

UNIVERSITI TEKNOLOGI MARA

**UMRAH TRAVEL AGENCY SYSTEM USING
MOBILE APPLICATION**

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ABSTRACT

Umrah travel agency system is a unified platform for the user to customize their plan and book for umrah. So, many Umrah travel agencies offer various packages, and there will be a scammer element. The user needs to be prepared for Umrah activities like searching for an umrah travel agency that provides their budget and style. It takes time to see one by one with suits with them. According to previous customers, they only do online research by browsing each umrah agency in Malaysia or through templates or other people's opinions. It is quite difficult for them, and it takes a long time. The Objectif of this project is to create a unific platform for the Umrah travel agency system in the mobile application to customize their plan and booking with their favourite agency. For Software development, flutter is to create a usable umrah app for the future. To test the functionality and acceptance of the system using mobile app, an online survey was distributed to user. Respondents were randomly divided into three conditions as user, travel agency and admin and asked the responded to one or more of three roles of functionality and acceptance system. The results showed that this system using mobile application help user to book the package and DIY service that can math with travel agency. For travel agency help to manage their package, DIY service and booking. This mobile application is hopefully benefiting to people who want travel to umrah by choosing their favourite travel agency.

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CHAPTER 1

INTRODUCTION

This chapter provides the background and rationale for the study. It also gives details of the significance of umrah travel agency system for Malaysia, the issues and problems that led to this project.

1.1 Background of study

In today's era of globalization, the Internet plays a major part in people's lives. According to (Argaez 2017), the Internet is used regularly by more than half of the global population. The Internet has changed multiple aspects of the lives of individuals. The travel sector is no exception to the rapid technological advances which have altered the industry's activities, primarily in terms of the connections between companies and customers (Meiliana, 2017). Smartphone in particular offers mobile equipment with a new trend and great comfort in the tourism industry. Smartphone users also expand quickly and use your mobile app to book their tickets, hotels, rental cars, etc. (Mo, An Investigation of Purchase Intention of Using Mobile, 2020). The smartphone application is a modern medium for increasing the use of reservation for hotels or flights. Tourism is a dynamic system; also, it is the strongest and largest industry in the global economy world (Mo, An Investigation of Purchase Intention of Using Mobile, 2020). It then needs to respond rapidly to big changes in the climate. And in the world, it is rising slowly.

While nearly all in Malaysia, there is just a few umrah travel apps for booking trips, with mobile and Internet connectivity. Many tour operators either permit reservations offline or by giving their agents a letter. This conventional approach to advertise the service is often unsuccessful. Therefore, to ease the booking procedure and market Umrah's travel tours, a single travel agency framework must be sent to prospective clients. For example, there are many umrah agencies available throughout Malaysia, almost 100 more travel companies that offer it (Kementerian Pelancongan, 2019). It does not include