TITLE:TOURISM INFORMATION MANAGEMENT SYSTEM OF MT WILHELM

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ABSTRACT

The use of information and communication technology in our day to day activities is now unavoidable. In tourism developments, destination information and management systems are used to guide visitors and provide information to both visitors and management of the tour sites.Tourism is a dynamic and competitive industry that requires the ability to constantly adapt to customers' changing needs and desires, as the customer satisfaction, safety and enjoyment are particularly the focus of tourism business. Developments in search engines, carrying capacity and speed of networks have influenced travelers around the globe to use technologies for planning and experiencing their travels. Tourism uses Internet marketing and Web portals by utilizing Information and Communication Technology (ICT) and ICT enabled services in order to gather and/or disseminate information and ease online booking and reservations.

The method used for this research is the Prototype.The system approach method used in this research is the Object-Oriented System approach in visualizing with UML(Unified Moeling Language. The information management system was designed using, Personal Home Page (PHP), Hypertext Mark Up Language (HTML) and MySQL as the back-end integration database. Two different MySQL servers were used, the MySQL query browser and the XAMPP server to compare the effectiveness of the system developed.

This bachelor‘s thesis is about creating a website for Mt Wilhelm tourist promotion destination.Promoting Mt Wilhelm the highest mountain in (PNG) Papua New Guinea and also other tourism destination.

Keywords: Information System, Database, Management System, Website, Website Design, Destination Information and UML (Unified Modelling Language) Tools.

ABSTRAK

Penggunaan tekhnologi informasi dan komunikasi dalam kehidupan kita dari hari ke hari tidak dapat dicegah lagi. Dalam pengembangan wisata, informasi tujuan dan system manajemen diperlukan untuk memandu wisatawan dan menyediakan informasi bagi pengunjung dan juga bagi manajemen dari situs wisata.Pariwisata adalah industri yang dinamisdan kompetitif yang membutuhkan kemampuan untuk terus beradaptasi dengan perubahan kebutuhandan keinginan pelanggan, sepertikepuasan pelanggan, keselamatan dan kenikmatanterutama fokus bisnis pariwisata. Perkembangan di mesin pencari, daya dukungdan kecepatanjaringantelah mempengaruhi wisatawan di seluruh dunia untuk menggunakan teknologi untuk perencanaan dan mengalami perjalanan mereka. Pariwisata menggunakan pemasaran Internet danportal web dengan memanfaatkan Teknologi Informasi dan Komunikasi(TIK) danTIKdiaktifkanlayananuntuk mengumpulkandan/atau menyebarkan informasidan kemudahan pemesanan online dan pemesanan.

Metode yang digunakanuntukpenelitian ini adalah metode pendekatan system Prototype.digunakan dalam penelitian ini adalah pendekatan Sistem Berorientasi Objekdalam memvisualisasikan denganUML(Unified Moeling Bahasa.Sistem manajemen informasi didesain menggunakan, Personal Home Page (PHP), Hypertext Mark Up Language (HTML) and MySQL sebagai the back-end integration database. Menggunakan dua MySQL servers yang berbeda, the MySQL query browser dan the XAMPP server untuk membandingkan keefektifan dari system pengembangan.

Tesis sarjana ini mengenai menciptakan sebuah situs internet tentang promosi tujuan wisata Pegunungan Wilhelm.Mempromosikan Pegunungan Wilhelm gunung tertinggi di(PNG) PapuaNugini dan jugatujuan wisatalainnya.

Kata kunci: *SistemInformasi, Database (Kumpulan Data), Sistem Manajemen, Website (Situs), Website Design (Desain Situs), Informasi Tujuan dan perangkat UML (Unified Modelling Language).*

(I) Research Background

The growth of Internet usage has pushed the communication, marketing and business transaction methods to a new playing field. According to Internet World Stats (2012), there were 2,406 million Internet users in June 2012 worldwide and with the advances in technology, the number of users is most likely to increase. With online marketing accessible for anyone who has a device, whether a computer, TV, Smartphone or a tablet, connected with the Internet, increasing online visibility has become an important aspect in marketing strategy (Thomas 2011, 7).With the integration of the Internet into everyday life, not only the behavior of consumers, but also of businesses has changed on this medium. Information and communication possibilities have increased in their depth and width.

In adventure tourism, the integration of the Internet in the overall adventure experience is immense. Therefore it is important for a company in the adventure industry to represent oneself accordingly, as also more and more adventure tourism enthusiasts use the medium Internet to collect information, get in contact with operators and share their overall experiences with other enthusiasts on the different platforms.

Hence, this work wants to give the Papua New Guinea Tourism Promotional Authorities an analysis of its websites according to today's standards. This includes the analyses of the provided design, technical structure, and usability and adaptation to the liking of search engines. Prior to planning a holiday trip, people try to seek out as much information as possible. This is often done online, for instance by browsing blogs, destination website, various travel advisor pages, and so on. Consequently, it is clear that a destination's website plays an important part in attracting visitors to a destination.

Here the Developer will include basic and important information needed when climbing the Mt Wilhelm.Most of the climbers don't know exactly when is the right time to climb in which, most cases they tend to go on their own plan and timing at any time of the year without any assistancce or help from any sites about the destination or even tour guides. Basically every year the number of people visiting or climbing is approximately around 15 to

30 not many people tend to climb as lack of basic information.No proper bookings made for time and travelling, accomodation,transportation and they face alot of problems along the way and turn back without completing their journey.

Worst case scenarioaccommodation and transportation is a problem most climbers face and dont make it to their destination.Less or most times climbers dont have any idea or information about any accomodation like lodge or guest house near Mt Whilhelm.So as the transportation.No proper transportation information provided like any rental or hire cars available from the nearest town and to get to the closest.And that is,becaue there's no proper website about Mt Wilhelm which would give such vital information.From the experience of most who have made it to the Mt Wilhelm said that, they had to use public vehicles together with the locals to go to their destination.

Therefore, this project-based thesis is focusing on developing a website about "**Tourism Information Management System of Mt Wilhelm"**, which would offer tourism related information for both local people and visitors. The project is commissioned by the privately owned IT Company and the developer itself.

Identification and Problem Formulation

The identification and formulation of the problem is as follows;

Identify the Problem

Of the background outlined above, the identification of the problem as follows:

1. Inappropriate time and schedule experienced by tourist.The schedule of the travelling and climbing information is not made clear and the timing is wrong.Most times tourist or climbers go at the wrong month of the year when its the wet season the rainy season which makes the climbing difficult.
2. The transportation problem faced by tourist.Climbers dont get much information about what Rental Cars available to hire for using at the nearest airport and to get to Mt Wilhelm.The price for the vehicle per day use,should be booked before time of arrival.No proper information about the booking system available.

3. Accomodation problem faced by tourist.Tourist and climbers have little idea or sometimes no idea at all about accomodation available there.They dont know how many lodges that are close to Mt Wilhellm.Climbers dont know how much does it cost to pay for per night or day.Because there is no proper booking system availaible to do such.
4. Lack of advertisement or promotion of Mt Wilhelm tourist destination.Make promotion of Mt Wilhelm through online marketing to the world wide web as Tourist Destination with the help of PNG Tourism Promotional Authorities.

Problem Formulation.

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

1. How to describe the current system that is used to manage to promote tourism in Papua New Guinea especially the Mt Wilhelm.Promoting and advertising Mt Wilhelm through online website about Mt Wilhelm alone.
2. How to make or create a Mt Wilhelm tourism management website that will include schedule and time of traveling,bookings of accomodation,bookings of rental cars and promotion of Mt Wilhelm through advertisement online marketing the Tourist destinations.
3. How to test the application of the website that will open to the schedule and time of traveling,bookings of accomodation,bookings of rental cars and promotion of Mt Wilhelm.
4. How to implement the database system intergrate with online booking sytem of the Mt Wilhelm tourism management website and also intergrating it with Tourism Promotional Authorities of Papua New Guinea.

Purpose and Objective of the research

a.Purpose

The main purpose of this research is to build a website about "Tourism Information Management System of Mt Wilhelm" with an intention that the highest mountain of Papua New Guinea be promoted and made known as a Tourist destination.

b.Objectives

The main objective is to build a functioning, up-to-date and integrated, website for the Mt Wilhelm Tourism destination. Additionally, the aim is that the website would increase the recognition of Mt Wilhelm and would start to build promotional brand awareness and as a tourist destination.

Limitations of Research

The limitations of this research is as follows;

1. Only selected lodges or villas close to Mt Wilhelm
2. Certain rental car's or hire car's available for Mt Wilhelm tourist

Location of Research

The Research location was taken in:

Location: Mt Wilhelm,Chimbu Province,Papua New Guinea

Address: Enduwa Kombuglu, Kegesugl,Chimbu

Tel: [675] 3254119, 3258814

Fax: (021) 32554375

(II) Reader Review

The theory that will be used as the title the researcher used.Include a portion on the dominant findings in the field,theoretical or methodological research designs, or trendsin the research field.The current system used,database,programmes,html,php,othersoftware'slike;dreamweaver,wix.
Discuss gaps in the research.

Understanding System.

A system is a set of interrelated elements or integrated which is intended to achieve an objective system. The system is a collection of elements which interact with one another to achieve the intended purpose. A system consists of parts which are interrelated that operate together to achieve some goal or purpose, goals and objectives are the same.

Basic Form System.

The general form of a system consisting of input, process and output. In this system the common form of or inputs will be processed and will produce something out.

Understanding Information

Information system deals with data of the organizations. The purposes of Information system are to process input, maintain data, produce reports, handle queries, handle on line transactions, generate reports, and other output. These maintain huge databases, handle hundreds of queries etc. The transformation of data

into information is primary function of information system.Therefore information is a result of the processing of data that is useful and is used to make decisions.

UML (Unified Modelling Language) Tools

According to Dunstan Thomas Consulting, **UML** is derived primarily from the strengths of three notations; Booch OOD (Object Oriented Design), Rumbaugh OMT (Object Modelling Technique) and Jacobson OOSE (Object Oriented Software Engineering). UML is not a development method by itself; however, it was designed to be compatible with the leading object-oriented software development methods.UML is one of the standard language which is widely used in the industry to define requirements, making the analysis and design, as well as describe the architecture of object-oriented programming.

(III) Object and Research Methods

(a) The object of the Research

The object of research is a focus that is used in conducting a study, which the object or focus of this research is on the "Tourism Information Management System of Mt Wilhelm"Location of Mt Wilhelm,Chimbu Province, Papua New Guinea,Enduwa Kombuglu.

(b) Research Methods

Types and methods of the collection were divided into primary data source and secondary data source.Futherrmore,the method of approach and system development,analysis and design tool consisting of a Use Cas,Activity Diagram,Sequence Diagram,Class Diagram, Collaboration Diagram, Component Diagram, andDeployment Diagram. further testing and analysis software that runs the system consisting ofdocument analysis, analysis of current procedures in

which using Use Case, Use Case Scenarioand Activity Diagram, and the last evaluation of the current system.

(IV) Results of the Research

The results of this research after interview with the Tourism Promotional Authority as;

a) There's no tourism website about Mt Wilhelm itself.
b) All tourism destination in PNG are altogether in one certain website.
c) Less information about lodge and car rentals for use at Mt Wilhelm and also directions.
d) Bookings are made at the destination of arrival,no online bookings.

(V) Conclusion and Recommodation

Conclusion

On the Internet, competition is only one click away. Hence it is important to maintain a visually appealing web presence that also provides excellent content. Especially, if the website is used for business purposes and used as center pillar in acquiring new clients. In this research thesis, Websitebased title "**Tourism Information Management System of Mt Wilhelm"** the findings and the assessment of the completed project are concluded as;

1. The Website provide precise and accurate information about how to do bookings and reservations of lodge and car for a trip to Mt Wilhelm along with more information about Mt Wilhelm itself.

2. Navigate Directions for when to travel and how to get to Mt Wilhelm and know exactly where they are travelling with whom especially with the help of the tour guides.
3. Appropriate Scheduling of time and travelling information made known.
4. Promoting tourism in Papua New Guinea online through this website.
5. This Website is open for any users to browse through either tourist or interested person are all welcome. Only the admin changes and make updates to this website.

Suggestion

Despite the development of this website base system it is still far from perfect and there are still many improvements and thus need further development and refinement. As for the suggestions in the development of the information management systems, the researcher has suggested that the following further developments and improvements or additional features for this system as;

1. Creating Services & Amenities of the bookings and reservations
2. Creating additional Activities(Health & Recreational)
3. Customer Services(Comments &Feedbacks)
4. Make complete Report for yearly Car Rentals Bookings and Lodge Reservations
5. Send reservation receipts through the system email

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