Universiti Teknologi MARA

Sealife Travel & Tour Online Booking System

Nurul Athirah Bt Ahmad Nazri

Thesis submitted in fulfilment of the requirements for Bachelor of Information Technology (Hons.)

Business Computing

Faculty of Computer and Mathematical Sciences

July 2020

ACKNOWLEDGEMENT

Alhamdulillah praises and thanks to Allah S.W.T because of His Almighty and His utmost blessings, I was able to finish this research within the time duration given. Firstly, my special thanks and gratitude goes to my beloved supervisor, Miss Nor Hasnul Azirah Bt Abdul Hamid who gives endless guidance, support, time and contribution for me to complete this project. Not to be forgotten, my lecturer for CSP600 and CSP650, Miss Nik Marsyahariani Bt Nik Daud, for the guidance given through these two semesters. In addition, an appreciation and thanks to the lecturers and others who are involved in this research for their commitment and contribution in providing useful information, idea and so on.

Special appreciation also goes to my beloved parents and other family members who keep on giving their endless support and motivation. Finally, I would like to give my gratitude to my dearest friends, for the efforts and time to help me through this final year project progress.

ABSTRACT

Sealife Travel & Tour Online Booking System is a platform that able the customer to make the booking through online. As we know, nowdays people are searching for something that can ease their daily life. The use of technology also increasing day by day. The customer can save their time by doing online booking. They do not have to walk in into the company. Moreover, the customer can make their online booking and online transaction by using this system. They can transfer the amount to the company directly without having to pay in cash. The use of online transaction The user for this system is the customer, admin and the manager. Each user have their function. This system also can ease the manager and the admin. The admin can directly add the package into the system and the customer can view the packages and information. The manager cana view the ales reoport. This can help them to plan a strategy to increase the company profit.

TABLE OF CONTENTS

CONTENT	PAGE
SUPERVISOR APPROVAL	ii
STUDENT DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	ix
LIST OF TABLES	xi
CHAPTER ONE: INTRODUCTION	
1.1 Background of Study	1
1.2 Current Business Process	2
1.3 Problem Statement	6
1.4 Project Objective	6
1.5 Project Scope	7
1.6 Project Significance	8
1.7 Project Framework	8
1.8 Gantt Chart	10
1.9 Conclusion	10
CHAPTER TWO: LITERATURE REVIEW	
2.1 Introduction	11
2.1.1 Travel Agency	12
2.1.1.1 Advantages of Travel Agency	12
2.1.1.2 Service Provided of Travel Agency	13
2.2 Management Information System(MIS)	13
2.2.1 Online Booking	16
2.2.1.1 Advantage of Online Booking	16

2.2.2 Online Booking for Travel Agency	17
2.3 Tourism Industry	18
2.4 Human computer interaction (HCI)	19
2.4.1 usability	19
2.4.1.1 Usability Principle	20
2.5 System Development Life Cycle (SDLC) Model	21
2.5.1 Waterfall Model	21
2.5.1.1 Advantage of Waterfall Model	23
2.5.1.2 Disadvantage of Waterfall Model	24
2.5.2 V- Shape Model	24
2.5.2.1 Advantage of V-Shape Model	25
2.5.2.2 Disadvantage of V-Shape Model	25
2.5.3 Spiral Model	25
2.5.3.1 Advantage of Spiral Model	26
2.5.3.2 Disadvantage of Spiral Model	26
2.5.4 Iterative Model	27
2.5.4.1 Advantage of Iterative Model	28
2.5.4.2 Disadvantage of Iterative Model	28
2.5.5 Prototype Model	28
2.5.5.1 Advantage of Prototype Model	29
2.5.5.2 Disadvantage of Prototype Model	29
2.5.6 Comparison model	30
2.6Similar Existing System	32
2.6.1 Merang Jetty.com	32
2.6.2 Kayak.com	33
2.6.3 Trip.com	34
2.6.4 Booking.com	35
2.6.5 Skyscanner.com	36
2.6.6 Summary of Similar Features of Related Website	38
2.7Implication Literature Review	38
2.8Conclusion	40

CHAPTER THREE: PROJECT METHODOLOGY

3.1 Introduction 41