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Subject: Computer Application technology

School: School of Hope

Topic: Unlocking a resilient future

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# Introduction

# Task definition

## What is the current situation and the purpose of this investigation?

Travel and tourism sector is one of the most affected sectors during this pandemic. It is because travelling is the main cause of spreading covid-19 virus, and it’s the reason why the virus has spread to many countries across the world. I want to provide the tourism sector with information on how there can operate during the pandemic using technology.

## What will be the focus of investigation?

My investigation is to advise the sector and provide them with strategies on how there can operate without spreading the virus. I want to provide them with technology tools that can be helpful, such as e-ticket for airlines etc. I want to show them how digital technology can prevent Hotel, Airline staff, guests from spreading the virus in hotels, airports, train stations and more. I want to teach them skills there can use to prevent the impact of covid-19.

## How will I go about the investigation considering all PAT requirements?

I will use the resources and skills that I have such as being able to use the internet, read articles to get valuable information, the technology skills I have which I find very helpful to many sectors that I have assisted. I will gather information strategies from expects all over the world using online tools like Google, Facebook etc.

## Who is the target audience?

The group of people that I am targeting are the tourism enthusiast and the tourism industry

## Focus Question?

How can Travel and Tourism sector use technology for continuous operations in this time of the pandemic?

## Research Questions

1.What new technologies will the airlines introduce during the pandemic for air travelers?

2.How was the accommodation sector able to use technology to combat COVID-19?

3.Was the use of E-tourism sustainable for tourist during the pandemic?

4.What technology tools are appropriate for use in hotels

5.how can tourist book accommodations using technology?

6. How can railway companies use technology to prevent the spread of the virus on trains?

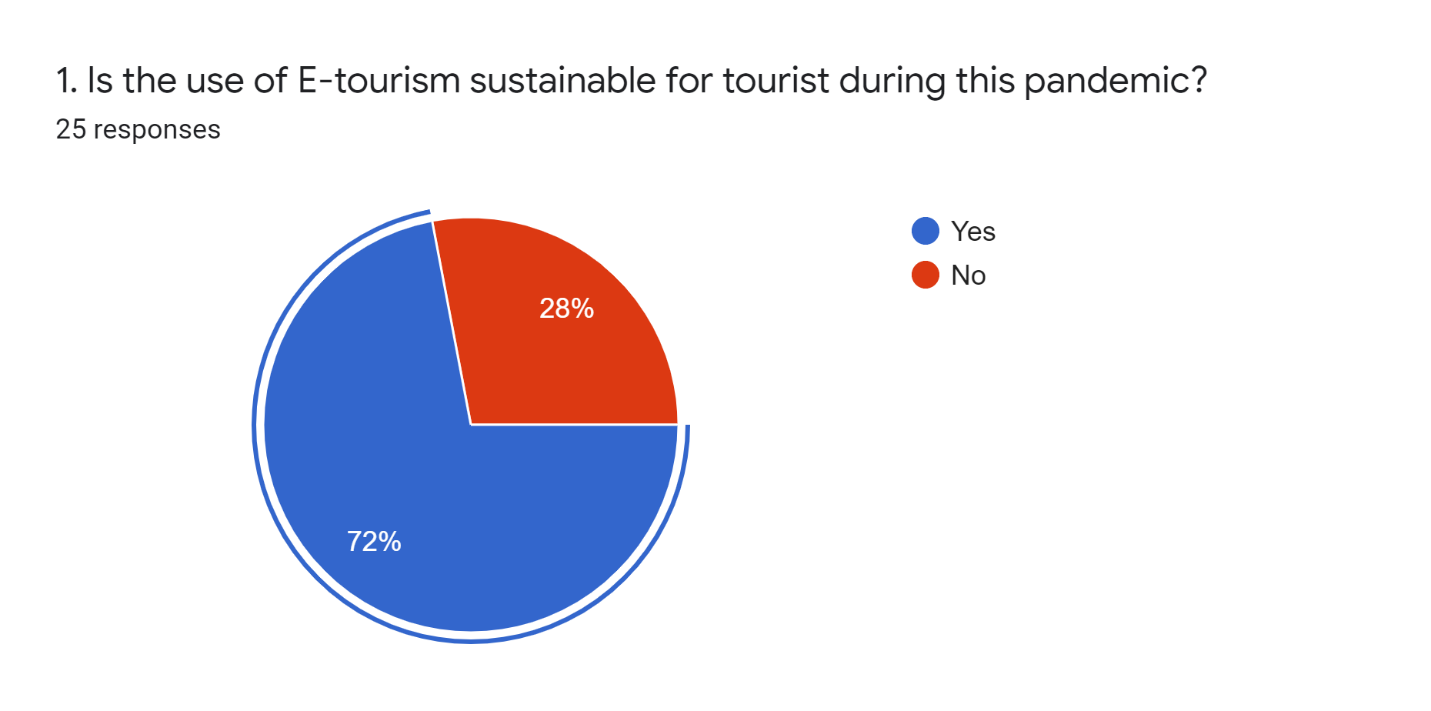
7.What are the strategies that hotel shops, lodges can use to prevent covid-19 using technology?

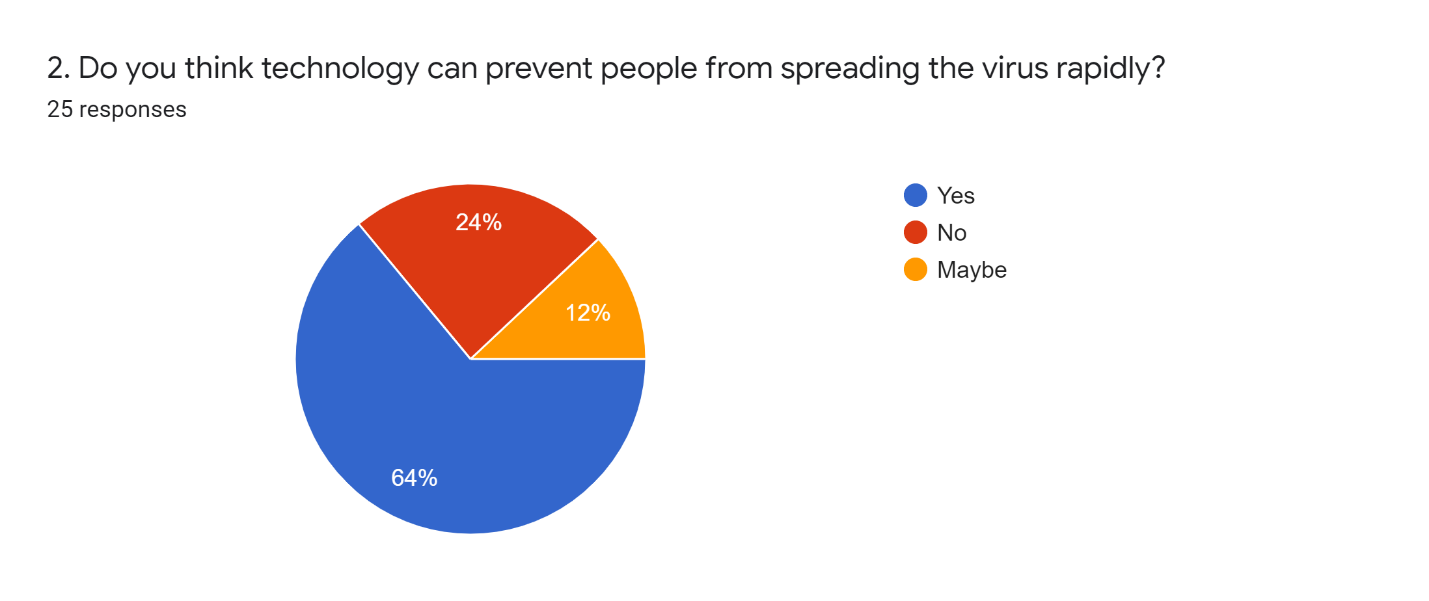
8. What is the impact of covid 19 on the public transport sector?

9.Which technology tools are sectors using to combat covid-19

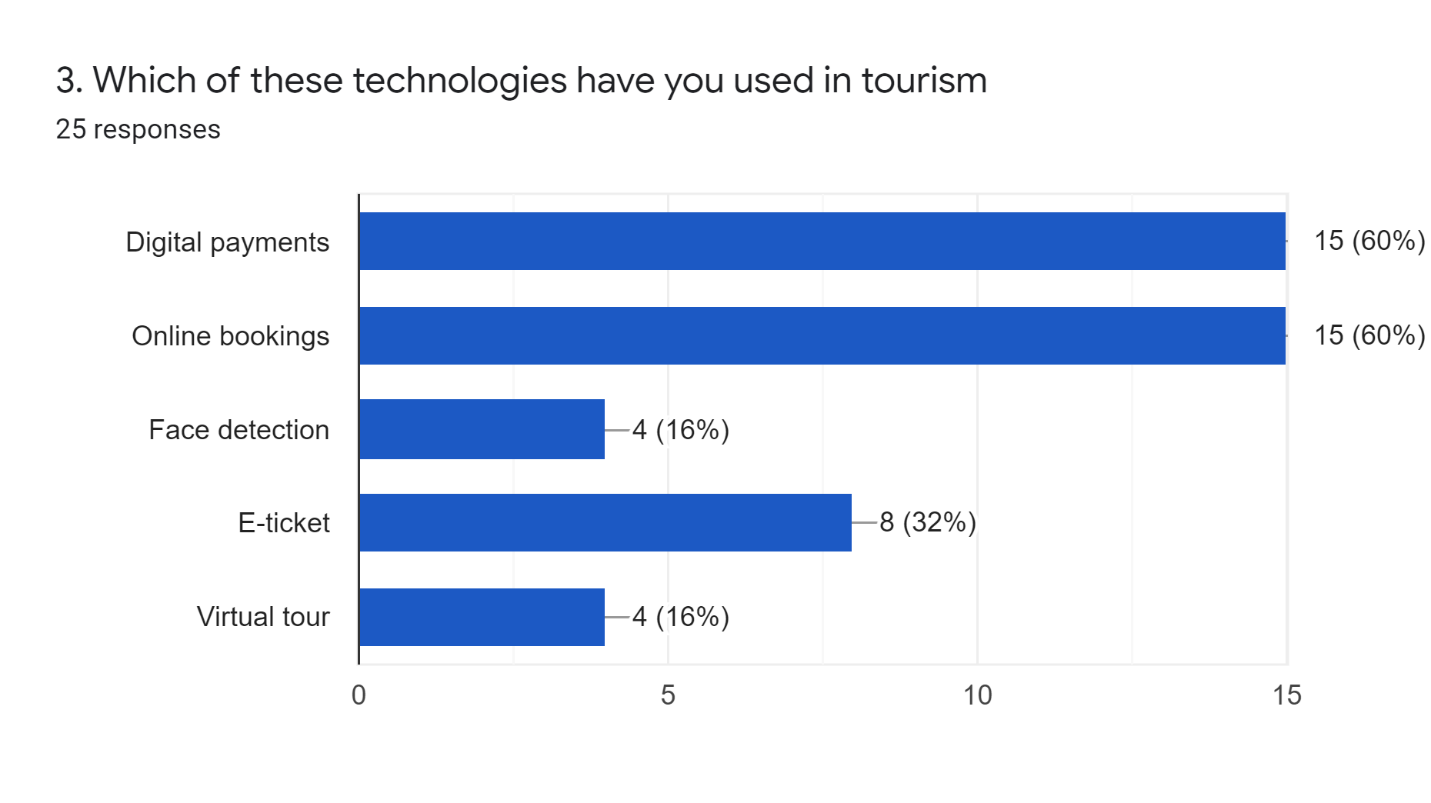
10.How Satellite Technology could potentially save SA Tourism

# Findings

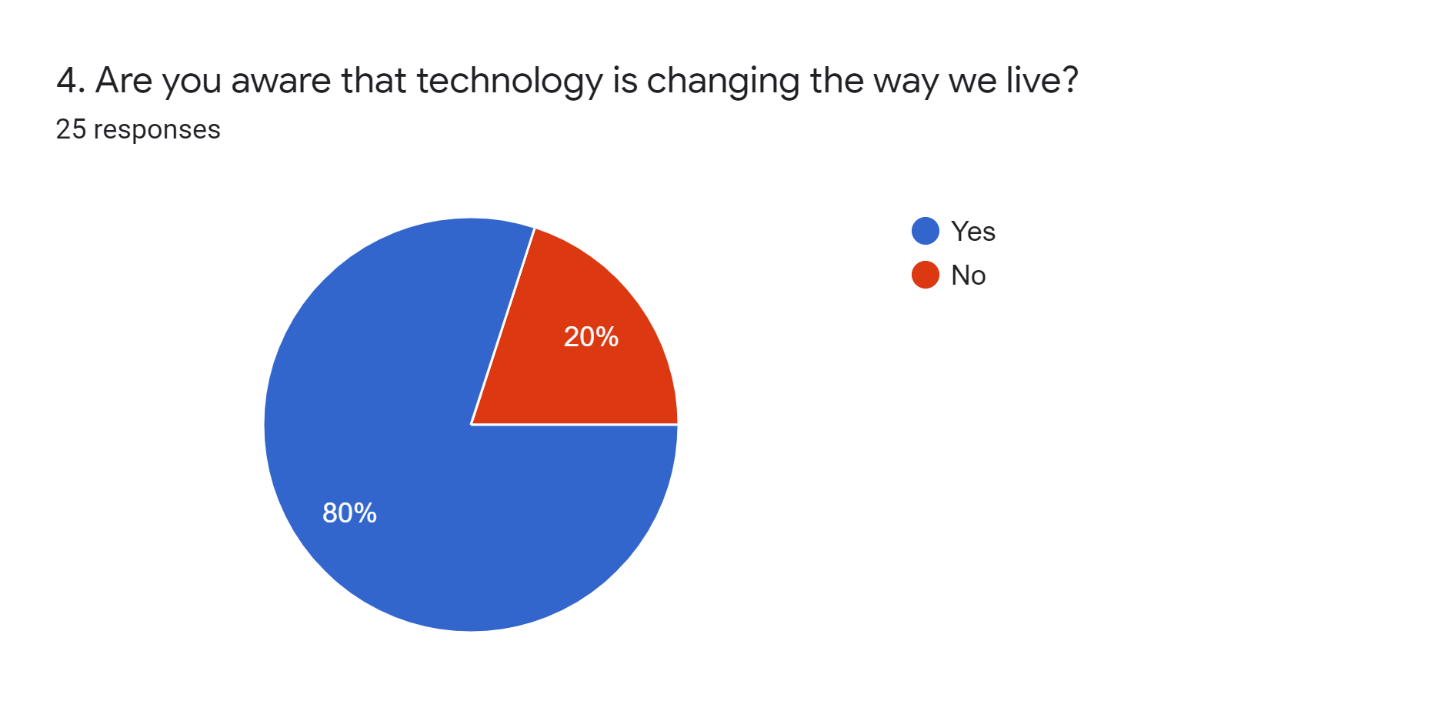


The use of E-tourism has become sustainable during this pandemic, as you can see in the graph **72%** of people agreed that E-tourism is sustainable and **28%** of them disagreed. This shows that most of the people are sustainable with E-tourism and few of them are not. Its clear that most of them agree with the sustainability because during this pandemic E-tourism is the safest way to enjoy travel. Tourists can explore top tourist attractions while sitting at home with the use of virtual tours etc.

According to the responses, **64%** of the people say technology can prevent the virus from spreading, but only **24%** of them disagree with that fact, and **12%** of them were not sure about that. This shows that technology can prevent the virus by **64%** according to this survey. But technology is not that accurate on preventing the virus because **24%** of the people say no it cannot prevent the virus and **12%** of them are not sure.



This bar graph shows statistics of the following technologies used in the tourism industry. These statistics are based on the use of technologies such as Digital payments, Online bookings, Face detection, E-ticket, Virtual tour. According to the percentages, **60%** of people have used Digital payments and **60%** have used Online booking while **16%** have used Face detection and only **32%** have used E-ticket and **16%** have used Virtual tours.

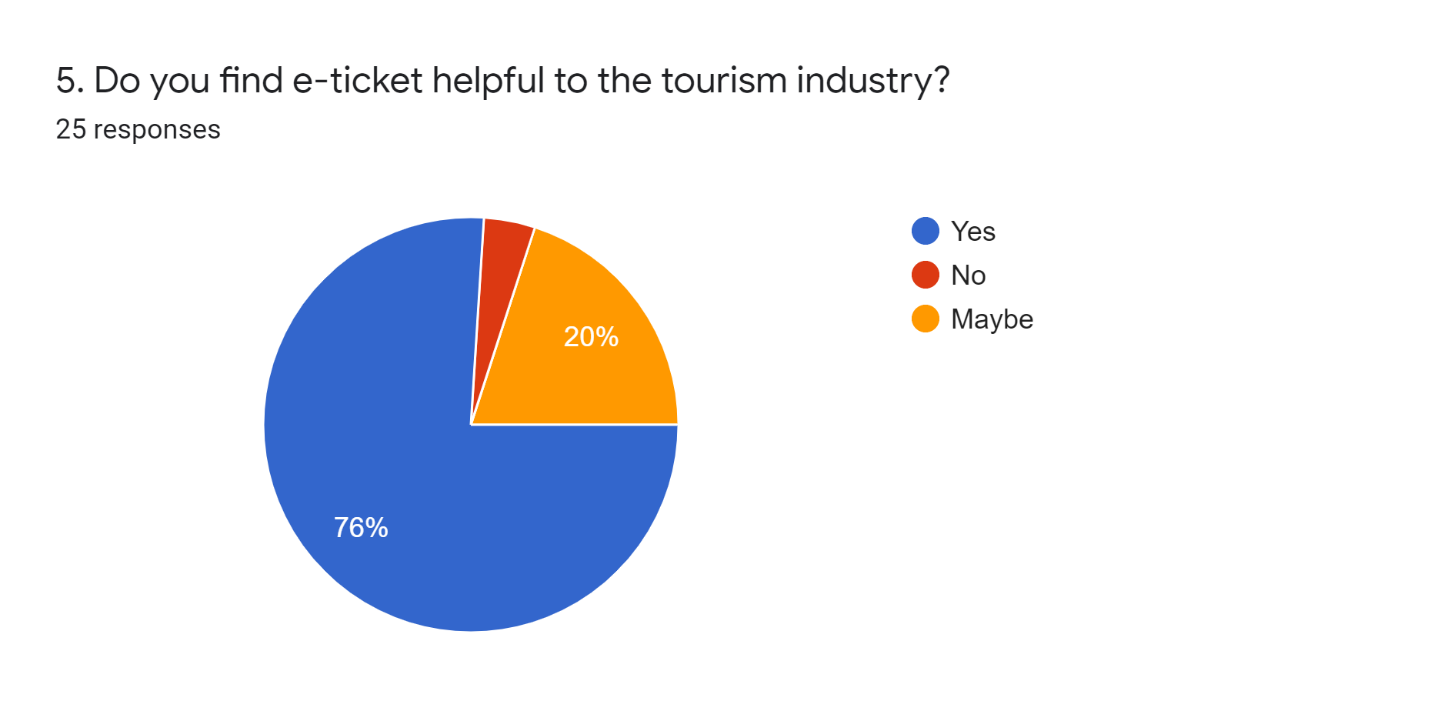


The survey was made to see if people in the tourism sector are aware of technology

**80% of the people said Yes**

**20% of the people said No**

This shows that most people are aware that technology is changing the way we live. Its clear because technology is making our lives easy with new innovations etc. By now everyone should be aware that technology is changing our lives, but some of the responses are not aware 20% of them said there are not aware



They are many technologies used in the tourism industry including E-ticket. These technologies have become helpful to the industry in many ways especially in fighting the covid-19 virus. E-ticket is an innovative way to travel and it has improved the safety of traveling during this pandemic.

**76%** of people said **Yes.** They find E-ticket helpful to the tourism industry

**4%** said **No** they don’t agree

And **20%** of them said **Maybe.** This group of people were not sure.

# Conclusion

Appendices:

Research questions and Source table:

| **N0** | **CATEGORY**  **(Heading –** *minimum 3)* | **QUESTION** | **LEVEL OF QUES**  **(1, 2, 3, 4)** | **TYPE OF SOURCE**  **(Web site/ book/ magazine/ questions to people)** | **BIBLIOGRAPHICAL INFORMATION** | |
| --- | --- | --- | --- | --- | --- | --- |
| **1.** | Solutions | What new technology will the airlines introduce during the pandemic for air travelers? | 1 | Website | **Name of website-** | Airport Technology |
| **Name of web page** | Technology for airport operations post-covid-19 |
| **URL** | [Technology for Airport Operations Post-Covid-19 - Airport Technology (airport-technology.com)](https://www.airport-technology.com/contractors/consult/tav/pressreleases/technology-airport-operations-post-covid-19/) |
| **Author/**  **Organisation/**  **publisher** | TAV Technologies |
| **Date created** | 15 June 2020 |
| **Date accessed** | 21 April 2021 |
| **2.** | Problem | .How was the accommodation sector able to use technology to combat COVID-19? | 3 | Website | **Name of website-** | Tsogo Sun |
| **Name of web page** | Covid-19 Health and Safety |
| **URL** | <https://www.tsogosun.com/covid-19-safety> |
| **Author/**  **Organisation/**  **publisher** | TSOGO SUN HOTELS |
| **Date Created** | 17 June 2021 |
| **Date accessed** | 21 June 2021 |
|  |  |
| **3.** | Problem | Was the use of E-tourism sustainable for tourist during the pandemic? | 2 | Website | **Name of website-** | **[Taylor and Francis Online](https://www.tandfonline.com/)** |
| **Name of web page** | Technology, ICT and tourism |
| **URL** | [Full article: Technology, ICT and tourism: from big data to the big picture (tandfonline.com)](https://www.tandfonline.com/doi/full/10.1080/09669582.2020.1865387) |
| **Author/**  **Organisation/**  **publisher** | Stefan Gossling |
| **Date created** | 3 December 2020 |
| **Date accessed** | 21 April 2021 |
| **4.** | Solutions | What technology tools are appropriate for use in hotels | 1 | Website | **Name of website-** | aurecon |
| **Name of web page** | Technology in the hospitality industry-exploring |
| **URL** | <https://www.aurecongroup.com/thinking/insights/aurecons-successful-hotels/technology-in-the-hospitality-industry-exploring-the-very-latest-trends> |
| **Author/**  **Organisation/**  **publisher** | aurecongroup |
| **Date created** | 2020 |
| **Date accessed** | 21 April 2021 |
| **5.** | Impact | how can the tourist book accommodations using technology? | 2 | Website | **Name of website-** | Hotel management |
| **Name of web page** | How covid-19 has accelerated tech adoption in the hotel industry |
| **URL** |  |
| **Author/**  **Organisation/**  **publisher** | Zain Jaffer, Zain ventures |
| **Date created** | [How COVID-19 has accelerated tech adoption in the hotel industry | Hotel Management](https://www.hotelmanagement.net/tech/how-covid-19-has-accelerated-tech-adoption-hotel-industry) |
| **Date created** | 8 January 2021 |
| **6.** | Solutions | How can railway companies use technology to prevent the spread of the virus on trains? | 4 | Website | **Name of website-** | Railway Technology |
| **Name of web page** | Track and trace: keeping the railways free from covid-19 |
| **URL** | <https://www.railway-technology.com/features/railways-clean-covid-19> |
| **Author/**  **Organisation/**  **publisher** | Andrew Tunnicliffe |
| **Date created** | 24 November 2020 |
| **Date accessed** | 21 April 2021 |
| **7.** | Solutions | What are the strategies that hotel shops, lodges can use to prevent covid-19 using technology? | 2 | Website | **Name of website-** | Hotel online |
| **Name of web page** | Four technologies that can help hotels augment covid-19 safety procedures |
| **URL** | <https://www.hotel-online.com/press_releases/four-technologies-that-can-help-hotels-augment-covid-19-safety-procedures> |
| **Author/**  **Organisation/**  **publisher** | Tom Ricco |
| **Date created** | 5 August 2020 |
| **Date accessed** | 21 April 2021 |
| **8.** | Impact | What is the impact of covid 19 on the public transport sector? | 1 | Website | **Name of website-** | Engineering news |
| **Name of web page** | Covid-19 to have lasting impact on the transport sector |
| **URL** | [Covid-19 to have lasting impact on the transport sector (engineeringnews.co.za)](https://www.engineeringnews.co.za/article/covid-19-to-have-lasting-impact-on-the-transport-sector-2020-08-14/rep_id:4136) |
| **Author/**  **Organisation/**  **publisher** | [IRMA VENTER](https://www.engineeringnews.co.za/author.php?u_id=15) |
| **Date created** | 14 August 2020 |
| **Date accessed** | 21 June 2021 |
| **9.** |  | Which technology tools are sectors using to combat covid-19 | 3 | Website | **Name of website-** | Digiteum |
| **Name of web page** | 5 Technologies for Travel Tourism Industry in Post-COVID Era |
| **URL** | <https://www.digiteum.com/technologies-travel-tourism/> |
| **Author/**  **Organisation/**  **publisher** | Digiteum Team |
| **Date created** | 15 March 2021 |
| **Date accessed** | 21 June 2021 |
| **10.** | Solution |  |  | Website | **Name of website-** | Africanews.space |
| **Name of web page** | Space in Africa |
| **URL** | <https://www.google.com/amp/s/africanews.space/how-satellite-technology-could-potentially-save-sa-tourism/amp/> |
| **Author/**  **Organisation/**  **publisher** | Mustapha Iderawumi |
| **Date created** | April 2021 |
| **Date accessed** | 21 June 2021 |
|

## Evaluating sources:

|  |  |
| --- | --- |
| Webpage1 | <https://www.iol.co.za/travel/travel-news/> |
| Authority | IOL Staff Reporter |
| Currency | 24 January 2020 |
| Accuracy | No |
| Objectivity | Information is not biased |
| Coverage | how can tourist book accommodations using technology? |
| Webpage2 | [https://www.travelpulse.com/news/travel-technology/how-technology-will-reshape-the-hotel-industry-post-covid-19-pandemic](https://www.travelpulse.com/news/travel-technology/how-technology-will-reshape-the-hotel-industry-post-covid-19-pandemic.html) |
| Authority | Laurie Baratti |
| Currency | 4 August 2020 |
| Accuracy | Yes |
| Objectivity | Information is biased |
| Coverage | 2.How will Technology Reshape the Hotel industry |
| Web site 3 | [https://www.tandfonline.com/](https://www.tandfonline.com/doi/full/10.1080/01441647.2020.1857886) |
| Authority | [Konstantinos Gkiotsalitis](https://www.tandfonline.com/author/Gkiotsalitis%2C+Konstantinos) |
| Currency | 26 June 2020 |
| Accuracy | No |
| Objectively | Information not biased |
| Coverage | How can public transports use technology to overcome the effects of covid-19? |

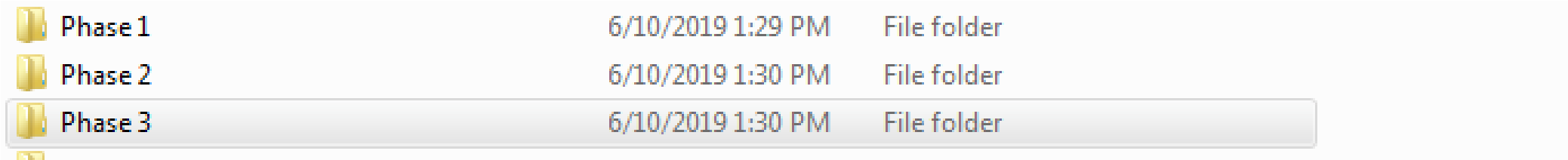
## Summary of each source:

|  |  |  |
| --- | --- | --- |
| Sources | Question | Summary of the sources from which the answers to these questions will come: |
| Web site | What new technology will the airlines introduce during the pandemic for air travelers? | Biometrics for identifying verification to replace physical fingerprint and hand scanning.  Touchless options:   * contactless fingerprint and gesture * iris and face detection * voice recognition |
| Web site | How was the accommodation sector able to use technology to combat COVID-19? | Bookings are made online to avoid any crowd  Some sectors have apps and web apps |
| Web site | Was the use of E-tourism sustainable for tourist during the pandemic? | Yes, it was helpful because it reduced ticket lines by 80% during the time of the pandemic.  Yes, by increasing security and flexibility e.g. you don’t have to travel to get a ticket |
| Web site | What technology tools are appropriate for use in hotels | Digital conference facilities  Mobile communication  NFC Technology  Infrared sensors  Smart room keys |
| Web site | how can the tourist book accommodations using technology? | Tourist can use booking apps and web apps example trivago  There can also book online using online advertisement but avoid any untrusted adverts because there pose a treat |
| Web site | How can railway companies use technology to prevent the spread of the virus on trains? | Safety AI cameras that detect the number of passengers entering a carriage  Sensors in the train doors that will detect passengers every time there enter so that conductors could manage the numbers and prevent train from moving when numbers are high |
| Web site | What are the tools and strategies that hotel shops, lodges can use to prevent covid-19 using technology? | Ecommerce websites to limit physical purchase  Apps  Online adverts and electronic display boards  Self-service counters that use AI technology  Since we are living in world of AI, businesses can use Robots if necessary and able to afford. |

# Conclusion

# Bibliography

## Folder structure



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Learner declaration of authenticity** | | | | | |
| **Learner name:** | Lutho Tofile | | | **ID**  **Number** |  |
| **Grade** | 12 | | | **Year** | 2021 |
| **Subject** | Computer Applications Technology | | | | |
| **Practical Assessment Task (PAT)** | | **Phase 1** | | **Teacher:** | Ade Oyewo |
| Did you receive any help/information from anyone to complete this project?  No ☑Yes (provide details below) | | | | | |
| Help/Information received from (person): | | | Nature of the help/information (provide evidence): | | |
|  | | |  | | |
| I hereby declare that the contents of this assessment task are my own original work (except where there is clear acknowledgement and appropriate reference to the work of others) and that I have not plagiarised, copied from someone else or used work previously submitted for assessment by anyone.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **SIGNATURE OF LEARNER DATE** | | | | | |