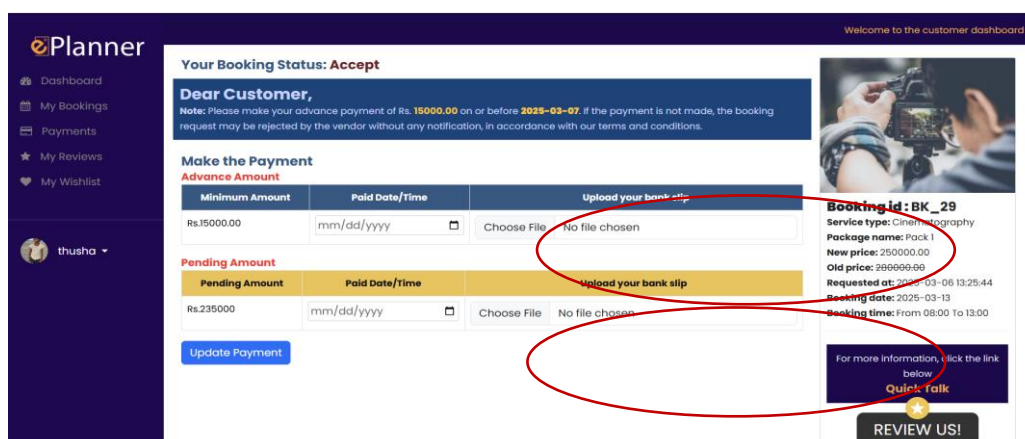


BK ID	Service Name	Package Info	Requested Date/Time	Reservation Date/Time	Request Status	Reservation Confirmation	Payment Status	Action
BK_27	Cinematography Quick Talk	Pack 1 250000.00	2025-03-05 07:26:16	Date: 2025-03-25 Start Time: 06:00 End Time: 18:00	accept	Pending	pending	

Figure A. 12: Requesting Status – Accept

This Figure A. 12 displays when a vendor accepts the user's booking request, moving the process forward.

- 5.2. Upload paid info (bank slip) on the day or before according to the policy of the vendor request by clicking on the uploading components under the following



Your Booking Status: Accept

Dear Customer,
Note: Please make your advance payment of Rs. 15000.00 on or before 2025-03-07. If the payment is not made, the booking request may be rejected by the vendor without any notification, in accordance with our terms and conditions.

Make the Payment

Advance Amount

Minimum Amount	Paid Date/Time	Upload your bank slip
Rs.15000.00	mm/dd/yyyy	Choose File No file chosen

Pending Amount

Pending Amount	Paid Date/Time	Upload your bank slip
Rs.235000	mm/dd/yyyy	Choose File No file chosen

Booking id: BK_29
Service type: Cinematography
Package name: Pack 1
New price: 250000.00
Old price: 250000.00
Requested at: 2025-03-06 13:25:44
Booking date: 2025-03-13
Booking time: From 08:00 To 13:00

Update Payment

For more information, click the link below
Quick Talk

REVIEW US!

Figure A. 13: Making Payment

Figure A. 13 used to show that users proceed to make payments through the system, choosing from available transaction methods.

5.3. You can see the following message after successful uploading and further, you can click on the image to see the full details.

Updated successfully!

Your Booking Status: Accept

Dear Customer,
Note: Please make your advance payment of Rs. 15000.00 on or before 2025-03-10. If the payment is not made, the booking request may be rejected by the vendor without any notification, in accordance with our terms and conditions.

Make the Payment
Advance Amount

Minimum Amount	Paid Date/Time	Upload your bank slip
Rs.15000.00	03/05/2025	

Pending Amount

Pending Amount	Paid Date/Time	Upload your bank slip
Rs.235000	03/05/2025	

Update Payment


Booking id : BK_27
Service type: Cinematography
Package name: Pack 1
New price: 250000.00
Old price: 280000.00
Requested at: 2025-03-05 07:26:16
Booking date: 2025-03-25
Booking time: From 06:00 To 18:00

For more information, click the link below
Quick Talk

REVIEW US!

Figure A. 14: Uploading Bank slip

This Figure A. 14 explains, that after making a bank payment, users must upload the transaction slip as proof of payment.

6. Provide ratings and feedback

Note:- The customers can give ratings and provide feedback to those who are engaging in the booking of any packages from the vendor after accepting the request.

6.1. Click on the “REVIEW US”

Updated successfully!

Your Booking Status: Accept

Dear Customer,
Note: Please make your advance payment of Rs. 15000.00 on or before 2025-03-10. If the payment is not made, the booking request may be rejected by the vendor without any notification, in accordance with our terms and conditions.

Make the Payment
Advance Amount

Minimum Amount	Paid Date/Time	Upload your bank slip
Rs.15000.00	03/05/2025	

Pending Amount

Pending Amount	Paid Date/Time	Upload your bank slip
Rs.235000	03/05/2025	

Update Payment


Booking id : BK_27
Service type: Cinematography
Package name: Pack 1
New price: 250000.00
Old price: 280000.00
Requested at: 2025-03-05 07:26:16
Booking date: 2025-03-25
Booking time: From 06:00 To 18:00

For more information, click the link below
Quick Talk

REVIEW US!

Figure A. 15: Rating for a package

Above Figure A. 16 shows, Customers can rate the event package they booked, sharing their feedback based on their experience.

6.2. Submit your ratings and feedback by clicking on the “**Submit Review**”

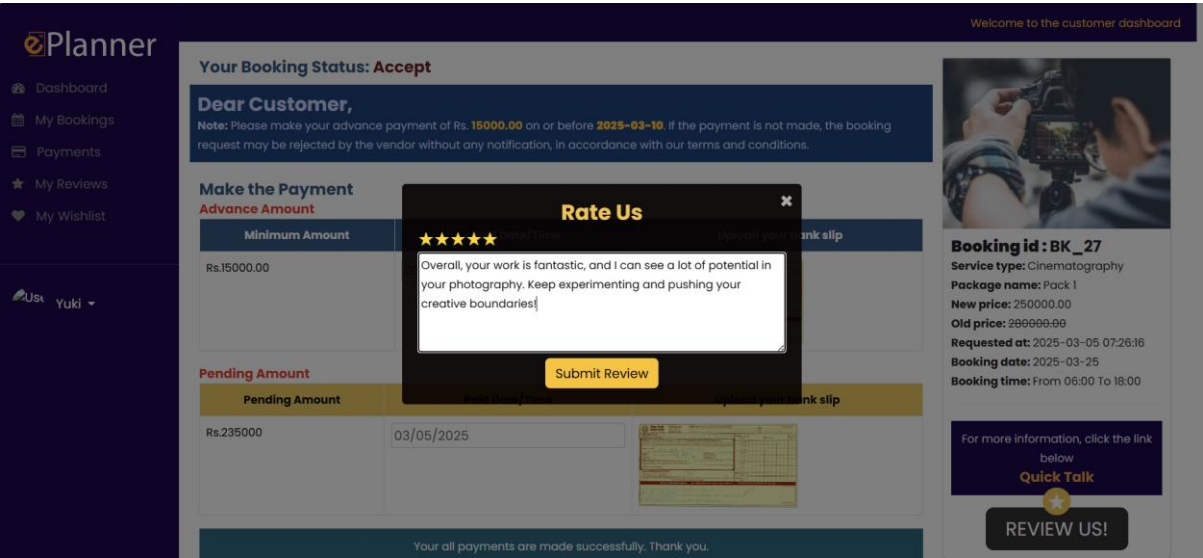


Figure A. 16: Submission of Rating

This Figure A. 16 explains, the step confirms that the user's rating and review have been successfully submitted to the system

6.3. You can see all reviews by clicking on the “My review” link from the sidebar

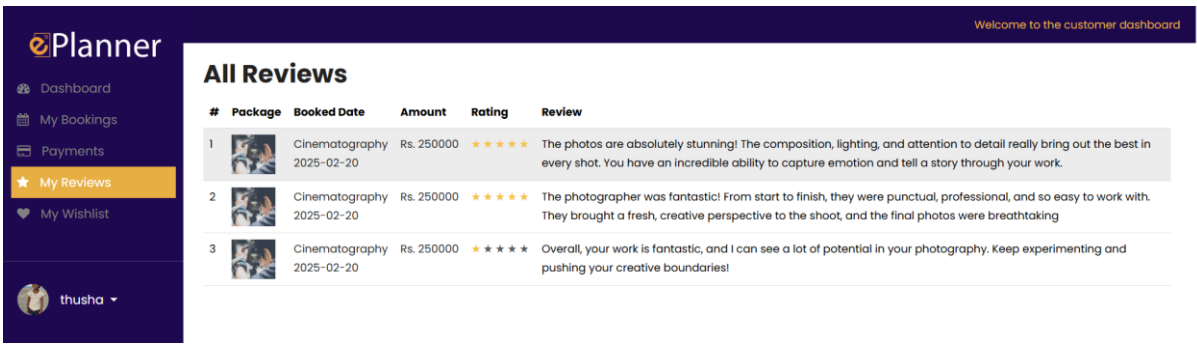


Figure A. 17: Review Page

Figure A. 17 shows, users can view and browse ratings and reviews submitted by other customers for different packages.

7. Cancel the booking

Note:- The customers can cancel the booking before accepting the request from the vendor. If you need to cancel the request after accepting, you must contact the admin according to the procedure.

7.1.Click on the “X” button from the following

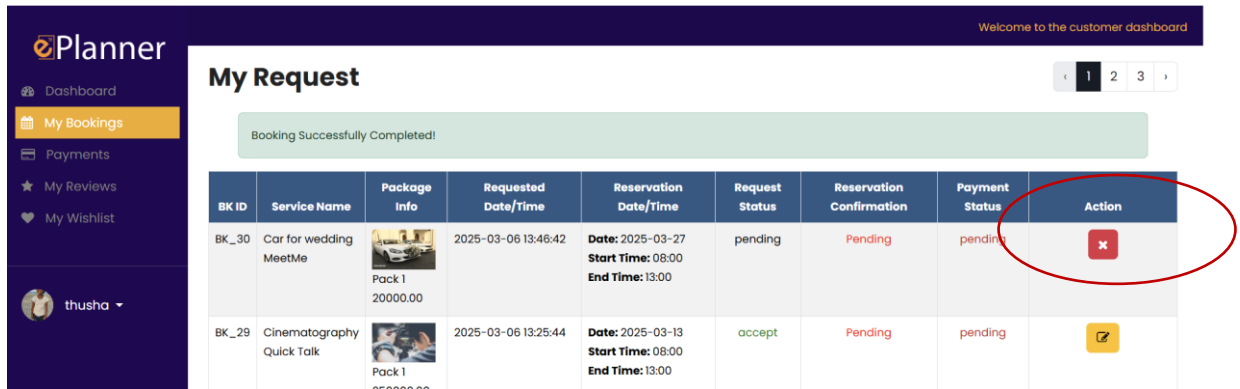


Figure A. 18: Booking cancellation page

Figure A. 18 explains, if users need to cancel a booking, they can do so from this page by providing a valid reason.

7.2.Provide the reason and click on submit

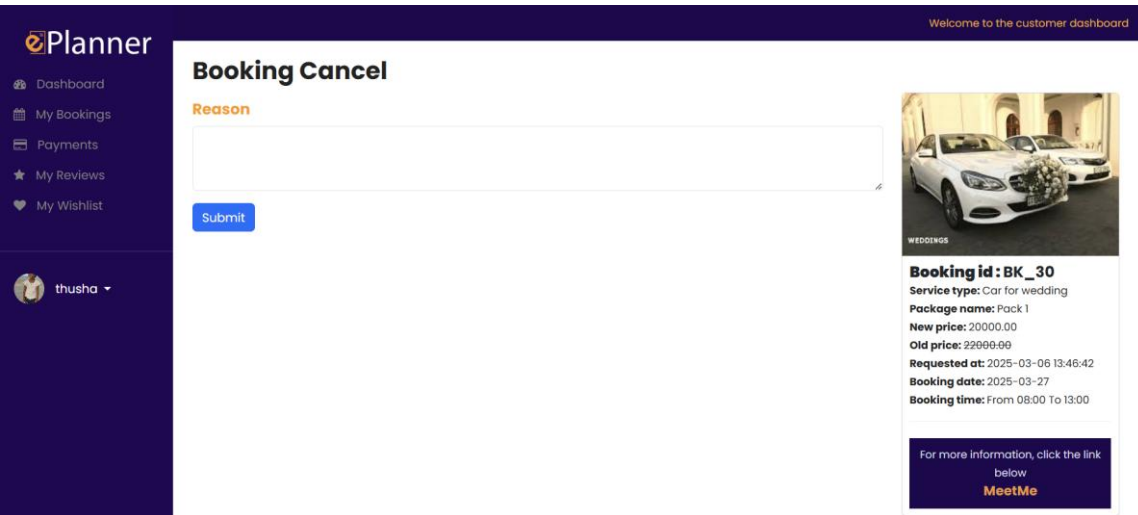


Figure A. 19: Confirming the booking

Figure A. 19 elaborate before finalizing a booking, users must review and confirm the details to proceed.

7.3.You can view the that by click on the following

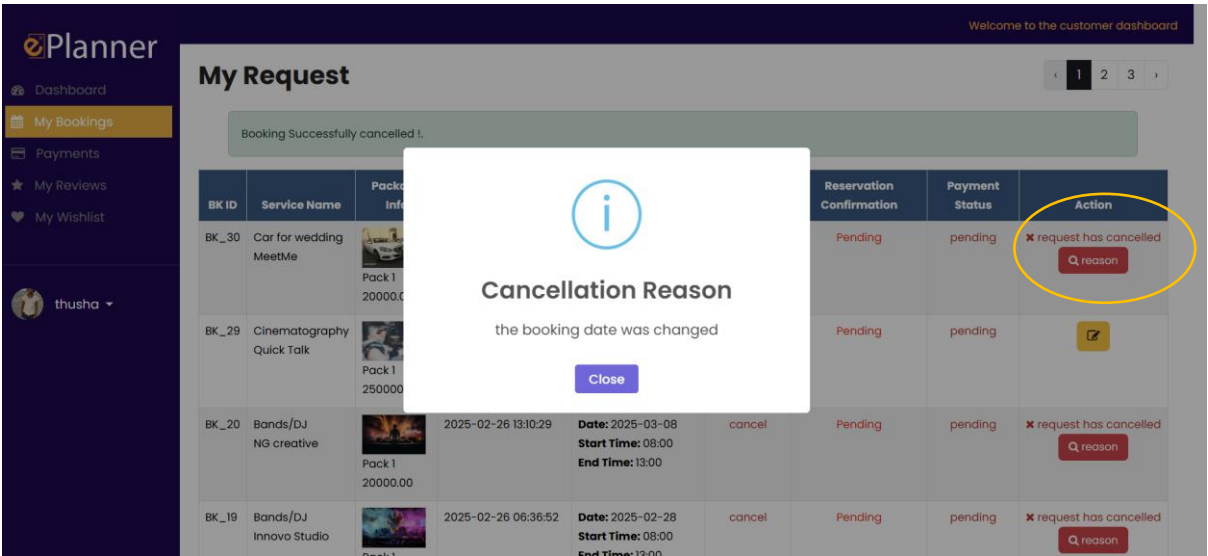


Figure A. 20: View Cancellation Reason

This Figure A. 20 shows the system displaying the reason for a canceled booking, improving transparency.

8. Manage Profile

8.1. Change Profile information, click on the account link from sidebar

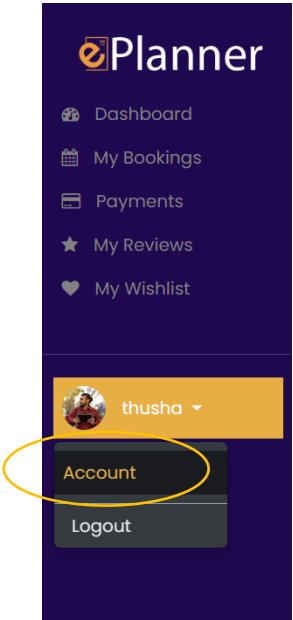
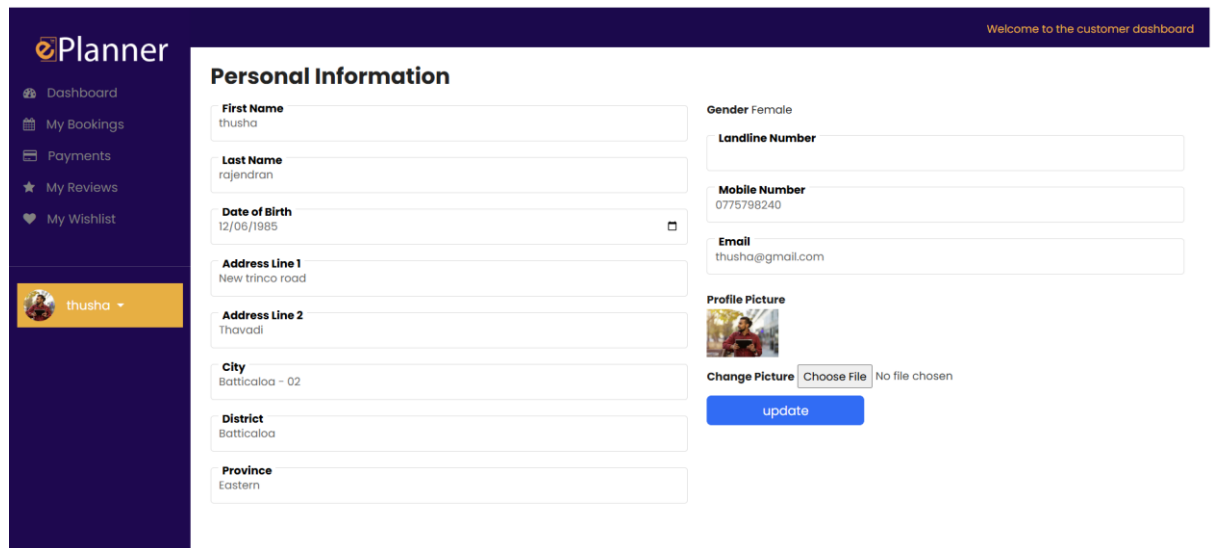


Figure A. 21: Managing Profile

This Figure A. 21 illustrates the user profile management section, where users can update personal details, change passwords, and modify preferences.

- 8.2. Update the information as needed including the profile picture from the following, then click on **update** button.



The screenshot displays the 'ePlanner' customer dashboard. On the left is a dark purple sidebar with navigation links: Dashboard, My Bookings, Payments, My Reviews, and My Wishlist. Below these is a user profile section for 'thusha' with a dropdown arrow. The main content area has a dark purple header with the 'ePlanner' logo and a 'Welcome to the customer dashboard' message. The 'Personal Information' section contains two columns of form fields. The left column includes First Name (thusha), Last Name (rajendran), Date of Birth (12/06/1985), Address Line 1 (New trinco road), Address Line 2 (Thavadi), City (Batticaloa - 02), District (Batticaloa), and Province (Eastern). The right column includes Gender (Female), Landline Number, Mobile Number (0775798240), Email (thusha@gmail.com), and a Profile Picture section with a 'Change Picture' button, a 'Choose File' button, and the text 'No file chosen'. At the bottom right of the form is a blue 'update' button.

Personal Information	
First Name thusha	Gender Female
Last Name rajendran	Landline Number
Date of Birth 12/06/1985	Mobile Number 0775798240
Address Line 1 New trinco road	Email thusha@gmail.com
Address Line 2 Thavadi	Profile Picture  Change Picture Choose File No file chosen
City Batticaloa - 02	update
District Batticaloa	
Province Eastern	

Figure A. 22: Profile updating

Figure A. 22 shows Users can update their profile information, including contact details, password, and preferences.

Appendix B - MIS Report

1. Introduction

Management Information Systems (MIS) help organizations make better decisions by giving clear and up-to-date information. This report looks at how the MIS module is designed, works, and performs in managing business activities. The system covers important areas like services, packages, vendors, customers, payments, events, bookings, and their status. The main aim of this MIS module is to make tasks easier, improve how the business runs, and give admin useful insights into important business data.

2. Description of the MIS Module

The MIS module provides a range of features that enable efficient business operations management. Each feature has been carefully designed to address specific operational needs, providing users with clear and actionable data for informed decision-making.

Services/Packages

This module helps businesses track which services or packages are currently active, their performance, and customer demand. It's designed to help management make informed decisions based on real-time data.

Working flow

- **Popularity and Demand Analysis:** By tracking the activation of services or packages, businesses can determine which ones are most popular with customers.
- **Identifying Underperforming Packages:** If a certain package is underperforming or receiving fewer activations, the business can strategize improvements, such as adjusting pricing, offering promotions, or improving the package's features.
- **Customer Preferences and Trends:** Businesses can understand customer preferences and emerging trends by analyzing the data, allowing them to adjust their service offers accordingly.

Vendor Management

Vendor management involves maintaining and tracking relationships with vendors. This module ensures that the business only engages with reliable and active vendors, improving process efficiency.

Working flow

- **Vendor Information Management:** It stores essential details like vendor names, addresses, contact numbers, and operational status (active/inactive). This makes it easy to stay in touch and coordinate with suppliers.
- **Managing Business Profile:** Registered vendors must maintain their business profile to get information for all users. If there are any vendors without specific profiles, then they no longer have been with the system.
- **Tracking Active Status:** The system ensures that only active vendors are engaged, reducing the risk of interruptions. If any vendors do not have any packages yet, the system will identify them, and the admin can deactivate them.

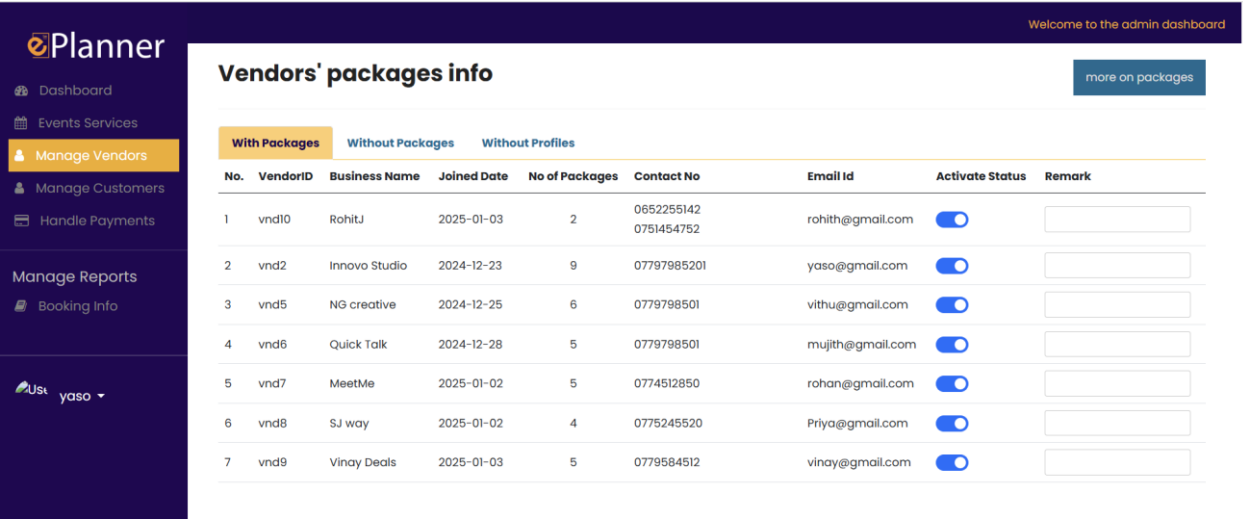


Figure B. 1: Vendor Package Management Report

Figure B. 1 illustrates the Vendor Package Management Report from the EPSS platform. This report provides a detailed summary of vendors and their service packages, categorized as "With Packages," "Without Packages," and "Without Profiles" for streamlined management. It highlights critical details, including Vendor ID, business name, joined date, number of packages, contact information, email ID, and activation status.

The admin can easily toggle the activation status of vendors and has the authority to deactivate vendors who fail to manage their packages or complete their business profiles. This ensures that only compliant and active vendors remain operational. The figure represents an intuitive interface designed for efficient vendor monitoring and decision-making.

Customer Management

This module helps businesses maintain a detailed database of customers, track their activity, and gain insights into customer behaviors and trends. It's important for improving customer engagement and retention.

Working flow

- **Customer Database:** The module keeps track of customer names, addresses, phone numbers, and their current status (active/inactive), allowing businesses to focus on each customer.
- **Activity and Engagement Monitoring:** It tracks customer activity, such as interactions with the business, purchases, and service usage. This helps businesses understand how engaged their customers are. Once the system notices that the customers are without booking the package, then those people become inactive by administering to reduce the risk of potential users.

Payment Tracking

This module makes financial management by tracking payments, including what has been received and what is pending. It ensures that financial transactions are organized, and overdue payments are followed up promptly.

Working flow

- **Payment Overview:** The system provides a summary of total payments received and pending payments, helping businesses stay on top of their financial health.
- **Cash Flow Monitoring:** It helps track revenue trends over time, providing insight into how much cash flow is coming in and when payments are expected.
- **Risk Reduction:** By keeping track of overdue payments, the system reduces the risk of missed collections, improving overall cash flow management.

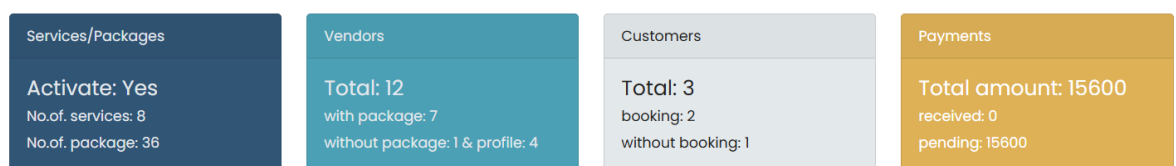


Figure B. 2: Overview of The Main Modules Report

The Figure B. 2 presents a clear and organized summary of the main modules in an event management system. Each module highlights important details, providing an easy way to understand the system's status. This information is designed for use by the admin.

Event Monitoring

The event monitoring module tracks the progress of various events within the organization. It ensures that all events are progressing on schedule and helps managers plan resources effectively.

Working flow

- **Real-Time Event Tracking:** It monitors the status of events, such as "Gift Decor" or "Cinematography," and provides real-time updates on whether the event is active or completed.
- **Resource Planning:** By knowing the current status of each event, businesses can allocate the necessary resources and manpower to keep things on track.
- **Identifying Bottlenecks:** The module helps to identify delays or issues in project execution, allowing management to quickly take action to resolve them.

Booking Management

This module provides a detailed view of customer bookings, including their status and associated packages. It helps businesses manage bookings more effectively, reducing cancellations and improving delivery service.

Working flow

- **Booking Overview:** It tracks each booking's status (pending, confirmed, canceled), package details, booking date, and amount. This allows businesses to keep an up-to-date overview of all bookings.
- **Trends in Booking Status:** The system tracks patterns, such as high cancellation rates, and helps businesses understand booking trends, enabling them to address potential issues.
- **Resource Allocation:** By knowing the number of confirmed and pending bookings, businesses can plan and allocate resources more effectively.

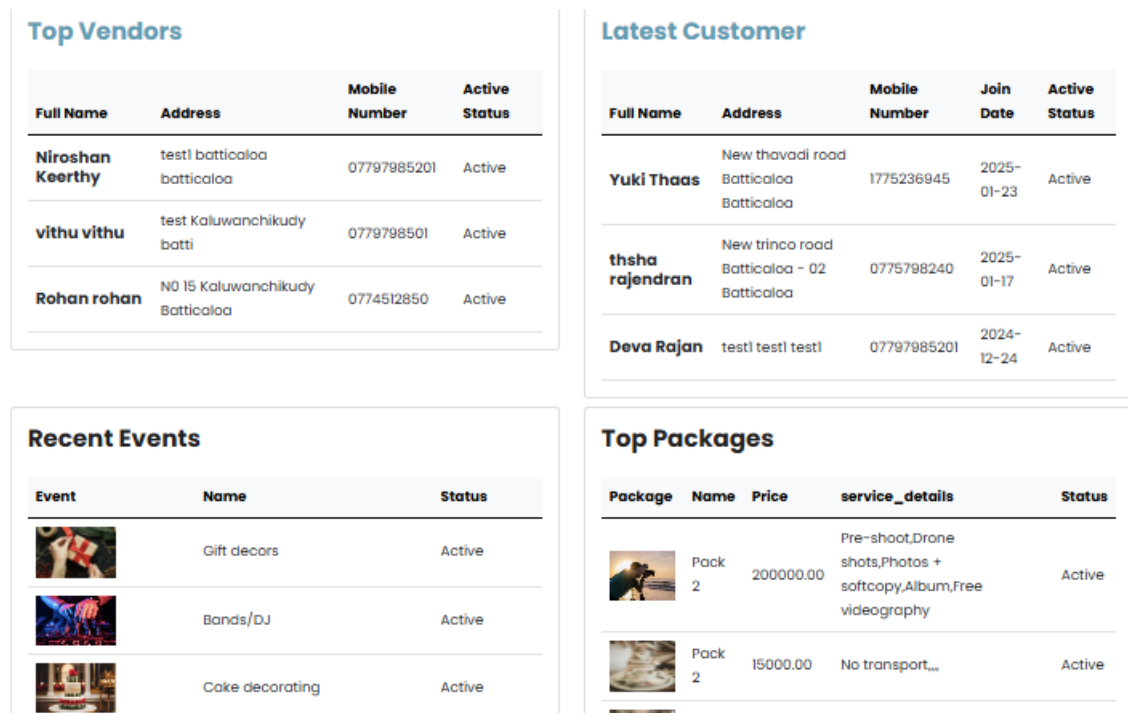


Figure B. 3: Dashboard Summary: Vendors, Customers, Events, and Packages

Figure B. 3 shows a dashboard summarizing key components of the event management system for administrators. The Top Vendors section lists active vendors with their details. The Latest Customers section displays newly registered customers with their information. The Recent Events section shows current or recent events. The Top Packages section highlights popular service packages, including names, prices, and statuses. This dashboard helps administrators monitor vendors, customers, events, and packages efficiently.

Appendix C – Requirements Gathering

1. Analysis for Vendors

1. What type of services are provided

31 responses

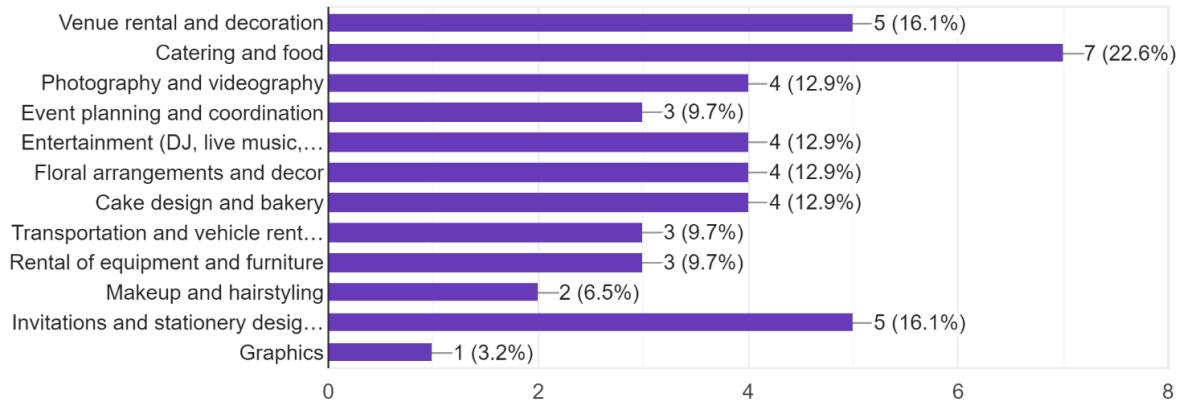


Figure C. 1: Types of Service Providers

Figure C. 1 explain that vendors in the Batticaloa District offer a wide range of services including Venue rental and decoration, Entertainment (DJ, live music), Catering and food services, Floral arrangements and décor, Photography and videography, and Event planning and coordination

2. Are you satisfied with customers?

31 responses

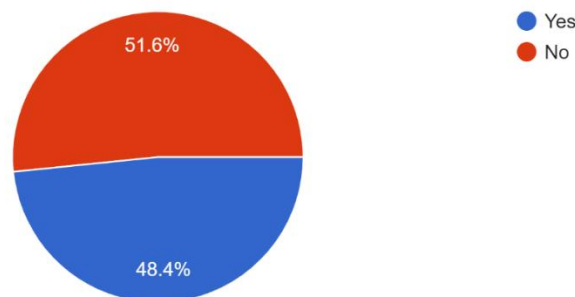


Figure C. 2: Satisfaction of The Customers-

Figure C. 2Error! Reference source not found. shows, that the majority of vendors expressed satisfaction with their customers. Specifically, fifteen out of thirty-one respondents answered "Yes" to being satisfied with their customers. Sixteen respondents indicated dissatisfaction, citing the following problems.

2.1. Please briefly describe the problem you ever experienced.

16 responses

- Payment settlement is late
- Sometimes Schedule Change themselves, Unrealistic budget, Delay over payments and deposits
- Late returns, Mileage overage, customer identification, Special Requests (child seat , wifi)
- Specifies of custom cake designs dissatisfaction (They can't explain the proper design) , Order cancelation, Price Disputes (Customers may not understand the price structure for the custom design ingredients, Customer service issue (Negative reviews),
- Customer may not clearly communicate their expectations, Design changes multiple time, late payments Cancelation and refund
- Clients making significant changes to the event details close to the date, high-quality materials within a limited budget, and Difficulty in coordinating with multiple vendors (caterers, decorators, entertainers) to align schedules
- Dietary Restrictions, Last minutes changes, Expecting Quality of presentation, Weather conditions (outdoor)
- Customers may not return the rented equipment or furniture on time, causing inconvenience to the vendor and potential delays in fulfilling other rental orders., Customers may return items in a damaged or unusable condition, leading to repair costs or the need to replace the items entirely, Some customers may fail to pay for the rental services or delay payments
- Customers may delay or default on payments for services ,Customers may have unrealistic expectations regarding the scope of services, performance quality, or pricing, leading to dissatisfaction if expectations are not met. Dissatisfied if they do not receive adequate appreciation or recognition from the customers
- Customers may arrive late for appointments or fail to show up without prior notice, may request significant changes to their makeup or hairstyle at the last minute, Lack of clear communication about the desired look, preferences, allergies, or any special requirements, dispute pricing or charges for additional services
- may request significant changes to floral arrangements or decor elements at the last minute, customers are unhappy with the quality of flowers, greenery, or decor items used in the arrangements, it can result in dissatisfaction with the overall service.
- negative reviews without giving the vendor an opportunity to address their concerns. Customers are unhappy with the quality of the photos or videos, editing style, or overall presentation, it can result in dissatisfaction with the service.
- last-minute changes to decor plans, unrealistic expectations regarding available amenities or budget constraints, delayed or disputed payments, communication issues, disputes over decoration quality
- late cancellations or changes in bookings, disputes over pricing or additional charges
- frequent design changes, last-minute requests, delayed approvals or feedback, disputes over pricing
- frequent changes to the menu or special requests, especially those made at the last minute, payment disputes and disagreements over pricing or additional charges, dietary requirements.

3. Have you encountered any situations where customers were dissatisfied with your services?

31 responses

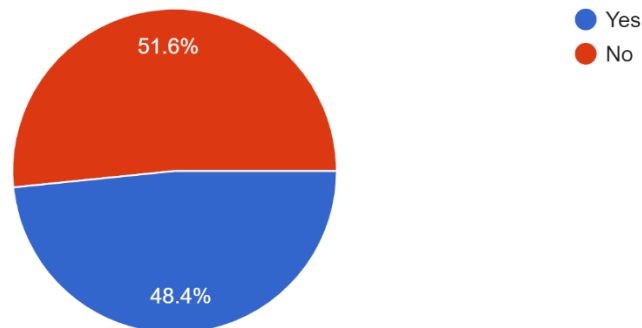


Figure C. 3: Situation for Customer Dissatisfaction

Figure C. 3 explains that most vendors have not encountered situations where customers were dissatisfied. However, those who did mention dissatisfaction noted that financial issues, such as payment disputes, were a common reason for customer dissatisfaction.

3.1. If yes, what were the main reasons for their dissatisfaction?

15 responses

- regarding money
- miscommunication
- Impatient with time taken for editing and post production work,
- Rental vehicle mechanical issues during the event time , if the exceed the extra mileage they don't give the proper extra payment for that, We faced payment issues with customer
- Late delivery, Damage during the Transport, Incorrect Design, Pricing
- Unclear pricing structure, Design Limitations, Miscommunication, Low quality of material
- Going over budget due to unexpected costs or feeling that the services provided did not justify the price paid, & Issues with coordinating multiple vendors or service providers, resulting in misaligned schedules, conflicts, or service gaps. Problems with event technology, audiovisual equipment, Lack of clear communication between the client and the event planner, leading to misunderstandings or unmet expectations.
- Food quality issues, Timely Delivery Services, Cleanliness and Hygiene
- items are of poor quality or not as expected, customers may feel dissatisfied with the service. Delays in delivering rented items or picking them up after the rental period can inconvenience customers and lead to dissatisfaction.
- Problems with sound equipment, lighting, or other technical aspects during the performance can detract from the overall experience and cause dissatisfaction. Miscommunications regarding the type of entertainment, duration of performance, song selection, or any special requests, it can lead to dissatisfaction on the customer's part, miscommunications regarding the type of entertainment, duration of performance, song selection, or any special requests, it can lead to dissatisfaction on the customer's part, customers feel that they were overcharged

- If the final makeup or hairstyle does not meet the customer's expectations, feel dissatisfied if they believe they were overcharged for the services provided if they are not open to feedback or suggestions during the service.
- final floral arrangements or decor do not match the customer's vision or expectations in terms of colors, style, or overall look, it can lead to dissatisfaction, dispute pricing or charges for additional services,
- express dissatisfaction with photography and videography services due to issues such as last-minute changes, unrealistic expectations, payment delays, communication problems, copyright disputes, quality concerns, and feedback handling.
- inadequate setup or cleanliness, lack of coordination between vendors, restrictions imposed by the venue, hidden fees or unexpected charges
- unrealistic expectations regarding vehicle availability or conditions, vehicle cleanliness problems

4. How are the customers contacting you to get the services?

31 responses

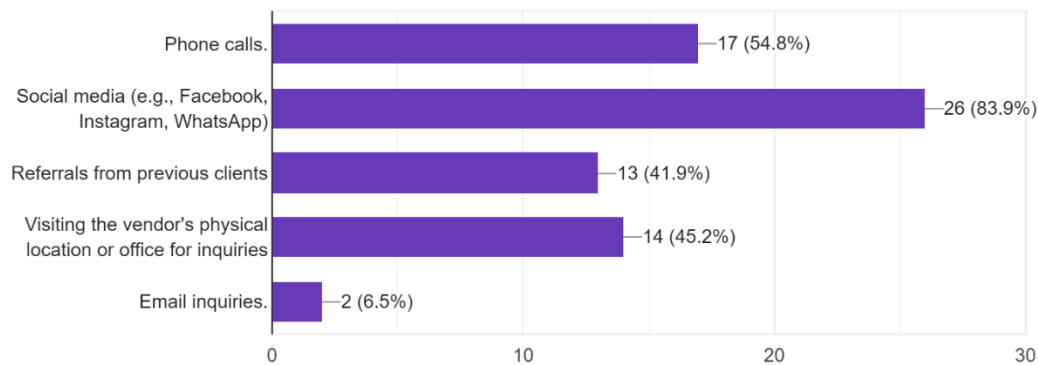


Figure C. 4: Customers Contacting to Get The Services

Figure C. 4 shows that most of the services are get through the social media than other and we can see 26 percentage of the people confirm that than others.

5. How Do You share the information of the Services and its Benefits to Potential Customers?

31 responses

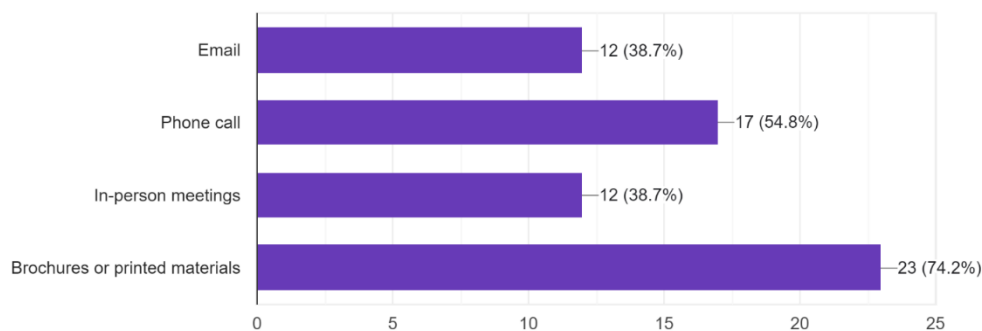


Figure C. 5: Way of Sharing the Information of The Services to the Customers

Figure C. 5 shows the vendors mostly sharing the information through the printed materials other than email, phone calls, and in-person meetings.

6. What criteria do you consider as “most important” when deciding to work with a customer for an event?

31 responses

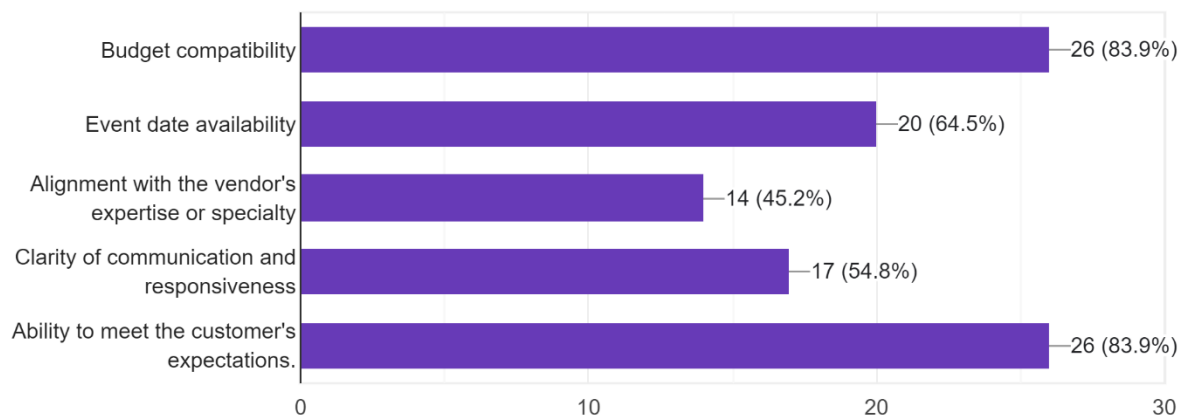


Figure C. 6: Important Thing for Deciding to Work with a Customer

Figure C. 6 is about Important things for deciding to work with a customer and here the equal responses are 26% for Budget and customer expectations.

7. Do you have any website or application to manage the event?

31 responses

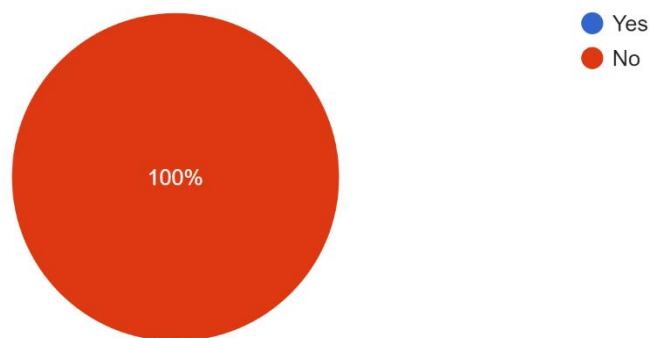


Figure C. 7: Application to Manage the Event

Figure C. 7 has confirmed that any of the vendors has own any website or any applications to mage their daily task. 100 percent of them have confirmed that.

8. Have you ever faced any issues with customers when organizing any event?

31 responses

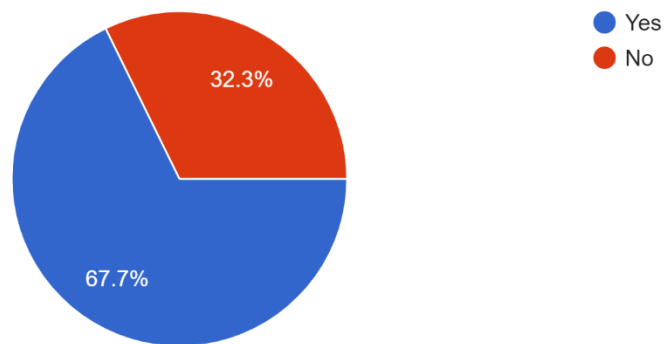


Figure C. 8: Issues with Customers

Figure C. 8 shows 67 percent of the vendors have issues with customers out of 100 percent and the responses are 21 out of 31 samples. This has been discussed by the vendors as follows:

Issues with customers

Please select the following

21 responses

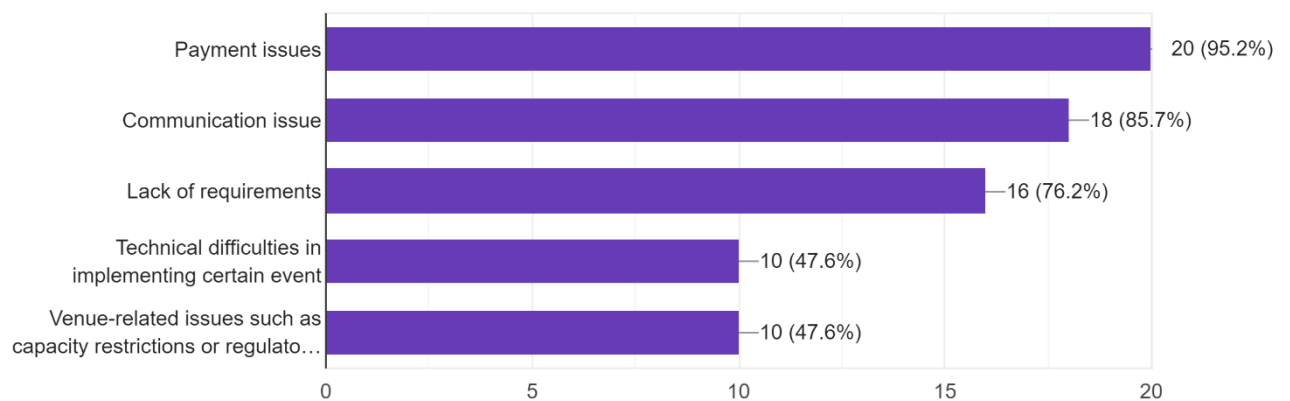


Figure C. 9: Issues with Customers

Error! Reference source not found. confirmed that mainly the issues come up with payments when they get from customers.

9. Have you experienced a centralized platform where customers can find event vendors easily?

31 responses

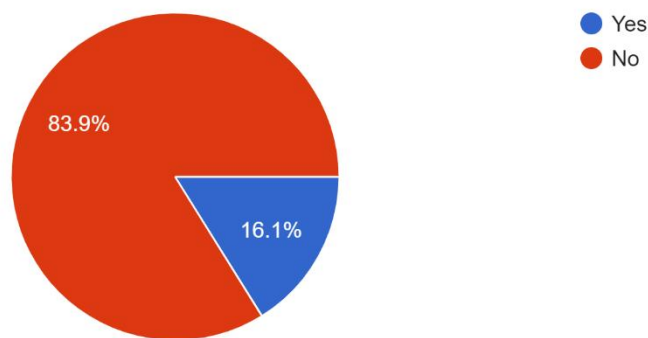


Figure C. 10: The Centralized Platform Where Customers Can Find Events

Figure C. 10 explain 83.9% of 26 samples are not familiar with the centralized platform from 31 samples.

10. Do you have any concerns about joining an online platform for event vendors if it is available?

31 responses

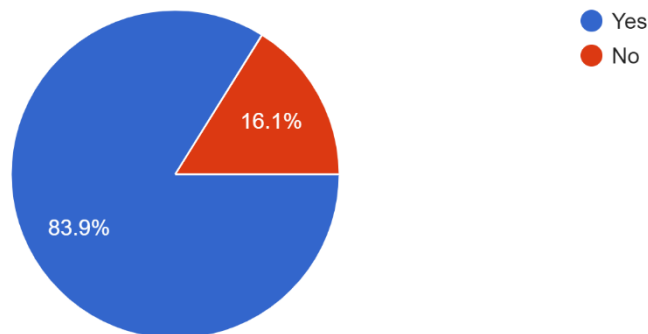


Figure C. 11: Concerns About Joining an Online Platform

Figure C. 11 concerns on online platform, 26 samples got confirmed that they have wish to join on the online platform if available and it confirmed by 83.9% out off 100%. And they have listed below as to why they wish to join:

Interest of Joining with centralized platform

- easily can get customers
- easy access
- easily manage clients
- get more customers

- work easily
- share information and get more customers
- Get more recognition
- We are looking to expand our business with online platform
- Find the contact event vendors quickly in one place , Comparing the prices and services on time
- Time Saving, Secure payments, Comparison is easy, Flexible booking, Easy access, Notification Reminders, easy Organizing
- centralized platform provides easy access to vendors, enables comparison shopping, allows convenient booking, offers customer reviews, saves time, sends notifications and reminders, provides special deals, ensures secure payments, facilitates easy communication, and organizes planning efficiently.
- centralized platform will help to saves time, enhances communication, offers transparency, and provides access to a wide range of services, all in one convenient platform.
- implies vendor discovery, facilitates seamless communication, supports efficient coordination, enables easy booking and payment processing, and enhances overall event planning and execution.
- centralized platform helps for quick selection, provides real-time updates and notifications, offers personalized recommendations, enables secure transactions, and fosters collaboration among event stakeholders.
- streamlines event logistics, offers customizable packages, provides instant access to vendor portfolios, facilitates contract management, and enhances the overall client experience.
- centralized platform help to get all information, tracks expenses, manages guest lists, integrates scheduling tools, and enhances event coordination and execution.
- optimizes vendor discovery, supports seamless communication, streamlines payment processing, offers detailed analytics, and enhances customer satisfaction through efficient event planning and execution.
- simplifies vendor sourcing, provides real-time collaboration features, offers secure payment options, enables personalized event customization, and boosts productivity in event planning and coordination.
- streamlines vendor selection, facilitates transparent communication, offers budget management tools, provides access to customer reviews, and enhances event planning efficiency.
- bookings, tracks event progress, offers marketing opportunities, provides customer support channels, and ensures a seamless experience for Customers and attendees.
- simplifies vendor coordination, optimizes resource allocation, enables real-time updates, offers comprehensive reporting tools, and enhances the overall event management process.
- endor selection, facilitates transparent communication, offers budget management tools, provides access to customer reviews

- vendor discovery, supports seamless communication, streamlines payment processing, offers detailed analytics, and enhances customer satisfaction through efficient event planning and execution.
- vendor communication, facilitates contract management, provides customization options, offers budget tracking tools, and improves decision-making for event planners.
- automates scheduling, facilitates seamless collaboration, integrates payment processing, offers personalized recommendations, and ensures timely delivery of services for event planners
- tracks event expenses, provides guest list management, offers customizable reporting features, and enhances attendee engagement through interactive features.

11. Do you think of having access with professional event planning applications could be benefited to vendors in Batticaloa District?

31 responses

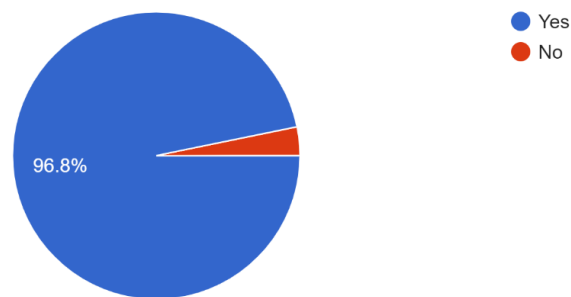


Figure C. 12: Beneficial of Event Planning Application

Figure C. 12 is displaying that 96.8% of the samples concluded it is beneficial to have an application for managing all.

12. What features would you expect from such a platform to enhance your business?

31 responses

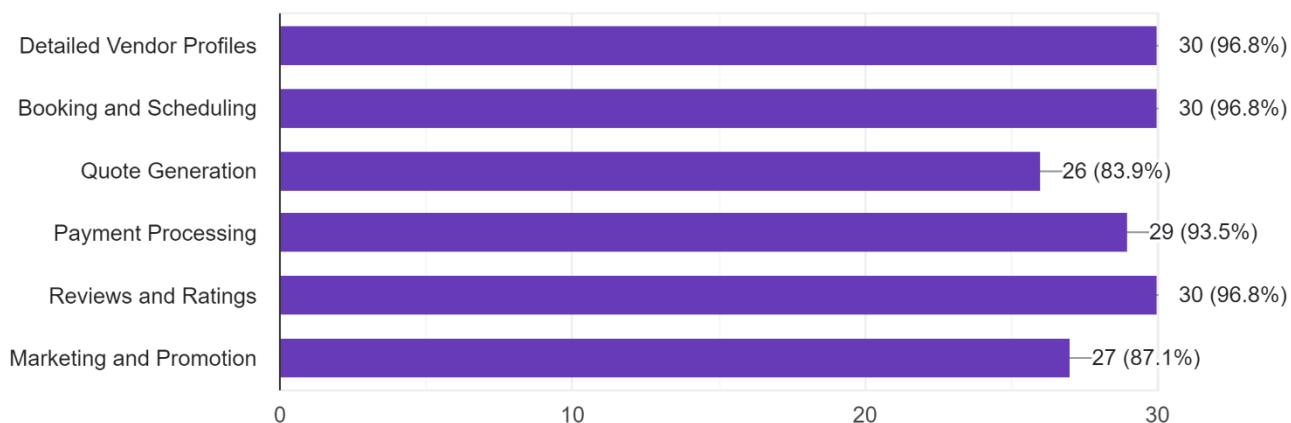


Figure C. 13: Features for Enhancing the Business

Figure C. 13 shows the desires of vendors and mostly they like event planning platforms to offer features such as Detailed vendor profiles, Booking and scheduling tools, Customer management systems, Payment processing facilities, and Communication and collaboration features

2. Analysis for Customers

1. Have you had experience with arranging any events such as weddings, birthday parties, or cultural ceremonies?

61 responses

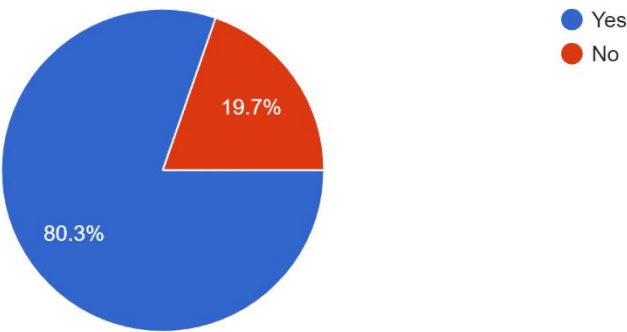


Figure C. 14: Experience with Arranging Any Events

Figure C. 14 is showing that out of the total respondents, 80.3% (49 out of 61) reported having experience with arranging events such as weddings, birthday parties, or cultural ceremonies. This indicates a high level of commitment with event planning among the surveyed customers.

If it is yes, how many times do you organize?

51 responses

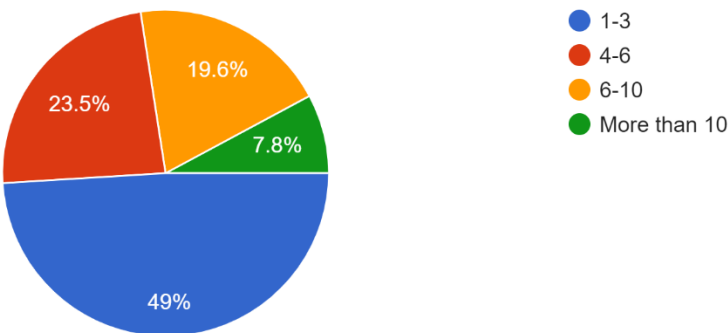


Figure C. 15: Time of Organizing Events

Figure C. 15 displays the Among those who have arranged events, the frequency of organizing events varies. The most common response was organizing events 1-3 times, chosen by nearly half (49%) of the experienced respondents. This suggests that many customers have some but not extensive experience with event planning.

2. How are you finding the vendors for arranging the events?

61 responses

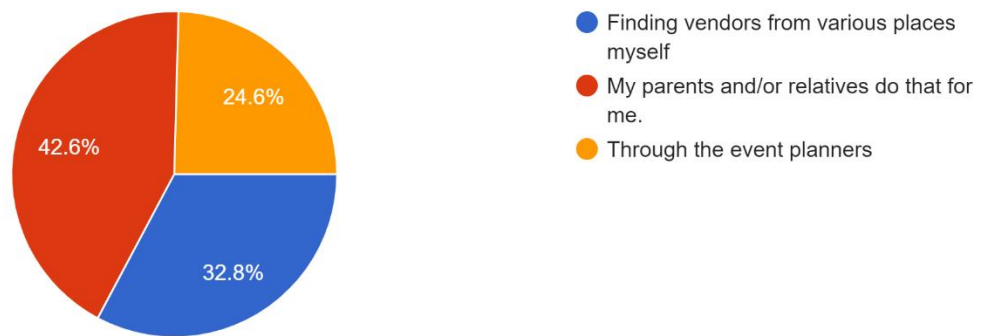


Figure C. 16: Finding the Vendors for Arranging The Events

Figure C. 16 explain, when asked about how they find vendors for arranging events, the responses were divided into three main categories: My parents and/or relatives do that for me: 42.6% (26 respondents), Through the event planners: 34.4% (21 respondents) and Other methods: 22.9% (14 respondents). This distribution indicates that traditional family arrangements and professional event planners are the primary methods for finding vendors.

2.1. Are you satisfied with them?

61 responses

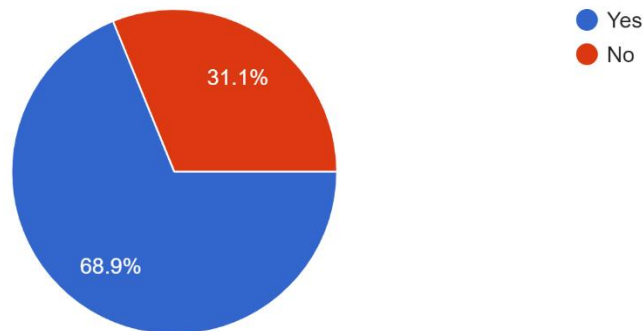


Figure C. 17: Satisfaction with the Event Organizing

Figure C. 17 shows that Most of the respondents (68.9%, 42 out of 61) reported satisfaction with the vendors they found through their chosen methods. This high satisfaction rate reflects positively on the current methods of vendor selection, although there is still room for improvement.

2.2. If it is no, please briefly describe the problem you ever experienced.

19 responses

- We expected to offer more facilities in a better way, but they provided less than we expected. For example, they missed the buffet system and lacked specific resources. We needed instructions to finish some work, and overall, we are unsatisfied.
- That arrangement is not successful for us
- NA
- Ideas and creations are limited.
- They had to face many problems if they did not have basic information about how many people would participate in the program
- if we do it ourselves, we cannot enjoy the event
- Less trust and difficult to manage
- Time consuming
- more money waste
- too much of cost
- Didn't plan very well
- Too much of cost
- We are expected decoration not full fill in that member.limited design they have. Services are not satisfied to me
- Money
- Arranging inventory
- poor quality
- poor quality
- not very satisfied with them

3. Select from the following, if you encounter any challenges when searching for vendors for your events?

61 responses

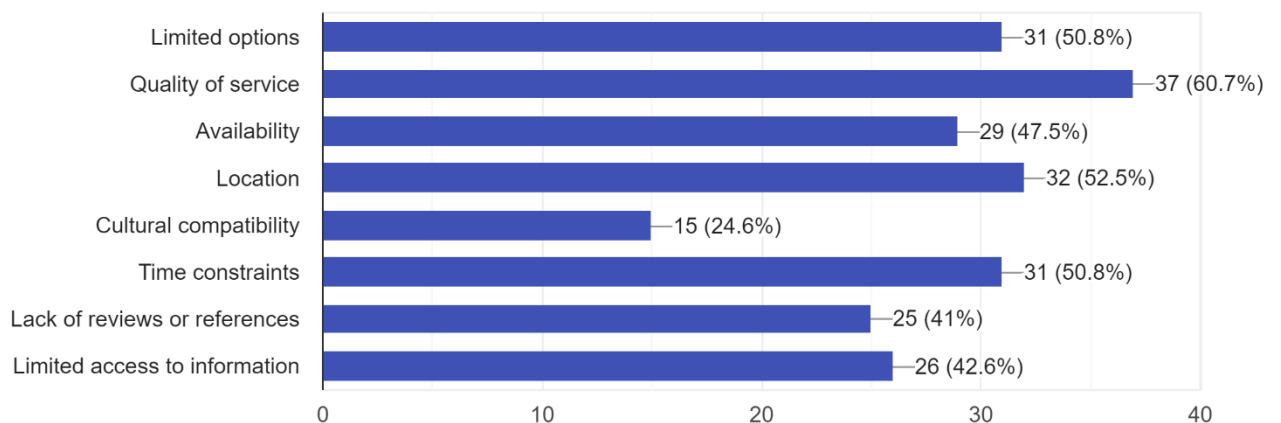


Figure C. 18: Challenges When Searching for Vendors

Figure C. 18 shows the quality of the services is very important to all and 60.7% of the responders were challenged with this, Location issues for 52.5%, 50% of the people had faced “limited options, and time constraints and others are below this.

4. Have you ever experienced dissatisfaction with the services provided by event vendors?

61 responses

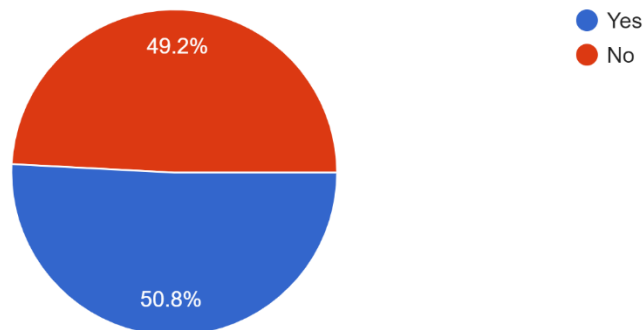


Figure C. 19: Experienced Dissatisfaction with The Services Provided By Event Vendors

Figure C. 19 **Error! Reference source not found.** explain 50.8% of the samples got dissatisfied by vendors for the following reasons below

4.1. If yes, could you please elaborate on the reasons?

26 responses

- Limited Decors and Repeated Themes
- We needed instructions to finish some work,
- Timing issues
- Not satisfied with food and decorations.
- Poor quality of services
- We expected to offer more facilities in a better way, but they provided less than we expected. For example, they missed the buffet system and lacked specific resources. We needed instructions to finish some work, and overall, we are unsatisfied.
- Yes, of course the basic features they mentioned are sometimes missed in it
- They do not do the way the adverts
- Suddenly they changed the time
- they planned one and did another one
- can't customize
- Poor quality and couldn't find the information of them
- Not quality one
- Lack of decorates and tools, They have Small amount of workers , They have Transporting issues
- That teams are not followed time management and not quality of they services
- Good
- All is well
- The didn't come on time
- booking and cancellation issue
- management issues
- difficult of customizing features

- couldn't find the ratings
- they had done without what we prefer
- difficult to customize
- payment issues
- quality of the services and money issues

5. Do you prefer to follow traditional cultural practices when organizing events?

61 responses

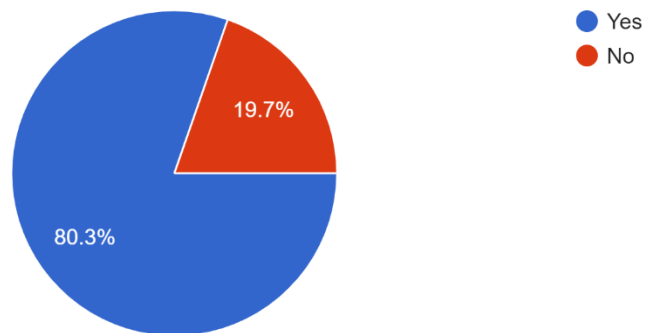


Figure C. 20: Traditional Cultural Practices

Figure C. 20 displaying 80.3% of the samples wish to follow traditional cultural practices in 49 out of 61 people.

6. Nowadays, how do you find and communicate with vendors for the event planning process?

61 responses

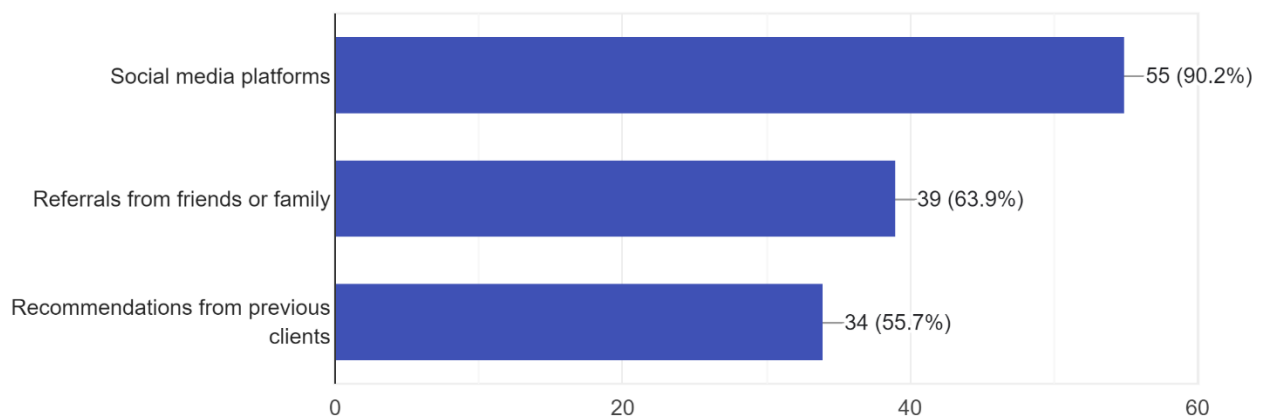


Figure C. 21: Finding and Communicating With Vendors

Figure C. 21 explain the customers are finding the vendors via social media platforms and the above figure indicates 55 samples have been chosen in 90.2% than other.

7. Have you ever faced miscommunication or misunderstandings with vendors during the planning stages?

60 responses

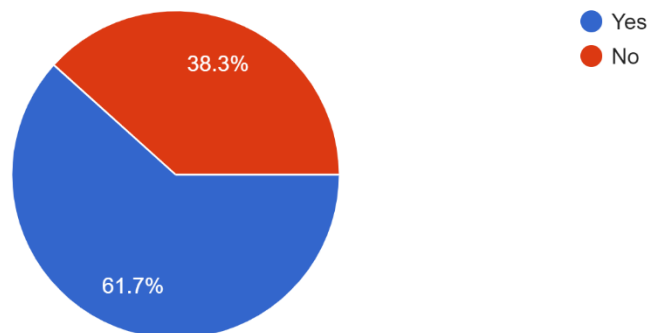


Figure C. 22: Miscommunication or Misunderstandings with Vendors

Figure C. 22 shows that 61.7 percent of the people had miscommunication or misunderstandings with vendors, which was not good for the success of the event plan.

8. Have you experienced money related issues while paying vendors for their services?

60 responses

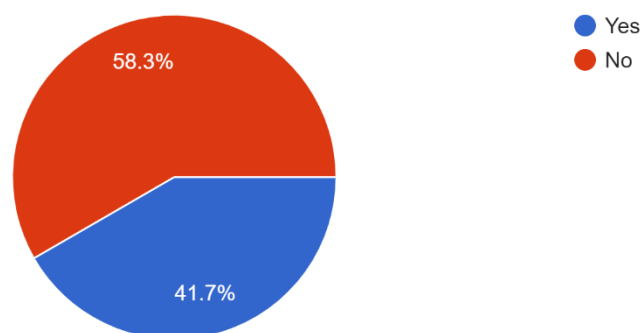


Figure C. 23: Money Related Issues

Figure C. 23 talks about the money-related issues below and which is elaborated by 58.3% of samples. And the issues are discussed below.

8.1. If yes, could you please briefly explain this?

19 responses

- Some Vendors Charge too cost for their services
- We did not successfully their works so we discussed our payment with them
- NA
- Adding entra charges without proper reason.
- there is a fixed price demand which does not justify the quality of services offered
- There are also cases where logic is sometimes met without giving specific money

- they had ask more money based on the service more
- cost is more high compared to quality
- Asked more than what they discussed with us
- Final settlement got delayed
- They are ask beginning time for work total amount. After work is complete then they increase amount .
- Approved
- Fine
- booked one amount and asked us another
- asked more money than what they discuss
- not affordable one
- asked more money without proper information
- asked more than what they told us
- too much cost. they had done according to our preference

9. How do you typically compare quotes and service options from different vendors?

60 responses

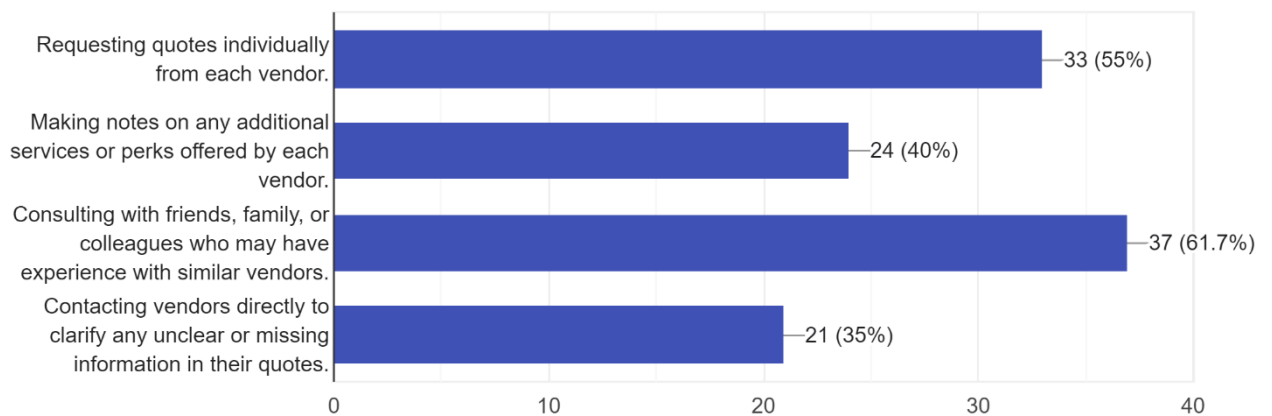


Figure C. 24: Compare Quotes and Service

Error! Reference source not found. shows, Consulting with friends, family, or colleagues who may have experience with similar vendors is rated very high by 61.7% other than the services.

10. What factors do you consider most important when selecting vendors for your events?

60 responses



Figure C. 25: Most Important Factors

Figure C. 25 shows Quality of service or products have been scored more by 50%. So, it's very required by the vendors and when we develop the system, we must consider this for rating the vendors and providing the recommendations.

11. Do you think "having a centralized platform to find the best event vendors" would be helpful for all?

60 responses

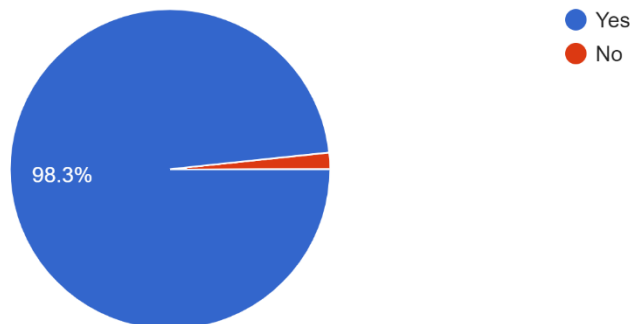


Figure C. 26: A Centralized Platform to Find the Best Event Vendors

Figure C. 26 explained that 98.3% of the sample in 59 respondents wished to have a centralized platform for vendors.

12. Are you willing to use an online platform for event planning if it is available?

60 responses

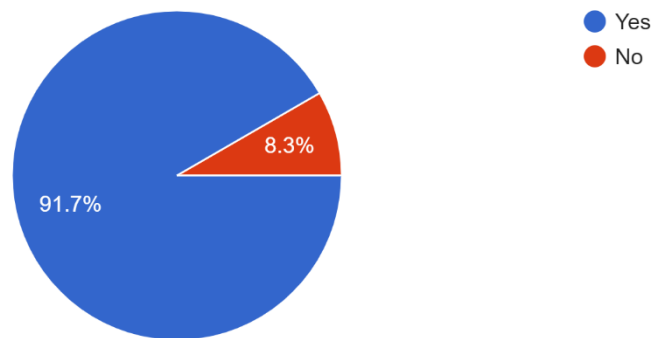


Figure C. 27: Use an Online Platform for Event Planning

Figure C. 27 is about the usage of online, and 91.7% of the people wish to use the platform if available. Those people listed below their suggestions regarding the features.

13. What features would you expect from such a platform to simplify your event planning process?

55 responses

- Good entertainment
- Specify the event planners' details and their previous works Can search the themes with the vendors' Style
- Customization and Flexibility, Budget freindly, & Registration and Ticketing features.
- They contact with us every one activity
- Central event management team, Online Payments, Visibility of all vendors and suppliers.
- Responsive all devices (mostly mobile device)
- I need the system provide quality of service providers in district based.
- Quotations Discounts Real event photographs to select decos Consultations
- Creating sample design.
- all event management vendors in-one platform, and the app need to help user to arrange an event easily
- 24 hours service
- Details of vendors and their availability
- Good services
- Online booking, event plan ideas with money details
- Packages with price and add-ons
- Cultural Knowledge, Quality of the product, Cost Estimations, Food Variations
- online booking, Online Payment

- User friendly, Realtime Updates and notifications, customer support, Mobile access, Security, Reliability
- It's ward butterfly designed
- User friendly
- It would be better if it mentions all the things related to an agenda
- Anything
- Installable app
- Real time updates
- Budget calculator
- All events for one place with quality of services
- Virtual Meeting
- centralized / unified hub of service providers
- Quick search for vender and availability
- updated payments information
- payment and conciliation
- up-to date information
- system must keep the history of all events
- Ratings and recommendations
- cancellation and payment back
- Need service provide for district wise
- Theme selection Cultural options Packages vary
- Quality of there services and fixed amount
- Searching feature
- Good
- Easy integration with social media platforms to promote the event and engage with attendees.
- Ability to create different event formats like conferences, webinars, workshops, meetups, etc., with specific features tailored to each.
- Intuitive event creation tools
- User-Friendly Interface
- Payment methods, easy communication
- booking and cancelling
- payment and services should be displayed
- better to have customizing options
- good ratings
- having all information for all things
- true information about all services
- up-to date information regarding all services
- having all information

Appendix D – Usability Evaluation

Role - Admin

How easy is it to navigate through the admin dashboard?

5 responses

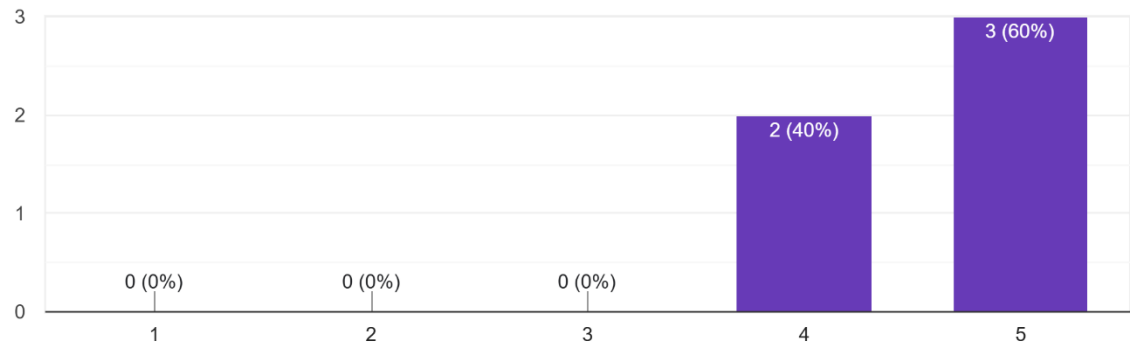


Figure D. 1 Admin Dashboard Navigation

This Figure D. 1 illustrates the ease with which administrators can navigate the dashboard. The results indicate that admins found the interface clear and well-structured, allowing them to manage system settings, user data, and event information efficiently.

How is the system interface intuitive for managing users and vendors?

5 responses

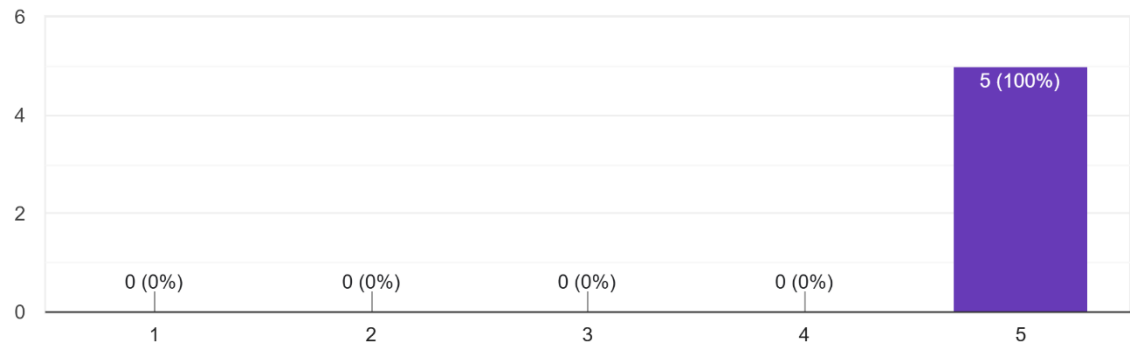


Figure D. 2: Interface Intuitive

This Figure D. 2 highlights user feedback regarding the intuitiveness of the admin interface. The results show that admins found the interface design straightforward, reducing the learning curve and improving task efficiency.

Were you able to find and access all necessary features easily?
5 responses

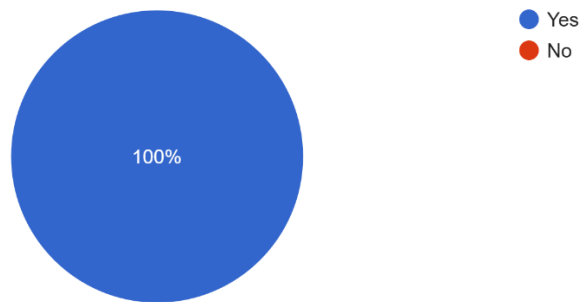


Figure D. 3: Accessing of Features

The above Figure D. 3 depicts the accessibility of system features for admins. The evaluation shows that admins could easily locate and utilize key features such as booking management, user profiles, and notifications.

Did you experience any delays or errors while using the admin panel?
5 responses

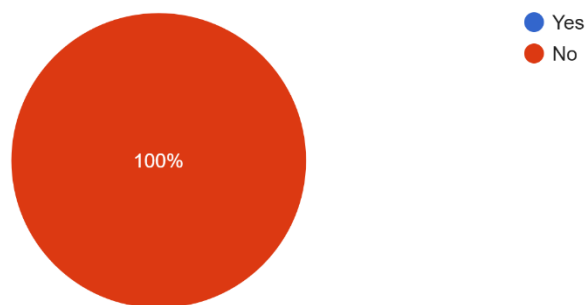


Figure D. 4: Experience on Delays

This Figure D. 4 reveals user experiences related to system performance. All admins reported smooth operation.

How efficient is the user management process?

5 responses

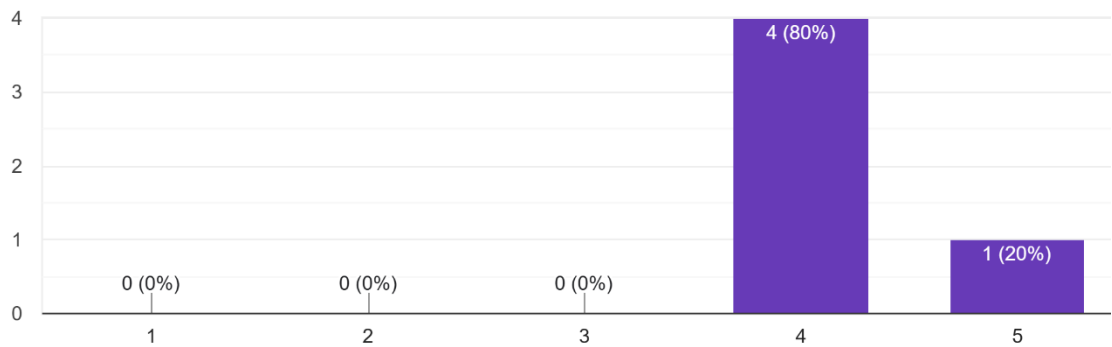


Figure D. 5: Managing Users

This Figure D. 5 illustrates how efficiently admins could manage user accounts. Results indicate that admins could create, update, and manage vendor and customer profiles with minimal difficulty.

How well does the system help in monitoring bookings and transactions?

5 responses

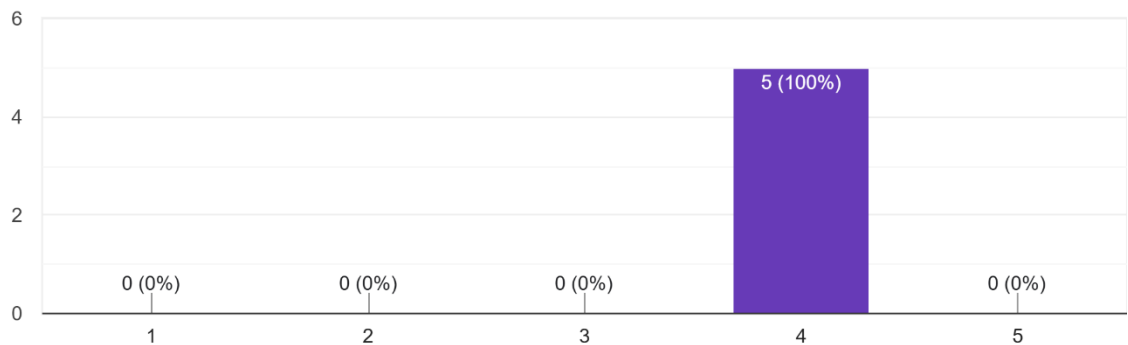


Figure D. 6: Monitoring Booking

This Figure D. 6 presents admin feedback on booking management. Results show that 100% of admins found the booking overview clear, enabling them to track customer requests, booking statuses, and payment details effectively.

Are error messages and notifications clear and helpful?
5 responses

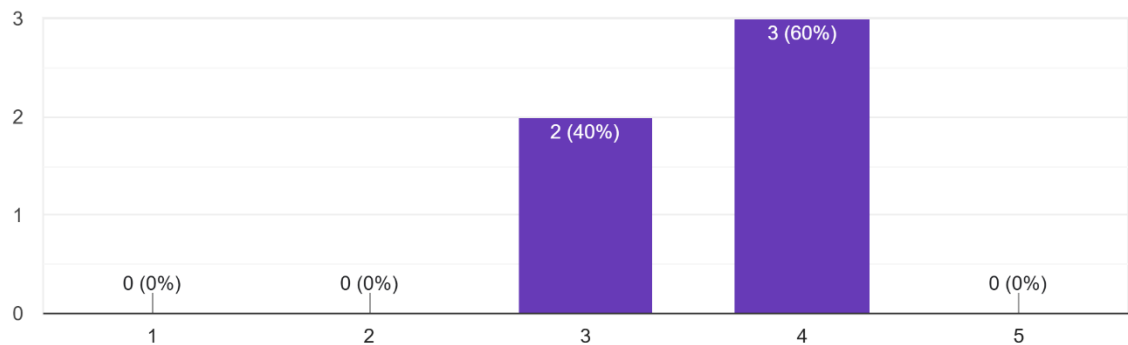


Figure D. 7: Notifications Clarification

This Figure D. 7 reflects admin feedback on notification clarity. The results suggest that while notifications were generally helpful, some admins recommended clearer prompts and improved categorization.

What improvements would you suggest for better admin control?
5 responses



Figure D. 8: Suggestions on Improvements

This Figure D. 8 outlines admin suggestions for enhancing system features. Recommendations include improving notification alerts, refining the calendar interface, and enhancing report generation for better data insights.

Role – Vendor

How easy was the registration process for vendors?
5 responses

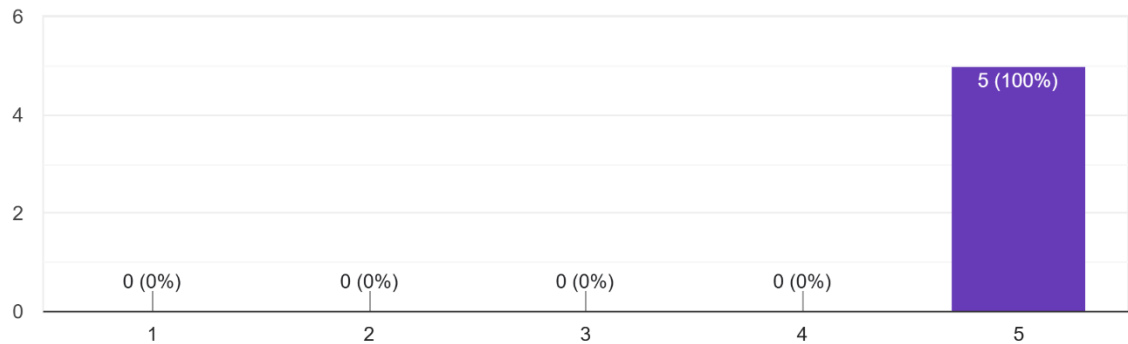


Figure D. 9: Vendors' Registration Process

This Figure D. 9 displays vendor feedback on the registration process. Results indicate that 100% of vendors found the registration process straightforward and user-friendly.

Can you manage to create a business profile and packages?
5 responses

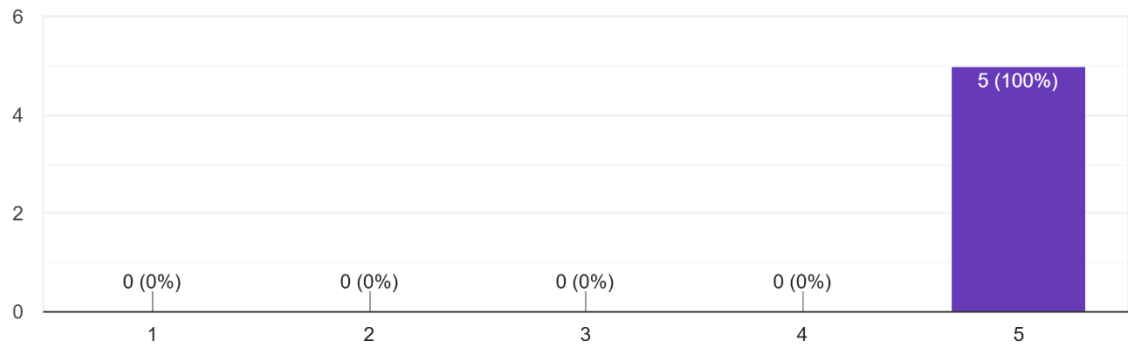


Figure D. 10: Manage Business Profile

This Figure D. 10 shows vendor responses on managing business profiles. All vendors reported that they could efficiently create and update their profiles, including adding services and pricing details.

Is the vendor dashboard simple to use for managing bookings and payments?

5 responses

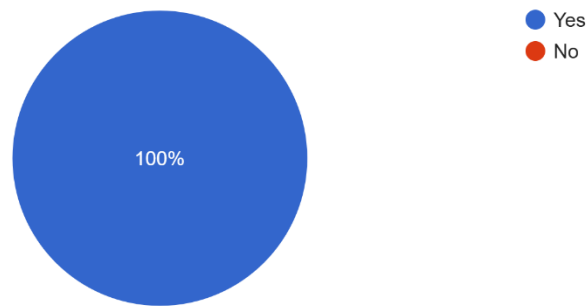


Figure D. 11: Usage of Vendor Dashboard

This Figure D. 11 presents vendor satisfaction with the dashboard interface. Vendors found the layout simple to use, facilitating efficient booking and payment management.

How satisfied are you with the system's navigation and design?

5 responses

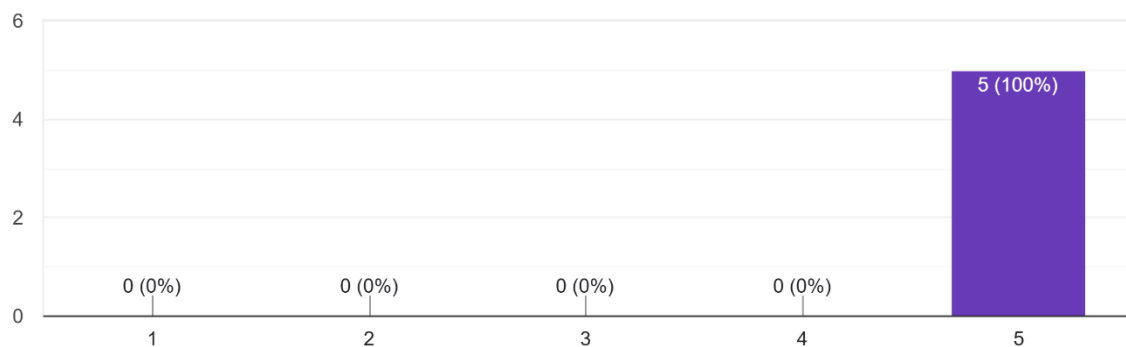


Figure D. 12: Satisfactory of User's Navigation

This Figure D. 12 outlines 100% vendor feedback on the system's navigation. Results indicate that vendors were fully satisfied with the intuitive design, enabling them to locate key features easily.

How satisfied while updating your service details?

5 responses

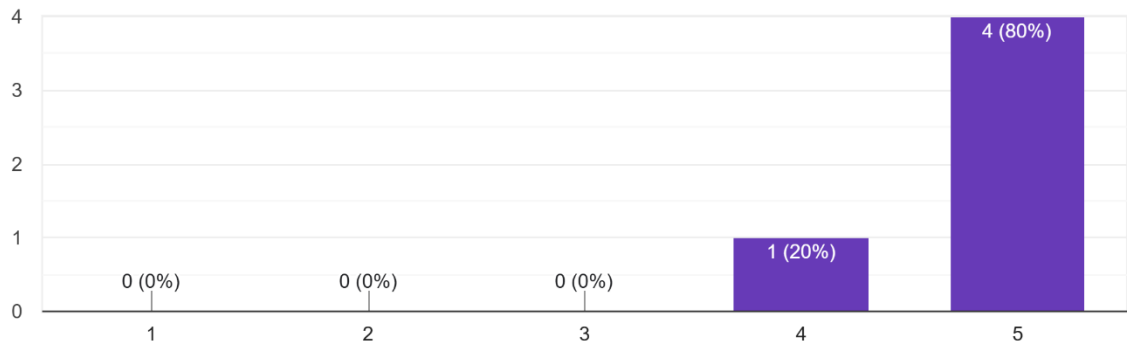


Figure D. 13: Satisfactory of Updating Services

This Figure D. 13 shows vendor experiences with updating service details. The results highlight that 80% of the vendors found the process smooth, though some suggested enhanced guidance prompts for new users.

How efficient is the booking request notification system?

5 responses

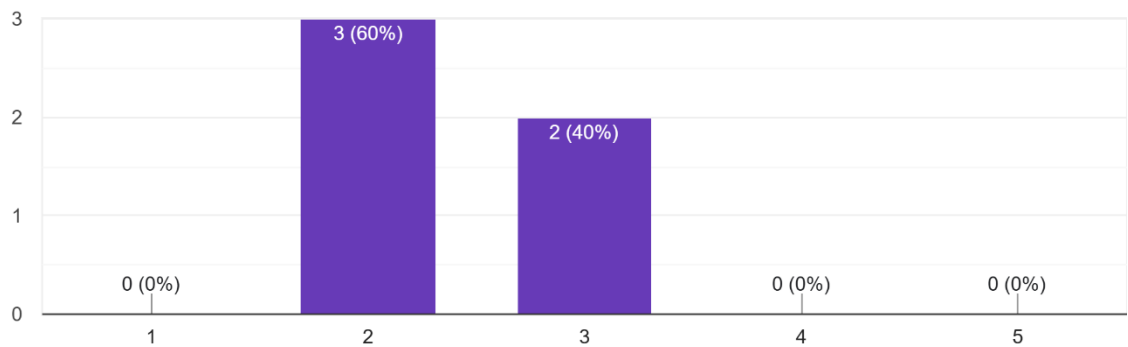


Figure D. 14: Booking Notification

This Figure D. 14 illustrates vendor feedback on the booking notification system. Results indicate that 60% of vendors felt the notification system required improvement, particularly regarding delayed or unclear alerts.

Is it easy to accept, reject, or modify customer requests?

5 responses

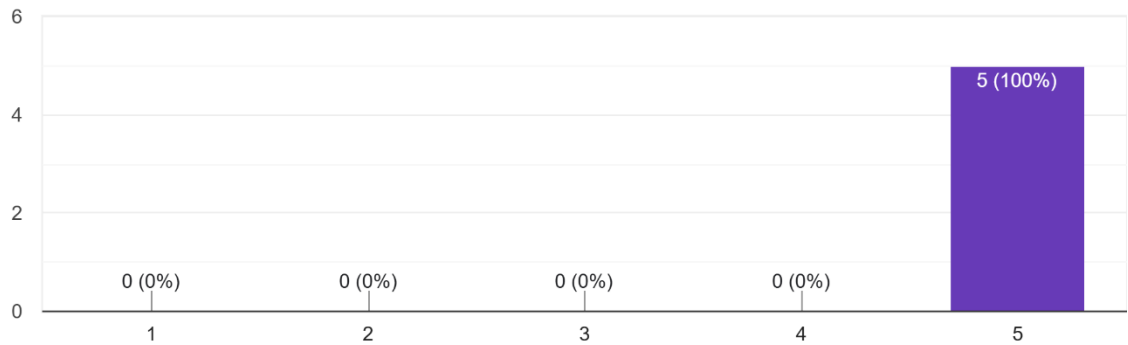


Figure D. 15: Manage Request Form the Users

This Figure D. 15 presents 100% vendor feedback on handling booking requests. All vendors confirmed they could efficiently accept, reject, or modify requests without complications.

How satisfied when you create and manage services and package details?

5 responses

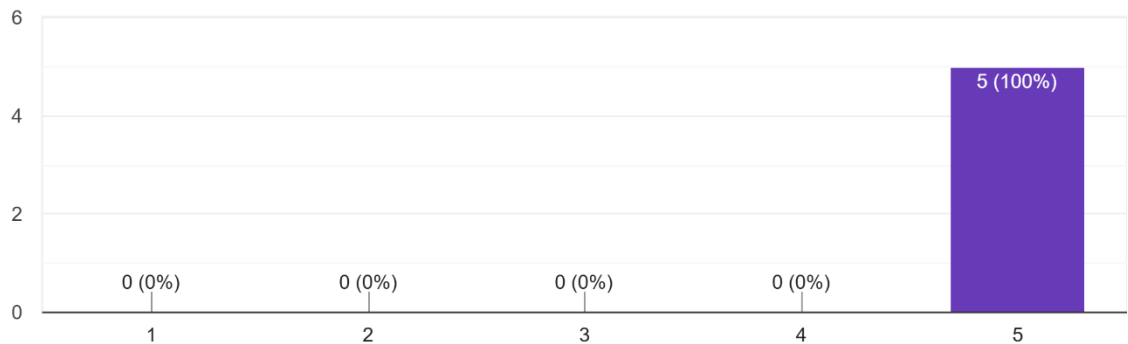


Figure D. 16: Satisfaction with Managing Services

This Figure D. 16 shows 100% of the vendors satisfaction with creating and managing service details. Vendors reported no issues with adding new services or modifying existing ones.

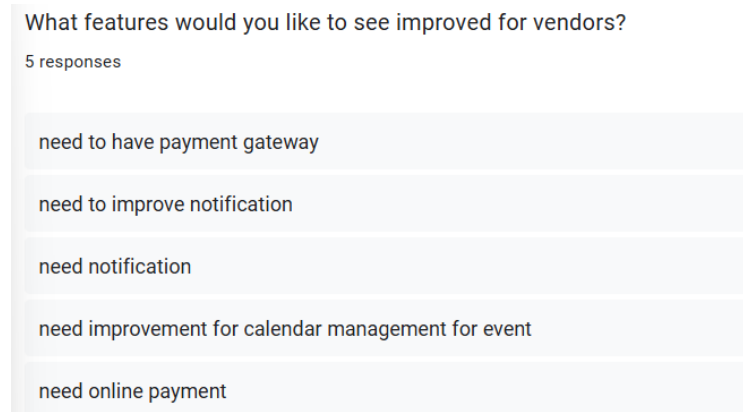


Figure D. 17: Suggestions for Improvements

This Figure D. 17 outlines vendor recommendations for improving the system. Suggestions included integrating an online payment gateway, improving the notification system, and enhancing the calendar for better event management.

Role – Customer

How easy was the registration and login process?

5 responses

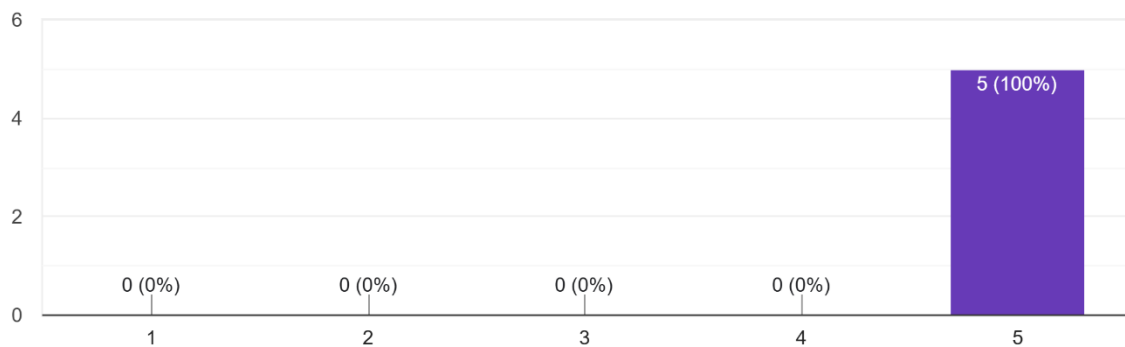


Figure D. 18: Registration and Login Process

This Figure D. 18 illustrates customer feedback on the registration and login process. Results show that 100% of customers found the process easy and efficient.

Did you find the search and filtering options useful for finding vendors?
5 responses

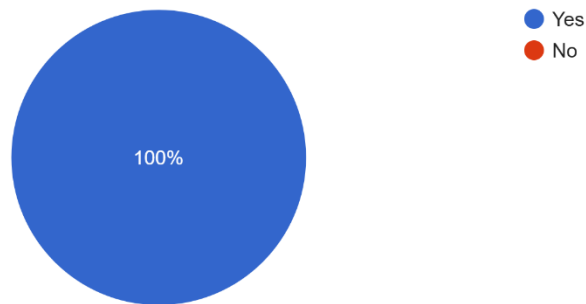


Figure D. 19: Satisfaction with Filtering Feature

This Figure D. 19 presents 100% customer feedback on the search and filtering options. Most customers found these features helpful in quickly locating preferred vendors and services.

How satisfied are you with the booking process?
5 responses

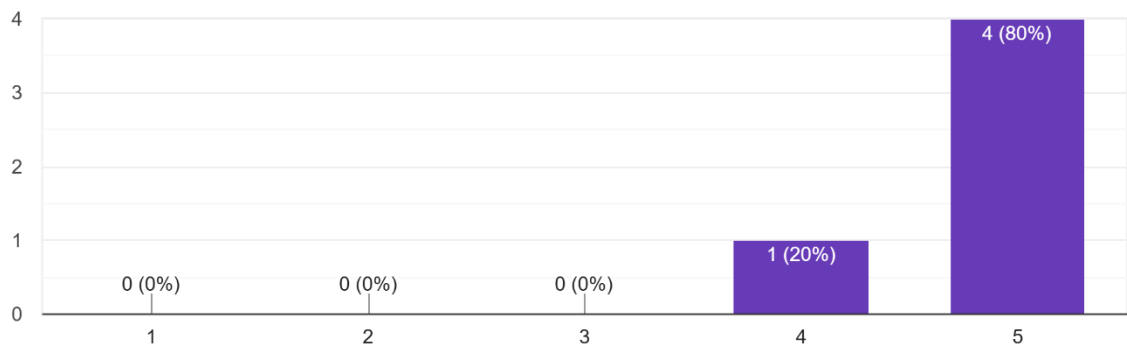


Figure D. 20: Satisfies on Booking Process

This Figure D. 20 highlights customer experiences with the booking process. Results indicate that 80% of the customers generally found the process smooth and user-friendly.

Were the error messages and prompts helpful?
5 responses

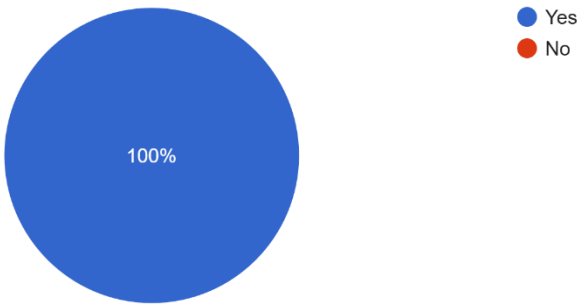


Figure D. 21: Helpfulness of Error Message

This Figure D. 21 illustrates customer feedback on system error messages. Results show that 100% of the users appreciated the clarity of error prompts, which helped them resolve issues efficiently.

How responsive was the system while navigating different pages?
5 responses

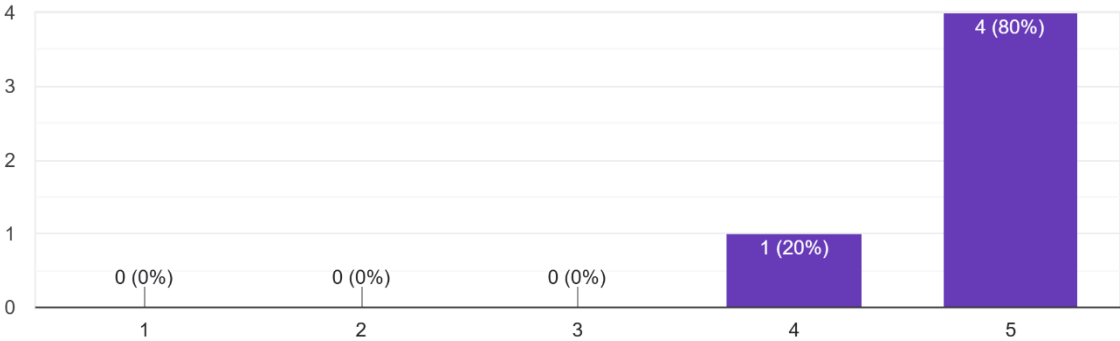


Figure D. 22: Responsiveness of The System

This Figure D. 22 shows customer feedback on system responsiveness. Customers reported smooth page transitions and minimal delays while browsing different sections.

Did you find the booking request process straightforward?
5 responses

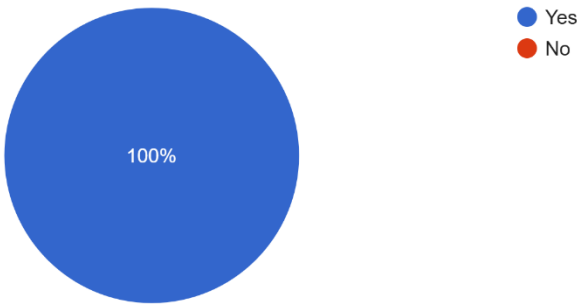


Figure D. 23: Way of Booking Process

This Figure D. 23 presents customer feedback on the booking workflow. Results indicate that all users found the process intuitive and simple to complete.

How clear was the advance payment process?
5 responses

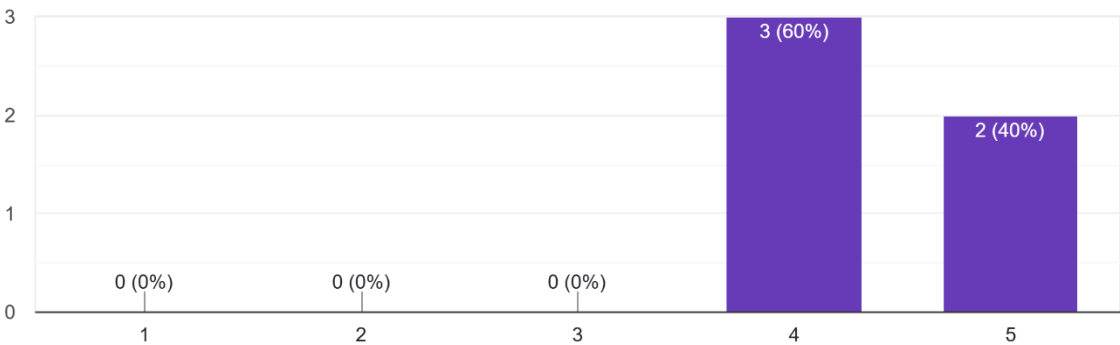


Figure D. 24: Clearance of Advanced Payment Process

This Figure D. 24 reflects customer feedback on the advance payment process. Some customers indicated the need for clearer payment instructions and improved payment confirmation alerts.

Were you able to cancel a booking easily when needed?
5 responses

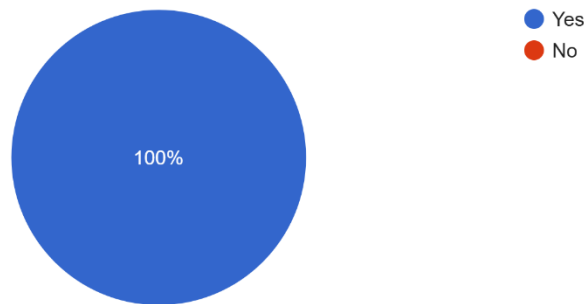


Figure D. 25: About Cancelling Process

This Figure D. 25 illustrates customer experiences with the cancellation process. 100% of the customers found it straightforward.

How satisfied are you with the rating and feedback feature?
5 responses

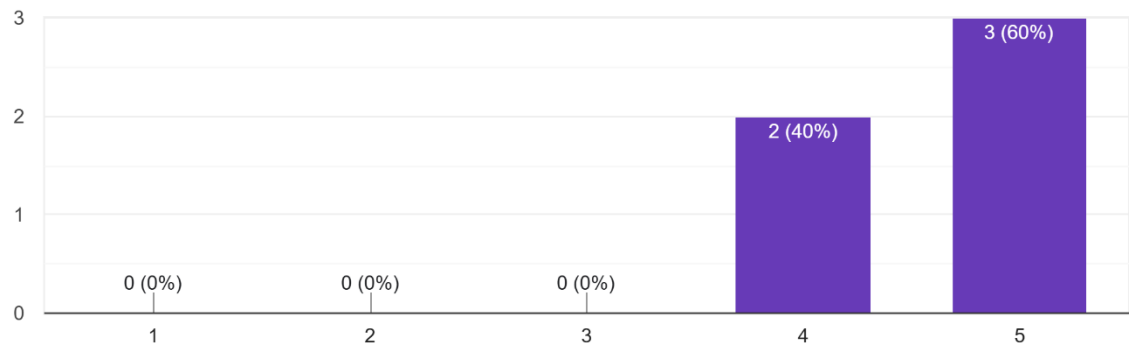


Figure D. 26: Satisfactory of Ratings

This Figure D. 26 presents customer satisfaction regarding the system's rating and feedback features. Results indicate that most users (60%) found the feature effective in sharing their experiences.

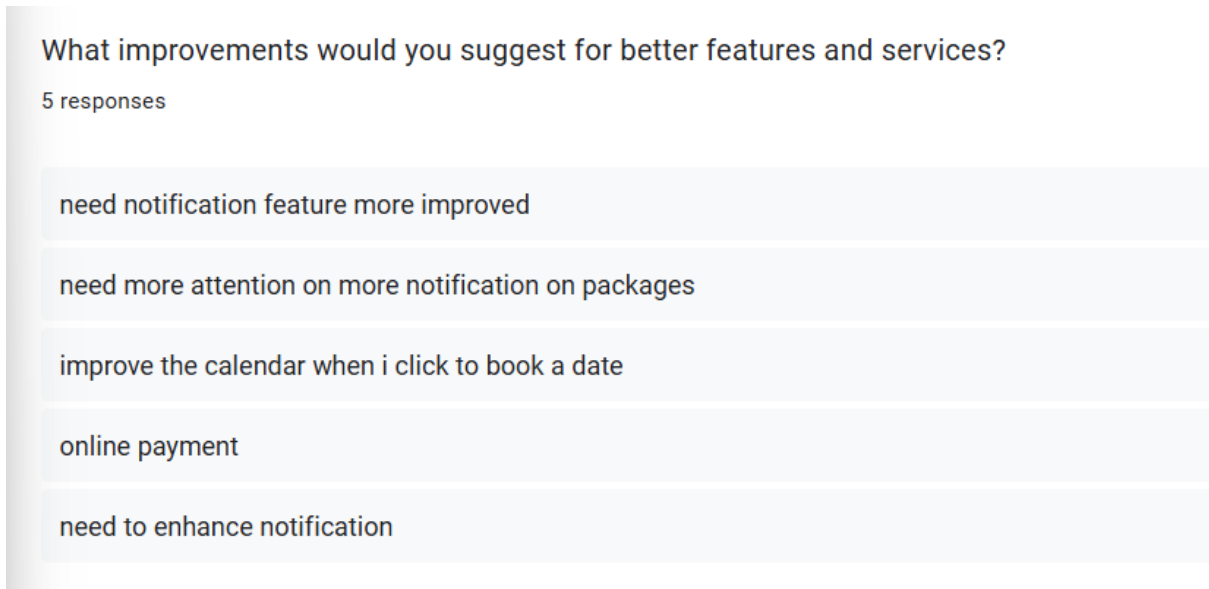


Figure D. 27: Suggestions on Features from Customers

This Figure D. 27 outlines customer suggestions for improving system features. Recommendations included better notification alerts, improved calendar integration for booking, and enhanced guidance for new users.

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