

ADVANCED SCHOOL OF SYSTEMS AND DATA STUDIES

(ASSDAS)

**A PROPOSAL SUBMITTED TO THE ACCRA INSTITUTE OF TECHNOLOGY IN PARTIAL FULFILLMENT OF THE REQUIREMENT OF THE DEGREE IN COMPUTER SCIENCE**

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**The Research Topic**

A TECHNOLOGY-DRIVEN TOURISM MANAGEMENT SOLUTION DEVELOPED TO SUPPORT THE OPERATIONS OF TRAVEL AGENTS IN NIGERIA

**Introduction**

Tourism has turned out to be an economic booster contributing to the economic development of many countries over the last few decades. People see holidays as a necessity, and not as a luxury in the present scenario. Tourism calls for coordination and cooperation between travel agents, tour operators, and tourists. Tourism has a few major elements − destinations, attractions, sites, accommodation, and all ancillary services. The need for a robust and dynamic tour management application has been around since the advent of the tourism concept. Tourism is believed to be the fastest-growing industry in the world. Facts and figures have shown that it has an annual growth rate of 4% in countries like the USA, Italy, France, Spain, the UK, and the Caribbean and recently, African countries like Kenya. South Africa, Morocco, Tunisia, Review of Public Administration and Management Vol. 3, No. 5, July 2014 Gambia, Egypt, and so on, earned substantially from tourism as analyzed by Mani (2003). He further explained that both receipts and tourist arrivals have been on an increase, which implies the growth trend of the industry. In fact, according to ILO (2001), globally the World Tourist Organization (WTO) predicts that the number of international tourists will reach almost 1.6bn by the year 2020 (as opposed to 565mn in 1995). Similarly, international tourism receipts will exceed US $2,000bn. Thus, this development and indeed the mono-cultural nature of the Nigerian economy leave no one in doubt as to the need to develop and sustain our tourism industry. Nigeria is a vast and fascinating country with varying geographical regions and ecological zones. It has diverse and amiable climatic variables rich in biological diversity. Cascading water systems, rolling links, and pleasant and distinctive sceneries. Accordingly, the Nigerian government has to diversify the economy to incorporate the tourism sector with the launching of the Nigeria Tourist Association (NTA) in September 1962. The dwindling mono-cultural oil economy in the ’70s though rising in recent time still require Nigeria to develop its tourism sector because oil is vulnerable to fluctuations in demand and price in the international market. So, for the sector to contribute to the wealth of the nation and the well-being of Nigerians, the Nigerian Tourist Association (NTA) metamorphosed into the Nigeria Tourist Board (NTB) which now changed to Nigeria Tourist Development Corporation (NTDC) by the virtue of degree 81 of 1992 under the supervision of Ministry of Culture and Tourism.

**Field and Subject Area of Study**

The Field of study for this research is Computer Science and the subject area of focus is web development for Tourism in Nigeria.

**Specific Objectives**

This project cannot be done without an objective. So, therefore, the objectives are;

1. To provide entertainment to tourists, organize tourism-related activities such as cultural shows, fairs and festivals etc.
2. To promote and develop tourism in Nigeria.
3. Ensuring the promotion and marketing of tourism products and services within and outside the country.
4. To help in visitor satisfaction, community development, resource protection, and economic development in the country.
5. To get information about a tourist destination in Nigeria.
6. Implementing a chatbot system for quick response about the sites
7. Also, for better user view a virtual tour guide will be implemented.

**The Research Problem Statement**

The Problem Setting

Nigeria’s tourism sector is scandalously underdeveloped. Nigeria is home to a diverse number of ethnic groups, cultures, and a rich cultural heritage. There are groups who have a history of engaging in pottery and carvings, artefacts, etc. there are also natural tourist centres like the Olumo Rock in Ogun State, Yankari Game Reserve and resort in Bauchi State, Obudu Mountain Resort in Cross Rivers State, etc. There are also cultural events such as festivals like the Calabar carnival and Eyo Masquerade festival etc.

One who decides to go on a tour to any country will definitely weigh the pros and cons of the destination. Is it any surprise that many foreigners refuse to choose Nigeria as their tourist destination? Tourism in Nigeria has a host of simple and multi-layered problems even most tourist websites are not properly managed to help assist with some of these problems.

In most existing systems, all the records are not kept perfectly because all the work is done manually, so keeping up-to-date details of the vehicles, timings of bookings, seat availability for reservation, vehicles or rooms/hotels availability is not done. The amount of the overall trips is kept in documents and the calculations done are manual which made led to huge mistakes. Thus, the existing system is very time-consuming and manual work sometimes leads to a great loss as well.

Prior Studies / Works

The development of this project is not done for just a test of knowledge;

Most people in this world like to travel from one place to another no matter whether it is a small or large distance. The need for a tourism management system that can manage tourism information with ease is sought after by every tour management company. Tour Management system is a dynamic website for tourism business. This travel and tourism application is designed for travel agencies by which they can manage different tour packages based on the destinations. By using this, the tour company can tailor tour packages spanning various destinations at almost every price point. They also implemented a search module that e allows the administrator to find and update or upgrade the tour packages with ease. This module can also even be extended to a customer application page by which customers can find the right tour package for them at every budget, depending on the tour locations. The main purpose is to help tourism companies to manage tour packages. The system can also be used for both professional and business trips. The proposed system maintains a centralized repository to make necessary travel arrangements and to retrieve information easily.

The Focus of the Study

The proposed system is highly automated and makes travelling activities much easier and more flexible. The user can get the very right information at the very right time especially when the chatbot is used. Customers can get knowledge of the hotels and vehicles they are going to use on their trip prior to the start of the trip. This will increase the trust of the customer in the travel company as well. Once the bookings are confirmed all the travel details, customer details as well as all the relevant details related to the trip like hotel name, room number, vehicle number, vehicle owner’s details, date of arrival, date of departure, food to be served and every single detail will be available to the client. They just need one click using the mouse and everything is made available to them including viewing the sites in virtual.

This system also helps to promote responsible and interesting tourism so that people can enjoy their holidays at their favorable places and develop tourism with different cultures so that they enrich the tourism experience and build pride

**Methodology**

The development model selected for this system will be the Waterfall model which is a sequential (non-iterative) design process, used in software development processes, in which progress is seen as flowing steadily downwards (like a waterfall) through the phases of conception, initiation, analysis, design, construction, testing, production/implementation, and maintenance. This model was selected because our Requirements are well and completely defined, and are unlikely to change. Moreover, this is a critical system that may save time and therefore requires a rigid model of development.

**Background and the Justification of Study**

Tourism is one of the growing sectors of the Nigerian economy. The industry was accorded priority status in 1990 when the National Tourism Policy was launched. The main thrust of Government policy on tourism was to generate foreign exchange earnings, create employment opportunities, and promote rural enterprises and national integration, among other things.

In recognition of the immense contributions of tourism to the national economy, the country's Vision 2010 set the year 2005 as the nation's year of tourism. The obvious implication of this development is that tourism policies and programs will now be aimed at making Nigeria the "Ultimate Tourism Destination in Africa".

Nigeria offers a wide variety of tourist attractions such as extended and roomy river and ocean beaches ideal for swimming and other water sports, unique wildlife, vast tracts of unspoiled nature ranging from tropical forests, magnificent waterfalls, some new rapidly growing cities and climatic conditions in some parts particularly conducive to holidaying. Other attractions include traditional ways of life preserved in local customs; rich and varied handicrafts and other colorful products depicting or illustrative of native arts and lifestyle, and the authentic unsophisticated but friendly attitude of many in the Nigerian population. However, many of these attractions are still largely untapped, and even in their raw, undeveloped state, they are still being enjoyed by a few outsiders, either very rich visitors in quest of exoticism or adventurous people in search of new challenges and experiences. The lack of required modern infrastructural facilities and in some parts of the country, acute conditions of underdevelopment and poverty can be seen which many potential Nigeria-bound tourists may not like to be confronted with. These are impediments to tourism, which the new administration has been tackling since the assumption of office. Investors, both foreign and local, are therefore called upon to come and invest in the abundant tourism potential in the country.

**Expected Outcome of the Research**

The Tourism Management System aims in providing a search platform where a tourist can find their tour places according to their choices. The system will also help to promote responsible and interesting tourism so that visitors around the world can enjoy their holidays at their favourable places and develop tourism with different cultures in Nigeria so that they enrich the tourism experience and build pride.

**The Research Implementation Schedule**

The research work would follow the timeline as provided below: -

* The first chapter will be done in a month
* The second chapter would be developed in a month
* The third chapter would be developed in a month
* The fourth chapter would be done in a month
* The fifth chapter would be completed in a month.