

**TOURISM MALACCA MANAGEMENT SYSTEM**

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**UNIVERSITI TEKNIKAL MALAYSIA MELAKA**

## BORANG PENGESAHAN STATUS TESIS

JUDUL: TOURISM MALACCA MANAGEMENT SYSTEM

SESI PENGAJIAN: 2008/2009

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**TOURISM MALACCA MANAGEMENT SYSTEM**

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**This report is submitted in partial fulfillment of the requirements for the  
Bachelor of Computer Science (Database Management)**

**FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY  
UNIVERSITI TEKNIKAL MALAYSIA MELAKA  
2009**



## **DEDICATION**

To my beloved parent and siblings.

To my supportive friends.

## ACKNOWLEDGEMENTS

Bismillahirrahmanirrahim

Praise to Allah for giving me strength and patience to complete the Projek Sarjana Muda throughout these semester.

To my beloved parents and siblings who give me full support morally and economically, motivate and inspire me during the hard time to complete this project.

To my supervisor, Mrs. Syahida bt Mohtar who guide, assist and advice me all the way through this project.

To all my friends, who always give me the moral support and been there whenever I am in need.

## **ABSTRACT**

Tourism Malacca Management System (T2MS) is a web-based system development project. The primary purpose is to develop selected places and introducing Malacca as the Historical City with the appropriate accommodation provided. This system application will cover the information about the hotels that located in Malacca, the agency travel information, the tourism product that covered interesting places to visit and event information. The system will be used by the staff of the Tourism Malaysia Malacca. This system encircles admin module, staff module, login module, hotel module, travel agent module, tourism product module, event module and statistic report module. Beside that, this system can also backup and recover the data from the database. To develop this system, SSADM approach is used and SDLC model had been chosen as a methodology. Results get from this application development is hoped to give the ability for the staff to give the best service to the tourist.

## ABSTRAK

*Tourism Malacca Management System (T2MS)* merupakan sistem yang berasaskan web. Tujuan sistem ini dibangunkan adalah untuk memperkenalkan Melaka sebagai sebuah bandaraya bersejarah. Sistem ini merangkumi maklumat berkenaan dengan hotel, agensi pelancongan, tempat-tempat menarik dan acara yang berlaku di negeri Melaka. Sistem ini digunakan oleh kakitangan Tourism Malaysia Melaka. Sistem ini juga merangkumi modul admin, modul pengguna, modul hotel, modul agensi pelancongan, modul tempat-tempat menarik, modul acara dan modul statistik repot. Selain itu, sistem ini dapat menyokong dan mengganti balik data-data di dalam pangkalan data. Untuk membangunkan sistem ini, pendekatan SSADM telah digunakan dan model SDLC telah dipilih sebagai metodologi. Sistem ini adalah diharapkan supaya membolehkan kakitangan Tourism Malaysia Melaka dapat memberikan perkhidmatan yang terbaik kepada semua pelancong.



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## LIST OF ABBREVIATIONS

<b>DBMS</b>	<b>Database Management System</b>
<b>DDL</b>	<b>Data Definition Language</b>
<b>DFD</b>	<b>Data Flow Diagram</b>
<b>ERD</b>	<b>Entity Relationship Diagram</b>
<b>HTML</b>	<b>Hypertext Markup Language</b>
<b>OOAD</b>	<b>Object Oriented Analysis and Design</b>
<b>PHP</b>	<b>Personal Home Page/ Hypertext Preprocessor</b>
<b>RDBMS</b>	<b>Relational Database Management System</b>
<b>SCM</b>	<b>Software Configuration Management</b>
<b>SDLC</b>	<b>System Development Life Cycle</b>
<b>SQL</b>	<b>Structured Query Language</b>
<b>SSADM</b>	<b>Structured Systems Analysis and Design Methodology</b>
<b>T2MS</b>	<b>Tourism Malacca Management System</b>

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# CHAPTER I

## INTRODUCTION

### 1.1 Project Background

The industry type for T2MS is the tourism industry especially in Malaysian tourism. Therefore, this system is in the project scope domain for Information and Communication Technology ICT in Tourism and Business field. Within the significant of the growth of the information and communication technology and tourism sector, so the system developer take this advantage to find the way to help tourist to make them easy in making decision to choose the suitable places for their vacation and get the best accommodation.

There are no current system relate to the new system application to be developed. Although there is a team that take an action to develop this type system application but the system development had major constraint and the system application is stop at the middle phase. Otherwise, there is no other team have develop system. From this matter, this T2MS system will be developed in order to place and introducing Malacca as the Historical City with the appropriate accommodation provided.

This system application will enable to select of the best place to visit. This idea is relevant as said by tourist and traveling agent. The module is about the hotels that located in Malacca, the agency travel information, the tourism product that covered interesting places to visit and event information and many more.

The T2MS system will provide information to the organization of three star hotels and above in the list from the most common three regions which are Melaka Tengah, Alor Gajah and Jasin. When the customers responded the ranked star of hotel, list of hotel will appear. By clicking on the hotel's name, all information about the hotel will display. So, customers especially tourists can get the information faster and it will save the time.

Malacca had been received an award as “Bandar Raya Warisan Dunia” in 2008 by UNESCO because of historical places in Malacca that are able to be visiting by the tourist such as Taman Mini Malaysia and Asean, Malacca Crocodile Park, Taming Sari Tower, Stadhuys Museum, Jonker Walk, Malacca River Cruise, Eye on Malacca and other few more places. This information is included in T2MS system which provided interesting places that located in Malacca. Sometimes, they are some places that not commonly known by the tourist, but with the system the staff is able to explain and tell further about others interesting place listed there.

Not everyone is able to stay in three and above star hotel especially the low and middle level of income during their vacation. Sometimes, the tourists like to stay for a long time and enjoyed of their trips. Therefore, there are also have two and below star of hotels. The T2MS system is build not only to satisfy the foreign tourist but also local people.

Other than that, the T2MS system will help the tourist to have information regarding the events provided by Tourism Malaysia or other company. Beside that, the system also able to generate the statistic report of event that occurs in Malacca by year or by month.

Lastly, this system also can help the administrator or staff to manage, control and monitor all the data and information. The administrator also able to make backup and recovery for all data in database to ensure all data are save.

## 1.2 Problem Statement

The Current system is used manually method which all information are stored in the paper. The current systems are not managed properly for all information because did not use database.

In the current system, users usually have difficulty to search all information that tourist want to know. In the other words, users have to go through a page by page of paper to search all information needed. The current system still used paper as a ways to store all information about hotel, travel agents, tourism products, event and report.

When tourists required information, users always take a long time to find all information needed. This is happened because of all data are stored in a paper and make difficulty for users to search each of paper in the files. When this happened, they need to wait for a long time and it will waste their time.

Besides, all documents are not in the proper arrangement. All data are listed random which lead for difficulty for users to search information where users must flip the page for required information. That means if the user search one place, there have hundred of data that must be search by users to found the information.

Users also must generate report manually which users must analysis the data one by one data in order to generate the report. Usually, users must write all data in paper when get the information. So, report will be generated manually. It will waste user's time to analysis all data day by day to generate the report.

## 1.3 Objective

The objectives that to be achieved from this project is:

- **To computerize all records based on web based system.**

This system will develop to computerize all records and replace current system. Besides that, this system will develop based on web based system which will manage all records in database.

- **To provide an intelligible system.**

The system that has build is to provide the user an intelligible system which makes it easier in order to congregate the information needed by the user. All data will arrange properly. Beside that, user easily to manage, control and monitor the system.

- **To analysis data and generate report.**

This system is able to analyst data and generates statistic report for all events that occur in Malacca by year or month. Users no need to analysis page by page of data to generate the report because system will generate the report from the data in database.

## **1.4 Scope**

The scope of this project includes the target user, function of the system and also the technology included.

### **1.4.1 User**

- **Admin**

Admin is a person who worked for system maintenances. Admin is the one who can use full system and manage the system. So, admin able to make update to all important information in database. Beside that, administrator also able to make backup and recovery for all data in database to ensure all data were save.

- **Staff**

Staff is users that give the information when needed by tourist. Beside that, staff also responsible to key in information about package or event given by other company.

#### **1.4.2 Function**

There are eight modules that will be developed which are admin module, staff module, login module, hotel module, travel agent module, tourism product module, event module and statistic report module. All processes involved in the module include:

- Admin module is the important element in the system which is responsible to maintain the system. Backup and recovery process, user level control, dynamic database creation and dynamic report are the task that is manages by the admin.
- Staff module enables the user to view all the information such as hotels, travel agent, tourism product and event. They also responsible to key in information about package or event given by other company.
- Login module will check whether a staff is a valid staff or not. If the staff entered a wrong username or password, they will be blocked from entering the system. If they are a valid staff, they can access the system.
- Hotel module records all information about hotel in Malacca. The information are includes package that provide by the hotel. Then, users able to key in new hotel, type of room provide by the hotel, package, update current information and search hotel information when needed.

Travel agent module records all information about company of travel agent in Malacca. The information are includes package that provide by the travel

agent. Then, users able to key in new company, package, update current information and search company information when needed.

- Tourism product module records all information about tourism product in Malacca. The information are includes product hour and fee that provide by the tourism product. Then, users able to key in new tourism product, product hour, product fee, update current information and search tourism product information when needed.

Event module records all information about event in Malacca. Users able to key in new event and update current information event.

- Statistic report module cans analysis event data in the database to generate the statistic report. The system will generate the statistic event that arranged in Malacca. Beside that, user able to choose event statistic report by year or by month.

### **1.4.3 Technology**

The technologies will using based on stand-alone system such as:

- Windows XP as the platform
- MySql as the database
- Hypertext Preprocessor (PHP) as the server side scripting language.

## **1.5 Project Significance**

Tourism Malacca Management System (T2MS) is a programmed that develops the tourism industry through the system which it helps the local agency in