CHAPTER I

INTRODUCTION

1.1 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.

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. **Academic's Side:**

   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'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

Table 1.1 Time research

SHEDULE	MONTHS - 2015 YEAR															
	SEPTEMBER				OKTOBER				NOVEMBER				DECEMBER			
Quick Plan	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
a.Observing																
b.Interview																
c.Data Collection																
Quick Design																
a.Design UML																
b.Design Database																
c.Design Interface																
Construction of Prototype																
Built Prototype																
Communication & Feedback																
a.Show prototype to customers																
b.Customer Evaluation																
c.Customers Feedback																
Development Delivery																
a.Implement a deployed system from final prototype																
b.Maintenance the System																

1.7. Systematics Writing

The Systematics Writing is as follows:

CHAPTER I INTRODUCTION

This chapter contains a description of the background research that underlies the importance of the research, identification and formulation of the problem, the intent and purpose of the study, the usefulness of the study consisted of 3 usability sides, the academic, company and public's sides. Further limitations problem, the location and time of the study and systematic writing.

CHAPTER II THEORY

This chapter contains a description of the theory - a theory which will be used as the title theme researchers used, among others, the notion of system, information and information system, the notion of software testing, black and white box testing, understanding of website, system approach methodology, OO and Structured Approach, Software Development Methodologies, Network Topology, Database, PHP, XAMPP, MySQL, Apache and journal the results of previous studies that have been published to serve as a reference.

CHAPTER III OBJECT AND METHODS

This chapter contains a description of the object of study in which 3 points again stated that, a brief history of the company, the company's organizational structure and job descriptions. Furthermore, the method of approach and system development, analysis and design tool consisting of a Use Case, Activity Diagram, Sequence Diagram, Class Diagram, Object Diagram, Component Diagram, and Deployment Diagram. Further testing and analysis software that runs the system consisting of analysis of current procedures in which using Use Case, Use Case Scenario and Activity Diagram, and the last evaluation of the current system.

CHAPTER IV RESULTS AND DISCUSSION

This chapter contains a description of the system design, system design purposes, a general overview of the proposed system in which consists of a Use Case, Activity Diagram, Sequence Diagram, Class Diagram, Object Diagram,

Component Diagram, and Deployment Diagram. Furthermore, the design of the interface consists of a menu structure, design input and output design, Network Architecture Design, implementation consisting of implementation constraints (optional) software implementation, hardware implementation, the implementation of database (SQL Syntax), interface implementation, XAMPP installation implementation of the program installation and use of the program. And the last is the testing consisting of test plans, test cases and results, and conclusions of the test results.

CHAPTER V CONCLUSIONS AND RECOMMENDATIONS

In this chapter contains a description of the main points of the conclusions and recommendations that need to be communicated to the parties concerned with the results of research and development for the purposes of the application or the other.