ABSTRACT

This project examines the design and implementation of the office of seaman in Harbour Department. The objective of this project is to improve the quality of service, security and efficiency within the office of seaman.

The gathering of information is the first process in this project. The information gathered in this project includes current form, working procedure, problems and requirements. After gathering all the information, the new system is designed to match the requirements. This new system performs single point of service; all individuals contact only one office to request for all the services. This will decrease all the confusion within the office of seaman. Besides, the most important in this project is to improve data security because the seaman book and the agreement and crew list of Thai vessel are important evidence. The current seaman book has no faking protection such as histogram wrapping, or special ink printer. The report generator is important for supporting management for improving the quality of service within the office of seaman. The report will include list of requests from individuals and the entire statistic that can be used for decision support.

This project also includes hardware and cost of implement project for 5 years. The result shows that breakeven point is at year 4. Therefore, the office of seaman should implement this computer system to improve efficiency and quality of service.

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