ABSTRACT

This system development project presents the analysis and design of Pawnshop Information System of 365-Pawnshop. The objectives of this project are to reduce the operation time and gain more profitability, productivity, reliability, accountability and accuracy of work. The computerized system is one critical factor for improvement and it not only improves the current business operations of the company but also brings a more efficient and effective performance for customer service. As time and service are the main considerations for the pawnshop industry the computerized system plays an important role for the company to gain competitive advantages in the industry.

The study of this project begins with the analysis of the existing system. Information system analysis and design tools such as context diagrams, data flow diagrams, data dictionaries, and structure charts are used to analyze both the existing and proposed systems. The current pawnshop service is based on the manual system. Most data are stored on paper, and it require many staff to deal with these papers. Also, the current system has problems with the slow speed of service and have to face the general problems of a manual system which are human errors and a high maintenance cost.

After the study, the proposed system is designed to solve many problems which result from manual operations. The Pawnshop Information System discusses the user requirements, system design, hardware and software requirements, security and control and input and output reports. The new system helps to reduce errors while providing a better control over the business processes and better decision making support for the management.