CHAPTER 1

INTRODUCTION

1.1 Research Background

Technology has been the forefront of organizations development as this 21st Century has been better known as the age of Technology. Information and Communication Technology in tourism sector is of special significance. This is due to its special product behavior, various high tech information and communication technologies are in use in the tourism sector around the world. They are used for tourism product development, marketing, distribution and training of tourism sector personnel. These technologies are so indispensable in order to find out and satisfy the ever-changing demands for tourism products. Though there are many definitions for tourism, it could be simply defined as a "travel and stay of a non-resident". In order to travel to a particular area there must be a reason. For example a person may travel for leisure, business, visiting friends and relatives, health, education etc. He/she chooses a destination for one or the other reason. Transport is necessary to travel and accommodation to stay at the destination. So, tourism as an industry has three major components: Attraction, Accommodation and Transport. In the developed world, today, all these components have reached at their zenith in satisfying their customers' needs aided by modern technology. These components have also came a long way to offer a range of products which suit the needs of multitude tourists around the world, and are still working hard to cater to an ever changing test of them. Tourism is

ranking the top ahead of all other categories of international trade. This is evident from the statistical information compiled from all over the world by WTO (World Tourism Organization). The number of international arrival shows an evolution from a mere 5 million in 2011 to 20 million in 2012.The trend shows a tremendous increase both in the number of tourists and income in the coming years.

Tourism in Papua New Guinea is a hidden time bomb. One of the hindrances to the marketing of tourism is the lack of the introduction of technology to it. Most tourism destinations and sites in the country are not exposed to the world, because of the lack of technology advancement. In creating websites to advertise such, is more reliable than doing TV advertisement or doing blogs or newspaper advertisements. Most places in the country are not exposed to the internet, thus to have Sandaun Province be linked to the outside world is an advantage to the province, and also the country as a whole. The main issue to be address in this case is the promoting of tourism in the province or country using technology. Since Papua New Guinea is a developing country, technology is also making its way into the lives of individuals and organizations at a slow pace. Tourist find it difficult to access information about the province, how to get there, the place to stay, how to move around, etc.

From the point of view of an international tourist, everything thing should be made online so everyone can get access to it. In the case of the province, there is no resource of such available currently. It is very difficult to arrive anytime and gain access to transportation or accommodation. Resources of all such are of not much that, prior to arrival; all should be met and confirmed to guarantee a pleasant stay and visit. Thus providing website of such would solve all these mentioned issues.

Technology then has become a mixed bag for the tourism industry. It creates a great deal of conveniences while at the same time has been used as a way to increase revenues and to lessen customer service. The world of technology has made air travel safe and abundant but has also brought about the need to go through long security lines and daily hassles. Certainly, some parts of the industry have begun to use technology prudently. When used ethically, technology can be a great help in increasing our communication and security. If on the other hand technology is used for selfish or destructive purposes than it can become a nemesis within the travel and tourism industry. Hamlet's question "to be or not to be" has never seemed more poignant in its relationship to travel and tourism.

As a result of the facts mentioned above, the information system that is to be discussed in this article, titled: **"Sandaun Province Tourism Guide and Info"** will try to address the issues faced and also, promote the province's different cultures and traditions and also a revenue medium to the province and the country. This IS will provide accommodation booking, travelling and sight-seeing information, and way that the customer can contact with the site staffs to get more and further information, so in such a way that would be easy for any local or foreigner to tour the place with ease. Not only that but would show case the environment in the province. In and around the province there rivers for wild rafting, mountains to climb, roads to travel, beaches for surfing, sights to see, and habitat to explore.

1.2. Problem Identification and Formulation

The Identification and formulation of problem are as follows;

1.2.1. Identify the Problem

As stated from the background above, the problems identified are as follows:

1. The Sandaun Province outdated tourism guide information of tourist destination and sites, provided by the national Tourism Promotional Authority. Local and international tourists find it difficult when arriving in the province to do their tour travels, as information given on the national site is outdated from years ago.
2. To move around the province, transportation is a problem for any outsiders. It is very difficult to find hired cars in the capital Vanimo, as most are used by the provincial government to do service runs or by locals to do their private runs.
3. Accommodation, on the other hand is always an obstacle has most lodges or hotels are not online or are not advertised to the outside public. The costings and the facilities that come with the package are not known.

1.3. Problem Formulation

According to the above mentioned problems, the problem formulations are as follows:

1. How to make every information about the province available to any people, either tourist or any interested individual. Since the current information provided by the PNG Tourism Authority is shallow.
2. How to create the Sandaun Province Tourisms Guide and Info website that would contain all the necessary information that would help a tourist find his/ her way around the province. This includes the transport fares and type of

vehicles, the accommodation that will be provided and location, the sites to be visited.

3. How to test the application of the website that will open to the information of the province, the accommodation booking and the car rentals.
4. How to implement the database system integrate with online booking system of the Sandaun Province Tourism Guide and Info website and also integrating it with the Papua New Guinea Tourism Authority.

1.4. Research Purpose and Objectives

1.4.1. Research Purpose

The main purpose of this research is to build a website about Sandaun Province Tourism Guide and Info, with the idea of making known the various spectacular sites and activities of the province be made known to any interested travelers anywhere.

1.4.2. Research Objective

The main objective is to create a running, up-to-date and integrated website for the Sandaun Provincial Government Tourism sector. Moreover, the website will make the province as one of the tourist destination for any international tourist coming into Papua New Guinea.

1.5. Research Benefits

The implications of the Research are as follows:

1.5.1. Practical Uses

The users are limited and therefore they are:

1. **The Developer**

   The developer is also the administrator of the website, where he/ she will update the website on any changes or new information that has been acquired.

2. **Tourist/ Interested People**

   Tourist or any interested people accessing the website to find information on the province, or to plan their trip to the province, by booking accommodation or cars.

3. **Tourism Promotion Authority**

   Using this website, the mentioned authority will integrate it with their current one to help promote tourism in the province and also in the country. Since they are the main head of tourism in the country, publishing through agreeable correspondence and understanding with the admin, it would be easy to access online by the subjects.

1.5.2 Educational Purpose

Promotion of Sandaun Province and other tourist destinations of Papua New Guinea to the rest of the world. As Sandaun Province has little information currently available, this new website will add more and give a classic view of the province before being visited to, or give a valid data to any interested individual who is trying to know about the province.

1.5.3 Income Purposes

This will create revenue for the province and the country as a whole. Local businesses will be engage to provide, car rentals and also accommodation, there benefiting both the public and private sector businesses.

1.6. Limitations

The limitations of this research are:

1. Selected hotel/ resort and hire car companies located near Vanimo are chosen.
2. Selected local rental car businesses that meet standard recommendations for hire, especially for hire out of town.
3. All queries are seen by admin or staff of website and relayed to the respective hotel/ lodges and hire car companies via telephone or fax.
4. All cars are provided with drivers.
5. Only 5 rooms of each type are given for reservation.
6. If cancelled, will be notified via email or sms. Rooms are reserved only for a week at the time of making the reservation.

1.7. Locations and Research Time

The location and research time are as follows;

1.7.1. Location of the Research

The location of the research this was taken from:

Location: Vanimo, Sandaun Province, Papua New Guinea

Address: Sandaun Provincial Government, C/- Department of Tourism and Culture, PO Box 1000, Vanimo, Sandaun Province, Papua New Guinea

Tel: (675) 857 2135 Fax: (675)857 2136

Email: sptourism@daltron.pg

1.7.2. Research Time

The research location was set at Universitas Komputer Indonesia (UNIKOM), Bandung, West Java Province, Indonesia.

The schedule of the research time is as follows:

SCHEDULE	MONTH																			
	JUNE 2015				JULY 2015				AUG 2015				SEPT 2015				OCT 2015			
1. Identification of Needs	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**
a. Observing																				
b. Interview																				
c. Collect Data																				
d. Document Analysis																				
2. Creating and Fixing Prototype																				
a. The Design Process																				
b .Design Database																				
c. Make Program																				
3.Testing the Prototype																				
a. Black Box Testing																				

1.8. Systematics Writing

CHAPTER 1. INTRODUCTION

Chapter 1 contains the background of the Research. The identification of the problem and formulation, the purpose and objective of the research, and benefits of the research. Also included are the limitations, time and location of the research and the research writing scheme.

CHAPTER 2. THEORY

This chapter indicates the theory upon which the study is based. This includes the definition of information systems, theoretical or methodological research designs, or relevant trend to the study. The current system used, database, program languages used like PHP, HTML, Java, software used like Dreamweaver, MySQL. It contains a literature review of relevant previous work and background information relevant to this research.

CHAPTER 3. OBJECT AND RESEARCH METHODOLOGY

This chapter has description of the object of the study, where it will outlined the facts about the province, the organization and structure of tourist promotion about Sandaun Province. Then after, it will be followed by a method with the inclusion of the design of the method. Types and methods of the collection were divided onto primary and secondary data source. Furthermore, the method of approach and system development , analysis and design tool consisting of a Use Case, Activity Diagram, Sequence Diagram, Collaboration Diagram, Component Diagram and Deployment Diagram, further testing and analysis software that runs the system consisting of document analysis, analysis of current procedures in which using Use Case, Use Case Scenario and Activity Diagram, and the last evaluation of the current system.

CHAPTER 4. RESULT AND DISCUSSION

Discussion of the website design system, building of the website and result testing. The Design of the interface consist of a menu structure, design input and output, implementing constraints, software implementation, implementation of the

database, interface implementation and implementation of the application installation and the use of the application.

CHAPTER 5. CONCLUSION AND RECOMMENDATION

This chapter 5 will contain the main point's description. Discuss the findings and the assessment of the completed project. Present recommendations based on the website built or the findings. Make recommendations about what actions taken based upon the data. Also suggest recommendations to other researchers for further elaboration of the website.