

UNIVERSITI TEKNOLOGI MARA

**KAKITRAVEL: TRIP WITH
TOURIST GUIDE MOBILE
APPLICATION**

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ABSTRACT

Tourist guides are one of the most important contributors in the industry of tourism development. The tourist needs them as their guide during their travel at the holiday destination because they are capable of bringing them to tourist's hotspot locations and also promoting the culture and history in an entertaining way. However, some people faced the difficulties of finding a good trip with the tourist guide which is also licensed and well-liked that can make the trip enjoyable. Thus, the purpose of this project is to help tourist to find the best trip with the tourist guide that suits them in their preferred holiday destination. KakiTravel: Trip With Tourist Guide Mobile Application allows its users to search for the trips available in the chosen destination and if they are interested with it, they can book any trips they have chosen. This project objectives include identify the requirements for KakiTravel mobile application, designing the KakiTravel mobile application and the development of the KakiTravel mobile application. The mobile application mentioned in this project will be developed for the Android platform. The target user of this project will be the public users in Malaysia who wants to find the trip with tourist guide and also the tourist guide that will promote their trip inside this mobile application. The admin will also use this application to check the tourist guide registration and has the right to approve or reject the registration based on the information given. Mobile Application Development Lifecycle (MADLC) is the chosen approach of this project to complete all tasks. This project however will be developed from the identification phase up until testing phase only. The mobile application of this project will use Dart programming language by using Flutter framework inside Android Studio for its development and also Firebase Cloud Messaging to send and receive push notifications. The future enhancement of this project would be to include the mobile payment gateway instead of transferring money using online banking to make the process of the payment for the booking much easier and effortless. For future recommendation is to include payment gateway in this mobile application for easier payment between tourist and tourist guide. In conclusion, KakiTravel mobile application can help tourist to enjoy their holiday destination by finding suitable trip with tourist guide that can help them in so many aspects with already planned itinerary.

Keywords: Tourist, Tourist guide, Trip, Android, Mobile application, Mobile Application, Android Studio, Flutter, Dart, Firebase Cloud Messaging

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CHAPTER 1

INTRODUCTION

1.1 Project Background

Tourist or visitors are individuals that leave their neighbourhood, where they live, to visit another location or places locally or overseas which is considered as tourism (Camilleri, 2018). In 2019, the economy of Malaysia was also boosted by tourism through the spending of 26,100,784 foreign tourists who visited Malaysia with a combined RM86.14 billion in tourist receipts (Tourism Malaysia, 9 June at 10.31 pm). One of the most important item for a tourist is a smartphone which is used widely for a travelling purposes such as for navigating and finding information. Tourists may use the internet platform in their smartphone which makes it easier to obtain tourism information (Ho, Lin, Yuan, & Chen, 2016) before, during, and after the travel.

Normally, before travelling, people start to create plans on what to do and where to go in that places that they are going to or just choose to travel with tour guide that will arrange all activities to be done. Some people like to tour in a group such as with family or friends and some choose to travel alone. Having a tourist guide for group tour is also a good decision because tourist guide usually will use their own transportation to bring the group to the tourist spots and every members of the group tour can save themselves from a lot of headaches and unwanted distractions. Tourist guide is a local who guides tourists to the tourist spot and explains the information about the visited sites and they are responsible for transforming holiday experience of the tourists to be wonderful and splendid (Cetin & Yarcın, 2017). However, there are those people who wants to travel but have no one to join them travelling together so they choose to cancel their plans. The feeling of loneliness during travelling alone causes a person to avoid doing it because they might feel emotional during the trip (Myers, 2018). Finding a tourist guide to accompany is very