

Research Article

Angel Tour Guide Application

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Abstract: The Angel Tour Guide Application is a mobile application for disabled people, since more individuals are becoming aware that disabled people do not have proper access to public services. In fact, disabled people are frequently disregarded and receive less attention from the travel agency. This Angel Tour Guide is developed using the technology of a mobile application. The main objective of this application is to provide disabled people with the same benefits as ordinary people, allowing them to feel valued as members of society. Furthermore, with this application, disabled people would have the choice of selecting a tour guide that will assist them to their preferred location with a ready-made travel package that includes an itinerary, accommodations, amenities and more. Moreover, this innovation may have a significant influence on the disabled, as they may use Angel to travel domestically to make their trip more pleasant and easier. Finally, this application is commercializing the benefits of its product through traditional marketing, social media and by hiring influencers to raise awareness for disabled people travelling.

Keywords: Disabled people, Voice Assistant, Tour Guide, Travel, Angel

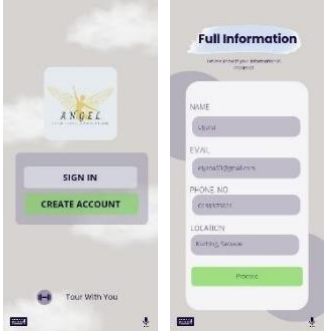
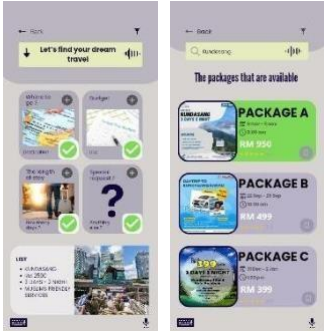


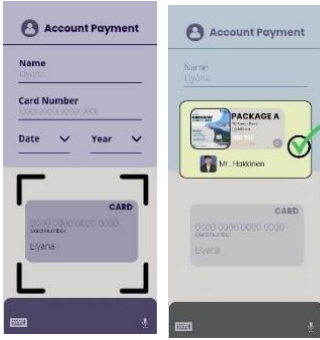
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1. INTRODUCTION

The Angel Tour Guide Application is a mobile application for disabled people since more individuals are becoming aware that disabled people do not have proper access to public services. In fact, disabled people are frequently disregarded and receive less attention from the travel agency. The main objective of this application is to provide disabled people with the same benefits as ordinary people, allowing them to feel valued as members of society. Moreover, this innovation may have a significant influence on the disabled, as they may use Angel to travel domestically to make their trip more pleasant and easier. Furthermore, the main feature of this application is the voice assistant, which can only communicate in four languages which are English, Malay, Chinese, and Tamil. Disabled people can use this application manually or with the voice assistant to assist them with the travel process. The second feature is that disabled people can select Angel's preferred voice. Besides that, it was also created to assist disabled people in traveling domestically, as it is only available in Malaysia. Aside from that, this application provides a ready-made travel package that includes accommodations, an itinerary, amenities, and more, making their vacation experience smoother and less time-consuming. Furthermore, this application prepares a local tour guide based on the location that the disabled people choose, where they can seek assistance from the tour guide in real life, making it much easier and safer for disabled people to travel. Finally, this app is available for iOS and Android users.

2. METHOD AND MATERIAL

Interface Design	Description
Step 1 	The disabled people can download the Angel Tour Guide in their Android or iOS.
Step 2 	Choose their types of disabilities. Following that, they need to choose their preferred voice and language.
Step 3 	Sign in or create a new account. In order to create a new account, disabled people must fill in their full information.
Step 4 	Next, the disabled people will proceed to fill in all the details of their dream travel. Then, they can select their dream package from the list of the packages that are available.

Step 5 	After that, the disabled people can choose a tour guide for their selected destination. Once the disabled people arrive at their destination, they have to wait at the airport then their tour guide will fetch them there.
Step 6 	Once the package and tour guide have been selected, the payment will be processed.
Step 7 	Thank you, we appreciate you using our services. Your happiness is our happiness.
Step 8 	Disabled people can provide feedback and ratings for Angel's future improvements.

3. FINDINGS

3.1 Novelty and uniqueness

The Angel Tour Guide Application is essential for disabled people. One of the novelties of this application is that it has a tour guide. Hiring locals as tour guides is a good option because they have more in-depth knowledge of their hometown and are more aware of the hidden beauties of the area, which will make the disabled people feel more enthusiastic about their vacation. Secondly, it has a voice assistant to help disabled people to make the travel process easier and save time. In a nutshell, the Angel Tour Guide Application also have a tour package that has been completed. The disabled will get good value for their money because a ready-made travel package is often cheaper than booking all the elements independently.

3.2. Benefit to mankind

The first benefit of the Angel Tour Guide Application is its safety and security. The tour guide can assist the disabled people with transportation by using their car, because this is to avoid using public transit while traveling because they feel unsafe and disabled people are an easy target for scammers. The second benefit is that it is easy to use. The disabled no longer have to worry about booking issues because this application already has a ready-made travel package that includes accommodations, an itinerary, amenities and more. The third benefit is easy to travel. This innovation would make it easier and faster for disabled people and local tour guides to commute, making the trip smoother and easier to transport from one place to another.

3.3 Potential commercialization

The Angel Tour Guide application has the potential to be commercialized through traditional marketing methods such as newspapers, posters, brochures, mail ads, TV ads, and radio ads which can increase awareness and accessibility for disabled people. Furthermore, this application also has the potential to be commercialized via social media, particularly Facebook. This is because Facebook is one of the applications with a large user base that can help disabled people recognize the benefits of the Angel Tour Guide application. Lastly, this application has the potential to be commercialized by using influencer marketing, particularly if the influencer is disabled. This is because disabled people can trust the benefits of the Angel Tour Guide application, which encourages them to use it more in the future.

4. DISCUSSION

The outcomes of this research have provided insight into the novelty and uniqueness of the Angel Tour Guide application, which is beneficial for disabled people as it has a tour guide. Hiring locals as tour guides is a good option because they have more in-depth knowledge of their hometown and are more aware of the hidden beauties of the area, which will make the disabled people feel more enthusiastic about their vacation. Other than that, according to the findings, one of the benefits of using the Angel Tour Guide application is its safety and security. The tour guide can assist the disabled people with transportation by using their car, because this is to avoid using public transit while traveling because they feel unsafe, and disabled people are an easy target for scammers. Lastly, this application also has the potential to be commercialized through influencer marketing, particularly if the influencer is disabled. This is because disabled people can trust the benefits of the Angel Tour Guide application, which encourages them to use it more in the future.

5. CONCLUSION

In conclusion, this application is very helpful for disabled people because it would make their travel much more fun and easier. The voice assistant is the main feature of this app, which makes it easier for disabled people to travel. Apart from that, there will be ready-made travel packages based on their preferences. Another benefit of this application is that there will be a tour guide to help them face-to-face throughout their travel period. Lastly, this application will be commercialized by using traditional marketing, social media and hiring influencers.

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