UNIVERSITI TEKNOLOGI MARA

TECHNOLOGICAL SUPPORTED PLATFORM FOR THE PUBLIC TRANSPORT TICKETING SYSTEM

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ABSTRACT

Public transport is one of the features that are usually provided by the government or the private sector to be used by the public. It consists of a variety of modes such as bus, taxi, monorail, train and others. It has become an important base of a country, especially in developed countries. Developed countries are more concern of these facilities to control the traffic congestion in the area as stated in many literatures. Moreover, the high cost of living today is also one of the factors most countries give priority to the provision of public transport in their countries. It is one way to reduce their citizen burden by providing the alternative facilities for them. However, it is not an easy task to provide a good public transport service to public. This research focused on one of the main public transport player in Malaysia which is known as Organization X in this report. This organization is the pioneer and the most experience players in train transportation in Malaysia. In the research, the author investigated the issue of the current ticketing system in Organization X. Then, the author describes the new proposed ticketing system as a solution to the issues by mapping the appropriate technology platform in the solution. All the data and information collected through the expert engineer's interview from the previous successful project in order to further strengthen the chosen solution. The significance of the research is to provide the best technological platform solution to the public transport player in managing the ticketing system issue. Besides that, the proposed technologies of the ticketing system's in this research can be used as a guideline and baseline information for others public transport operator to know about the available technology in the ticketing system nowadays.

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