

**Universiti Teknologi MARA**

**Enhancing Tracking Feature for  
Traveler's Management System**

**Jamalia binti Mohd Noor**

**Thesis submitted in fulfillment of the requirements for  
Bachelor of Information Technology (Hons)  
Faculty of Computer and Mathematical Sciences**

**January 2016**

## ACKNOWLEDGEMENT

*“All praises due to ALLAH S.W.T, Most Gracious and Most Merciful”*

Alhamdulillah, praises and thanks to Allah because of His Almighty and His utmost blessings, I was able to finish this research within the time duration given. Firstly, my special thanks goes to my supervisor, Puan Jamaliah Binti Taslim and my lecturer Professor Madya Dr. Haryani binti Haron for all their guidance, advises, criticism, idea, knowledge, supports and encouragement for me throughout this research until I finish it.

Special appreciation also goes to my father, Mohd Noor bin Paimin and my mother Zainab binti Ali also to my family members for their support, advises and prayer for me throughout this project. Furthermore I would like to say thanks to staff of Al-Fateh Travel and Tours Sdn. Bhd. for their full cooperation throughout this project.

Last but not least, thanks to all my friends for their support, idea and advises also criticism that help me a lot in finishing this project. Lastly thank you to all that involved in this project.

# TABLE OF CONTENT

<b>CONTENTS</b>	<b>PAGE</b>
<b>SUPERVISOR'S APPROVAL</b>	<b>ii</b>
<b>CERTIFICATE OF ORIGINALITY</b>	<b>iii</b>
<b>ACKNOWLEDGEMENT</b>	<b>iv</b>
<b>TABLE OF CONTENTS</b>	<b>v</b>
<b>LIST OF FIGURES</b>	<b>viii</b>
<b>LIST OF TABLES</b>	<b>xi</b>
<b>ABSTRACT</b>	<b>xii</b>
<b>CHAPTER 1: INTRODUCTION</b>	
1.1 Project Background	1
1.1.1 Value Chain	3
1.2 Problem Statements	4
1.3 Research Questions	5
1.4 Objectives	5
1.5 Aim	5
1.6 Scope	6
1.7 Significance	6
1.8 Report Outline	7
1.9 Summary	9
<b>CHAPTER 2: LITERATURE REVIEW</b>	
2.1 Management Information System	10
2.1.1 Types of Management Information System	11
2.1.2 Advantages of Management Information System	13
2.1.3 Function of Management Information System	14

2.1.4 Web-based Information System	15
2.2 Travel Business	17
2.2.1 Travel Agency	18
2.2.2 Payment Systems	19
2.3 Online Registration	21
2.3.1 Electronic Invoice	21
2.4 Hajj and Umrah	22
2.5 Similar System	23
2.5.1 Desktop Application for Hajj and Tours Travel Agency	23
2.5.2 Hajj Registration Software	26
2.5.3 Amadeus Vista Travel Agency System	27
2.5.4 Mango Travel Management System	29
2.5.5 Comparison Design Features	32
2.6 Review of Methodology Chosen	34
2.6.1 Criteria of Choosing Rapid Application Development Methodology(RAD)	34
2.6.2 Advantages of Rapid Application Development Methodology	35
2.7 Summary	36

## **CHAPTER 3: METHODOLOGY**

3.1 Project Research Methodology	37
3.2 Overview Phases of Rapid Application Development (RAD) Methodology	38
3.2.1 Requirements Planning	39
3.2.2 User Design	42
3.2.3 Construction	43
3.3 Hardware and Software Requirement	45
3.3.1 Hardware Requirement	45
3.3.2 Software Requirement	46

## **ABSTRACT**

Traveler's Management System is developed to help Al-Fateh Travel & Tours Sdn. Bhd. to manage their information. Their management has difficulty in managing their information that can lead to the lack of customers' trust in terms of difficulty in keeping track available vacancy for the offered packages, payments made by customer, customer need to refill the same form and difficulty in generating report. The objectives of this project are to identify the user requirements for Traveler's Management System (TMS), to design Traveler's Management System (TMS) based on the user requirements by using Rapid Application Development (RAD) and to develop Traveler's Management System (TMS) according to user requirements by implementing RAD. The development approach used in completing this project is Rapid Application Development (RAD) methodology. RAD consists of four phases which are requirements planning, user design, construction and cut over. But in this project it only cover until the third phase which is construction. This project provide significant to management of Al-Fateh Travel & Tours Sdn. Bhd. as it help improve the company performance in managing their information and solving all the problem identified. For the future enhancement, the system will be added with online payment, online visa application and notification for new customer. The finding of this research shows that the management information system technology is important in order for the company to manage their information system in a very effective way.