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Abstract

Tour and travel websites have become popular platforms for users to plan and book their trips. However, with so many options and information available, users may feel overwhelmed and struggle to find the best deals and destinations that match their preferences. This study aims to understand user preferences and behaviors in tour and travel websites, in order to inform the design of better user experiences. We conducted a survey of 500 users of various ages, genders, and locations, and analyzed their responses to identify common trends and patterns. Our findings suggest that users prioritize affordability, convenience, and safety when choosing travel destinations and services. They also rely heavily on user reviews and recommendations, as well as visual content such as photos and videos, to inform their decisions. Based on these insights, we recommend that tour and travel websites prioritize clear and concise information, personalized recommendations, and easy-to-use booking and payment systems to improve user satisfaction and loyalty.

The purpose of Travel website is to automate the existing manual system by the help of computerized equipments and full-fledged computer software, fulfilling their requirements, so that their valuable data/information can be stored for a longer period with easy accessing and manipulation of the same. The required software and hardware are easily available and easy to work with.

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1   INTRODUCTION

1.1 Introduction

1.2   Existing System and proposed system

1.3   Scope

1.4   Aim and Objective of work

1.5   Evaluation and System Analysis

1.1 INTRODUCTION

The "Tours and Travel Website" has been developed to override the problems prevailing in the practicing manual system. This software is supported to eliminate and in some cases reduce the hardships faced by the existing system. Moreover, this system is designed for the particular need of the company to carry out operations in a smooth and effective manner.

The application is reduced as much as possible to avoid errors while entering the data. It also provides error message while entering invalid data. No formal knowledge is needed for the user to use this system. Thus it proves to be user-friendly. Travel Website, as described above, can lead to error free, secure, reliable and fast management system. It can assist the user to concentrate on their other activities rather to concentrate on the record keeping. Thus, it will help organization in better utilization of resources.

Every organization, whether big or small, has challenges to overcome and managing the information of Tour, Travel, Hotel, Customer and Facility. Every Travel Website has different Travel needs, therefore we design exclusive employee management systems that are adapted to your managerial requirements. This is designed to assist in strategic planning and will help you ensure that your organization is equipped with the right level of information and details for your future goals. Also, for those busy executives who are always on the go, our systems come with remote access features, which will allow you to manage your workspace anytime, at all times. These systems will ultimately allow you to better manage resources.

1.2 EXISTING SYSTEM AND PROPOSED SYSTEM

EXISTING SYSTEM

In the existing system, each task is carried out manually and processing is also a tedious job. In previous system travelers were maintaining time table details manually in pen and paper, which was time taking and costly. The travelers is not able to achieve its need in time and also the results may not accurate. Because of the manual maintenance there are number of difficulties and drawbacks exist in the system. Some of them are as follows.

Drawbacks of the Existing System:
- Increased transaction leads to increased source document and hence maintenance becomes difficult.
- If any admin, user entry is wrongly made then the maintenance becomes very difficult.

Need for new system:

- To create user friendly website for customer
- To provide destination information for customer
- To generate different types of reports
- To provide the option of book your own trip for customer
- To provide package details

PROPOSED SYSTEM

The proposed system is designed to be more efficient than the manual system. It invokes all base tasks that are now carried out manually, such as the forms transactions and reports which is added advantage. The proposed System is completely computer-based application. Thousands of records can searched and displayed without taking any significant time.

Advantages of the Proposed System:

- Simplifies the manual work
- It minimizes the documentation related work
- Provides up to date information
- Friendly Environment by providing warning messages
- travelers details can be provided
- booking confirmation notification
- Gives accurate information

1.3 SCOPE

Project is to develop a system that automates the processes and activities of a travel and the purpose is to design a system using which one can perform all operations related to traveling. Customers can decide about places they want to visit and make bookings online for travel and accommodation. Customer can view complete travel information with Google Maps, Hotel facilities, Restaurant facilities, Vehicle services through online.

Feedback and review helps the customer to visit particular location. Photo gallery and video gallery of the location can be uploaded. Customer can search hotels by entering location and hotel type. It may help collecting perfect management in details. In a very short time, the collection will be obvious, simple and sensible. It will help a person to know the management of passed year perfectly and vividly. It also helps in current all works relative to Travel website. It will be also reduced the cost of collecting the management and collection procedure will go on smoothly.

Our project aims at business process automation, i.e. we have tried to computerize various processes of Travel website.

- In computer system the person has to fill the various forms and number of copies of the forms can be easily generated at a time.
- In computer system, it is not necessary to create the manifest but we can directly print it, which saves our time.
- To assist the staff in capturing the effort spent on their respective working areas.
- To utilize resources in an efficient manner by increasing their productivity through automation.
- The system generates types of information that can be used for various purposes.
- It satisfies the user requirements.
- Be easy to understand by the user and operator.
- Be easy to operate.
- Have a good user interface.
- Be expandable.
- Delivered on schedule within the budget.

1.4 AIM AND OBJECTIVE OF PROJECT

The main objective of the project on Travel Website is to manage the details of Travel, Tour, Agent, Hotel and Facility. It manages all the information about Travel, Customer and Facility. The project is totally built at administrative end and thus only the administrator is guaranteed the access. The purpose of the project is to build an application program to reduce the manual work for managing the Travel, Tour, Customer and Agent. It tracks all the details about the Agent, Hotel and Facility.

- Website is developed to provide the best travelling services to the customers.
- To provide a search platform where a tourist can find their tour places according to their choices.
- Customers will be able to make payment on their ease of use either by online or offline system.
- Tourist will get their tour on affordable prices with the best facilities possible.

This system provides Online Registration, Tour Package Information, Bus ticket booking and all other destinations. The purpose of this project is very clear that user can find room facilities easily & hotel service providers also get good customers very easily. Customer can register in the website & can create his own registration then he can receive email for his room status related to his reservation and book all packages. User can register hotel for different types of room what they want.

The Main Goal of this project is to provide a very faster room reservation services and also booking services for different types of packages so any user can get this service very easily. Our Objective is to make strong relationship with customers so that they can enjoy the holiday of their dreams.

1.5 EVALUATION AND SYSTEM ANALYSIS

- **User experience:** The user experience is a critical factor in the success of a tour and travels website. The website should be easy to navigate, visually appealing, and provide users with the necessary information they need to make informed decisions about their travel plans.
- **Website speed:** Website speed is a key factor in user satisfaction and engagement. The website should be optimized for speed, with fast loading times and minimal lag.
- **Search functionality:** The search functionality should be accurate and efficient, allowing users to find the packages and destinations they are interested in quickly and easily.
- **Booking process:** The booking process should be straightforward and user-friendly, with clear instructions and intuitive design. Users should be able to complete the booking process quickly and easily.
- **Content quality:** The content on the website should be high-quality, informative, and engaging. The website should provide users with helpful information and tips about different travel destinations, as well as travel-related content such as blogs and guides.
- **Mobile optimization:** With more and more users accessing websites on their mobile devices, it is essential that the website is optimized for mobile devices, with a responsive design that adapts to different screen sizes.

- **Security:** The website should be secure, with proper encryption and protection against hacking and other security threats.
- **Technical performance:** The website should be technically sound, with no errors or bugs that could negatively impact user experience.
- In order to evaluate the website, a variety of testing methods can be used, including user testing, performance testing, and security testing. User testing can be conducted by recruiting a group of users to test the website and provide feedback on the user experience, search functionality, booking process, and content quality. Performance testing can be conducted using tools such as Google PageSpeed Insights, which can provide insights into the website's speed and performance. Security testing can be conducted using tools such as OWASP ZAP, which can test the website for vulnerabilities and security issues.

2. TECHNOLOGY AND LITERATURE REVIEW

2.1   Tools and Technology

2.2   Literature Review

2.1 TOOLS AND TECHNOLOGY

Technologies used:
- ➢ Frontend – HTML, CSS, JavaScript
- ➢ Backend – SQL, Reactjs
- ➢ Source code editor – VS Code

Software Requirements:

- ➢ DBMS Software
- ➢ Windows XP
- ➢ Web Browser: Internet Explorer 6 or above, Chrome, Microsoft Edge
- ➢ Operating System: Windows XP, Vista, 7, 8, 8.1, 10, 11, Ubuntu, Linux, MacOs

Hardware Requirements:

- ➢ Hard disk – 2 GB
- ➢ RAM – 1 GB
- ➢ Processor – dual core or above
- ➢ Mouse
- ➢ Keyboard
- ➢ Monitor

2.2 LITERATURE REVIEW

Tourism and travel are industries that have undergone significant changes in recent years, with technological advancements playing a significant role in this transformation. The rise of the internet and mobile technology has given birth to a new type of traveler, one who is increasingly tech-savvy and who relies on online platforms to plan and book their travel experiences. As a result, tour and travel websites have become a critical component of the tourism industry, and numerous studies have been conducted to explore the various aspects of this phenomenon.

One study by Bigne, Sanchez, and Sanchez (2001) examined the importance of information and communication technologies (ICTs) in the tourism industry. The authors concluded that ICTs have transformed the way travelers plan and book their trips, with tour and travel websites providing a wealth of information and services to travelers worldwide. The study also highlighted the importance of personalized and customized services in the tourism industry, with tour and travel websites playing a crucial role in this regard.

Another study by Buhalis and Law (2008) explored the role of social media in the tourism industry. The authors noted that social media platforms have transformed the way travelers share their travel experiences, with platforms such as TripAdvisor and Yelp providing users with valuable insights and recommendations for their trips. The study also highlighted the importance of user-generated content in the tourism industry, with tour and travel websites relying heavily on reviews and feedback from users to provide travelers with accurate and relevant information.

A study by Gretzel, Sigala, Xiang, and Koo (2015) examined the impact of mobile technology on the tourism industry. The authors noted that the rise of mobile technology has led to an increase in mobile bookings, with travelers using their smartphones and tablets to plan and book their trips. The study also highlighted the importance of mobile-friendly websites and apps in the tourism industry, with tour and travel websites investing heavily in mobile technology to provide users with a seamless booking experience.

In addition to these studies, numerous others have examined various aspects of the tour and travel website phenomenon, including the impact of online reviews and ratings on travelers' decision-making processes, the role of virtual reality in the tourism industry, and the importance of sustainable tourism practices in tour and travel websites.

Overall, the literature highlights the critical role that tour and travel websites play in the tourism industry, with these platforms providing travelers with a wealth of information and services to plan and book their trips. The rise of technology has transformed the way travelers plan and book their trips, with tour and travel websites playing a crucial role in this transformation. As the tourism industry continues to evolve, it is likely that tour and travel websites will continue to play a critical role in providing travelers with the best possible travel experience.

3. SYSTEM REQUIREMENT STUDY

3.1 Software Requirement Specification (SRS)

3.2 User Characteristics

3.3 Hardware and Software Requirements

3.4 Design and Implementation

3.1 SOFTWARE REQUIREMENT SPECIFICATION (SRS)

A Software Requirements Specification (SRS) document describes how software will perform and what it will do. It also explains the functionality the product needs to meet the needs of the stakeholders.

The SRS is produced at the culmination of the analysis task. The function and performance allocated to software as part of system engineering are refined by establishing a complete information description, a detailed functional and behavioral description, an indication of performance requirements and design constraints, appropriate validation criteria and other data pertinent to requirements.

The proposed system has the following requirements:

- ❖ System needs to store information about new entry of Travel.
- ❖ System needs to help the internal staff to keep information of tour and find them as per queries.
- ❖ System need to maintain quantity record.
- ❖ System need to update and delete the record.
- ❖ System also needs a search area.
- ❖ It also needs a security system to prevent data.

3.2 USER CHARACTERISTICS

- Responsive mobile friendly travel website design
- Search filters for travel websites
- Optimized search results for a specific destination
- Customer reviews and social media
- Predictive search
- Provides round-the-clock travel support
- Provides enhanced personalized experiences
- Ensures strong data security

3.3 HARDWARE AND SOFTWARE REQUIREMENTS

Software Requirements:

- ➢ DBMS Software
- ➢ Windows XP
- ➢ Web Browser: Internet Explorer 6 or above, Chrome, Microsoft Edge
- ➢ Operating System: Windows XP, Vista, 7, 8, 8.1, 10, 11, Ubuntu, Linux, MacOs

Hardware Requirements:

- ➢ Hard disk – 2 GB
- ➢ RAM – 1 GB
- ➢ Processor – dual core or above
- ➢ Mouse
- ➢ Keyboard
- ➢ Monitor

3.4 DESIGN AND IMPLEMENTATION

Design Plan:

- **User requirements:** Identify the user requirements for the website, including the types of packages and destinations the users are interested in, as well as the features they expect from the website.
- **User personas:** Develop user personas based on the user requirements to guide the design process.
- **Wireframes and mockups:** Create wireframes and mockups that illustrate the website's layout, features, and functionality.
- **Website interface design:** Design the website interface using React.js components, including reusable components such as dropdown menus, navbars, and modals.
- **Search functionality:** Implement fast and accurate search functionality using React.js libraries such as React Router and Axios.
- **Booking functionality:** Implement an intuitive and user- friendly booking process using React.js libraries such as React Hook Form and Stripe.
- **Travel-related content:** Develop travel-related content such as blogs and guides that provide users with helpful information and tips about different travel destinations.
- **Testing:** Test the website thoroughly to ensure it meets user requirements and functions as expected.
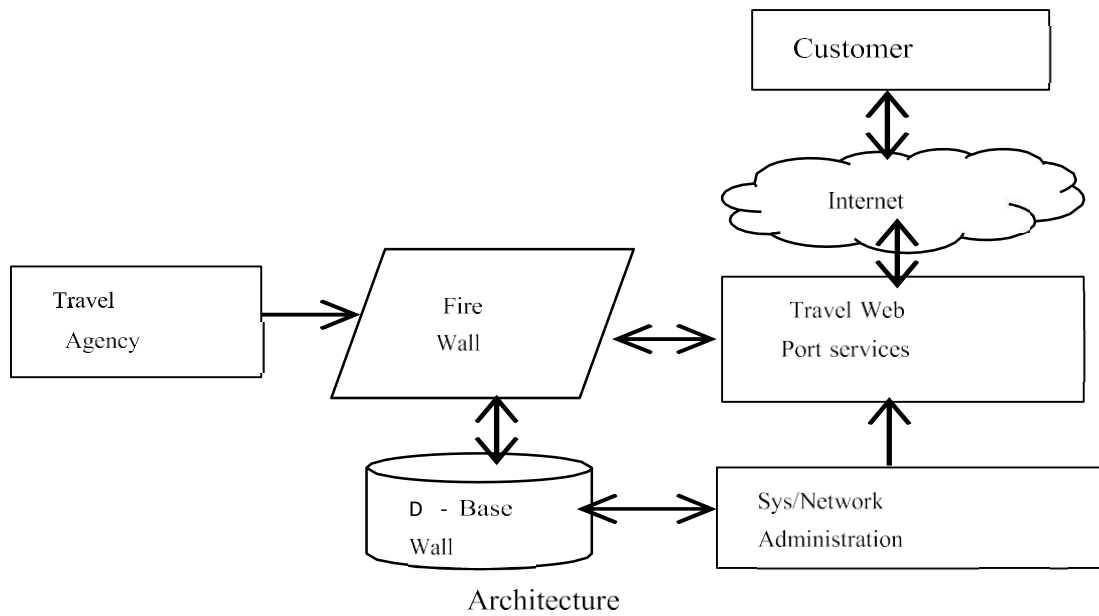
Implementation Plan:

- **Development environment:** Set up a development environment using Node.js, React.js, and a code editor such as Visual Studio Code.
- **Dependencies:** Install necessary dependencies such as React Router, Axios, React Hook Form, and Stripe.
- **React.js components:** Create reusable React.js components such as dropdown menus, carousels, and modals.
- **Search functionality:** Implement search functionality using React.js libraries such as React Router and Axios.
- **Booking functionality:** Implement a booking process using React.js libraries such as React Hook Form and Stripe.
- **Travel-related content:** Develop travel-related content using tools such as WordPress and Adobe Creative Suite.
- **Testing:** Test the website thoroughly using testing tools such as Jest, Enzyme, and React Testing Library.
- **Deployment:** Deploy the website to a hosting provider such as AWS, Heroku, or Netlify.
- **Maintenance:** Maintain the website by updating content, fixing bugs, and adding new features as required using tools such as Git and GitHub.
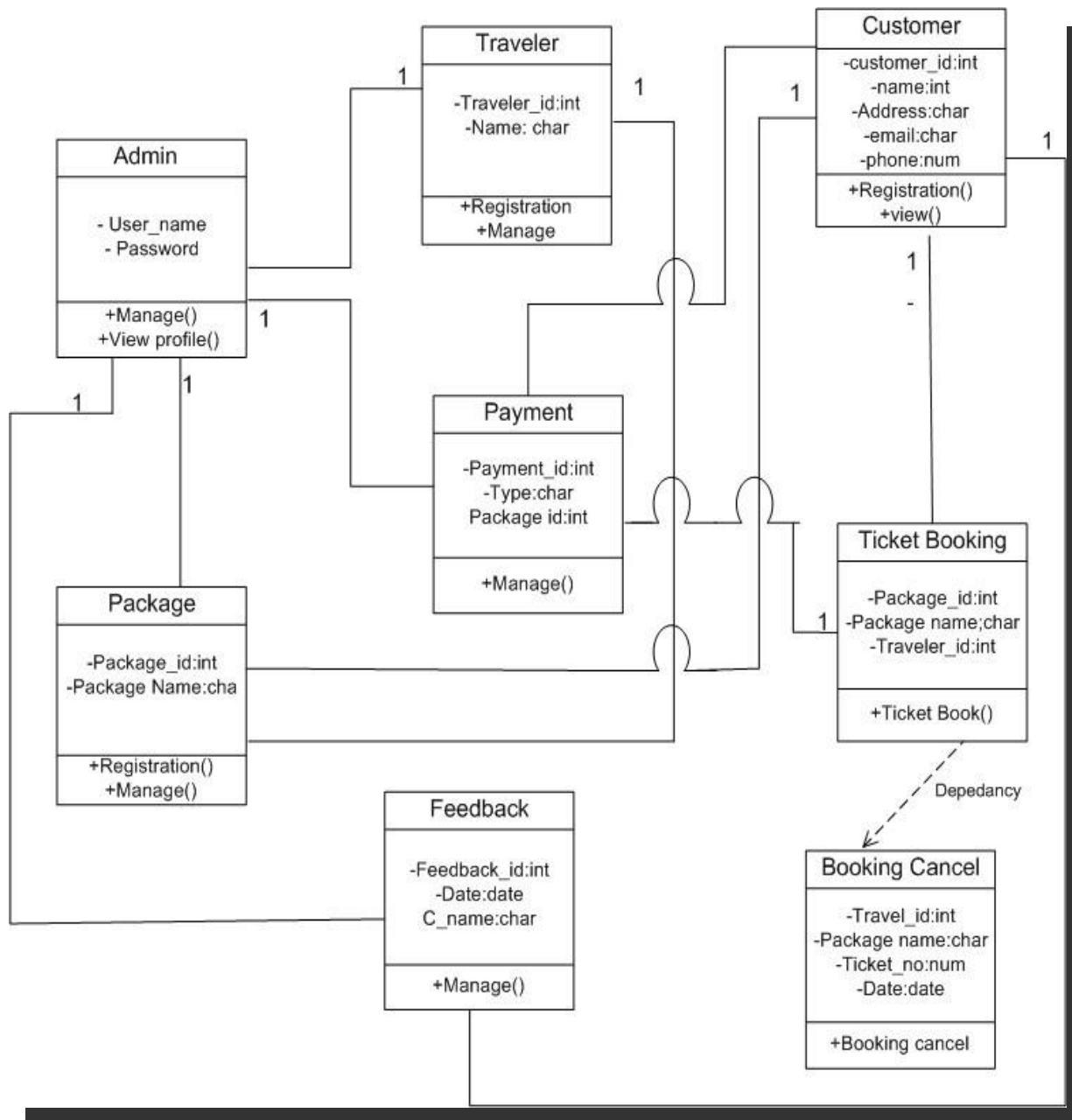
4. SYSTEM DIAGRAMS

4.1   Architecture

4.2   Class Diagram

4.3   Use Case Diagram

4.4   Sequence Diagram

4.5   Entity Relationship Diagram

4.6   Context Level DFD for admin

4.7   First level DFD for admin

4.8   Second level DFD for admin

4.9   First level DFD for customer

4.10   Second level DFD for customer
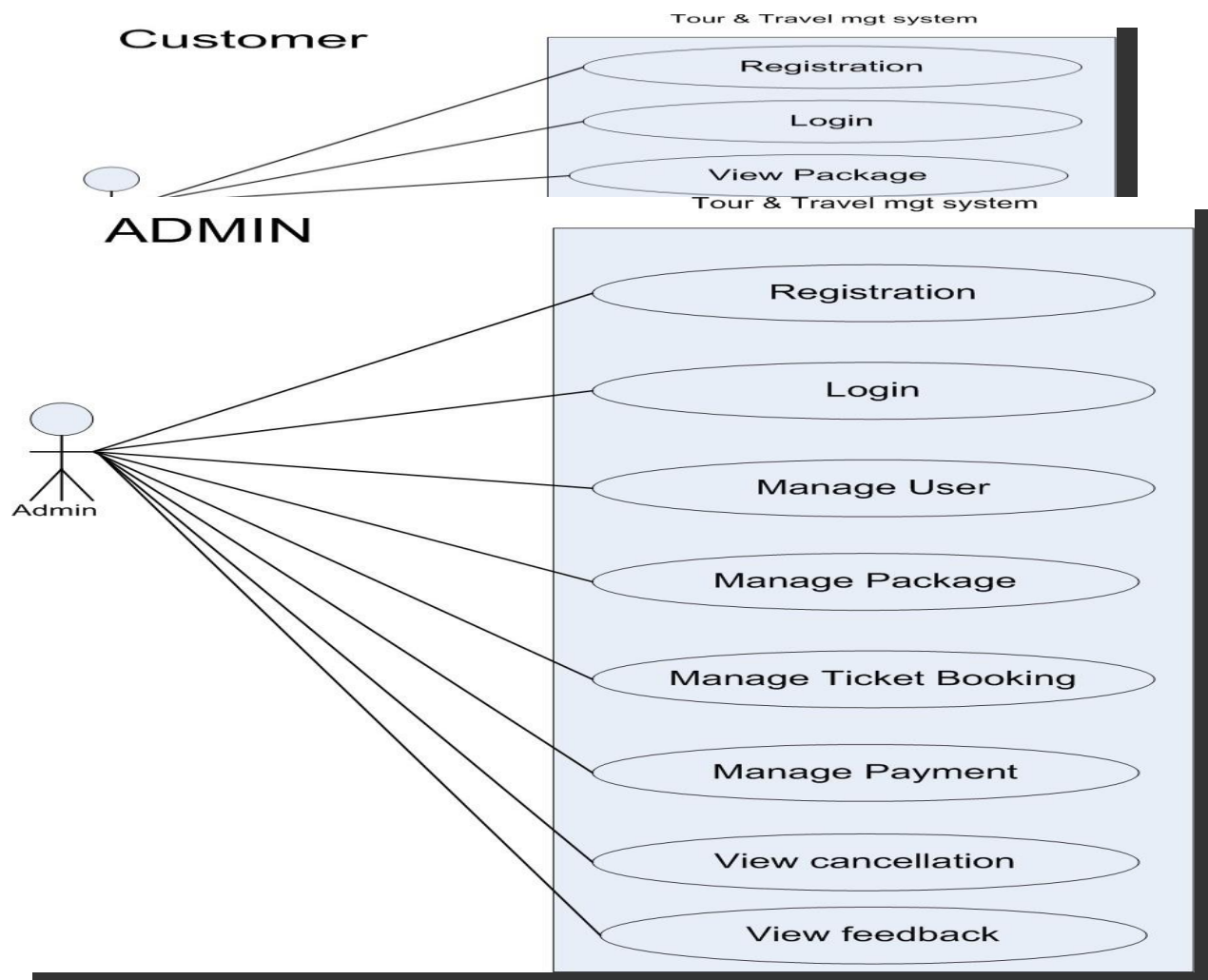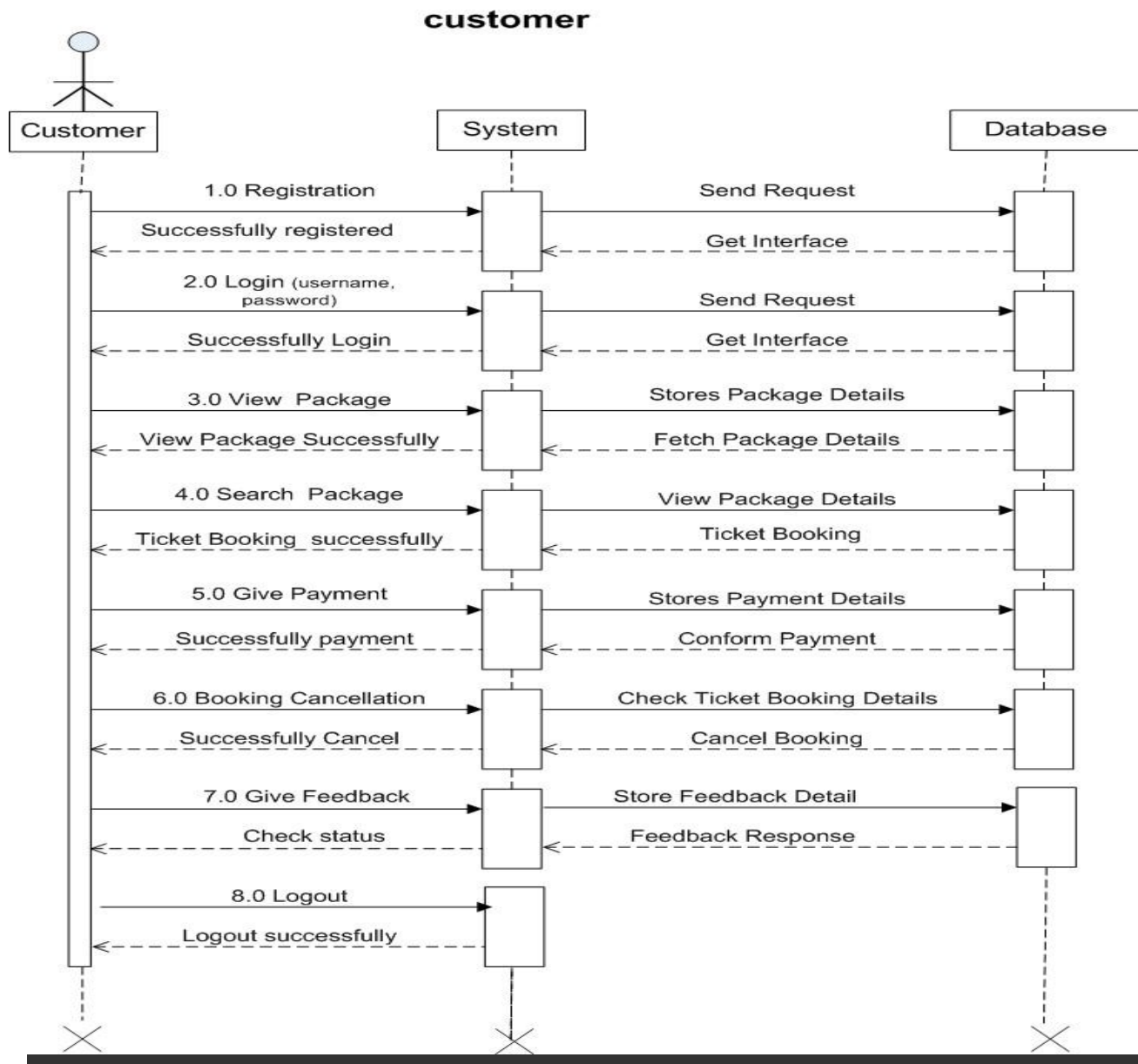
4.11   Activity Diagram

4.1 Architecture

Architecture
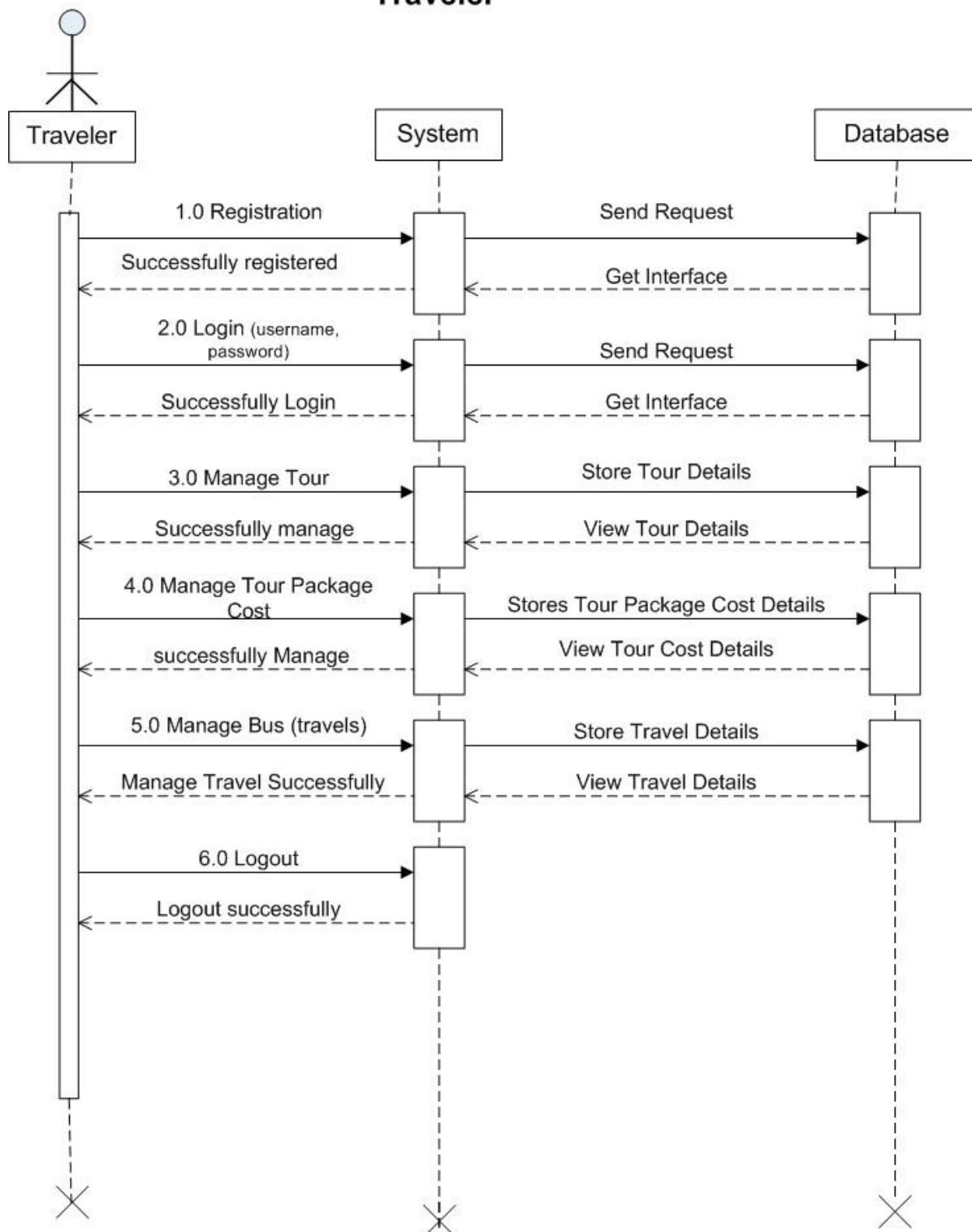
4.2 Class Diagram

4.3 Use case Diagram

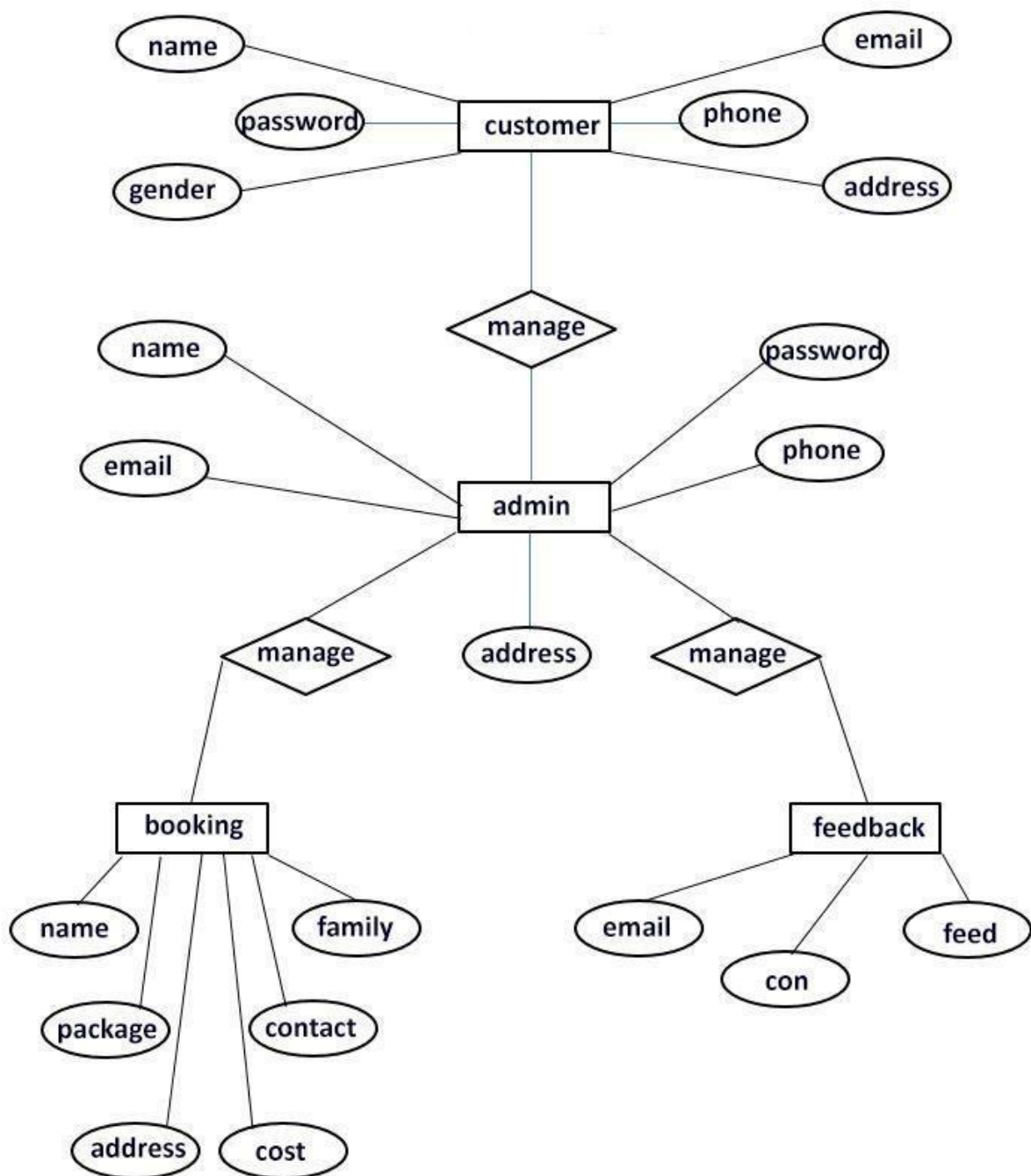# 4.4 Sequence Diagram

customer

| Customer | System | Database |

1.0 Registration → Send Request →
Successfully registered ← Get Interface ←

2.0 Login (username, password) → Send Request →
Successfully Login ← Get Interface ←

3.0 View Package → Stores Package Details →
View Package Successfully ← Fetch Package Details ←

4.0 Search Package → View Package Details →
Ticket Booking successfully ← Ticket Booking ←

5.0 Give Payment → Stores Payment Details →
Successfully payment ← Conform Payment ←

6.0 Booking Cancellation → Check Ticket Booking Details →
Successfully Cancel ← Cancel Booking ←

7.0 Give Feedback → Store Feedback Detail →
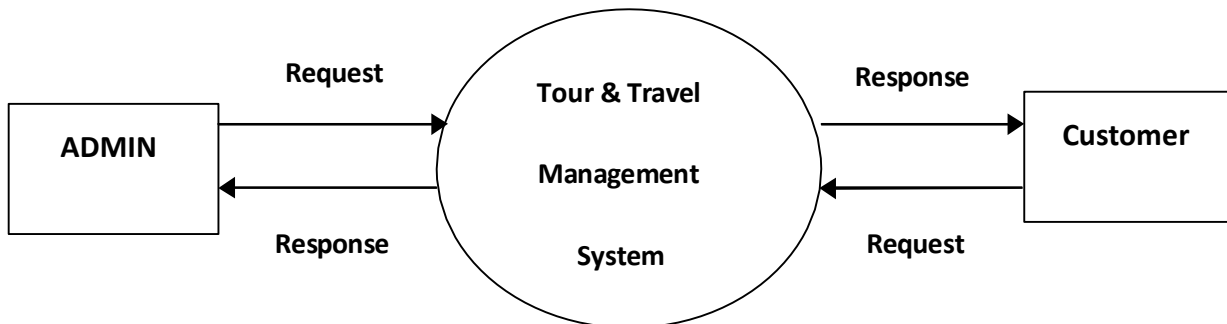Check status ← Feedback Response ←
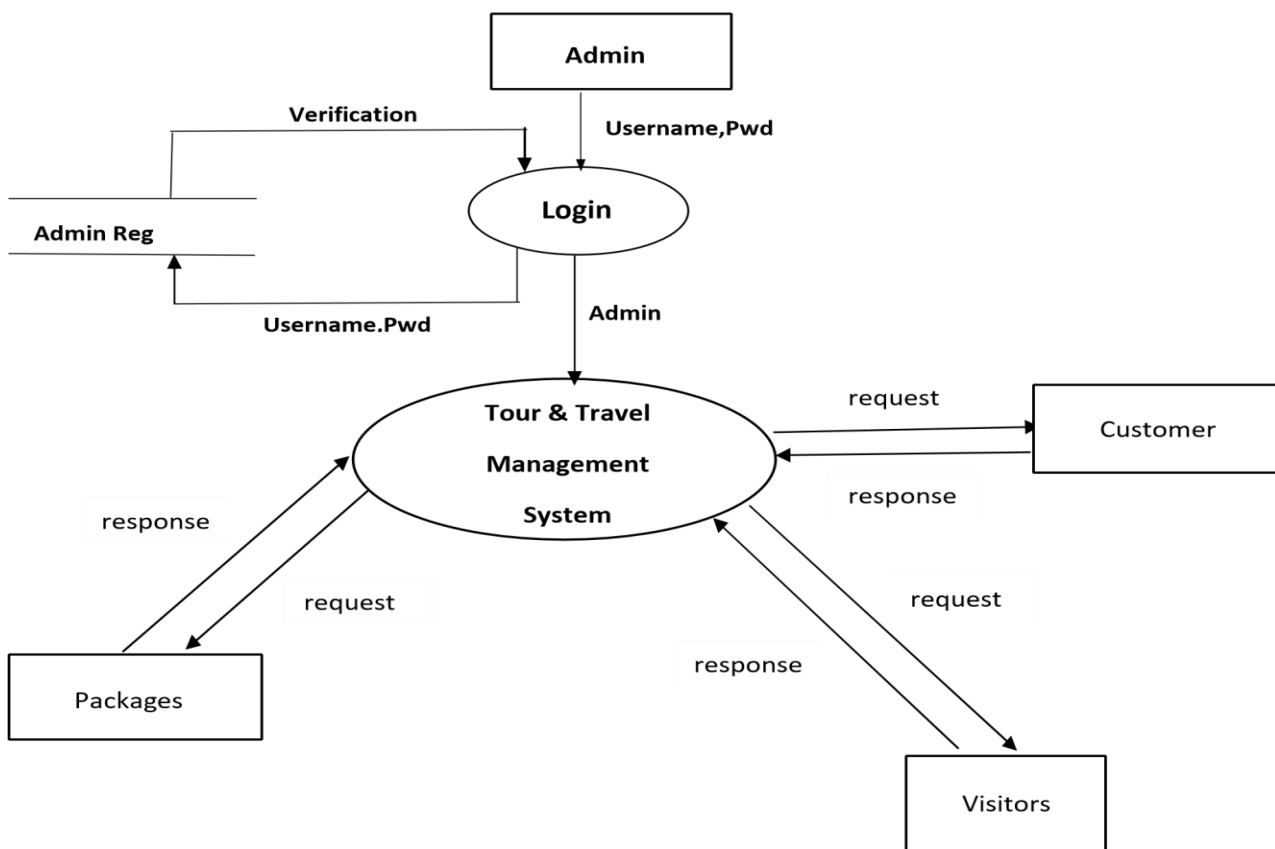
8.0 Logout →
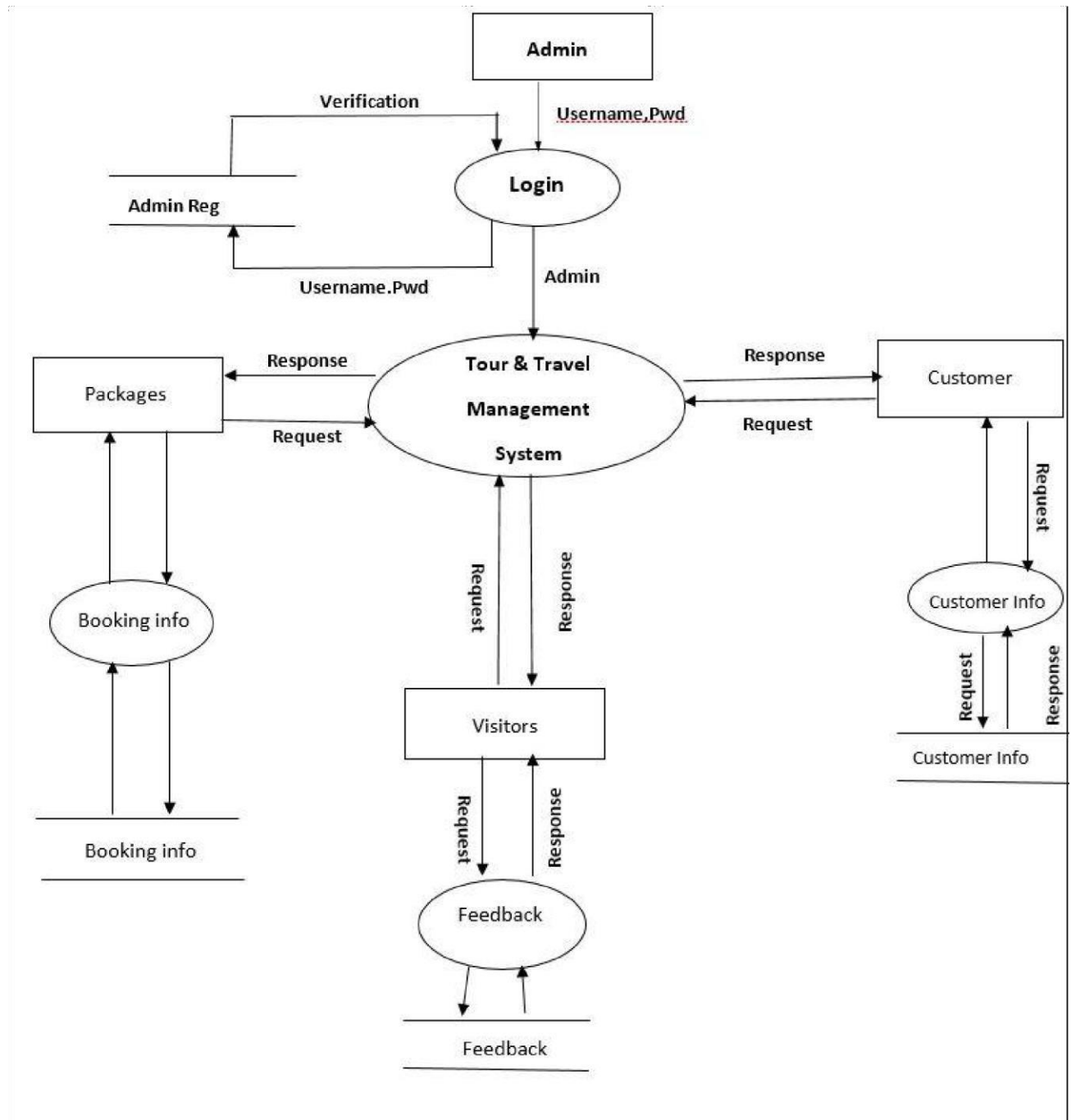Logout successfully ←

Traveler
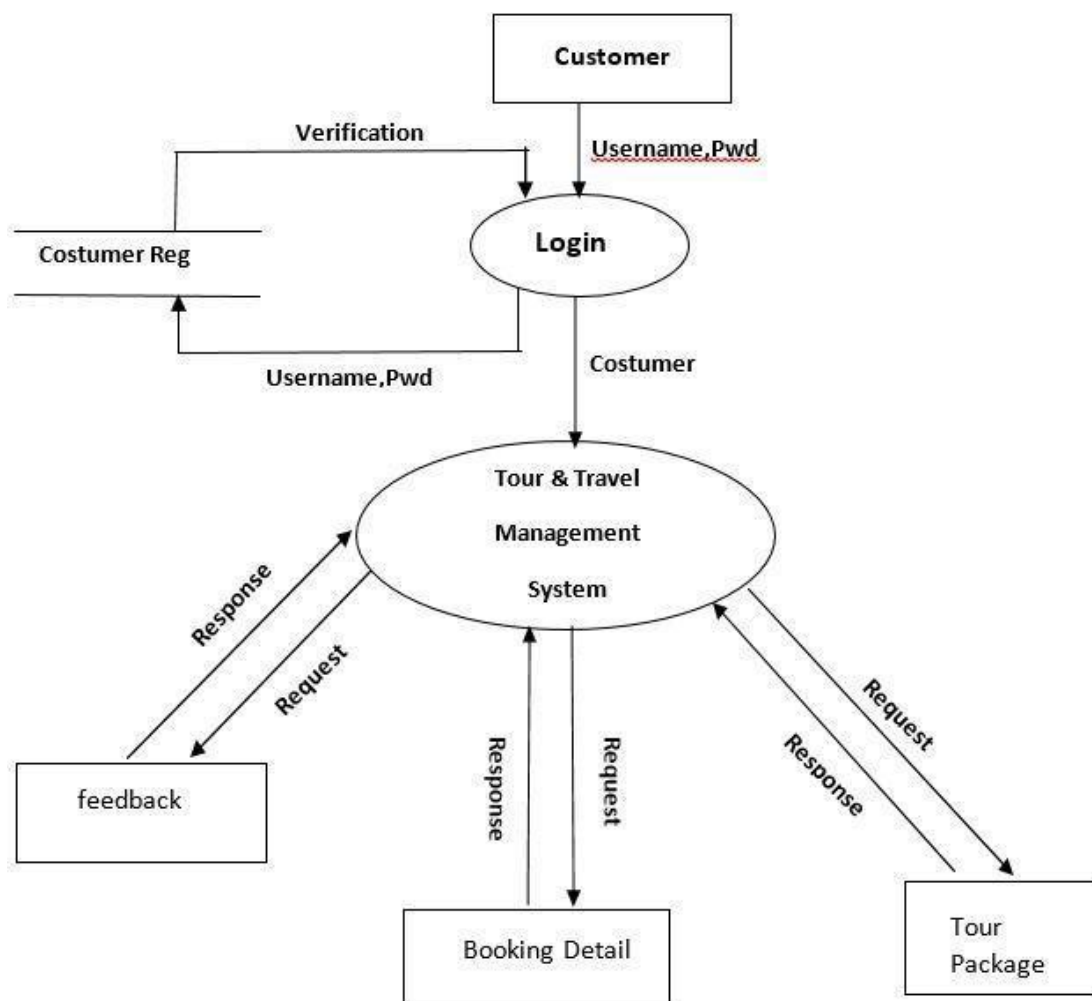
4.5 ER Diagram

4.6 Context level DFD for admin

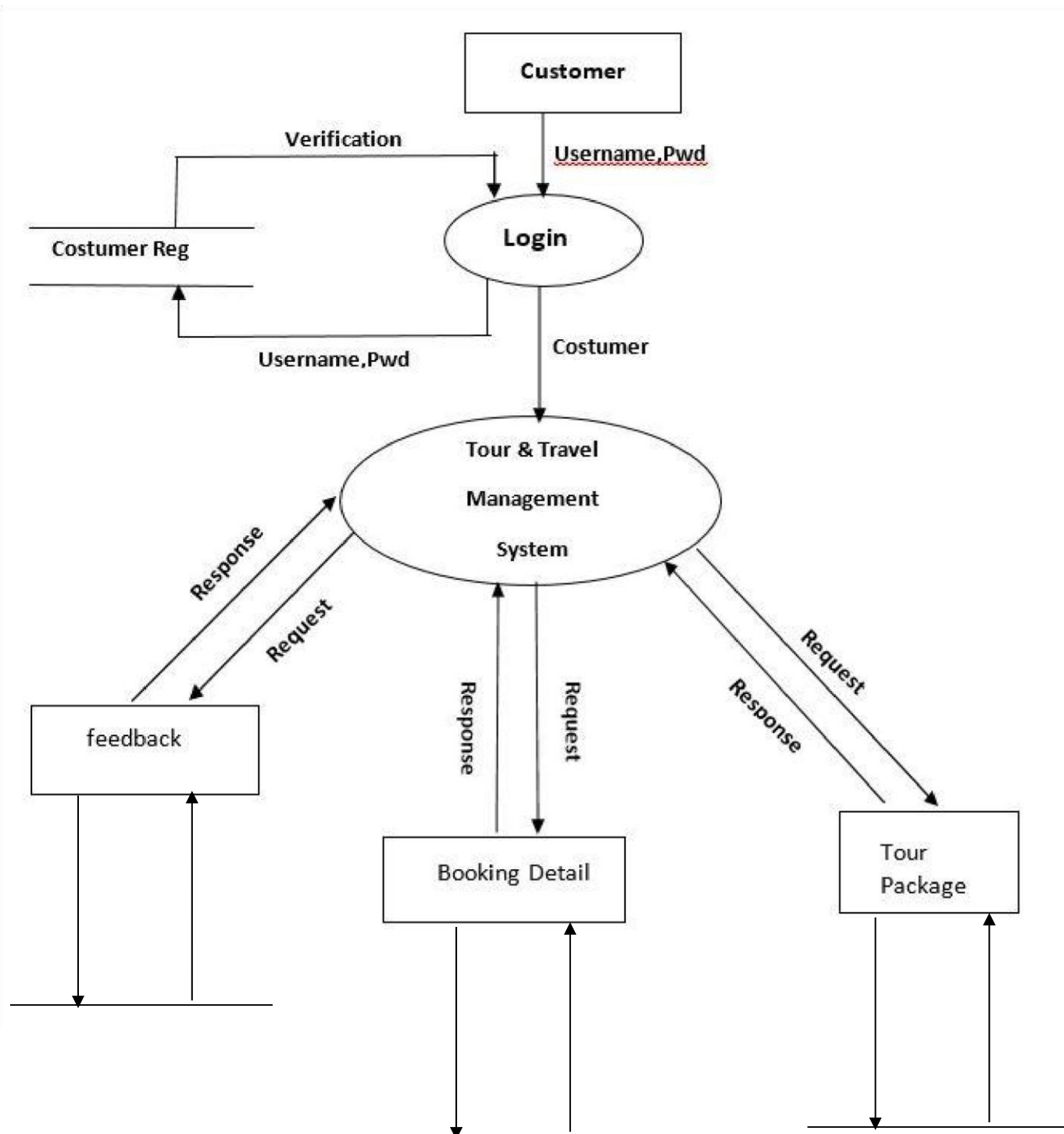# 4.7 First level DFD for admin
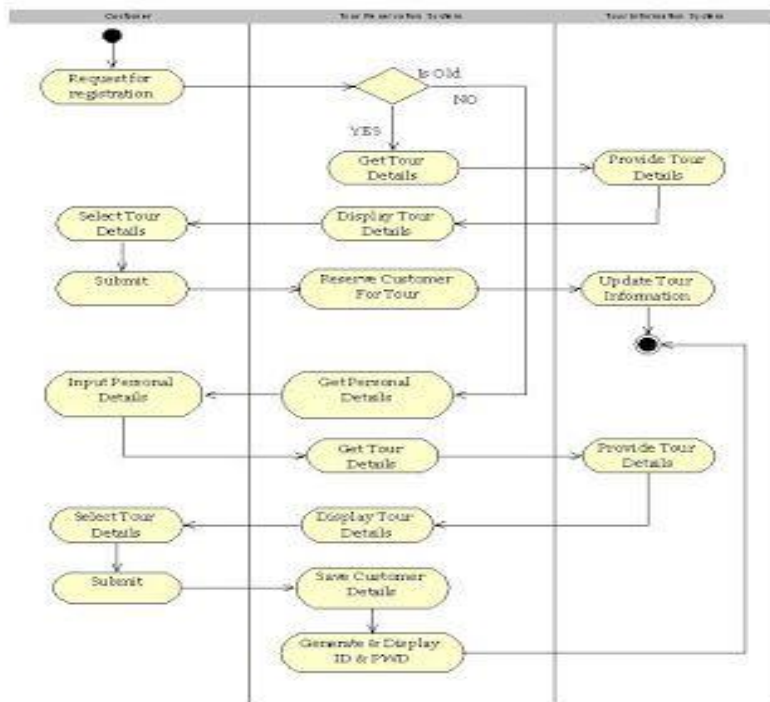
4.8 Second level DFD for admin

4.9 First level DFD for customer

4.10 Second level DFD for customer

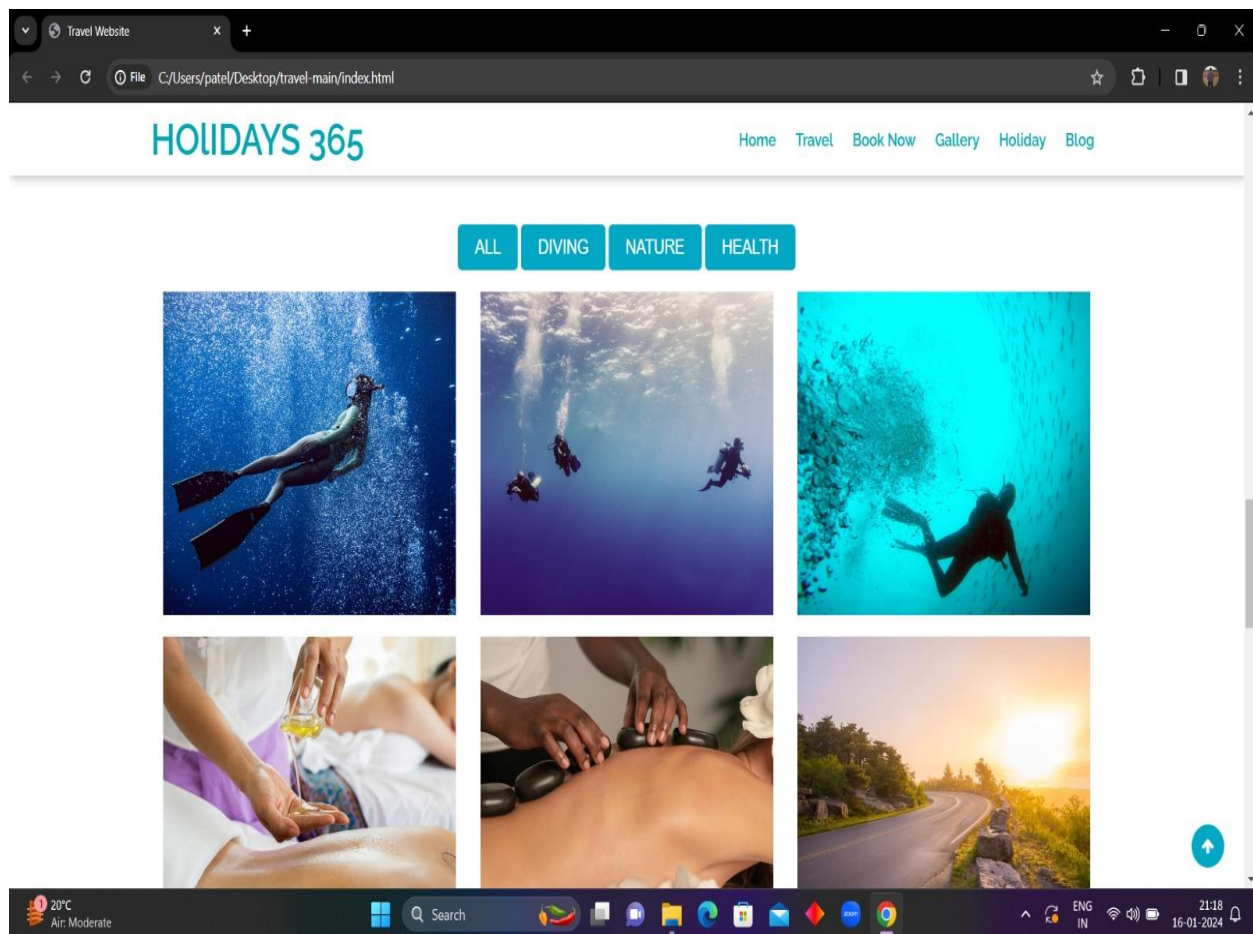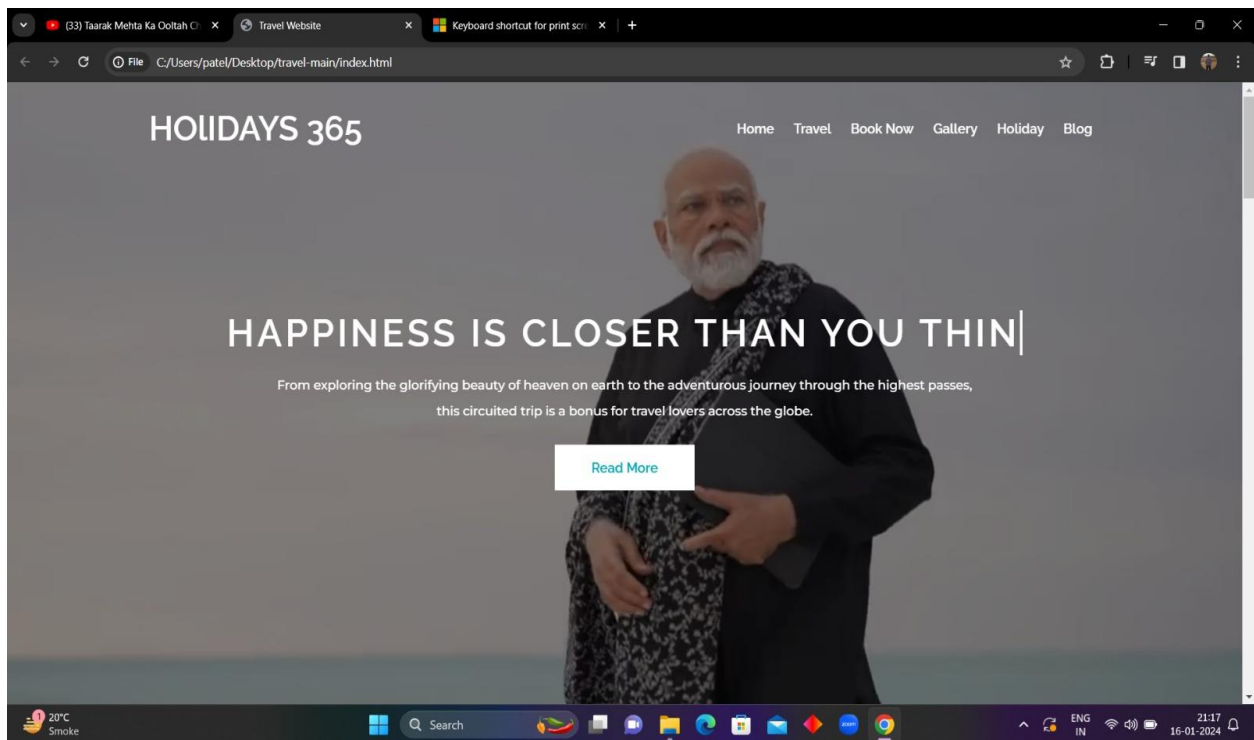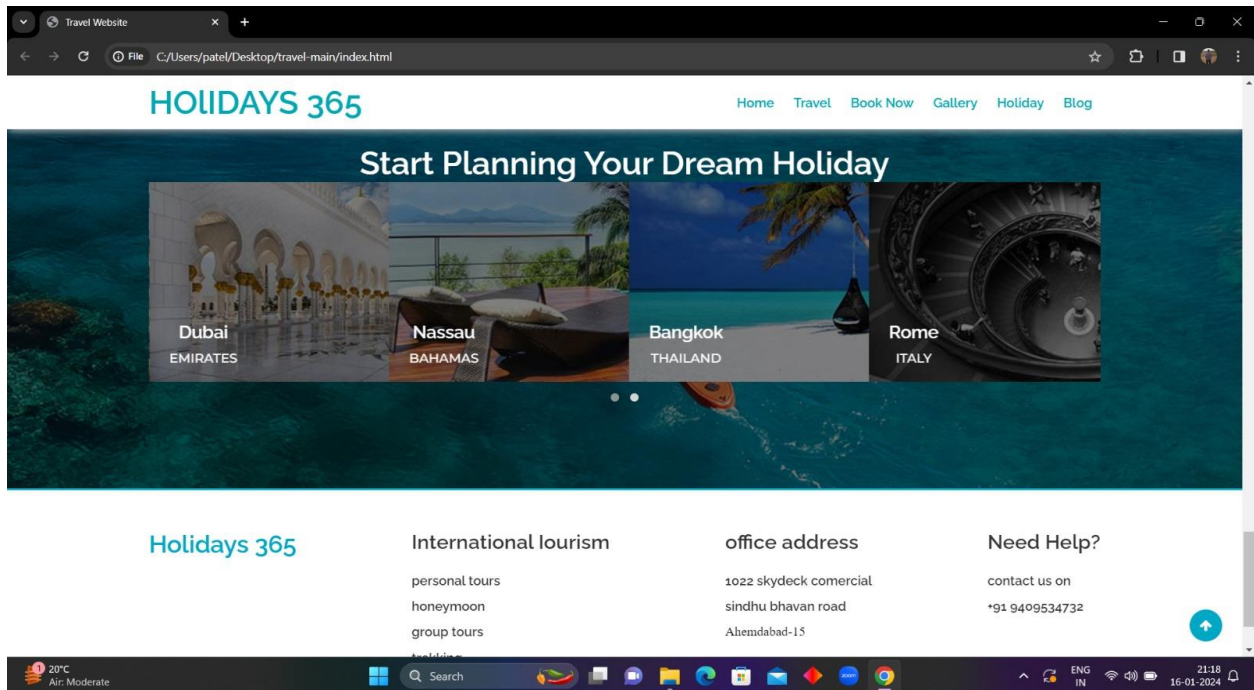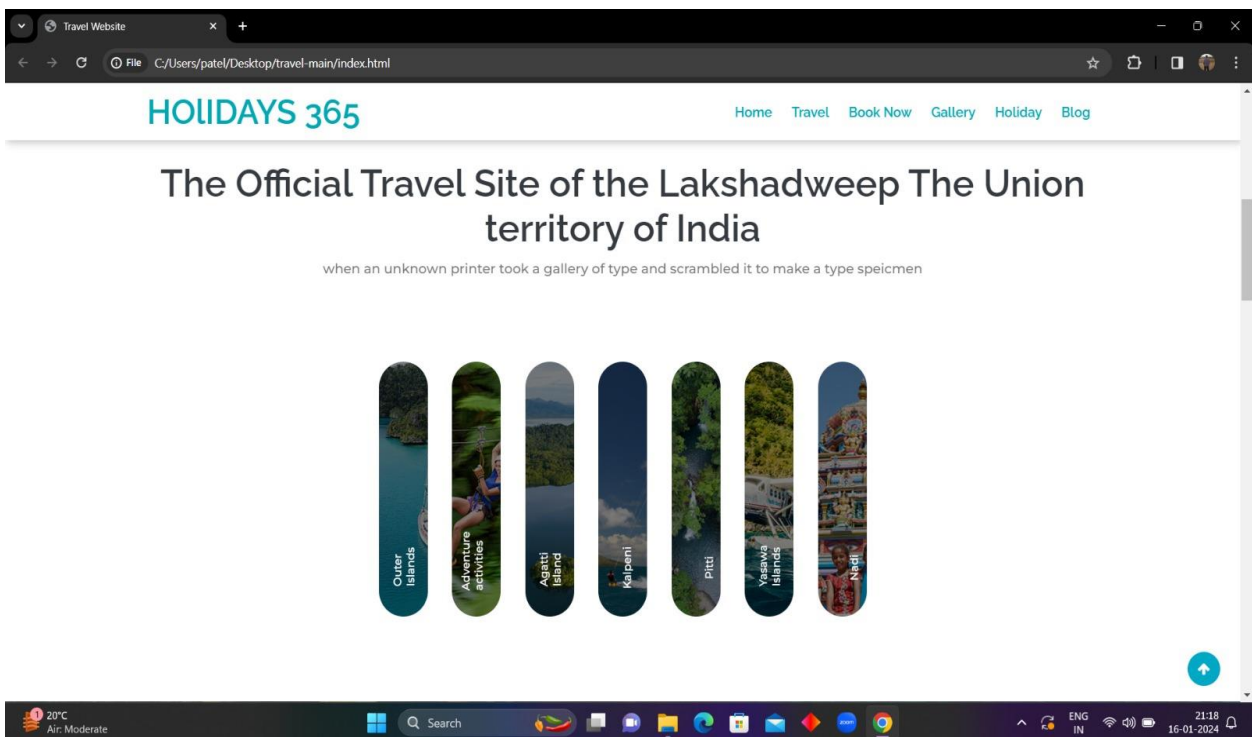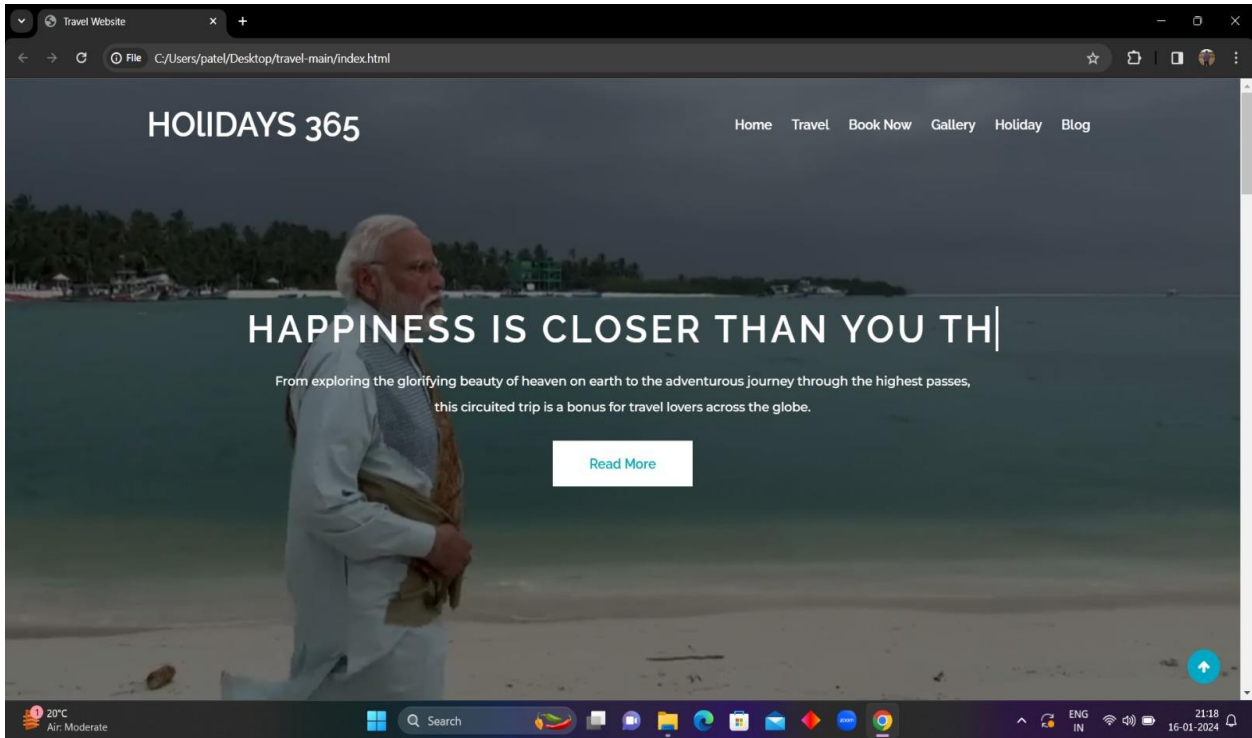# 4.11 Activity diagram

5. IMPLEMENTATION
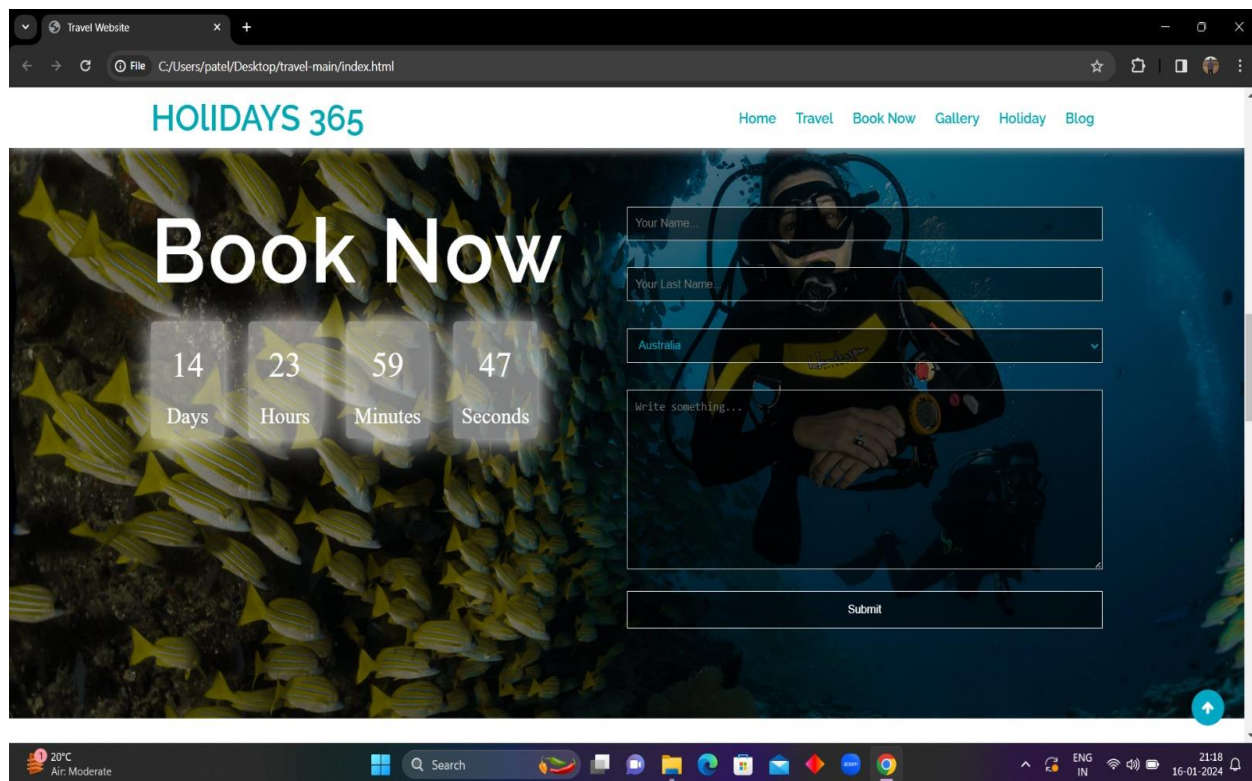
Tables:

5.1 Table Name: Signup

Description- To store the customer Details

Sr. No.	Name	DataType	Constraints	Description
1.	Name	Varchar(32)	Primary key	Store Customer name
2.	Email	Varchar(32)	Not null	Store Email
3.	pass	Varchar(32)	Not null	Store Password
4.	Phone	Varchar(50)	Not null	Store Phone no.
5.	Address	Varchar(100)	Not null	Store Address
6.	gender	Varchar(100)	Not null	Store gender

5.2   Table Name: admin

Description- To store the admin Details

Sr. No.	Name	DataType	Constraints	Description
1.	Name	Varchar(32)	Primary key	Store Name
2.	Email	Varchar(32)	Not null	Store Email
3.	pass	Varchar(32)	Not null	Store Pass
4.	Phone	Varchar(50)	Not null	Store Phone
5.	Address	Varchar(100)	Not null	Store address

5.3   Table Name: booking

Description- To store the booking Details

Sr. No.	Name	DataType	Constraints	Description
1.	Name	Varchar(32)	Primary key	Store Name
2.	family	Varchar(32)	Not null	Store Family Detail
3.	Cost	Varchar(32)	Not null	Store cost Detail
4.	Package	Varchar(50)	Not null	Store package detail
5.	Contact	Varchar(100)	Not null	Store contact detail
6.	Address	Varchar(100)	Not Null	Store address

5.4   Table Name: feedback

Description- To store the feedback Details

Sr. No.	Name	DataType	Constraints	Description
1.	Email	Varchar(100)	Primary key	Store Email
2.	Con	Varchar(15)	Null	Store contact
3.	feed	Varchar(200)	Not null	Store Feedback

6. FUTURE ENHANCEMENT/CONCLUSION

FUTURE ENHANCEMENT:

The future of the tour and travel website looks promising, with new technologies and trends emerging that are likely to shape the industry in the coming years. Some of the future scopes of tour and travel websites are as follows:

Personalization: Personalization is likely to be a significant trend in the future of tour and travel websites. Travelers are increasingly seeking personalized experiences, and tour and travel websites are likely to use AI and machine learning to provide customized recommendations and experiences for their users.

- **Virtual and Augmented Reality:** Virtual and augmented reality technologies are likely to transform the tour and travel industry by providing travelers with immersive experiences before they even arrive at their destination. Tour and travel websites can use these technologies to showcase destinations, hotels, and attractions to their users.

- **Sustainability:** Sustainable tourism is likely to be a critical consideration for travelers in the future. Tour and travel websites can play a vital role in promoting sustainable tourism practices by highlighting eco-friendly destinations and accommodations.

- **Voice Search:** The rise of voice assistants such as Alexa and Siri is likely to have a significant impact on tour and travel websites. Tour and travel websites can optimize their content for voice search, making it easier for travelers to find the information they need using voice commands.

- **Blockchain Technology:** Blockchain technology has the potential to transform the tour and travel industry by providing a secure and transparent platform for transactions. Tour and travel websites can use blockchain technology to simplify payment processes, reduce fraud, and improve data security.

- **Social Media Integration:** Social media is likely to continue to play a significant role in the tour and travel industry. Tour and travel websites can integrate social media platforms such as Instagram and Facebook to provide travelers with user-generated content and recommendations.

- **Sustainable Tourism:** Sustainable tourism is likely to be a critical consideration for travelers in the future. Tour and travel websites can play a vital role in promoting sustainable tourism practices by highlighting eco-friendly destinations and accommodations.

CONCLUSION:

In conclusion, tour and travel websites have become an essential tool for travelers to plan their trips and explore new destinations. With the advancements in technology, tour and travel websites are continuously improving their services to provide the best possible travel experience for their users.

The literature review revealed that tour and travel websites have many benefits, including convenience, cost- effectiveness, and access to a wide range of travel options. These websites also offer a platform for users to share their experiences and recommendations, making it easier for travelers to plan their trips.

The analysis of the tour and travel website identified critical factors that contribute to the website's effectiveness, including user interface, functionality, usability, security, performance, mobile responsiveness, SEO, and analytics. By continuously monitoring and improving these factors, tour and travel websites can provide travelers with the best possible travel experience and stay competitive in the industry.

Looking to the future, tour and travel websites have many opportunities to embrace emerging technologies and trends such as personalization, virtual and augmented reality, sustainability, voice search, blockchain technology, social media integration, and sustainable tourism. By embracing these trends and continuously improving their services, tour and travel websites can provide travelers with the best possible travel experience and stay competitive in the industry.

In conclusion, tour and travel websites have become an integral part of the travel industry, providing travelers with a convenient and cost-effective way to plan their trips and explore new destinations. By continuously improving their services and embracing emerging technologies and trends, tour and travel websites can provide travelers with the best possible travel experience and stay competitive in the industry.

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