

UNIVERSITI TEKNOLOGI MARA

FACULTY OF HOTEL & TOURISM MANAGEMENT BACHELOR OF SCIENCE (HONS.) TOURISM MANAGEMENT

CURRENT TREND IN TOURISM INDUSTRY: SOCIAL NETWORK SITE, BACKPACKERS, TRAVEL PORTAL, COUCH SURFING AND E-BIKE SHARING

NAME OF STUDENTS:

AKMAL FAIZ BIN MOHD SAM

(2014965889)

NUR FATIHA BINTI MUSTAFA

(2014772309)

SYAFIQA NUR IZZATI BINTI ZAKARIA

(2014103883)

SUPERVISOR:

MADAM NOR ASIKIN BINTI SHAHARUDDIN

DATE OF SUBMISSION:

20th DECEMBER 2017

AUTHOR'S DECLARATION

I declare the work in this thesis/ dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Pre Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student	: Akmal Faiz Bin Mohd Sam
Student I.D. No.	: 2014965889
Programme	: Bachelor of Science (Hons.) in Tourism Management
Faculty	: Hotel & Tourism Management
Thesis/ Dissertation Title	: Current Trend In Tourism Industry: Social Network Site,
	Backpackers, Travel Portal, Couch Surfing And E-Bike
	Sharing
Signature	:
Date	: December 2017

TABLE CONTENT

TABLE OF CONTENT			PAGES			
Ackn	owledge	ement	i			
1.0	INTR	ODUCTION	1			
2.0	SOC	SOCIAL NETWORK SITE IN TOURISM INDUSTRY				
	2.1	Introduction	2-5			
	2.2	Use of Social Network Site in Transportation Service	5			
	2.3	Use of Social Network Site in Accommodation	5-6			
	2.4	Use of Social Network Site in Travel Agency	6-7			
	2.5	Use of Social Network Site in Food and Beverage Provide	ler7-8			
	2.6	Use of Social Network Site in Attraction Destination	8			
	2.7	Conclusion	8			
3.0	BAC	BACKPACKERS				
	3.1	Introduction	9			
	3.2	Benefit towards Small Enterprise and Local Business	10			
	3.3	Benefit towards Health	10-11			
	3.4	Environmental Impact	11			
	3.5	Social- cultural Impact	11-12			
	3.6	Conclusion	12			
4.0	TRA\	TRAVEL PORTAL				
	4.1	Introduction	13			
	4.2	Traveloka	14			
	4.3	TripAdvisor	14			
	4.4	Skyscanner	15			
	4.5	Conclusion	15			
5.0	COU	COUCH SURFING				
	5.1.	Introduction	16			
	5.2	Shelter for couch surfing	17			
	5.3	Meet with new people	17			
	5.4	Non-money-based system	17-18			
	5.5	Technology as medium of socialize	18			

	5.6	Conclusion18	i
	6.0	E DIVE CHADING	
	6.0	E-BIKE SHARING	
	6.1	Introduction19	1
	6.2	The Evolution of Bicycle -Sharing Programme20)
	6.3	Bike-Sharing Positive Impact21	
	6.4	Negative Impact21	
	6.5	Conclusion2	2
7.0	CON	CLUSION23	
8.0	REFE	ERENCES24	Ļ

1.0 INTRODUCTION

Travel and tourism industry is the most growing industry from history to current era and from the last few decades; tourism industry is witnessing new emerging trends that are the most important factors for its development. These new trends also influence tourism sectors' marketing planning, strategic planning or making new business policies for peak seasons. Let's know more about these new trends and their influences on tourism industry. As the increasing growth of online travel industry, travellers are getting more information at their fingertips and that leads to a long term holiday as a gift to them.

So in this our final year project, we have decided to choose social network site, backpackers, travel portal, couch surfing and E-Bike Sharing as the latest current trends and its benefits towards the industry in the all over the world. We bet this topic would be interesting to be discussed and explore as the tourism students based on some journals, articles and books that are used as the main references.