ONLINE BOOKING TICKET AT TAJIK TRAVEL AGENCY

ARTICLE

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ABSTRACT

To fulfill one of the requirements to finish a bachelor degree in UNIKOM is every student have to make a final thesis. A researcher makes travel agency routes of Dushanbe-Kulob and Kulob Dushanbe. Tajik Travel Agency is one of the best and convenient agencies in entire Tajikistan.

Traveler attitude are important to management because they determine the behavior of Travel Agencies. The commonly held opinion is that "A satisfied traveler is a productive work of the service". A good service of agencies will create a pleasant atmosphere within the organization to perform well. Hence such services have become a major for research studies to fulfill customers' need. It is the important aspect that increases or decreases the value of people in a workplace.

The specific problem is addressed in this study is to examine and create a good travel agency to make the life of travelers easier in Tajikistan. The main objective of this research is to determine and give a good facility of traveling in Kulob-Dushanbe route and vice versa. The research method is applied in this research is the prototype method. The researcher uses UML as the main instruments for this study. During the research an author will create a web-based booking system in Tajik Travel in six months.

Key words: Travel Agency, Travelers, Tajik Travel Agency

I. INTRODUCTION

1.2 Background

In recent years the rapid developing world making the people busier. It pushes them to do things done electronically like booking tickets, booking hotels and restaurants, and transportation. It has different dimensions for sure. When the word booking mentioned one things become: short and easy. Unfortunately some countries still have not implemented online booking services.

One of business transactions is transportation agency or transportation business, such as travel agencies. Internet has created enormous opportunities for traditional travel agencies to target their tourism offerings to a wider market. In response to the increasing demand for tourism information by the travelers, many travel agencies have established websites to promote their services and products. These websites plays an important role in mediating between customers and companies as a channel for information acquisition and business transactions (Xiolin Quo *et al*, 2009). Online travel agencies face intense competition, and thus have a great need to evaluate the e-service quality of their websites to succeed or even just to survive to keep their status of and agency active. The more customer satisfy the more succeed we become. Customers are kind, they are the real power to keep the company to serve.

Today number of websites exceeds more than 200 million and also become one of the most powerful modern business marketing tool. Online ordering taxi gains a huge number place in business world. The online cab and car booking is a complimentary service and even the companies find it more convenient and time saving to receive their orders online and also get their payments made online. This not only provides an utmost convenience at the customer's level but also at the management level. The taxi and car hire services offered by various ground transportation firms include special

added benefits in order to encourage and attract more customers towards online booking system instead of opting for the old procedure. According to a recent statistical survey conducted in the capital and metropolitan city of London where cabs are known as its symbol, the customers are moving more and more towards online reservation and car hire and this system is going to be implemented completely in the new era making it possible for everyone to acquire online services just from anywhere.

In Indonesia, travelling from one location to another is one of easiest tasks. It takes only few minutes to book in a short period of time through internet. The only vital thing that is needed is the good internet connection. In Tajikistan things are run differently, until now there is no any travel agent that serve via internet. Travelers have to do bookings manually directly by going to terminal locations. It is one of problems that take much time because it is only for reserve. The system is completely different in Tajikistan with Indonesia. In Indonesia, the machine based system is implemented and in Tajikistan things get done manually. People need to get a taxi to go to terminal locations in order just for booking. The current website in Indonesia helps travelers to get things done in a short time because they do not need to go to agents locations but they can reserve it online simply from cellphones or computers. Moreover it reduces much time of travelers.

In Tajikistan, in terminals there is no any certain rules for taxi drivers to follow queue of picking passengers. There is no official taxi between cities. Everyone can be taxi driver who has a car, it is risky because many of them are untrained or have less driving experience to long distances. From Kulob to capital city of Tajikistan- Dushanbe (city to city) is 220 km and it is a long way because it crosses high hills and mountains, the taxi driver must be a professional for safety of travelers. The most and popular Universities of Tajikistan, the biggest trade center of Tajikistan are located in Dushanbe. The most students and businessmen of Kulob city study and work in Dushanbe. The number of passengers from Kulob to

Capital city within year is 120000 person, approximately 10000 person per month. The number of passengers in holidays increases, the price also goes up by taxi drivers because of toughness to find a taxi. In Tajikistan there are 4 big holidays Idul Fitri, Idul Adha, New Year and Navruz. In these holidays the quantity of passengers is approximately 5200 per week. The number of taxi drivers is more than 61 cars, all these are just in terminals only. They are unable to serve customers due to few quantity. Those who pick up passengers up from terminal in the road and it is unknown to get the exact number. In October 2014 the number of passengers who want to go to International Airport Dushanbe from Kulob per month is 6971 persons. All passengers go by taxi from Kulob to Dushanbe just till the terminal to Dushanbe, there is no any direct trip to the airport (Internal data of the transportation, Kulob, 2014).

Therefore, it is very important make a travel agency to reduce the transportation problems in Tajikistan. Based on the background above the researcher chooses the topic namely "Online Booking Ticket at Tajik Travel Agency"

1.2. Identification and Problem Formulation

The identification and formulation of the problem is as follows;

1.2.1. Identify the Problem

1. The official time table of travelers does not exist
2. The management order is lack of control
3. There is no fixed pricing system

1.2.2. Problem Formulation.

Based on the above, the importance of the formulation of the problem, namely:

1. How to create fixed time table for travel agency.

2. How to implement the strong order manager.

3. How to create the fixed pricing system.

4. How to avoid different pricing system.

1.3. Research Objectives

The research Objectives are as follows:

1.3.1. Research Purposes

The purpose of this research is to build a new system like travel agency in order to help population to avoid difficulties.

1.3.2. The purpose Of This Studies

The purpose of this study is as follows:

1. To create fixed time table for travel agency.

2. To implement the strong order management.

3. To create the fixed pricing system.

4. To avoid different pricing system.

1.4. Usability Research

The usefulness of research are as follows:

1.4.1 Usability Academic

a. For the future researchers will be better to improve this study with create a mobile app.
b. Next researchers can use this source as their secondary data as their literature review.

1.4.2 Usability Practice

1. **Company's Side:**

   a) To create the first and most convenient travel agency in Tajikistan.

   b) To help the company to expand their services in other cities of Tajikistan

2. **Public's Side:**

   a) To help population from difficulties of current system

   b) To provide a good facility for passengers to book travel agent online via website in short time and safe mode

   c) To create a better facility for people in their transportation needs

3. **Staff Operator's Side:**
   a. Easily give information to passengers about routes
   b. To book ticket for passenger who cannot book online.
   c. To confirm passengers about their tickets

4. **Manager's Side:**
   a. Able to manage the schedule.
   b. Able to add the new route.
   c. Easily can get reports of serving monthly from staff.

1.5. Limitations

Restrictions problem used in a discussion intended to make the discussion more focused and in accordance with the objectives to be achieved. The limitations include:

1. The system is built only to make an online booking a travel via website, NO payment included.
2. Travel agent online book serves only to the clients who need Dushanbe and Kulob routes only

II. LITERATURE REVIEW

2.1. Understanding System.

According to Andrew Kris "The system is a network of procedures that are interconnected, gathered together to perform an activity or accomplish a goal certain."[Andrew Kris, 2008]

According to Joseph S. Valacich "A group of interrelated procedures used for a business function, with an identifiable boundary, working together for some purpose."[Joseph S. Valacich, 2011]

2.2 Understanding Information

According to Kristanto "Information is data that have a series of temporary nature depends on the time, able to give a shock or a surprise to receive it. Information can also be regarded as data that has been processed, which has a value of actions or decisions". [Kristanto, Andi, 2008]

According to Ralph M "A collection of facts organized in such a way that they have additional value beyond the value of the individual facts." [Ralph M, 2011]

2.3. Understanding Information Systems

According to Hidayat "Information system is a set of organizational procedures when implemented will provide

information for decision makers or control the organization". [Hidayat, Deddy, p. 15]

"Information systems are combinations of hardware, software, and telecommunications networks that people build and use to collect, create, and distribute useful data, typically in organizational settings."[Information Systems Today - Managing in the Digital World, 2010]

"Information systems are interrelated components working together to collect, process, store, and disseminate information to support decision making, coordination, control, analysis, and visualization in an organization."[Management Information Systems, 2012]

2.4 Internet Booking Engine

An Internet booking engine (IBE) is an application which helps the travel and tourism industry support reservation through the Internet. It helps consumers to book flights, hotels, holiday packages, insurance and other services online. This is a much needed application for the aviation industry as it has become one of the fastest growing sales channels. Which can embedded in hotel website, social media websites (Facebook, twitter, YouTube) so it turn social media to source of booking generate. IBEs were necessary as the underlying (often called legacy) systems were unable to cater economically for the large number of shopping transactions and the speed of development required by the customers. In most cases the underlying systems were not designed for direct exposure to consumers.

2.5 Prototype Model

According to R.J. Madachy in Prototype Model, the user is given a "look and feel" of the system using a prototype. The prototype for the system

to be developed is built, tested and reworked as necessary. Prototype process model is suitable for dynamic environment where requirements change rapidly. The process begins with gathering main functional requirements; this is followed by a quick design leading to the development of a prototype. The prototype is then evaluated by users and customers. Developers rework on the prototype until the customer and users are satisfied. [30, p. 31]

III. OBJECT AND METHODS

3.1 Research Design

The study design included into the action research study nature (action research), which is the book (Gunawan, Rapoport, Associate cited 2006: 2007 Methodology action / action research), action research is an activity or something corrective action planning, implementation, and evaluation worked systematically and thus the validity and reliability achieve levels of research. Action research is also a process that includes a cycle of action, which is based on the reflection; feedback proof (evidence) and evaluation of the previous action and current situation.

3.2 System Approach Method

Object-Oriented Analysis and Design is a popular technical approach to analyzing, designing an application, system, or business by applying the object-oriented paradigm and visual modeling throughout the development life cycles to foster better stakeholder communication and product quality. OOAD in modern software engineering is best conducted in an iterative and incremental way. Iteration by iteration, the outputs of OOAD activities, analysis models for OOA and design models for OOD respectively, will be refined and evolve continuously driven by key factors like risks and business values.

3.3 System Development Method

The method used in the research is to develop an online ordering taxi system that is using a prototype model. According to the Roger Pressman's Software Engineering, 2010, customer defines a set of general objectives for software, but does not identify detailed requirements for functions and features. In other cases, the developer may be unsure of the efficiency of an algorithm, the adaptability of an operating system, or the form that human-machine interaction should take. In these, and many other situations, a *prototyping paradigm* may offer the best approach.

Prototyping Model can be used as a stand-alone process model, it is more commonly used as a technique that can be implemented within the context of any one of the process models noted in this chapter. Regardless of the manner in which it is applied, the prototyping paradigm assists the developer and other stakeholders to better understand what is to be built when requirements are fuzzy.

3.4 Steps in Prototyping

The prototyping paradigm begins with communication. Developer can meet with other stakeholders to define the overall objectives for the software, identify whatever requirements are known, and outline areas where further definition is mandatory. A prototyping iteration is planned quickly, and modeling (in the form of a "quick design") occurs. A quick design focuses on a representation of those aspects of the software that will be visible to end users (e.g., human interface layout or output display formats). The quick design leads to the construction of a prototype. The prototype is deployed and evaluated by stakeholders, who provide feedback

that is used to further refine requirements. Iteration occurs as the prototype is tuned to satisfy the needs of various stakeholders, while at the same time enabling developer to better understand what needs to be done. Ideally, the prototype serves as a mechanism for identifying software requirements. If a working prototype is to be built, developer can make use of existing program fragments or apply tools (e.g., report generators and window managers) that enable working programs to be generated quickly.

IV. RESULTS AND DISCUSSION

System design can be described as a design to build a system and confirm the components of the information system to be designed in detail of what is proposed. After analyzing current system, author came up to the resolution of current system problems, which can be created a system of ordering a travel agent using a better system. This new system uses online order travel system in website form, which will be a solution for all problems and difficulties faces in current system which is all manual.

V. CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

The conclusion of the research thesis entitled “Travel order website of Tajik travel agency” This is as following:

1. The online website make easier to book travel, in order to passengers could book travel online faster and easy and it save more time than to go terminal like current system.

2. From the side of efficiency also helpful for users, because now using internet become cheaper and available everywhere than go to terminal and book manually.
3. By building this online website Travel Agency system routes and times of travelling can be found and travelers can make their schedule based on this.

5.2 Suggestions

This online booking travel via website is still not perfect and there are still some shortcomings. Therefore, it is necessary to further development and refinement. As for the suggestion that this website can function optimally them:

1. The website could help people near Kulob city and Dushanbe city.
2. Some additional features can be added, such as: online payment, it will be better if passenger pay online during book travel.
3. Online website could be convert to mobile app in order to passengers can book more easily.

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APPENDIX

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Demikan surat ini disampaikan atas perhatiannya diucapkan terima kasih.





Pirakov Hikmatullo

Manager Tajik Travel Agency

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No	Tanggal	Materi Bimbingan	Usulan Perbaikan	Paraf Pemb.
1	03.11.15	Bab I	Revisi Bab I	
2	07.11.15	Bab II	Revisi Bab II	
3	9.11.15	Bab I	Revisi bab I	
4	14.11.15	Bab III	Bab III (Revisi)	
5	17.11.15	Bab III	Revisi Bab III	
6	19.11.15	Bab II	Revisi Bab II	
7	21.11.15	Bab III	Revisi Bab III	
8	23.11.15	Bab CIII	Revisi bab III	
9	25.11.15	Bab IV	Revisi bab IV	
10	28.11.15	Bab IV	Revisi bab IV	
11	01.12.15	Bab IV	Revisi bab IV	
12	5.12.15	Bab III	Revisi Bab III	
13	07.12.15	Bab IV	Revisi Bab IV	
14	12.12.15	Bab IV	Revisi Bab IV	
15	19.12.15	Bab IV	Revisi Bab IV	

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2	19.12.15	Edit Schedule	21.12.2015	
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1	20/01/16	sistem informasi kebudayaan berbasis Web	Muhammad Tilaziyanto	
2	26/01/16	Online Booking Taxi service	Nurali Sadikov	
3	26/01/16	Academic Information Sys	Gareth Asato	
4	26/01/16	Aisyza NHS student A	Nelson Beka	
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