Universiti Teknologi MARA

Online DC Travel Booking System (e-DTraBS)

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ABSTRACT

Due to the use of new technologies, tourism organizations have the potential to sell their services to customers 24 hours a day. In addition, the new technology allows potential travelers to plan their trips according to their wishes. Online DC Travel Booking System (e-DTraBS) is the online system where it can give information to the customer and online booking for travel packages. This system is targets the people who love to travel inside or outside of the country. In e-DtraBS development, there is method that was used in which prototyping model. A lot of information is gained by the research that has been made. There are one of the system development model has been used to be as a guideline in developing the system. All phases involved was emphasized in the development of this system. After the development has been completed, the evaluation phase was conducted and tested by the two types of users which are experts and users. Evaluation is very important to get feedback about the usability and functionality of the system. The evaluation construct is divided into six construct. It includes the aspects of ease of use, usefulness, satisfaction, interface, consistency and learnability. The result shows the highest mean of ease of use is 4.67 (SD = 0.48). Meanwhile, the highest mean of consistency is 4.63 (SD = 0.56) and usefulness is 4.9 (SD = 0.31). The highest mean of interface is 4.8 (SD = 0.41) while learnability is 4.73 (SD = 0.45) and the highest mean of satisfaction is 4.97 (SD = 0.18). In overall result, satisfaction construct shows the highest mean among others in which 4.83. The future enhancement is by providing payment option and customization of a package. This will be an interesting processing in e-DTraBS.

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