

A
PROJECT REPORT
ON
Tourism Management System

Submitted to
University Of Mumbai
In the partial fulfillment of the degree of
Bachelor of Computer Science

By
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Under the Guidance of
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Navkonkan Education Society's
D.B.J College, Chiplun

D.B.J COLLEGE CHIPLUN.



DEPARTMENT OF COMPUTER SCIENCE

CERTIFICATE

This is to certify that, **Mr. Omkar Mangesh Dhuri** of **TYBsc.CS** class bearing examination **Seat Number** _____ has satisfactorily carried out the project on **Tourism Management system** as laid down by the University of Mumbai for the year **2024-25**. His bonafide work was completed under the guidance of **Miss. Aatufar Naik**

Signature of Guide
(Miss.Aatufar Naik)

Examiner

Head of Department
of Computer Science
(Mr. Suresh
Nalawade)

Date:

Place: Chiplun

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PHASE – 1

PRELIMINARY

INVESTIGATION

ACKNOWLEDGMENT

It's my great pleasure to take the opportunity and sincerely thank all those who have shown me the way to a successful project and helped me a lot during the completion of my project.

I greatly thank my Project Guide Miss.Aatufar Naik without whom the completion of this project couldn't have been possible.

I take this opportunity to express my deep gratitude towards all the members of the Computer Science Department, for helping me in the completion of the project.

My sincere thanks to respected Principal Dr MS.Bapat and the Head of the Computer Science Department Mr.Suresh Nalawade for providing all the facilities including the availability of Computer Lab.

CURRENT SYSTEM

1) Tourist Registration : These systems allow for the easy registration of new tourists, capturing essential demographic information, contact details, passport/visa details, travel preferences, and emergency contact information. The system can also store loyalty program memberships, travel history, and any special requirements like dietary preferences or accessibility needs to enhance the overall experience.

2) Booking Scheduling: The system provides tools for booking and scheduling reservations for accommodations, tours, and activities. It allows for easy rescheduling and cancellations, along with sending booking confirmations and reminders via email or SMS to tourists. This ensures that tourists stay informed of their travel plans and any changes to their itineraries.

3) Mobile Accessibility: The system offers tools for scheduling tours, excursions, and activities, allowing tourists to book, reschedule, or cancel easily.

Automated email or SMS notifications ensure that tourists receive booking confirmations, reminders, and updates on changes to their tour schedules, ensuring a seamless travel experience.

4) Workflow Automation: Automation features help streamline repetitive tasks such as booking confirmations, itinerary updates. These features reduce manual data entry, improve efficiency, and ensure consistency in managing bookings, cancellations, and customer communications, allowing tourism operators to focus on delivering quality service.

5) Tourist Portal: Some systems provide tourist portals where travelers can access their booking details, manage reservations, view itineraries, and communicate directly with service providers such as hotels, tour operators, and travel agents.

LIMITATIONS OF CURRENT SYSTEM

1) Implementing and maintaining a tourism management system can be costly, encompassing initial setup expenses, hardware, software, and ongoing maintenance fees. Smaller travel agencies, tour operators, or hospitality businesses with limited budgets may find it challenging to invest in comprehensive systems

2) Some tourism management systems can be complex and may require training for staff to use effectively. Frequent staff turnover in the tourism industry can lead to a continuous need for training, which can be time-consuming and costly. This can impact overall efficiency and the quality of service provided to customers, as new employees may take time to become proficient with the system.

3) Protecting customer data is a crucial issue in the tourism industry. Tourism management systems must comply with strict data security and privacy regulations California. A breach of customer information can lead to severe legal ramifications and damage to the company's reputation, potentially resulting in loss of trust and business from clients.

4) Some tourism management systems may struggle to scale effectively to meet the evolving demands of a growing travel business. This limitation can lead to performance issues, such as slow response times or

system outages, and may necessitate expensive upgrades or replacements to accommodate increased bookings, additional services, or a larger customer base.

PROPOSED SYSTEM

- The proposed **Tourism Management System (TMS)** is a comprehensive software solution designed to automate and streamline various tourism operations, enhancing customer experiences, improving efficiency, and optimizing overall management of travel services, accommodations, and activities.
- Capture and store detailed tourist information, including demographics, travel preferences, booking history, payment details, and emergency contacts. This ensures personalized service and efficient management of travel arrangements.
- Enable tourist to book reservations online for accommodations, tours, and activities while efficiently managing booking schedules and availability. This helps streamline the booking process and enhances customer satisfaction.
- Offers a real-time dashboard for tourism operations and managers displaying key performance indicators (KPIs) and trends related to bookings, customer satisfaction, revenue, and occupancy rates. This helps in making informed decisions and optimizing operational efficiency.

- Allows staff to create and manage task lists for handling tourist services, follow-ups, and administrative tasks, such as confirming bookings, coordinating with service providers, and managing customer inquiries, ensuring smooth operations and timely service delivery.
- The system generates real time reports, analytics and insights, allowing tourism operators to make data-driven decisions and monitor performance effectively. These insights include booking trends, customer demographics, revenue analysis, and service feedback, helping to optimize operations and improve customer satisfaction.

ADVANTAGES OF PROPOSED SYSTEM

Streamlined Tourist Management:

The system simplifies tourist registration and booking processes, reducing administrative workload and minimizing the risk of data entry errors. Tourist profiles are easily accessible, enabling travel operators to quickly view booking history, preferences, and itineraries, ensuring personalized service and seamless travel experiences.

Staff and Service Provider Management:

The system streamlines staff scheduling and service provider coordination, improving productivity and reducing scheduling conflicts. It also supports performance tracking and leave management, helping maintain an efficient and motivated workforce across accommodations, tours, and other travel services.

Data-Driven Decision-Making:

Real-time dashboards and custom reports provide valuable insights for tourism operators, enabling data-driven decision-making and monitoring of key performance indicators such as booking trends, customer satisfaction, revenue, and occupancy rates. This helps optimize business strategies and improve overall efficiency.

FEASIBILITY STUDY

Executive Summary:

The feasibility study for the Tourism Management System project aims to assess the viability of establishing a modern platform for managing travel services.

Introduction:

This study evaluates the financial, operational, and technical feasibility of implementing the proposed tourism management system.

Project Description:

The project envisions creating a comprehensive platform to facilitate bookings, itineraries, and customer interactions for a range of travel services, targeting the [CH IPLUN].

Operational Feasibility:

The platform will require an estimated [number] travel agents, [number] administrative staff, and [number] customer support personnel to ensure efficient operations.

Technical Feasibility:

Evaluate potential technologies and hosting solutions, considering factors like scalability, security, and user accessibility.

Gantt chart

Sr.No	Phase		Expected Date of Completion	Actual date of Completion	Remark
1	Preliminary Investigation				
	A	Organizational overview	25/6/24		
	B	Limitations of the current system Advantages of the proposed system	27/6/24		
	C	Feasibility Study	29/6/24		
2	System Analysis				
	A	Fact-finding	02/7/24		
	B	Even Table	04/7/24		
	C	Use Case Diagram	08/7/24		
	D	Activity Diagram	12/7/24		
	E	Class Diagram	15/7/24		
	F	Object Diagram	18/7/24		
	G	Sequence/Collab oration Diagram	20/7/24		
3	System Design				
	A	Derive Tables from entities and relationships	27/7/24		

	B	Component Diagram	30/7/24		
	C	Package Diagram	02/8/24		
	D	Deployment Diagram	05/8/24		
	E	Form/Report Layouts	16/8/24		
4	System Coding				
	A	Design database(tables with attributes & constraints)	30/8/24		
	B	Coding	25/9/24		
	C	Test cases and Validations	30/9/24		
5	Soft Copy Submission		04/10/24		
6	System Implementation		07/10/24		
7	Project Review		09/10/24		
8	Project Report		11/10/24		

PHASE - 2

SYSTEM ANALYSIS

Fact finding technique (Interviewing)

1. Are you comfortable coordinating tasks with a team to ensure smooth tour operations and customer satisfaction?

Absolutely. I have experience working in a team environment, coordinating with travel agents, guides, and support staff to ensure seamless tour execution and client satisfaction.

2. What are some key qualities that a Tourism Manager should have?

A Tourism Manager should be highly organized, have excellent communication skills, and possess the ability to handle customer queries and manage logistics efficiently..

3. What is your experience with managing tourism budgets and financial planning?

I have extensive experience managing budgets, allocating funds for various travel packages, controlling costs, and creating financial reports to ensure that tours remain profitable while meeting customer needs.

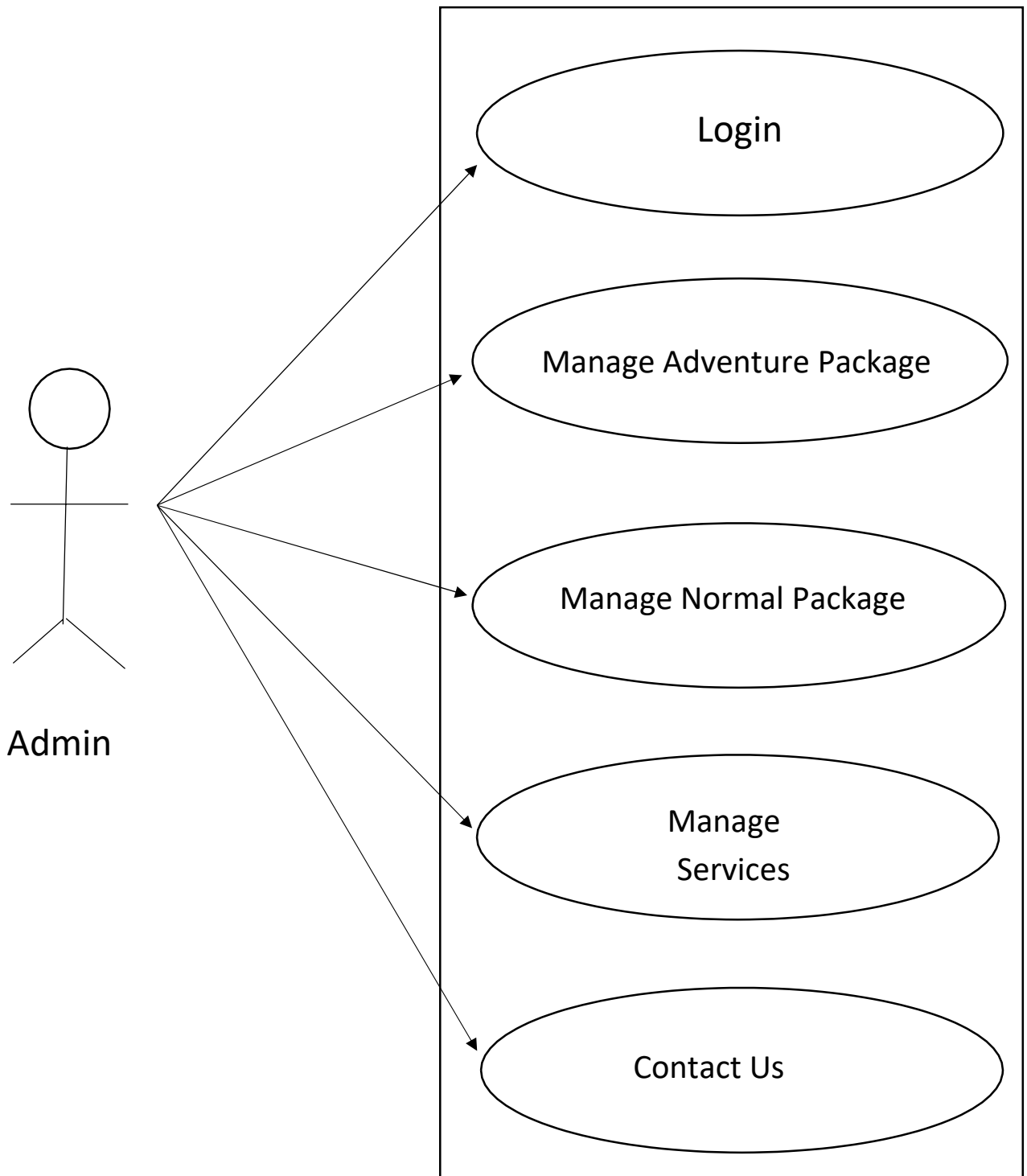
Event Table

Sr no	Event	Trigger	Source	Activities	Response	Destination
1	Add New user	New user added	Admin	Create new user record	Message: User added successfully	Admin
2	Update user details	1.Search user record. 2.Update user record	Admin	1.Search user. 2.Update user	Message: user updated successfully	Admin
3	Delete user record.	1.Search user record. 2.Delete user record.	Admin	1.Search user record. 2.Delete user record.	Message: user deleted successfully	Admin
4	Search user record.	Display user record.	Admin	Check record.		Admin

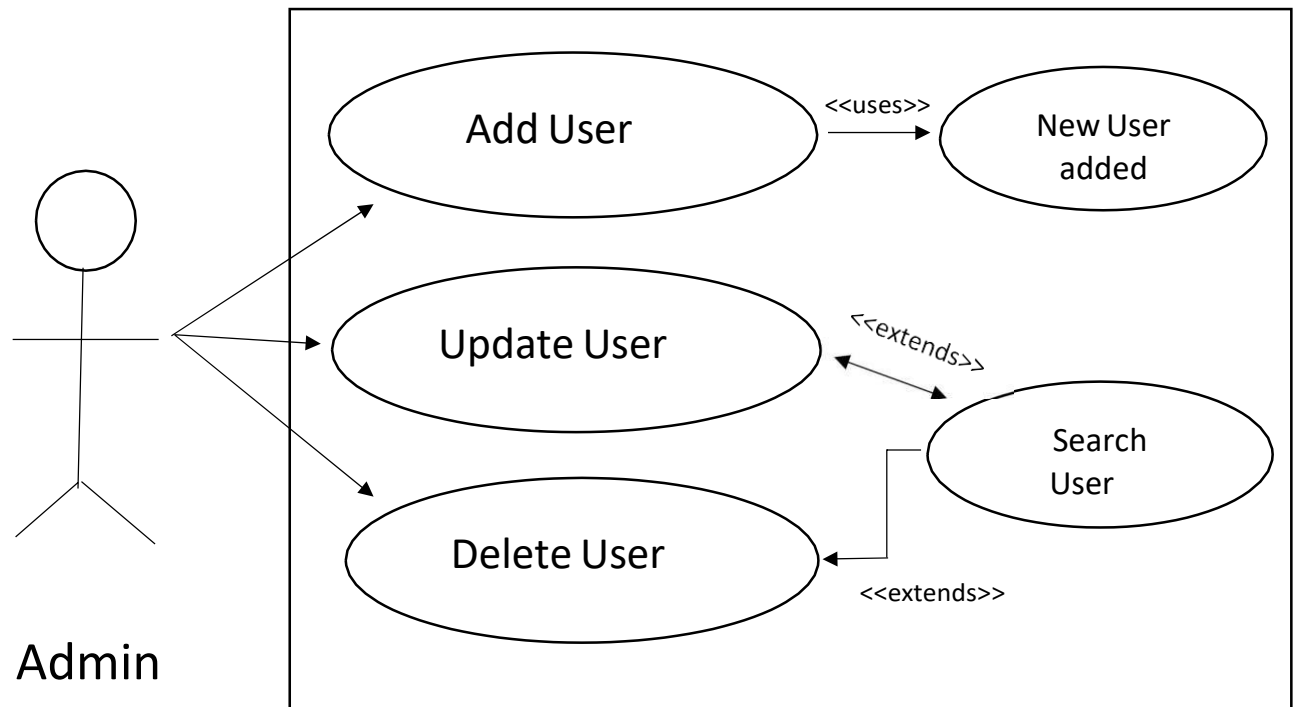
5	Search A.package record	Display A.package record.	Admin	Check A.package record.		Admin
6	Add new A.packa ge	New A.package added	Admin	Create new A.package record.	Message: A.package added successfully	Admin
7	Update A.pack age details	1.Search A.packa ge record. 2.Update A.packag e record	Admin	1.Search A.packa ge. 2.Update A.packag e	Message: A.packa ge updated successfully	Admin

8	Delete A.packag e details .	1.Search A.packa ge record. 2.Delete A.pakag e record.	Admin	1.Search A.packa ge record. 2.Delete A.packa ge record.	Message: A.package Deleted successfully	Admin
9	Add new N.packa ge	New N.packag e added	Admin	Create new N.package record.	Message: N.package added successfully	Admin
10	Update N.pack age details	1.Search N.package record. 2.Update N.package record	Admin	1.Search . 2.Update N.packag e	Message: N.package updated successfully	Admin
11	Delete N.pack age record.	1.Search N.package record. 2.Delete staff record.	Admin	1.Search N.package record. 2.Delete staff record.	Message: N.package deleted successfully	Admin
12	Search N.pack age record	Display N.package record.	Admin	Check N.package record.		Admin

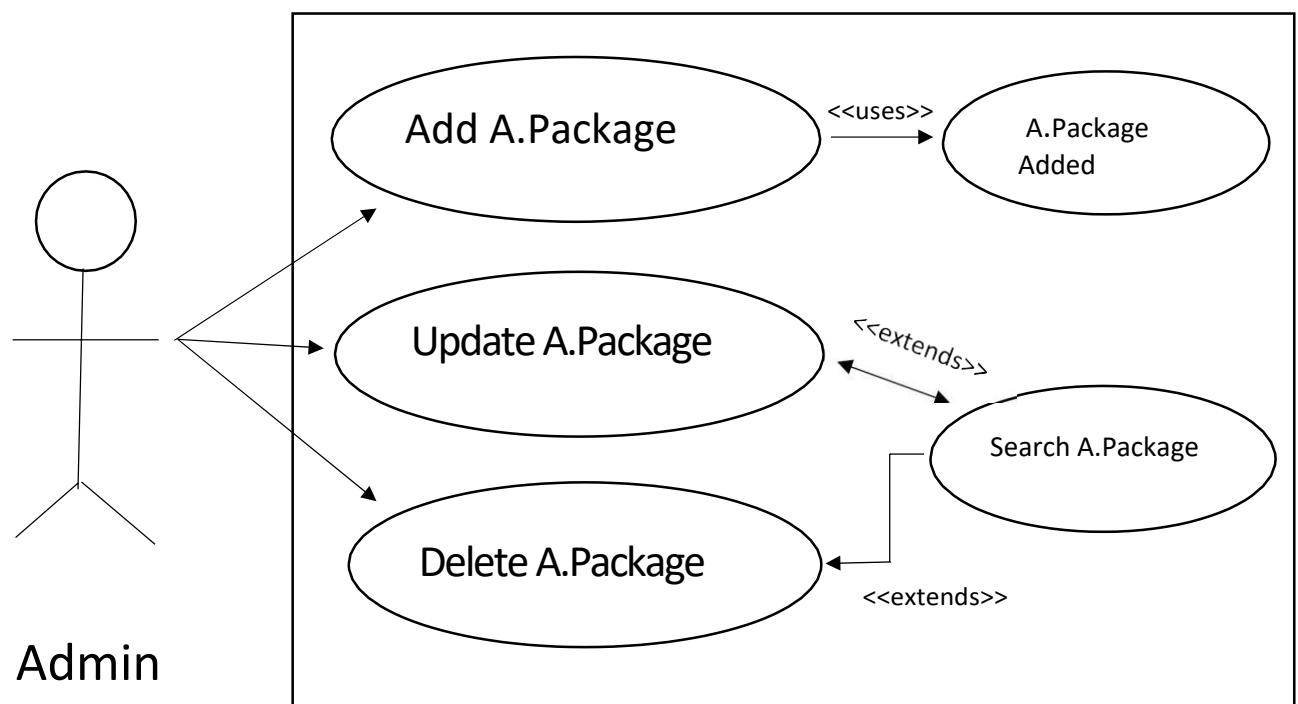
Use Case Diagram



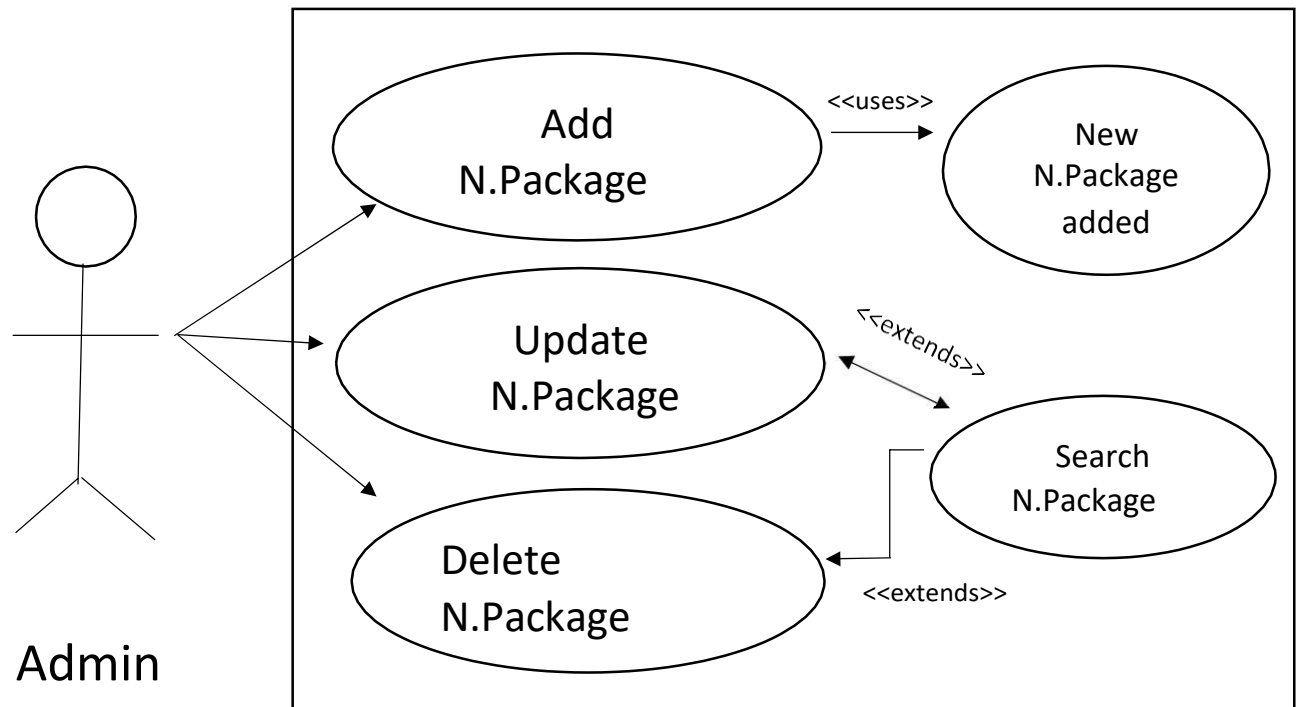
Manage User



Manage A.Package

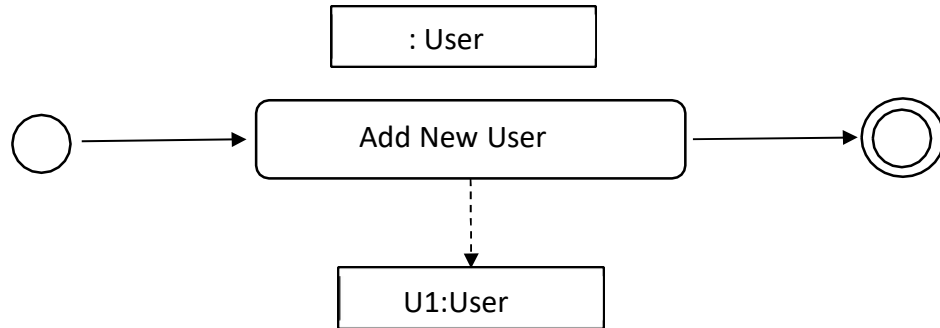


Manage N.Package

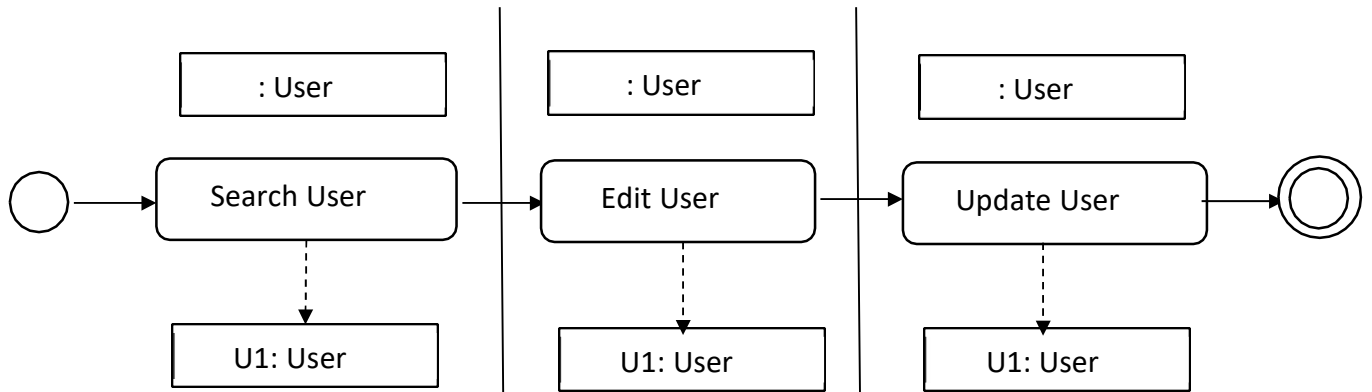


Activity Diagram

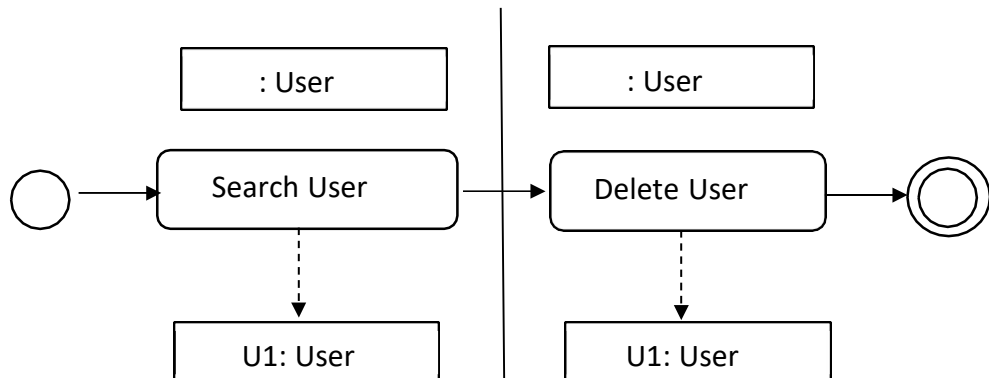
1)To Add User:



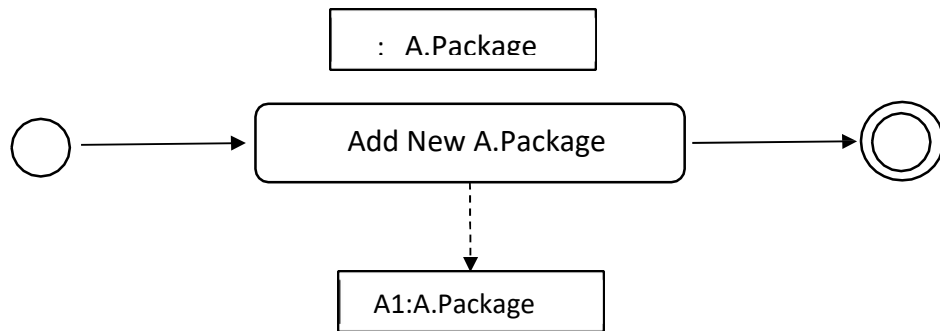
2)To Update User:



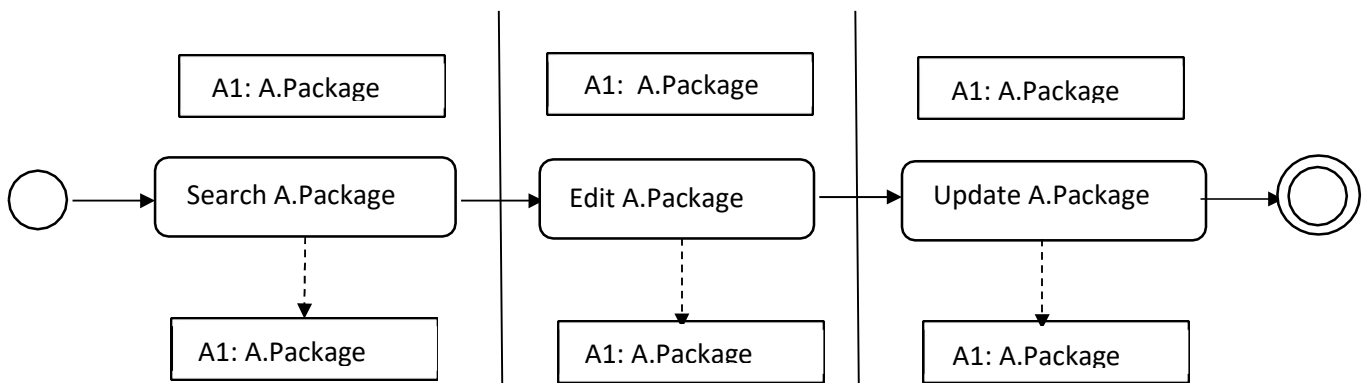
3)To Delete User:



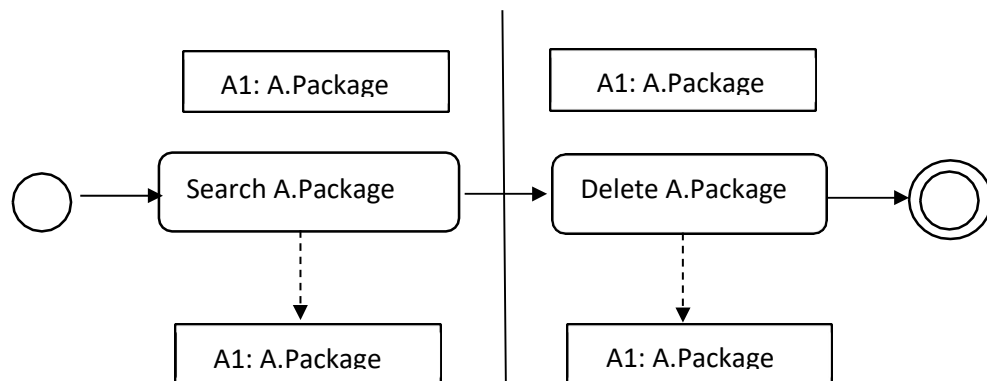
1) To Add A.Package:



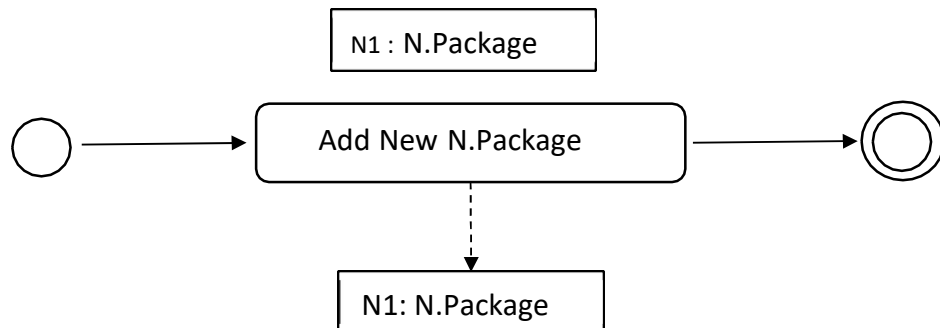
2) To Update A.Package:



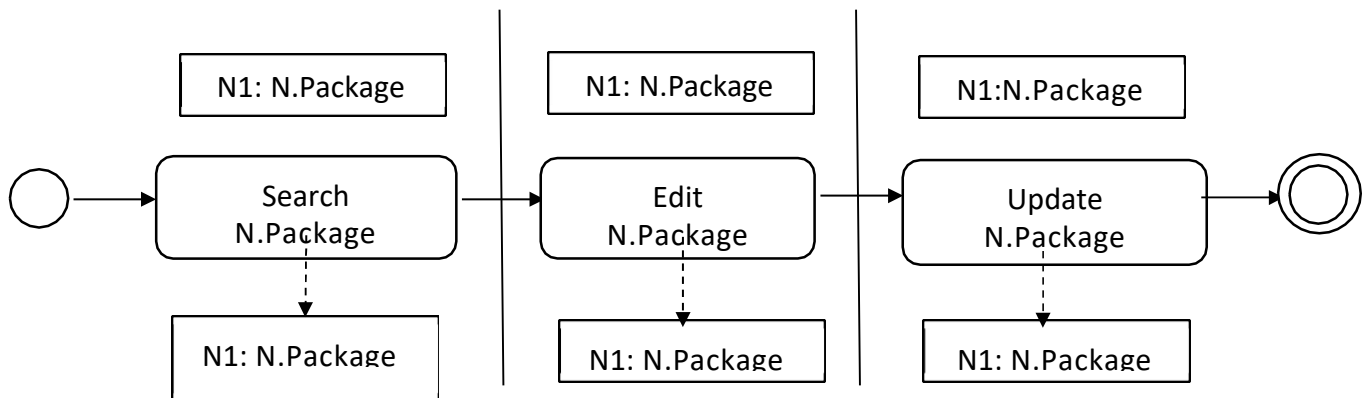
3) To Delete A.Package:



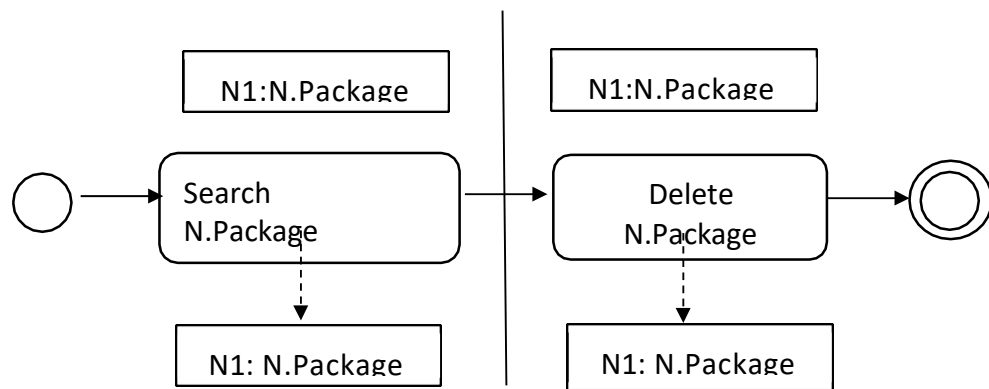
1)To Add N.Package:



2)To Update N.Package:



3)To Delete N.Package:



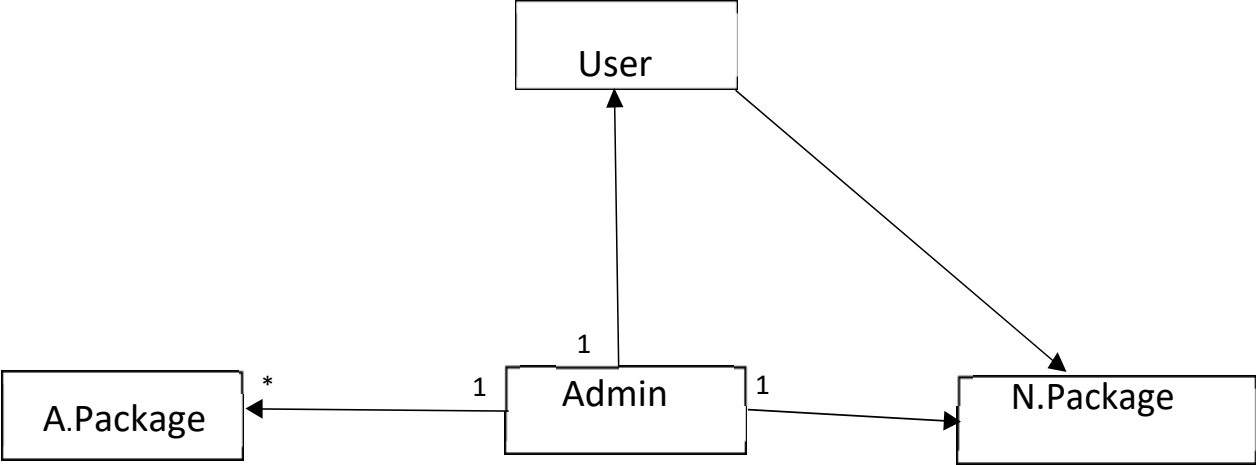
Class Diagram

User	
u_id	- int (10)
username	- varchar (40)
email	- varchar (100)
password	- varchar (225)
Add() Update() Delete() Search	

A.Package	
A.Pckage_	- int (11)
id	
A.Package	- varchar (40)
Title	
Description	- varchar (500)
A.Package	- int (100)
Rate	
Image	
Add() Update() Delete() Search	

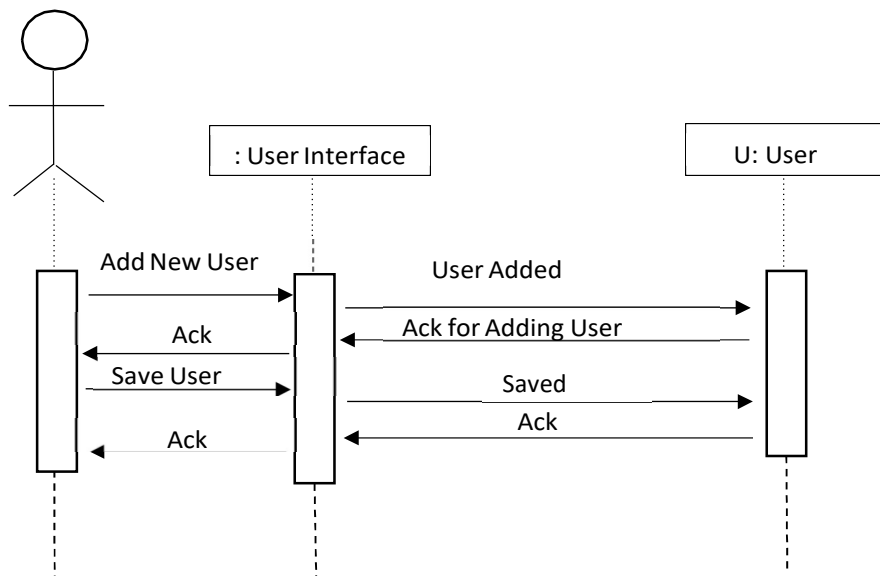
N.Package	
N.Pckage_	- int (11)
Id	
N.Package	- varchar (40)
Title	
Description	- varchar (40)
A.Package	- Int(80)
Rate	
Image	
Add() Update() Delete() Search	

Class Association Diagram

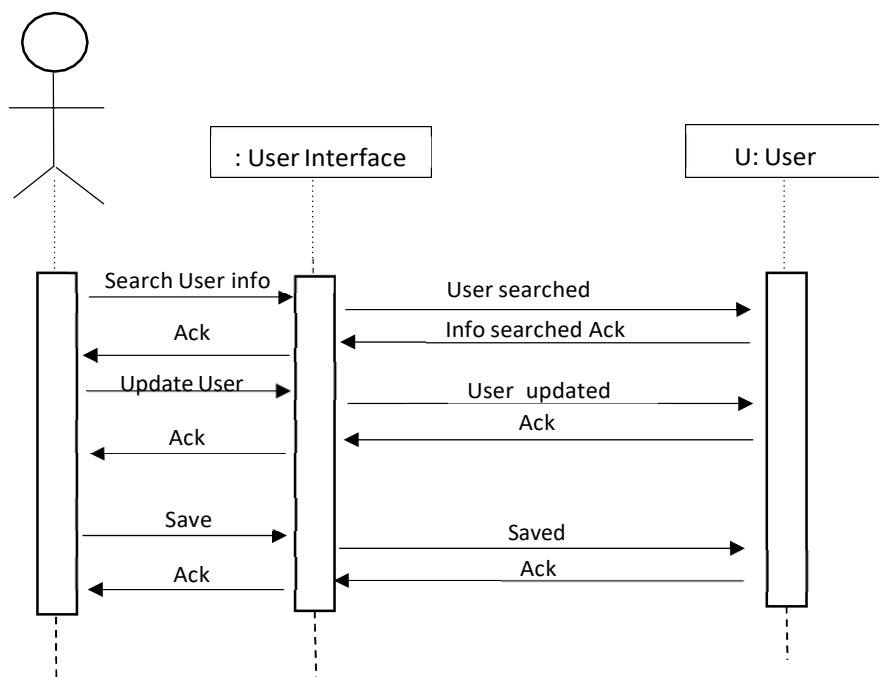


Sequence Diagram

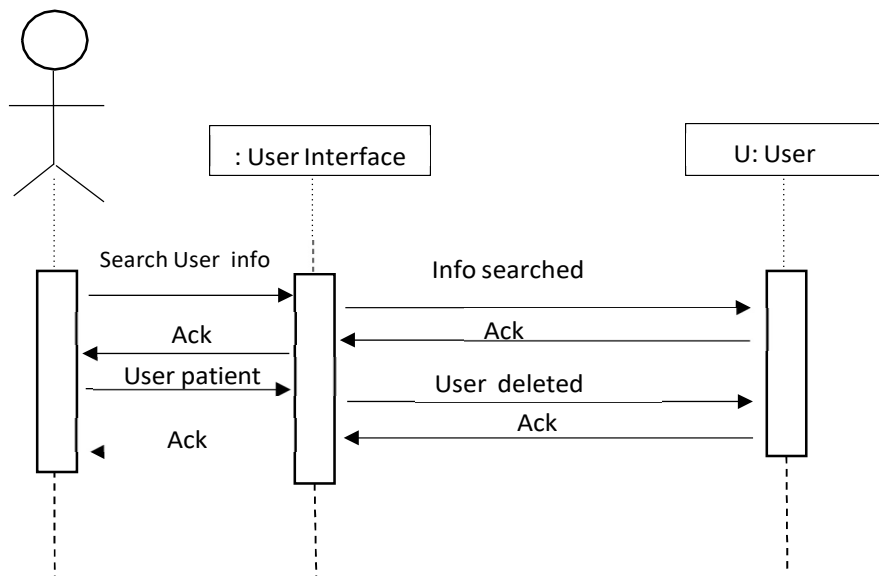
1) To Add User:



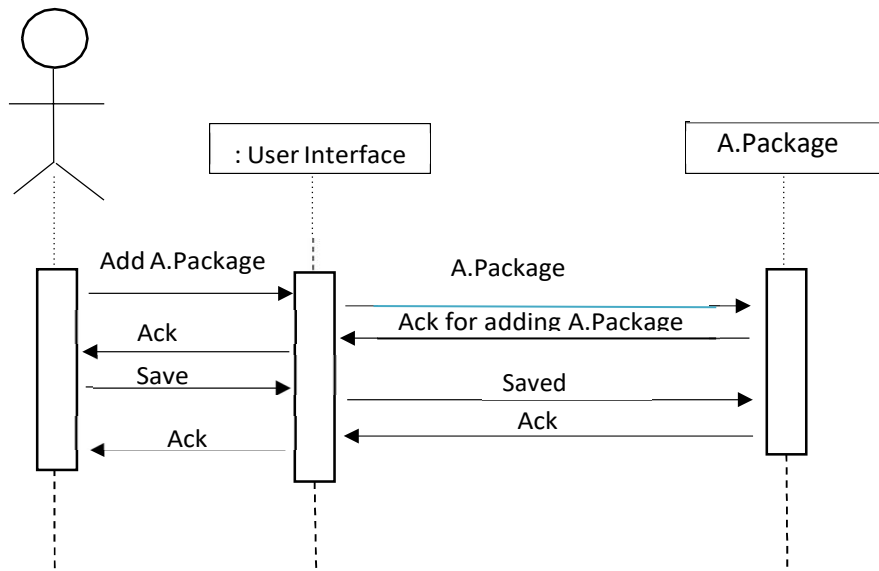
2) To Update User:



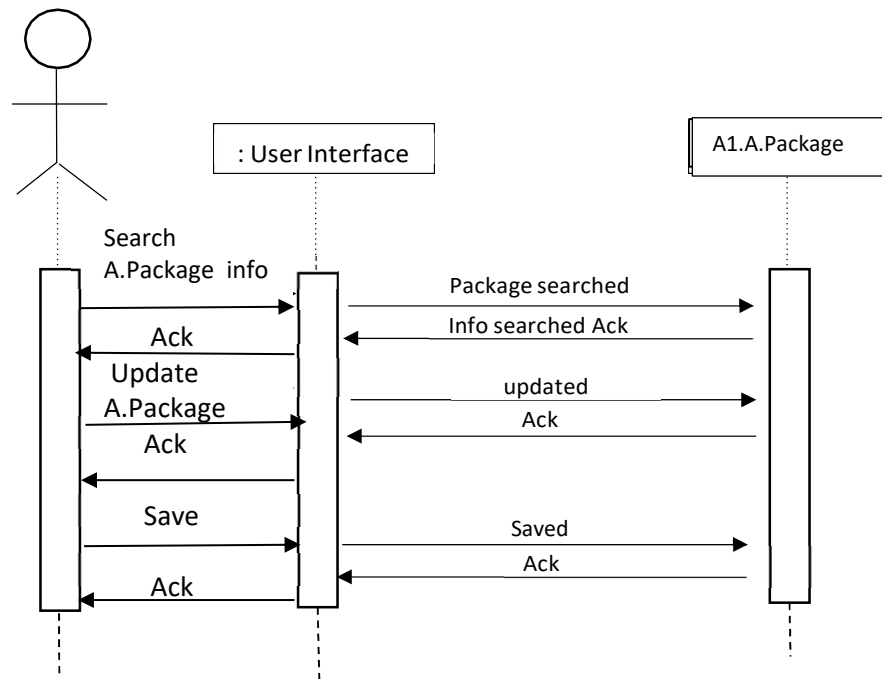
3) To Delete User :



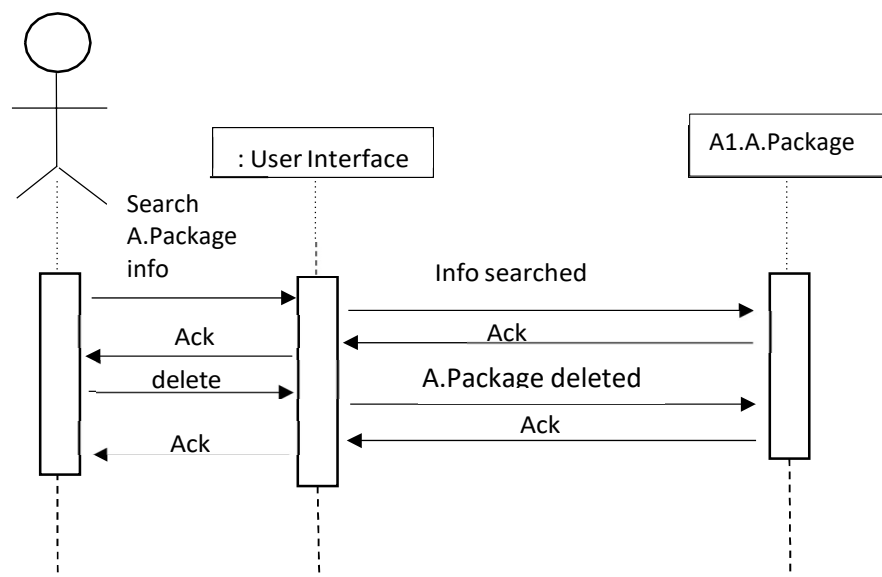
4) To Add A.Package :



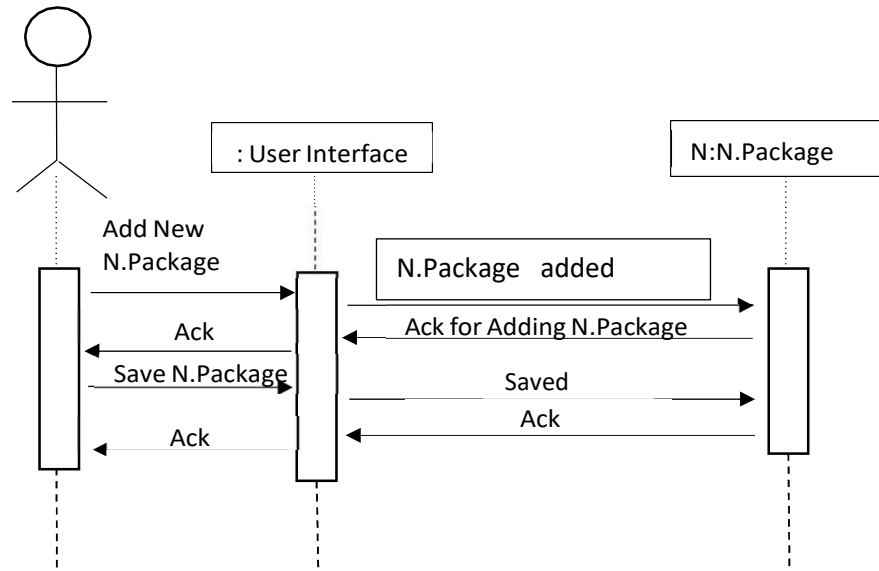
5)To Update A.Package :



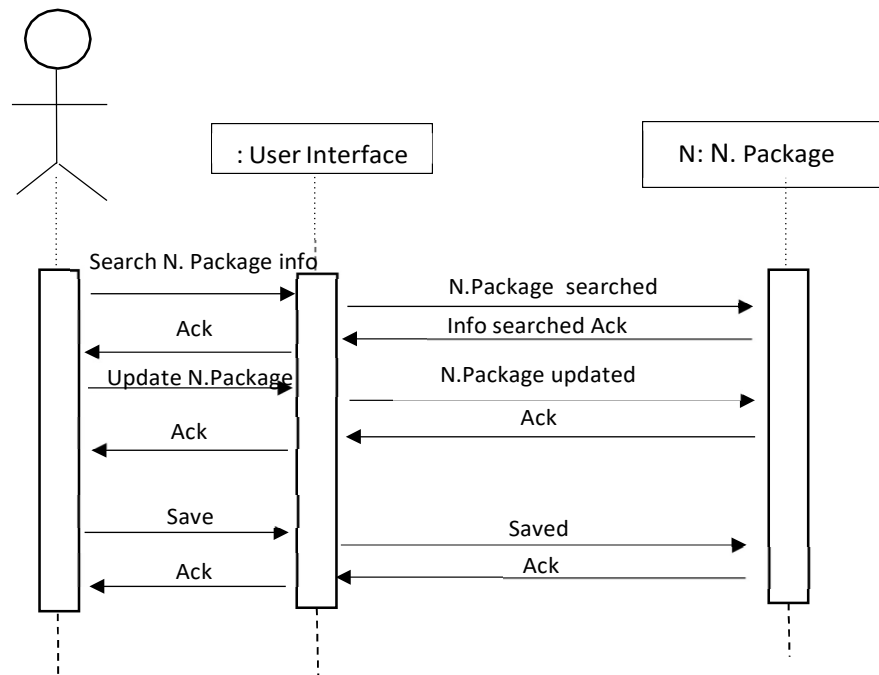
6)To Delete A.Package :



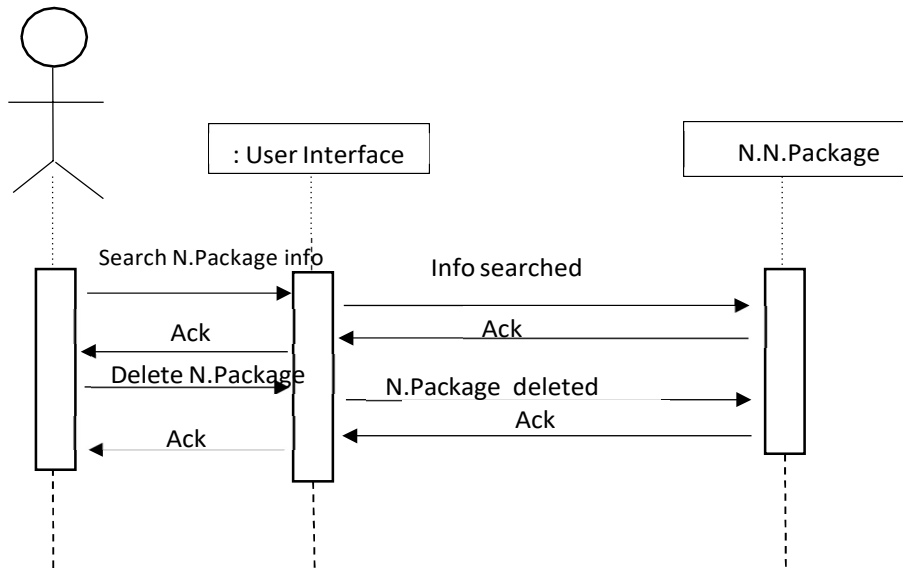
7)To Add N.Package :



8)To Update N.Package :

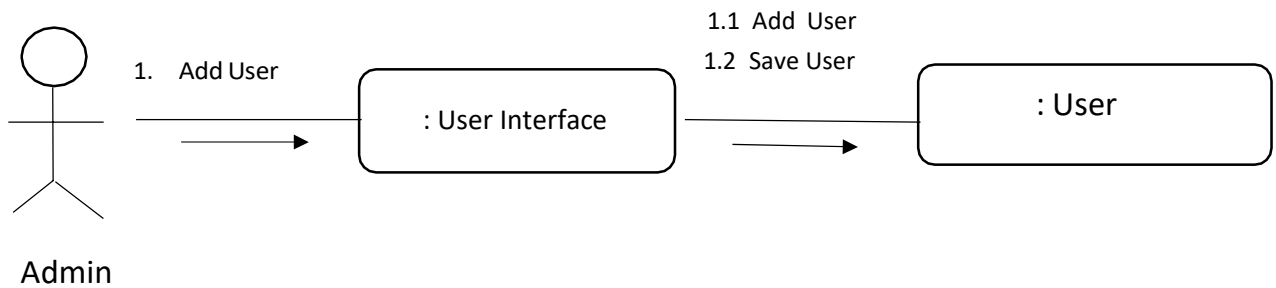


9)To Delete N.Package :

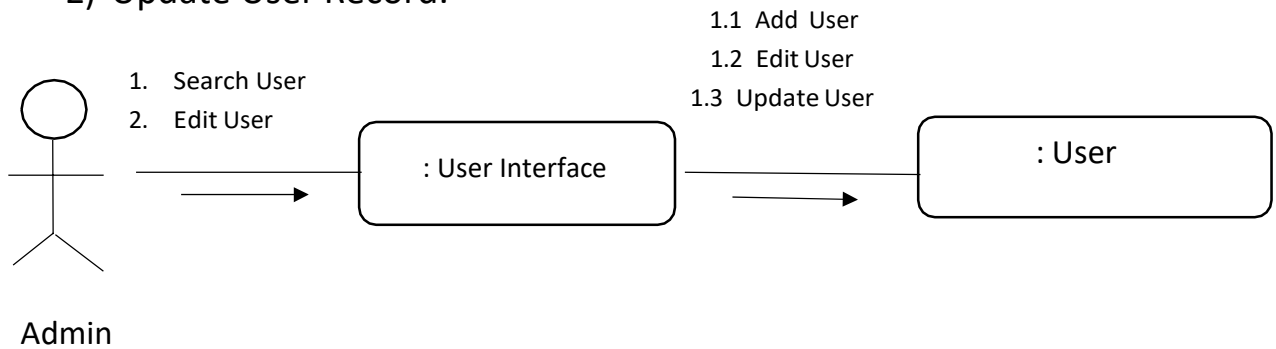


Collaboration Diagram

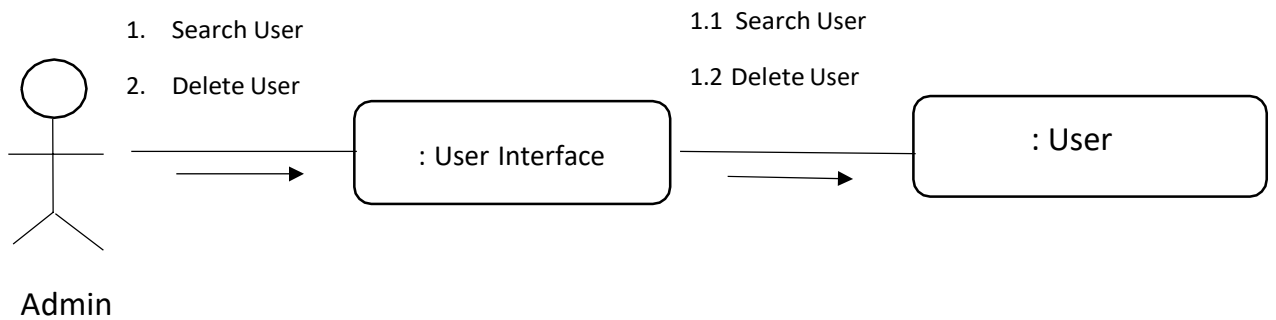
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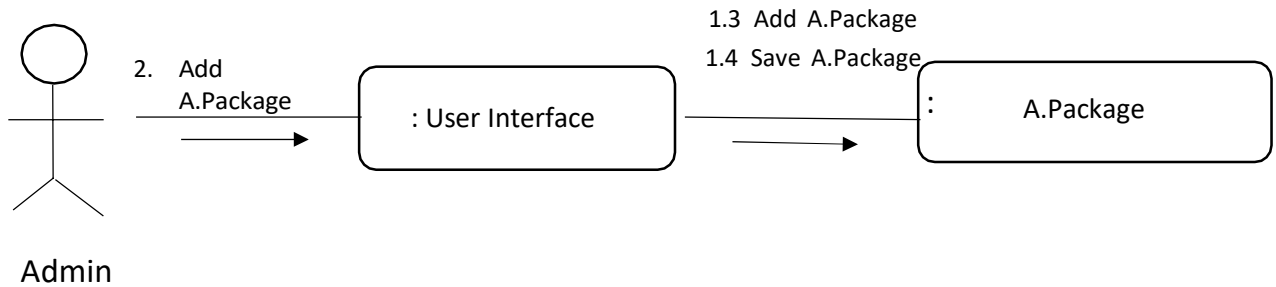
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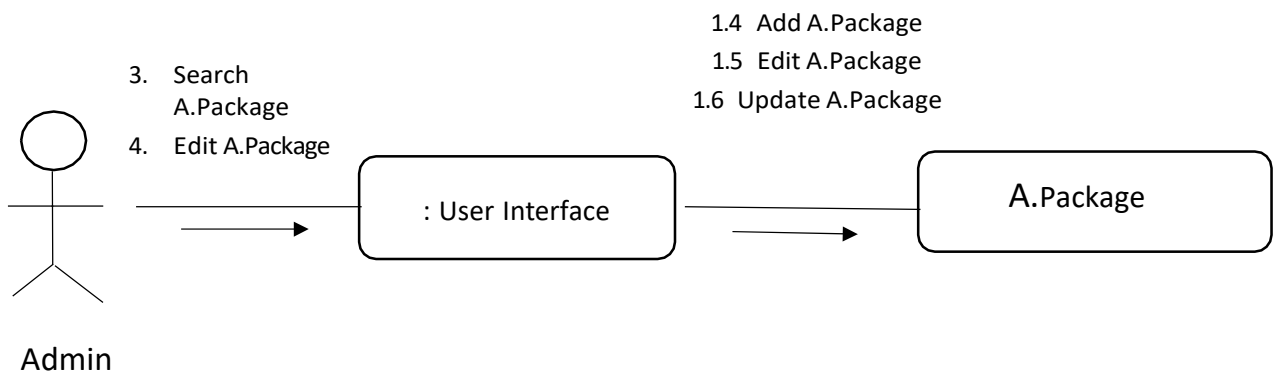
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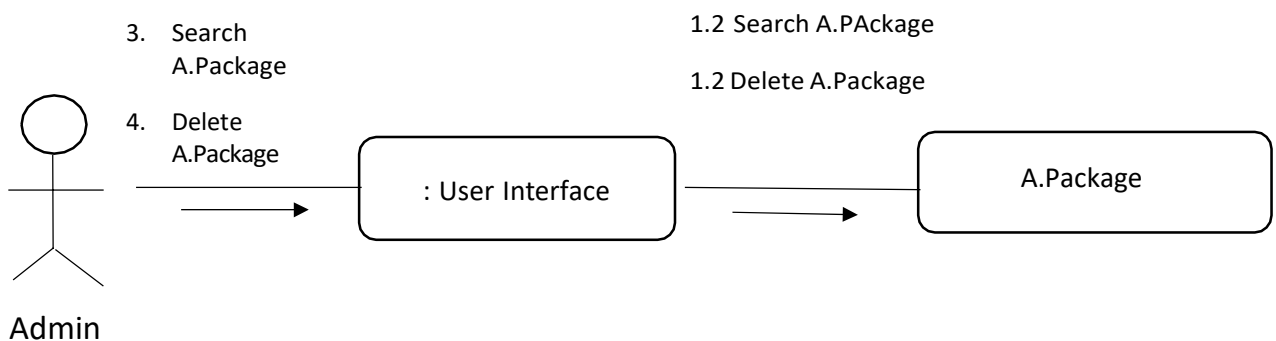
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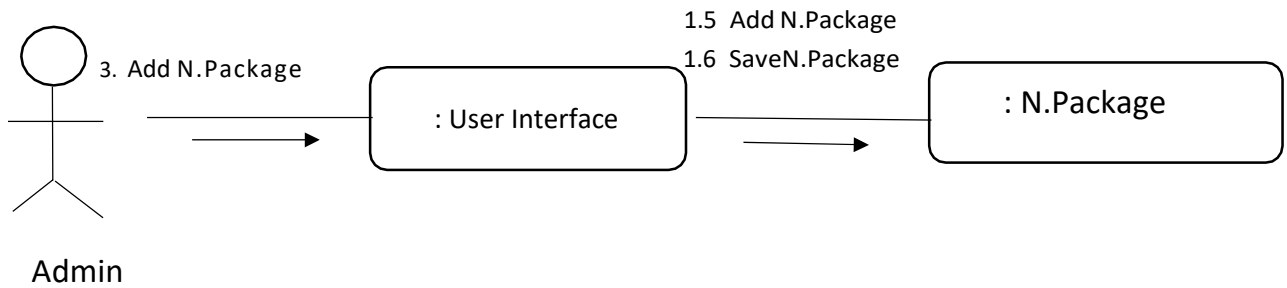
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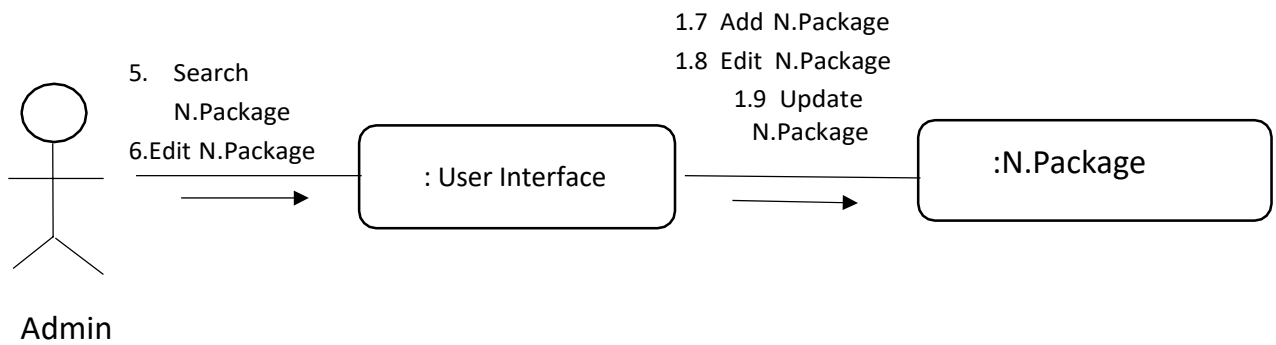
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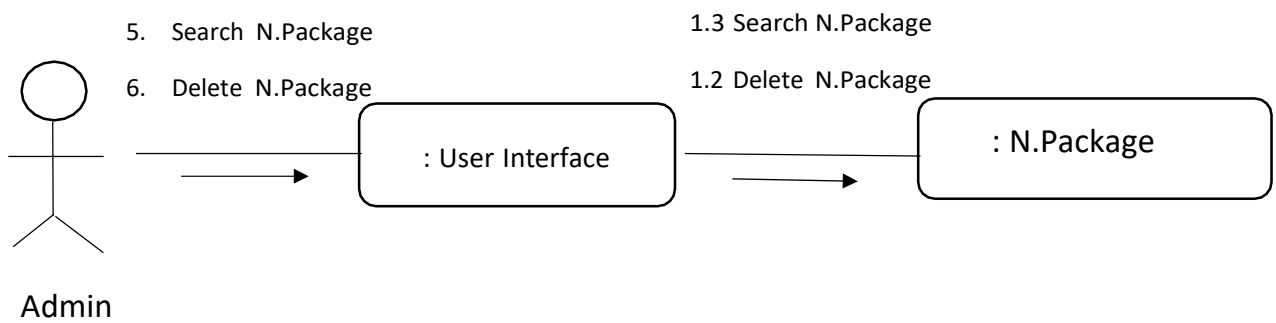
1) Add N.Package Record:



2) Update N.Package Record:



3) Delete N.Package Record:



Derive Table from Entities & Relationship

Users Details

Field Name	Data Type	Description	Attributes
P_id	Int	Hold user p_id	Field size=11
Username	Varchar	Hold Username	Field size=40
Email	Varchar	Hold Users email	Field size=40
Password	Varchar	Hold Password	Field size=8
Confirm Password	Varchar	Hold Confirm Password	Field size=80

Login Details

Field Name	Data Type	Description	Attributes
P_id	Int	Hold user p_id	Field size=11
Username	Varchar	Hold Username	Field size=40
Password	Varchar	Hold Password	Field size=8
Created_at	TimeStamp	Hold User TimeStamp	Field size=

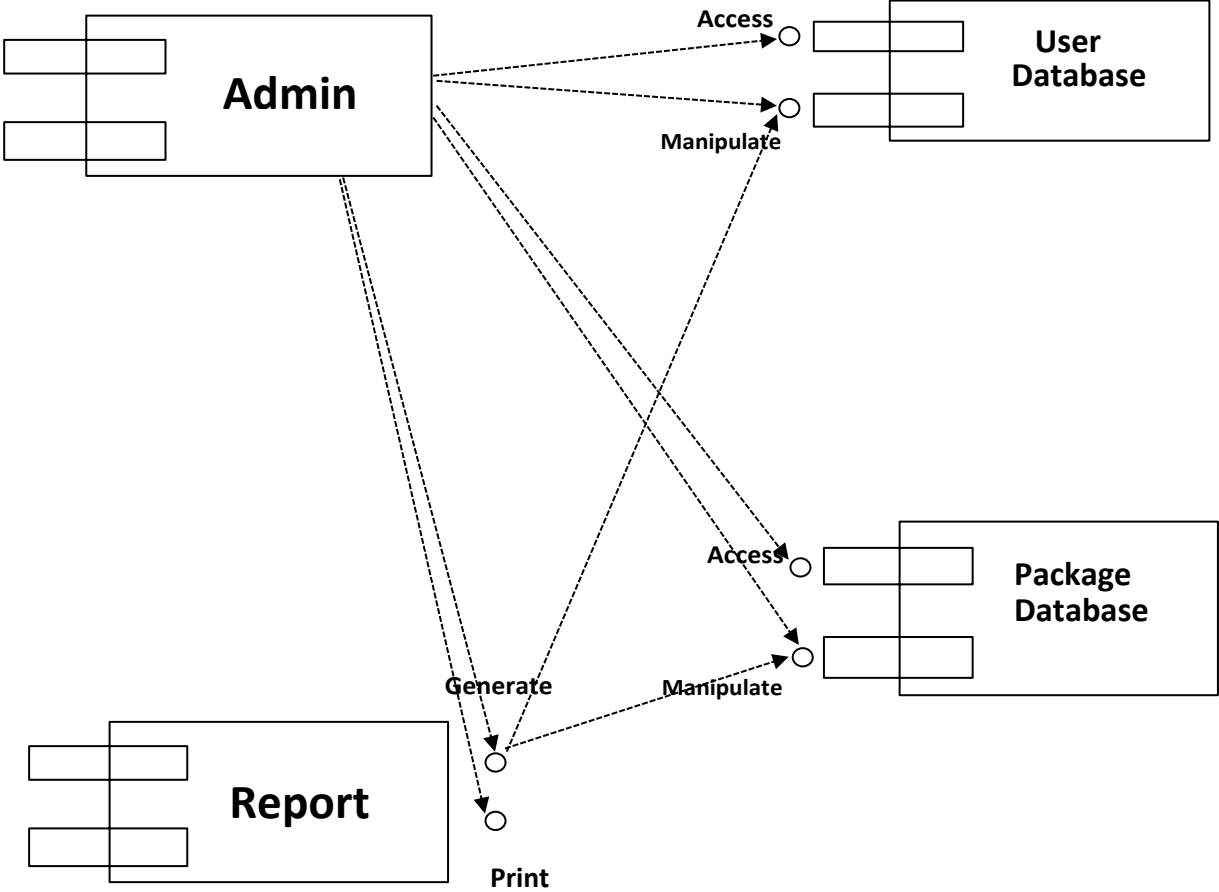
A.Package Details

Field Name	Data Type	Description	Attributes
Package_id	Int	Hold A.Package_id	Field size=11
Title	Varchar	Hold A.Package Title	Field size=40
Description	Varchar	Hold A.Package description	Field size=100
Rate	Int	Hold A.package Rate	Field size=20
Image	Varchar	Hold A.Package Image	

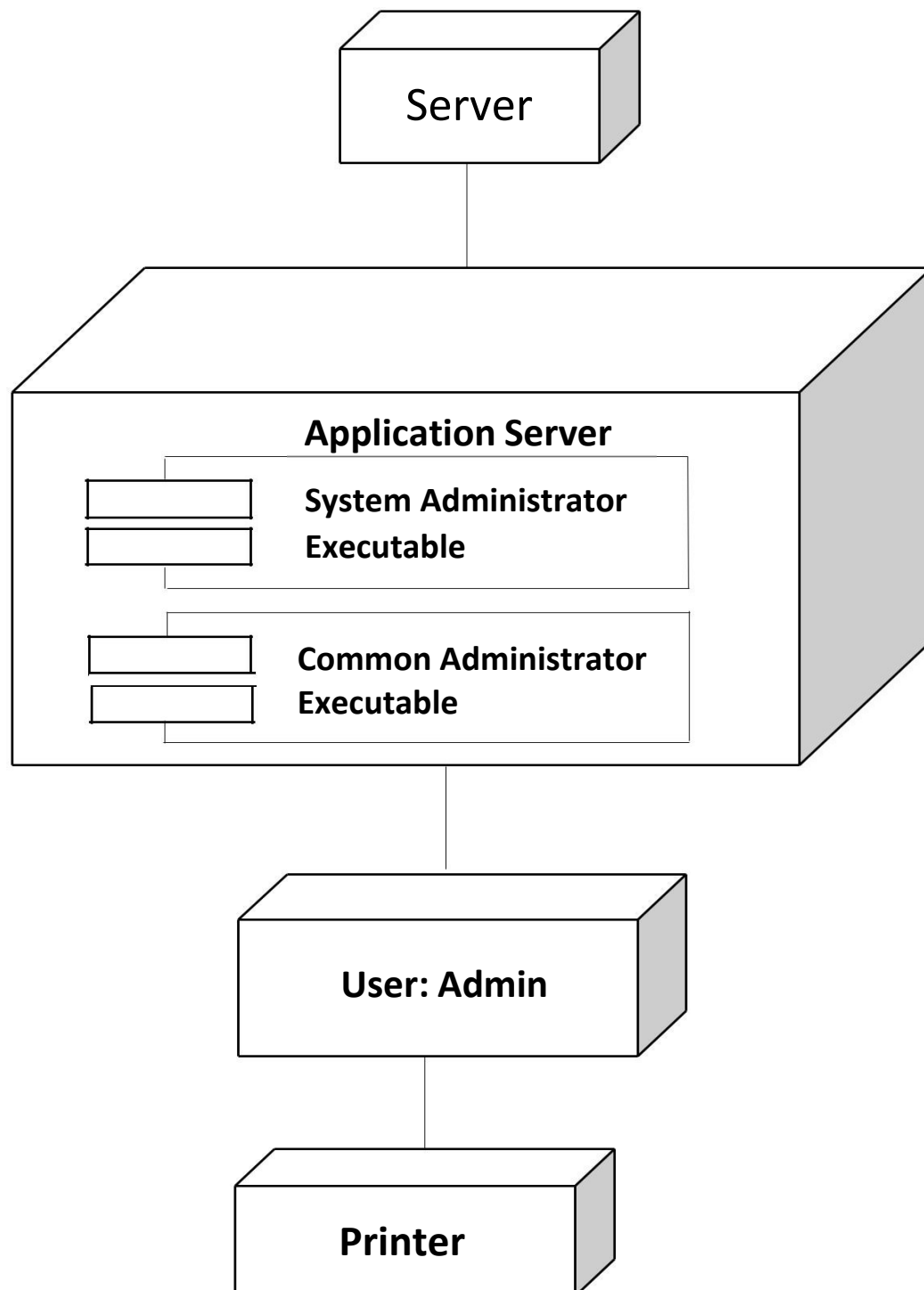
N.Package Details

Field Name	Data Type	Description	Attributes
Package_id	Int	Hold N.Package_id	Field size=11
Title	Varchar	Hold A.Package Title	Field size=40
Description	Varchar	Hold A.Package description	Field size=100
Rate	Int	Hold A.package Rate	Field size=20
Image	Int	Hold A.package Rate	

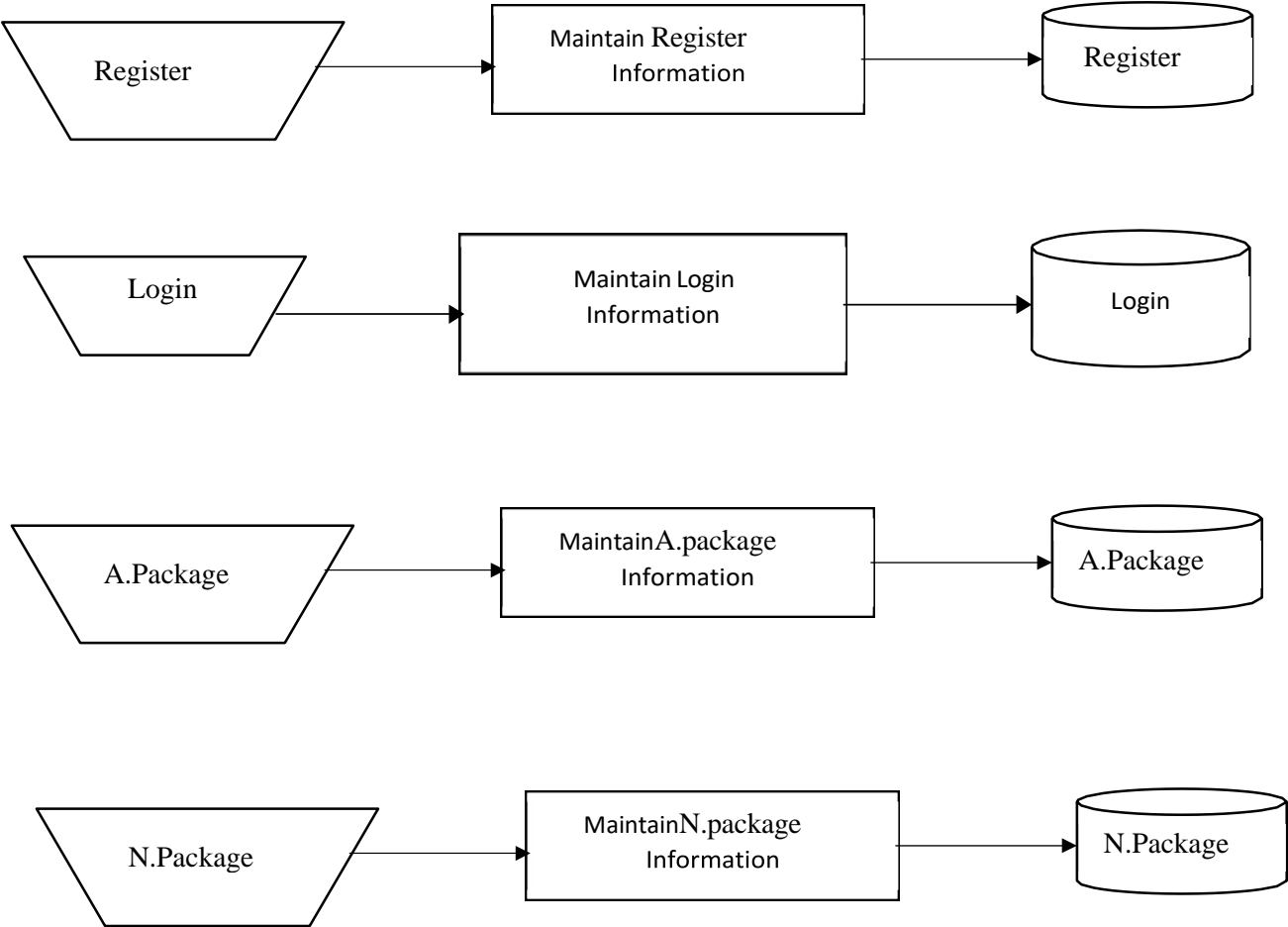
Component Diagram



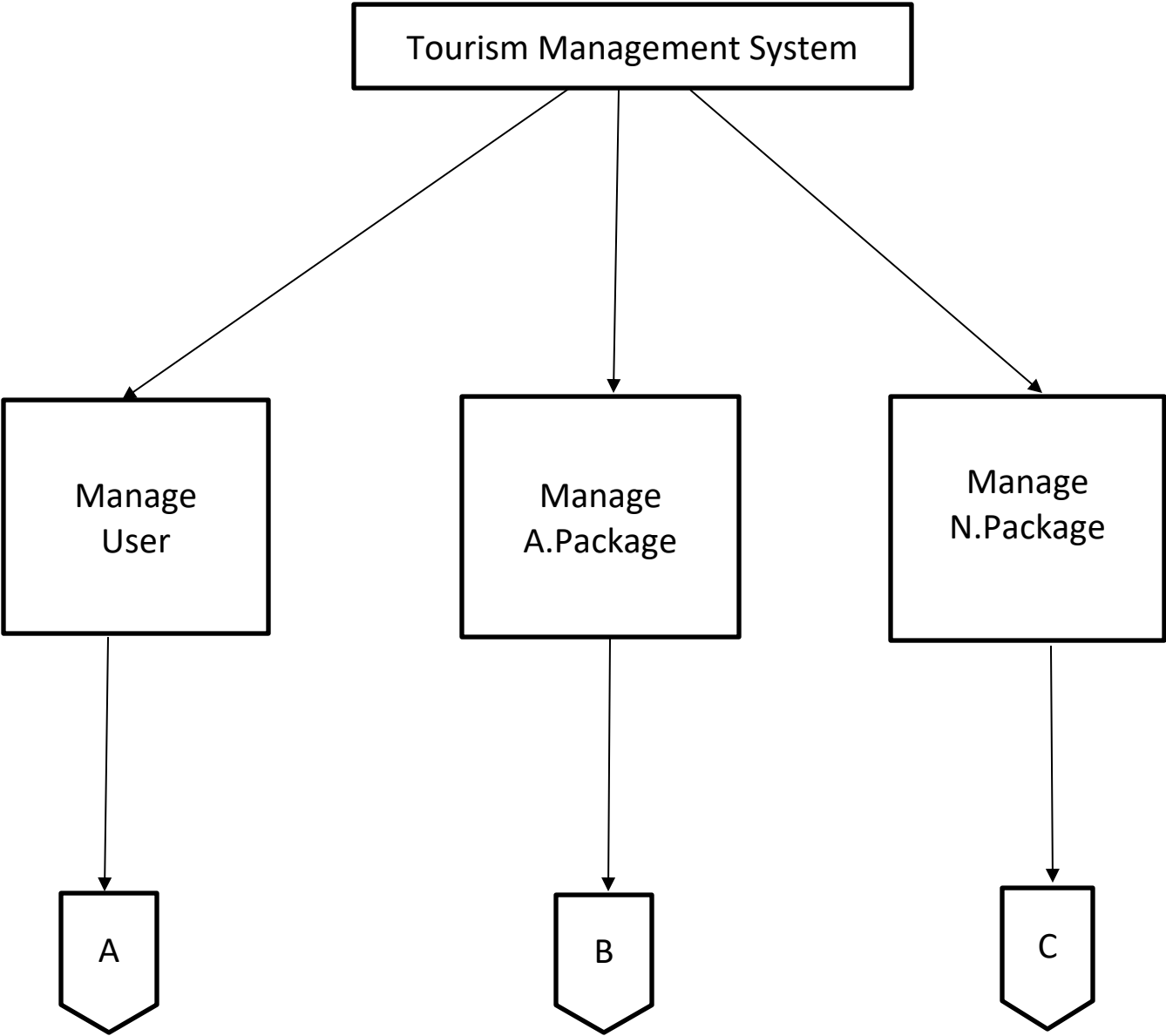
Deployment diagram

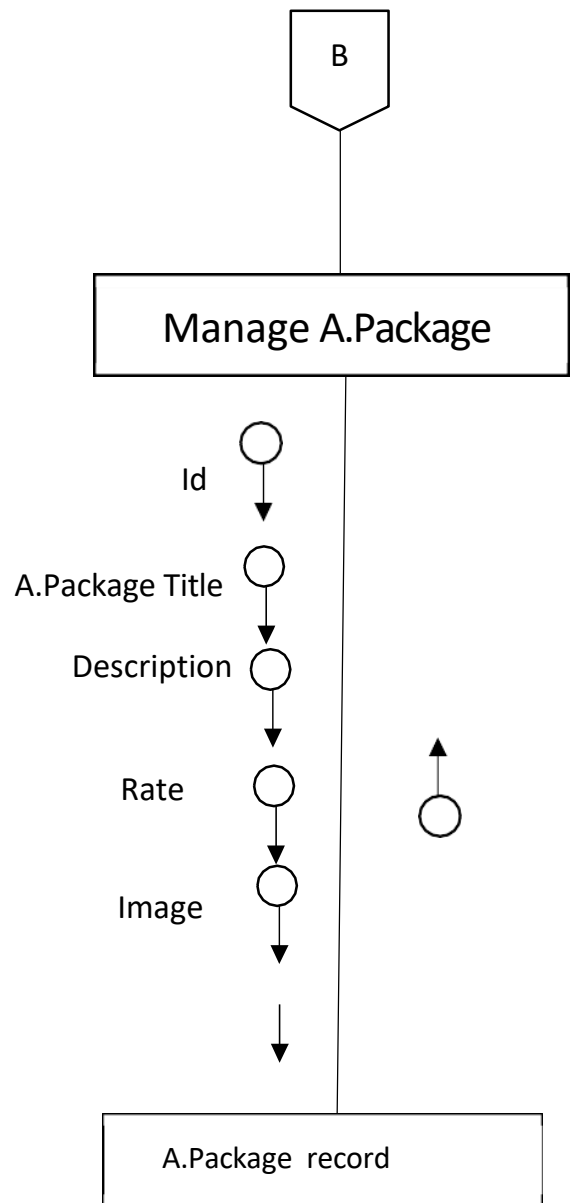
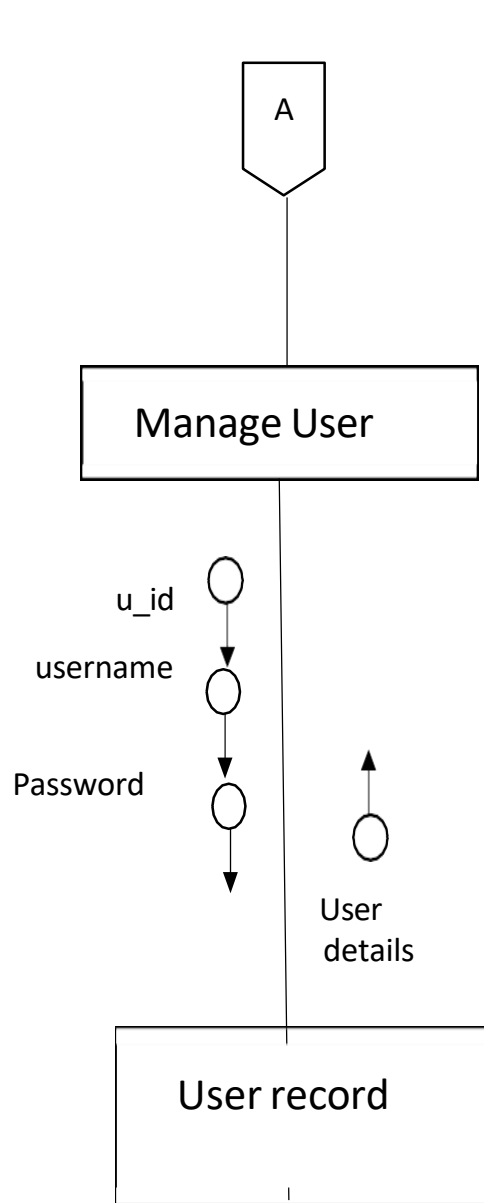


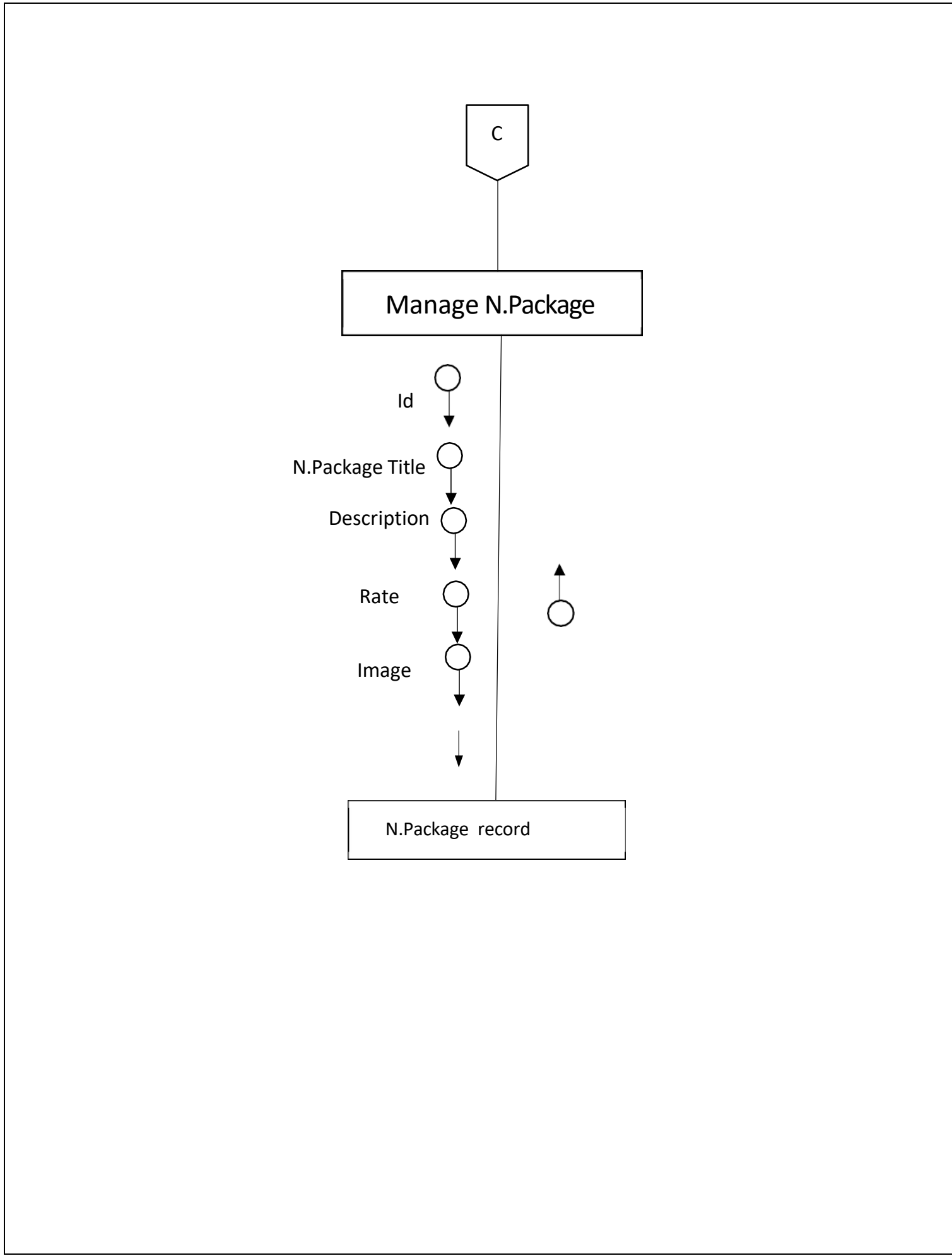
System Flow Chart



Structure Chart





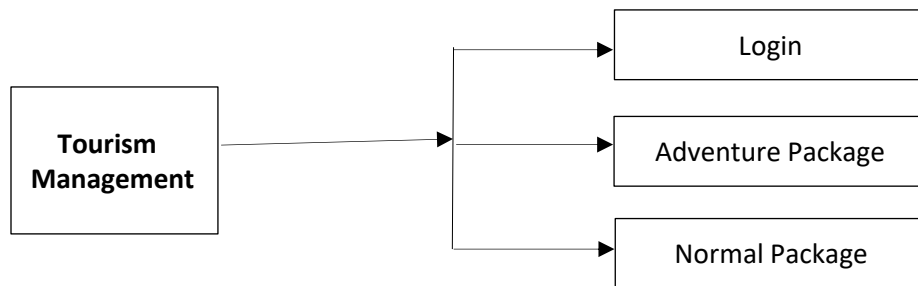


PHASE - 4

SYSTEM

CODING

Menu Tree



Test Case and Validation

Test Case id	Unit to test	Assumption	Test Data	Steps to Execute	Accepted Result	Actual Result	Pass/Fail
1	Admin login	Username: "Admin" Password: "pass123"	Username: "Admin" Password: "pass123"	1. Open Login Window 2. Enter Username 3. Enter Password 4. Click on Login Button	Message: Open's Dashboard	Message: Open's Dashboard	pass
			Username: "admin" Password: "12345"	1. Open Login Window 2. Enter Username 3. Enter Password 4. Click on Login Button	Message: Login failed. Please check your username & password	Message: Login failed. Please check your username & password	pass
2	register	User_id=1 Username= "Omkar" Email= "omk@gmail.com" Password= "omkomk"	p_id=2 Username= "sam" Email= sam@gmail.com Password= "samsam"	1. Visit User Form 2. Add User Form info 3. Add User Form	Message: USER SUCCESSFULLY CREATED	Message: USER SUCCESSFULLY CREATED	pass

		Confirm Password="omkomk"	Confirm Password="samsam"				
			<p>p_id=2</p> <p>Username="sam"</p> <p>Email=sam@gmail.com</p> <p>Password="samsam"</p> <p>Confirm Password="sam23"</p>	<p>1.Visit Register Form</p> <p>2.Add User Form info</p> <p>3.Add User Form</p>	<p>Message: PASSWORD</p> <p>DONT MATCH</p>	<p>Message: PASSWORD</p> <p>DONT MATCH</p>	pass

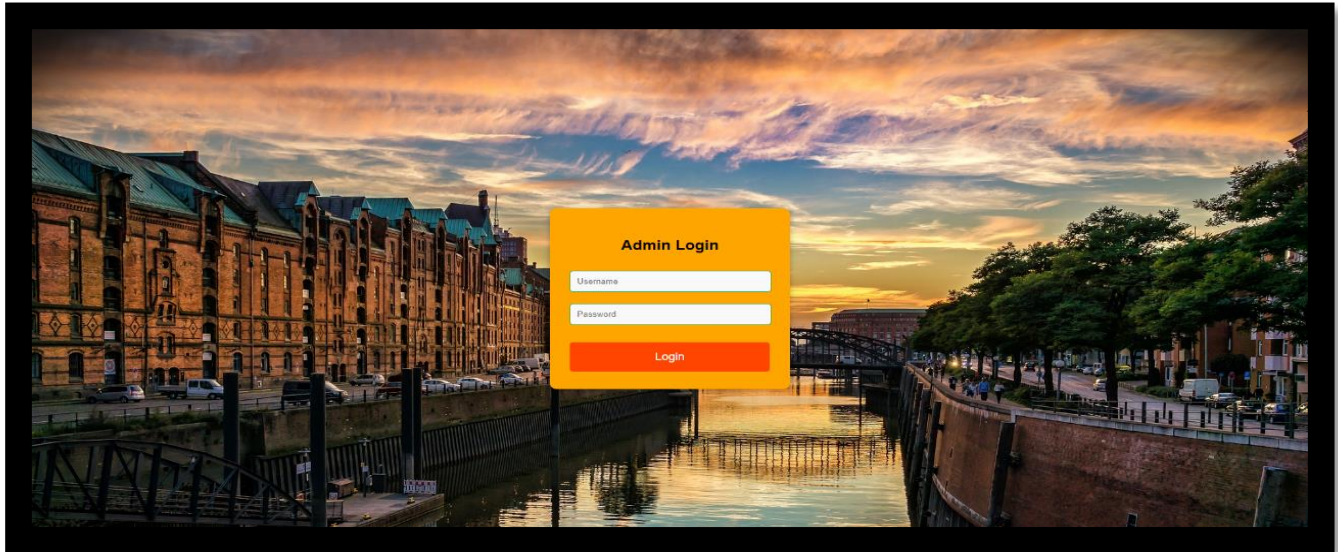
3	A.Package	<p>A.Package Title=" Bungee Jump"</p> <p>Package Description=" Bungee jumping involves jumping from a great height while connected to a large elastic cord."</p> <p>Rate="5000"</p> <p>Select image=" images/c ategory- 1.jpg "</p>	<p>A.Package Title=" ZipLine"</p> <p>Package Description="A zip line is a pulley suspended on a cable, usually made of stainless steel, mounted on a slope."</p> <p>Rate="9 000"</p> <p>Select image=" images/categ ory-2.jpg "</p>	<p>2.Add A.Package Form info</p> <p>3.Add A.Package Form</p>	<p>A.PACKAGE SUCCESSF ULLY CREATED</p>	<p>A.PACKAGE SUCCESSF ULLY CREATED</p>	pass
---	-----------	---	---	--	--	--	------

4	N.Package	N.Package Title="Manali" Package Description="Kullu Manali Shimla has always been a popular destination for travelers and newlyweds" Rate="9000" Select image="images/img-1.jpg"	N.Package Title="Goa" Package Description="Experience the nightlife and beaches of Goa! From famous clubs like Brittos and Titos to exciting water sports." Rate="8000" Select image="images/img-2.jpg"	1. Visit N.Package Form 2. Add N.Package Form info 3. Add A.Package Form	Msg: N.Package created Successfully	Msg: N.Package created Successfully	pass
---	-----------	--	---	--	--	--	------

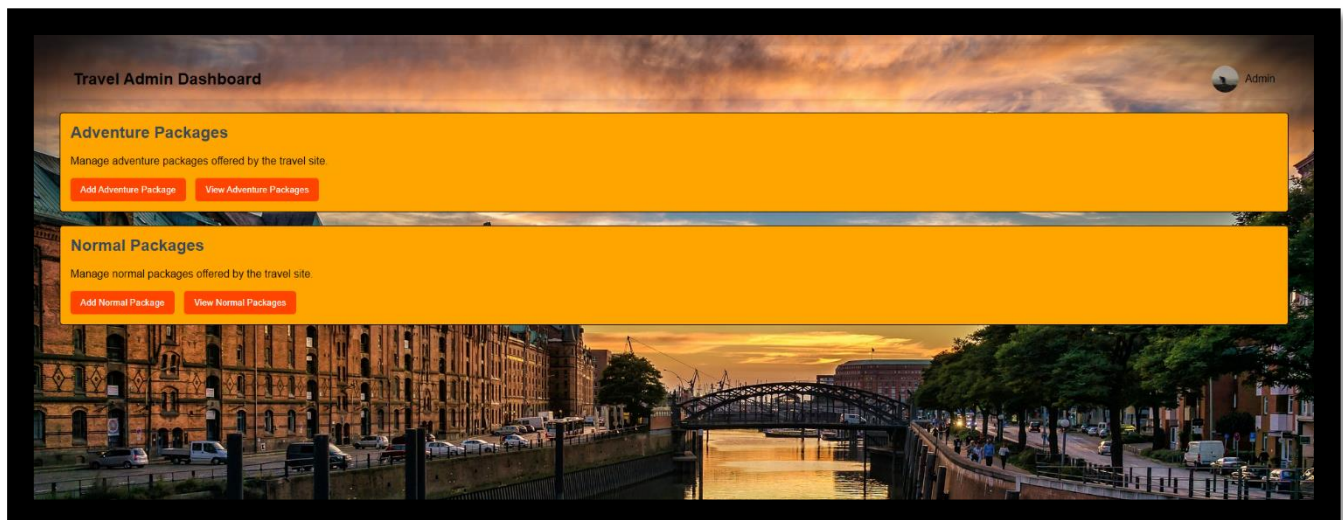
PHASE - 5

Screen Layout

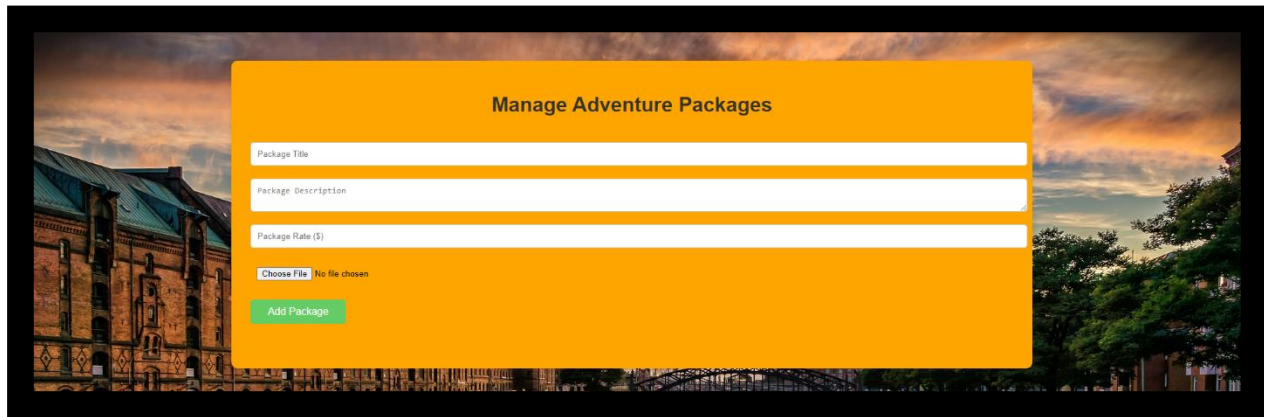
Admin Login:



Dashboard:



Add Adventure Package:



The screenshot shows a web application interface for managing adventure packages. It features a large orange modal box centered on a background image of a city street with a canal and historic buildings. The modal has a title 'Manage Adventure Packages' and contains four input fields: 'Package Title', 'Package Description', 'Package Rate (\$)', and a file upload section with a 'Choose File' button and the text 'No file chosen'. At the bottom of the modal is a green 'Add Package' button.

Manage Adventure Packages

Package Title

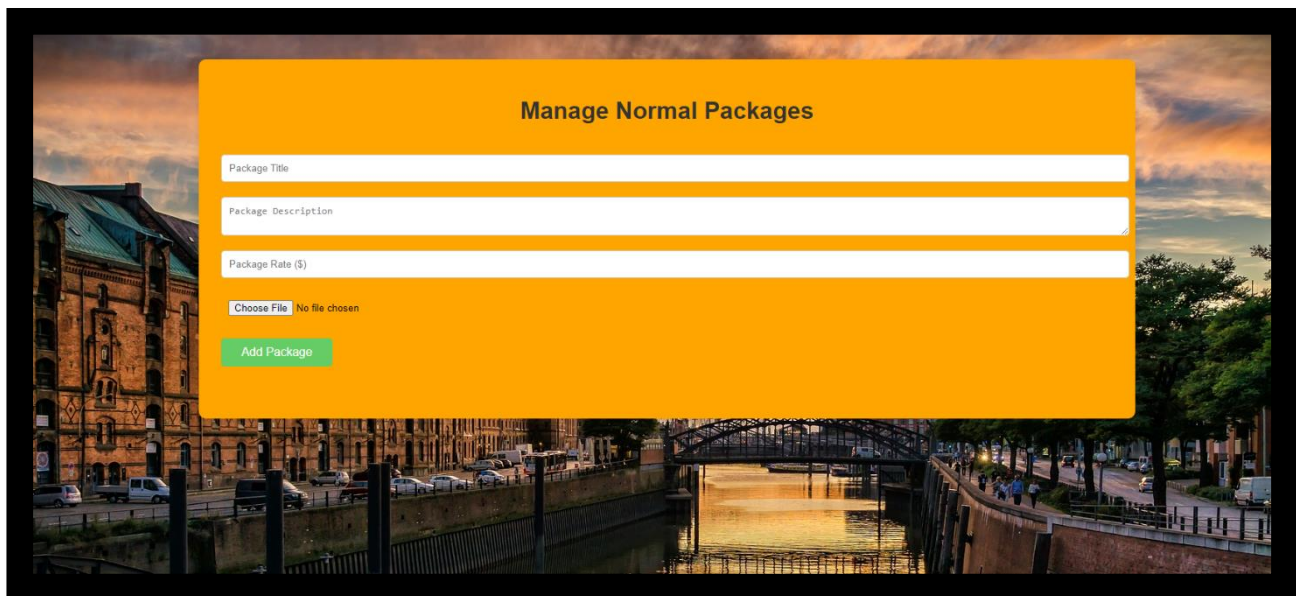
Package Description

Package Rate (\$)

Choose File No file chosen

Add Package

Add Normal Package:



The screenshot shows a web application interface for managing normal packages. It features a large orange modal box centered on a background image of a city street with a canal and historic buildings. The modal has a title 'Manage Normal Packages' and contains four input fields: 'Package Title', 'Package Description', 'Package Rate (\$)', and a file upload section with a 'Choose File' button and the text 'No file chosen'. At the bottom of the modal is a green 'Add Package' button.

Manage Normal Packages

Package Title

Package Description

Package Rate (\$)

Choose File No file chosen

Add Package

Manage Users :

The screenshot shows the phpMyAdmin interface with the 'register' table selected. The table contains 7 rows of user data. The interface includes a sidebar with a database tree, a top navigation bar, and a main content area with query results and controls.

Showing rows 0 - 6 (7 total, Query took 0.0002 seconds.)

```
SELECT * FROM `register`
```

Profiling [Edit inline] [Edit] [Explain SQL] [Create PHP code] [Refresh]

Show all | Number of rows: 25 | Filter rows: Search this table | Sort by key: None

Extra options

		id	Username	Email	Password	ConfirmPassword
<input type="checkbox"/>	Edit	2	sam	sam@gmail.com	samsam	samsam
<input type="checkbox"/>	Edit	4	omkar	omk@gmail.com	omkomk	omkomk
<input type="checkbox"/>	Edit	5	sarang	sara@gmail.com	sara	sara
<input type="checkbox"/>	Edit	7	anna	anna@gmail.com	annaa	anna
<input type="checkbox"/>	Edit	8	shriya	sh@gmail.com	shree	shree

Check all | With selected: Edit Copy Delete Export

Manage Adventure Package:

The screenshot shows the phpMyAdmin interface with the 'apackages' table selected. The table contains 2 rows of adventure package data. The interface includes a sidebar with a database tree, a top navigation bar, and a main content area with query results and controls.

Showing rows 0 - 1 (2 total, Query took 0.0003 seconds.)

```
SELECT * FROM `apackages`
```

Profiling [Edit inline] [Edit] [Explain SQL] [Create PHP code] [Refresh]

Show all | Number of rows: 25 | Filter rows: Search this table | Sort by key: None

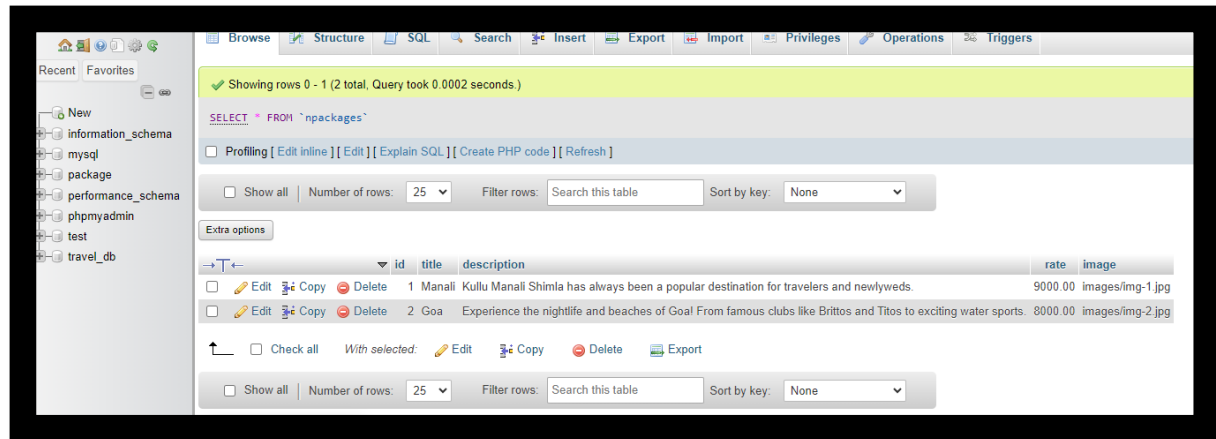
Extra options

		id	title	description	rate	image
<input type="checkbox"/>	Edit	1	Bungee Jump	Bungee jumping involves jumping from a great heigh...	5000.00	images/category-1.jpg
<input type="checkbox"/>	Edit	2	ZipLine	A zip line is a pulley suspended on a cable, usual...	9000.00	images/category-2.jpg

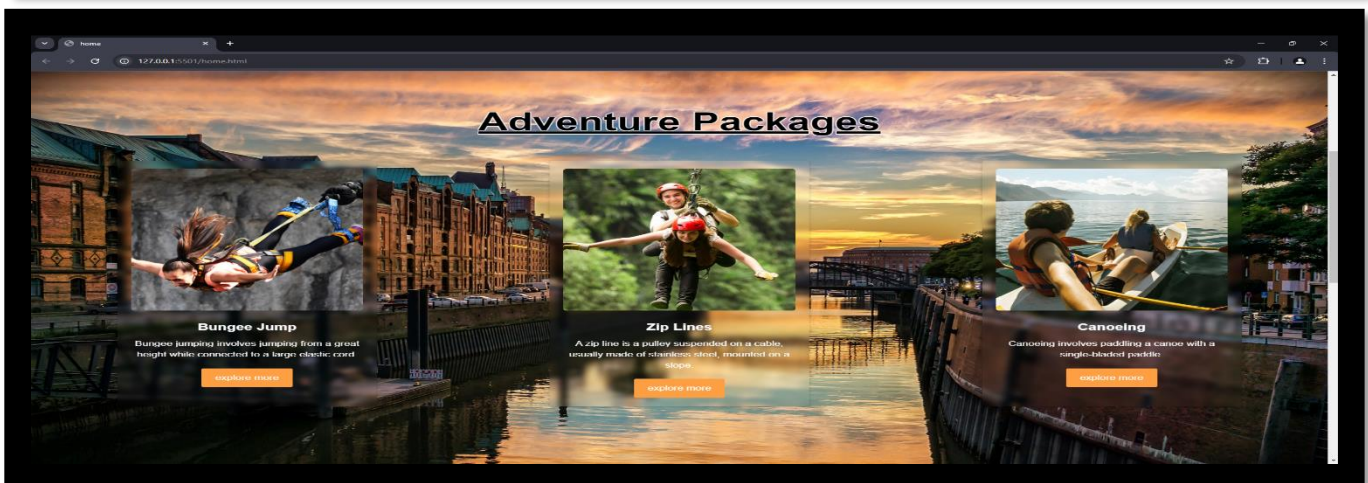
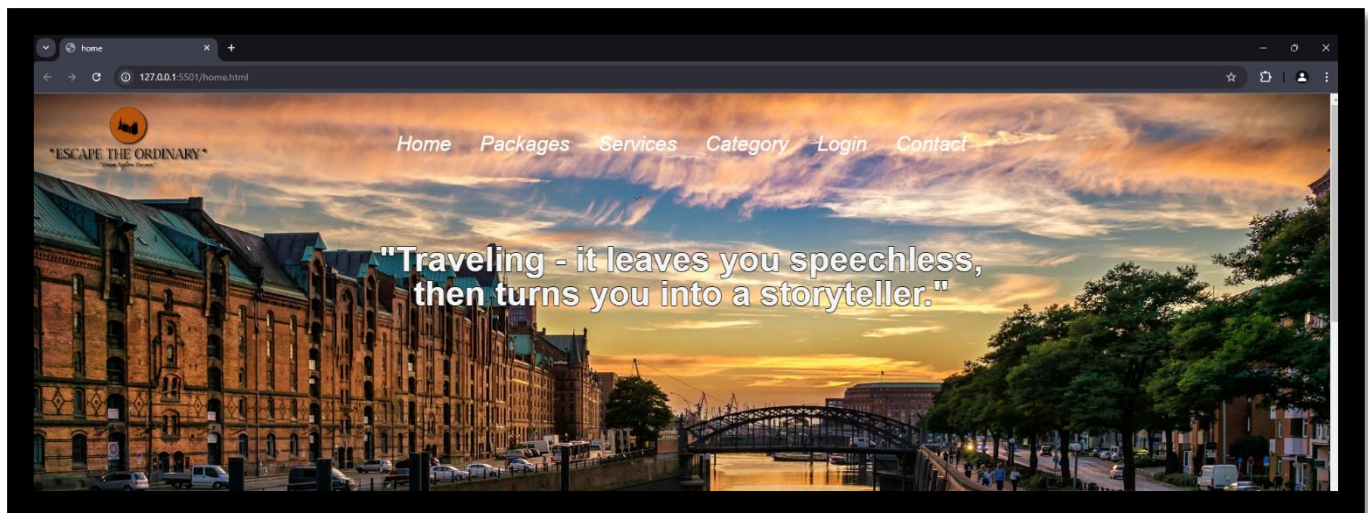
Check all | With selected: Edit Copy Delete Export

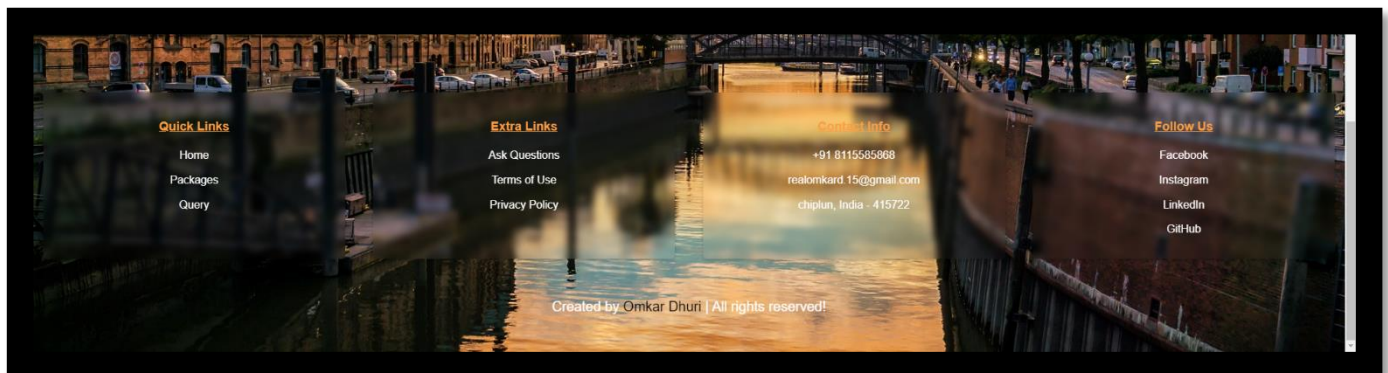
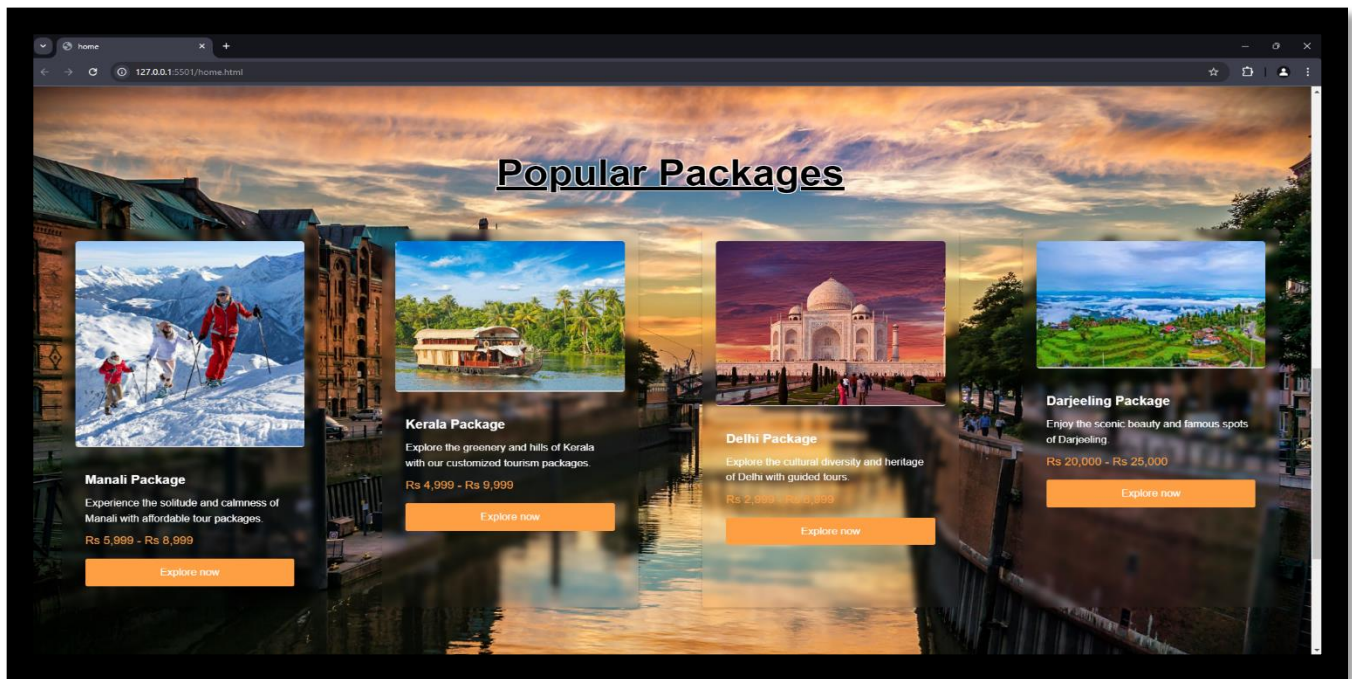
Show all | Number of rows: 25 | Filter rows: Search this table | Sort by key: None

Manage Normal Package:

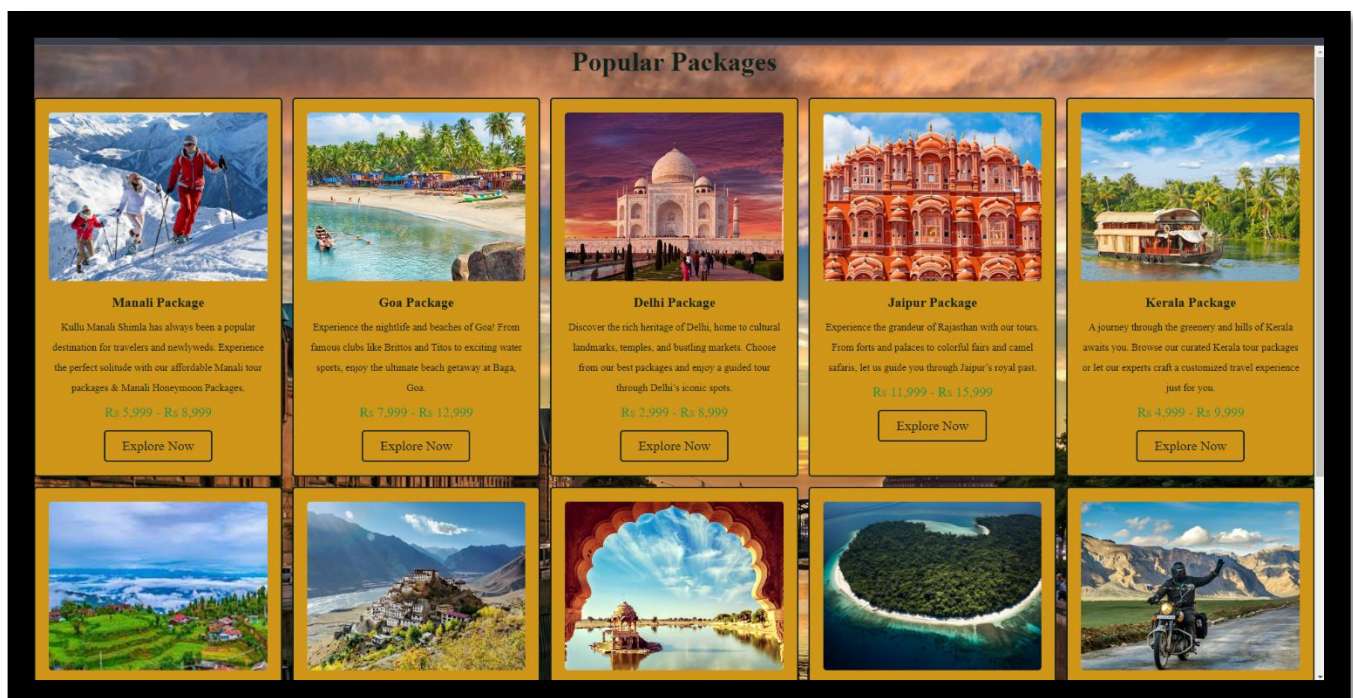


Home Page:

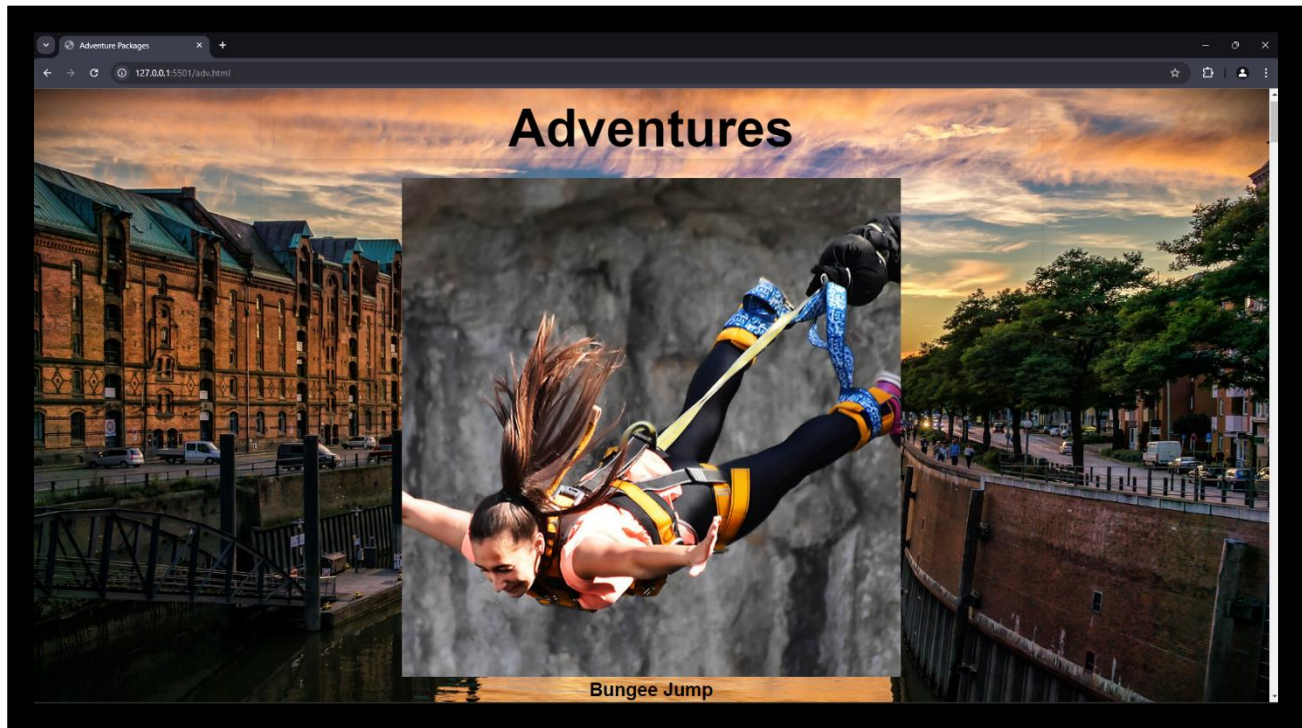




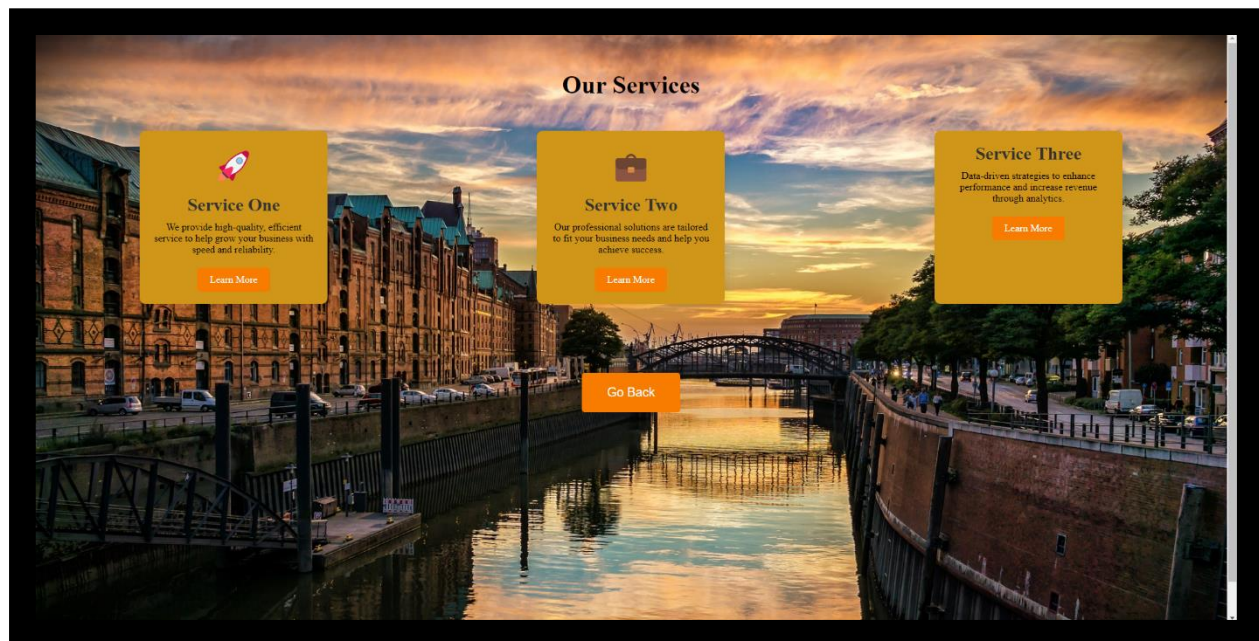
Normal Packages Page:



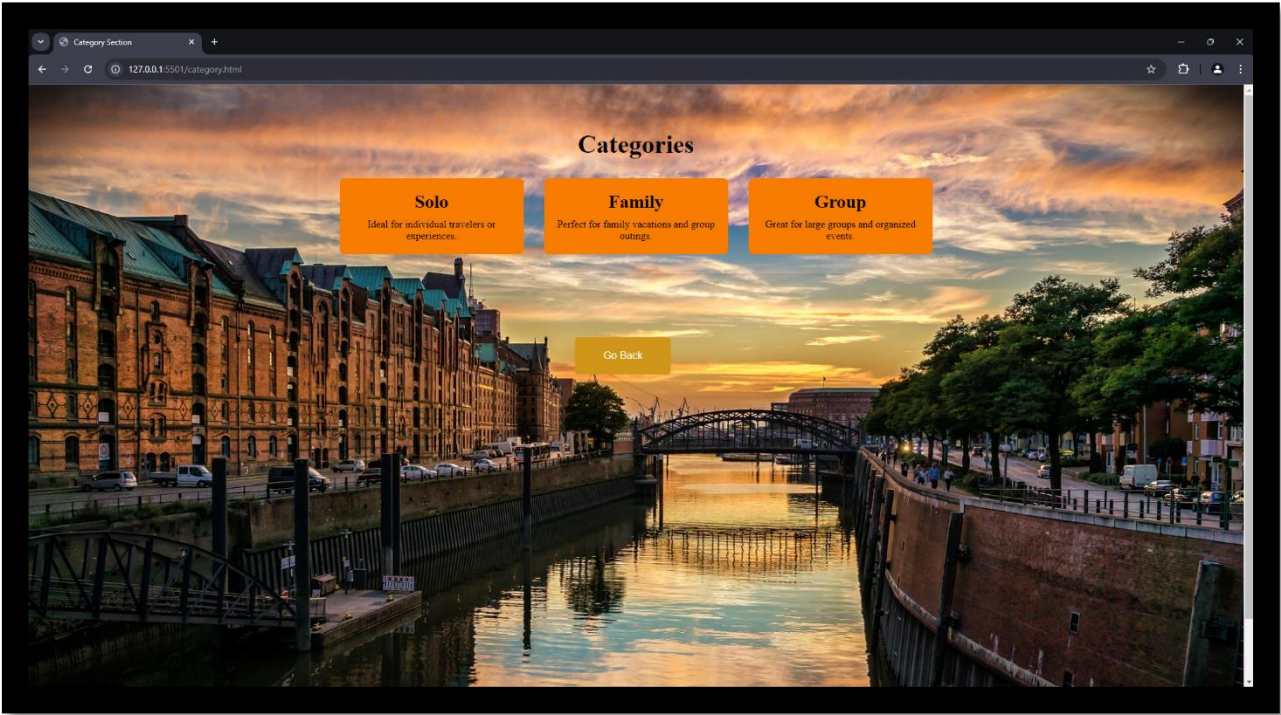
Adventure Packages Page:



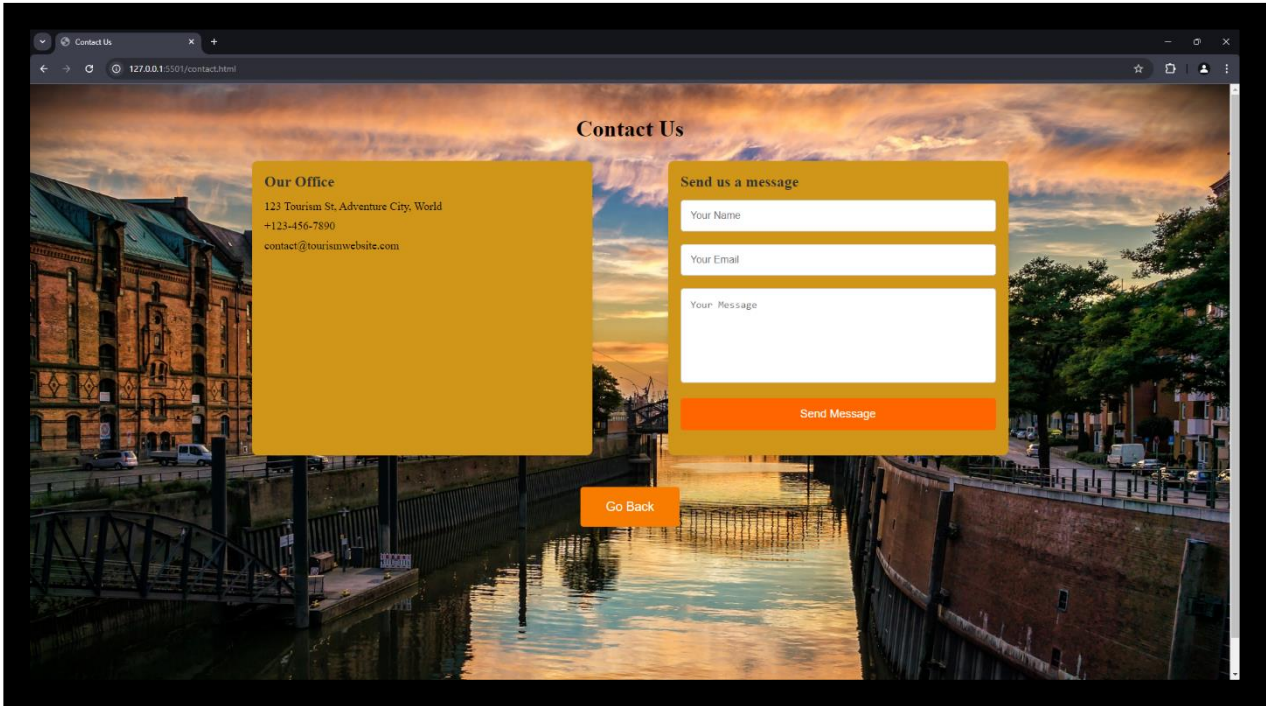
Services Page:



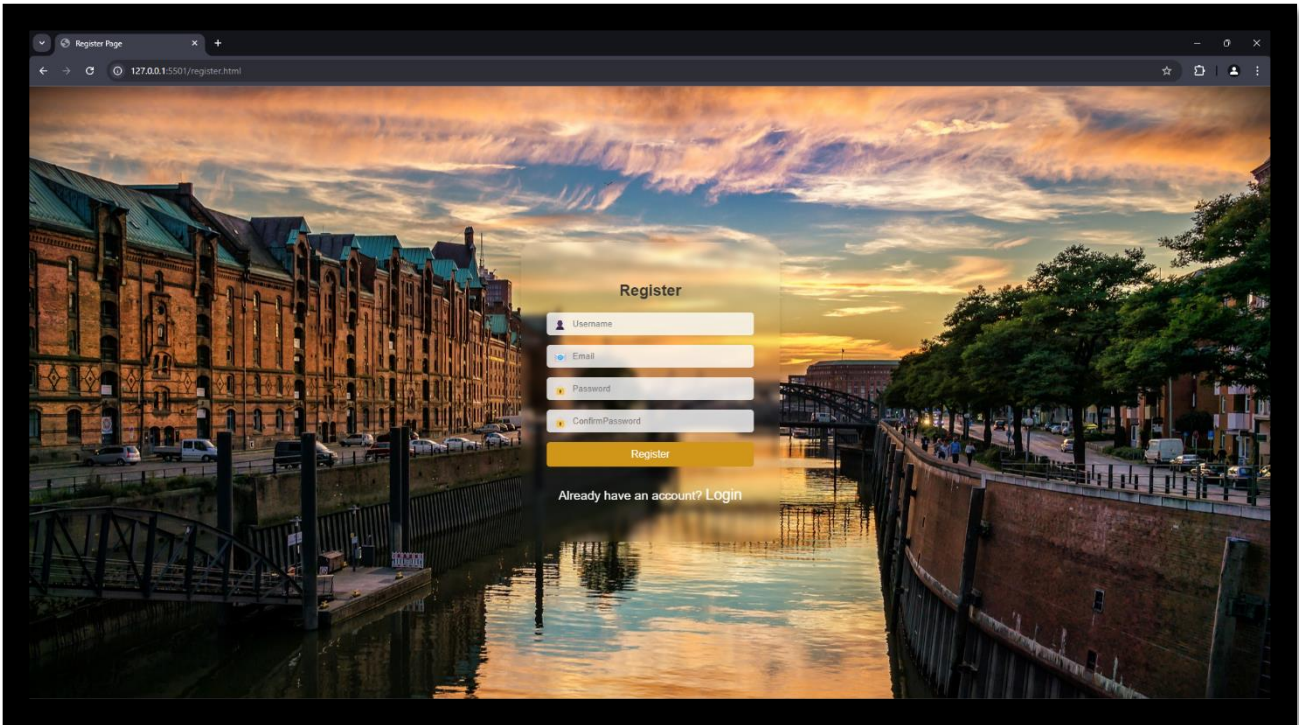
Categories Page:



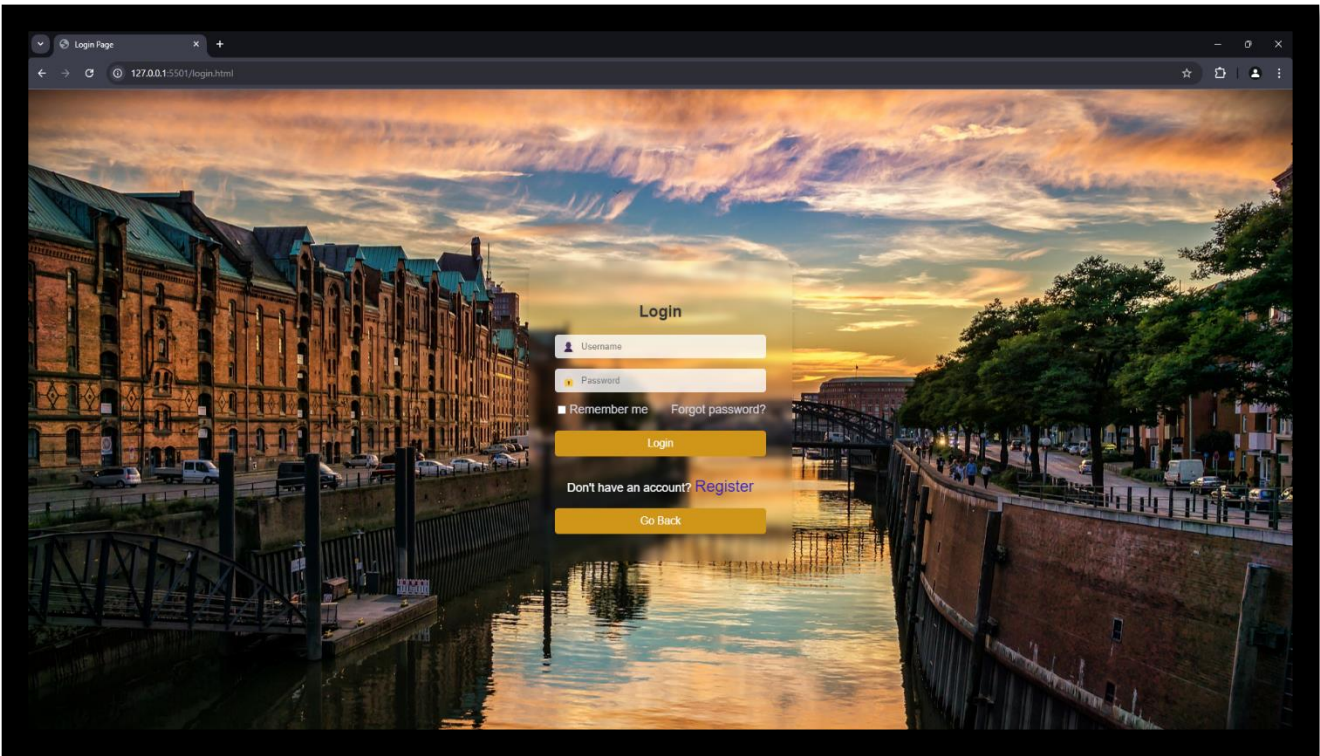
Contact Us Page:



User Registration Page:



User Login Page:



Hardware/Software Requirement

HARDWARE REQUIREMENT

- **PROCESSOR** : Intel Core i5
- **RAM** : 4 GB & Above
- **HARD DISCSPACE** : 40 GB & Above.
- **PRINTER** : Inkjet/Laser Printer
- **MONITOR** : Color

SOFTWARE REQUIREMENT:

- **OPERATINGSYSTEM** : Windows 7/8/10/11
- **FRONT END** : html,Css,JavaScript
- **BACKEND** : php,MySQL

Web Reference :

- www.youtube.com
- <https://chatgpt.com>
- <https://fontawesome.com>
- <https://in.pinterest.com>
- <https://www.wikipedia.org>