

'TRYEAT' VARIETY HALAL FOOD E-COMMERCE SYSTEM: A REVIEW

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ABSTRACT

The objectives of the research are to investigate the gaps in the existing halal food system, develop a secure halal food system, and perform user acceptance testing to ensure the system is working. The scope of the research includes the common login and signup form and allows users to browse the system. Foods will be categorized and listed based on names of races and types of foods, where customers can view vendors' and foods' names along with the price. Vendors will be able to edit, add, or delete their menus within the system. A search bar will also be included throughout the system, based on the databases keyed in by vendors. Next, payment could be made by customers through several methods such as Online Banking or Cash on Delivery (COD). Both customer and vendor will be assigned to retrieve the order information such as preparing the food and the order has been received. Admin will be monitoring all processes in the system such as user registration, order process, and customer services. The result of the research is a web-based halal system that shall be helping people to ensure and enlighten their foods of buying are halal without any doubt. In a conclusion, the system's name 'TryEat' is an online system meant to overcome the issues where it aims to monitor every in-process food making, the vendor's halal status, ingredients used, and strictly prohibited any doubting elements throughout the registration phase.

INTRODUCTION

Technological evolution brings obvious changes into today's world where we mostly use artificial intelligence, system-based and cashless. Nowadays, there are uncountable 'e-commerce' or electronic commerce businesses across the globe, where people can sell, buy, or even get information through it, including the food industry. The reason for it to stay relevant is surely it brings ease to people such as saving time, faster and works efficiently where customers can now skip the queue and continue their job while waiting for the food to arrive at their doorstep.

Food buying systems consist of two different categories which firstly is the delivery services by the restaurant itself such as KFC or McDonald's and secondly, third-party intermediary platforms such as Foodpanda and GrabFood which are the popular applications nowadays, as most people have one of them in hand. These apps are very convenient and helpful during our busy days as we can choose virtually and make instant payments. Though, some of the features available in these apps did not include the verification status of halal, either for the vendor, food, or both. Therefore, this 'TryEat' web-based system will be serving verification to the users to avoid any confusion or doubt while ordering by monitoring every in-process, list of ingredients used, and vendor's status and activities.

Furthermore, living in such a beautiful world, full of multiple races, cultures, and traditions, unites people into one, especially in a multi-race country like Malaysia. Food is one of the main topics to be spoken of, along with the word 'culture'. Hence, this 'TryEat' Variety Halal Food E-commerce System project is developed to also bring awareness to their users regarding global cultures, where in

this system, foods will be categorized by races' names such as Malay, Indian, Chinese, Korean, and Japanese as every culture pride itself on different dishes. Thus, the customers can be open to new meals and try something new, complying with the chosen system name of 'TryEat' which brings a similar sound to 'try it, encouraging people to try something new, worry-free.

Current existing systems did not provide strict notification or alert regarding the halal status in any food or vendor. Therefore, users might sometimes overlook while ordering, especially when in rush. Moreover, some products contain a doubting name, for example, a complete halal cafe in Temerloh, named 'Kopi dan Bunga' sells a drink called 'butter beer' which is a caramelized coffee containing not any beer, but brings confusion to customers. An article in New Strait Times stated that under the Food Act, the law on food labeling needs to be amended to ensure that Haram ingredients are mentioned on the label. If a substance can be obtained from several sources, then the producer should be required to the state from which source it was obtained [1]. Therefore, it is a must for the vendor to always keep their products doubt-free.

Some people were not exposed to other races' cultures and eventually have been forgotten. This statement goes along with the traditional foods of other cultures, where we tend to only know ours, despite any other more. This might also happen to people who grow up befriending only among the same race, culture, or religion, as has been stated by [2]. All this means there is an increasing number of Malaysians who are growing up with little or no interaction with people of other races, said the news.

Next, people need to do self-survey on online platforms such as Instagram, Facebook, or Twitter to look up available related accounts regarding their desired craves, which surely takes up some time. Furthermore, sometimes the account they found is located miles away, closed, or even inactive anymore. By having a website, they can browse it all at the same time, along with the food availability near their location. In an article entitled 20 E-Commerce Advantages and Disadvantages You Need to Know written by [3], most businesses experience a delay in responding to customer inquiries. As in food matters, surely customers do want a quick response during their lunch or dinner time where replies within hours surely swipe off their desires to eat. Slow responses will highly bring anger in them and shop somewhere else instead, which the only option the seller had is to be online 24/7. Nevertheless, [4], have also mentioned in their writing of The Emergence of Online Halal Food Delivery Services in Brunei Darussalam Amidst Covid-19 where 84.5 percent of Brunei's online food ordering system consumers order their food online willingly as it is convenient and saving up their time and they do not have to leave the house.

METHODOLOGY

The methodology for this research is a waterfall model that includes five phases namely requirements, design, implementation, verification, and maintenance. The requirements phase is to identify the user needs, the design phase is to develop the system, the implementation phase is to execute the system, the verification phase is to test the system, and the maintenance phase is to detect and fix the problems.

RESULTS AND DISCUSSION

Graphic User Interface (GUI) or System Interface Design where all the expected results of the system development shall be illustrated. The implementation will be done based on these interfaces to create a working system. The designs however came except for changes as it evolves during the development process. Figure 1 is the system's main page which is the first page users will encounter. Users can choose between two options which are 'Join Now' to register or 'Login' if they are existing users.

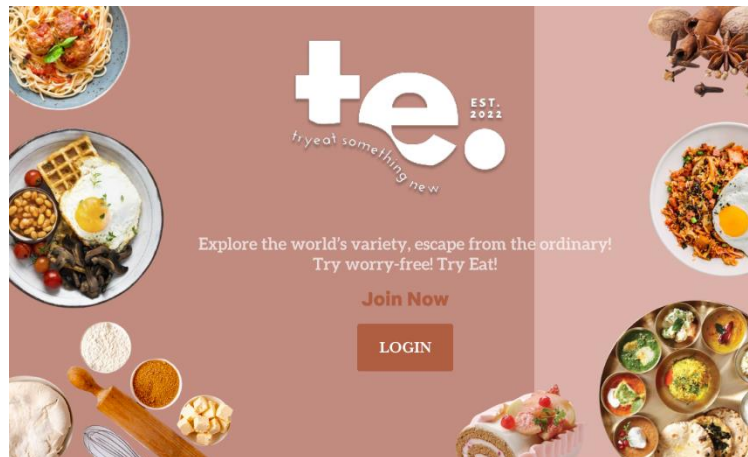


Figure 1. Main page

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