Manuscript (1)

by Joshua Carates

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Measures average sentence length

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words per sentence

Manuscript (1)

Acknowledgment

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Heartfelt thanks go to our parents for their encouragement and understanding and to our classmates for their collaborative efforts. We acknowledge everyone's collective contribution to enriching the research experience.

Prompts created by Grammarly

- "Improve it"- This text appears incomplete, and what it refers to is unclear. Please provide more context or complete the sentence—research journey.

Executive Summary

The tourism industry is witnessing a significant transformation with the increasing adoption of online platforms for trip scheduling. This shift reflects the evolving preferences of travelers for convenience and personalized experiences. This study aims to create an efficient online platform, a tourist trip scheduling system, in response to this trend.

The study employed a systematic approach, guided by ISO/IEC 25010 standards, to ensure the quality and security security of the system. Data gathering procedures included literature review, user surveys, interviews, and prototype testing. Key findings from the data analysis revealed insights into user preferences, challenges, and recommendations for system improvement.

The developed system demonstrated efficiency, convenience, and Reliability in facilitating bookings for van rentals and travel tours. User feedback indicated high satisfaction levels with the system's Usability and performance. Recommendations for continuous improvement and enhanced security measures were aligned with the conclusions drawn from the study.

INTRODUCTION

A. PROJECT CONTEXT

In recent years, the tourism industry has significantly shifted towards online platforms for travel-related services. With the increasing demand for personalized and convenient travel experiences, there arises a need for innovative solutions that streamline the process of renting vans and scheduling travel tours.

The backdrop for this project lies in the dynamic landscape of modern tourism, where travelers seek hassle-free options for transportation and planning. As technology continues to reshape the way we travel, traditional methods of arranging tours and renting vehicles are gradually being replaced by online

platforms that offer convenience and efficiency. World Tourism Organization (UNWTO) emphasizes the importance of digital innovation in revitalizing the tourism industry.

Shed light on the growing trend of travelers preferring digital platforms for their travel needs. The study highlights the increasing reliance on mobile phones and websites for booking transportation and activities, indicating a ripe opportunity to develop an online tourist trip scheduling system (Travelport Digital in 2021). There is a clear need for improvement in these areas. Enhancing trip recommendations could make these systems more user-friendly and increase customer satisfaction. Similarly, improving the user interface could make navigating the platform more manageable and streamline the booking process. The ISO/IEC 25010 standard, which provides a framework for evaluating the quality of software products, has been applied to various domains but has yet to see much application in the context of online trip-scheduling systems. There is a need to explore how this standard can be improved and adapted to suit this context better and enhance the quality and user experience of these systems (Bevan, 2015).

Purpose and Description

This study aims to identify and address the limitations of current online trip scheduling systems, focusing on developing the application of the ISO/IEC 25010 standard in this context.

This research project will comprehensively analyze existing online trip scheduling systems. The aim is to propose improvements to this standard tailored explicitly to online trip scheduling systems, enhancing their quality and user experience in planning and booking transportation and tours for travelers.

The project will contribute to the field by providing insights into the current state of online trip scheduling systems, highlighting areas for improvement, and suggesting ways to adapt the ISO/IEC 25010 standard to suit these systems better; this could potentially lead to more user-friendly, reliable, and quality online trip scheduling systems in the future. "To overcome the limitations of existing manual systems." By replacing the current system with a digital platform, we aim to streamline the booking process, enhance customer experience, and optimize resource utilization for rental companies.

Status of the Current System

The current system typically involves manual coordination between travelers and service providers. This manual process can be time-consuming and inefficient, frustrating both parties."Mhykee 2024". Moreover, the need for centralized platforms for van rentals and tour scheduling makes it challenging for travelers to compare options and make informed decisions. ("The State of Travel 2022").

Replacing the Current System

The proposed online tourist trip scheduling aims to replace the fragmented system with a centralized and user-friendly solution. By digitizing the process and providing a one-stop platform for booking transportation and tours, the new system will streamline operations for travelers and service providers. Additionally, the platform will leverage technology to offer personalized recommendations and seamless booking experiences, ultimately enhancing the efficiency and satisfaction of travelers. ("Digital Transformation Initiative: Travel and Tourism Industry,")

Objectives:

1. To develop a user-friendly online platform for van rentals and travel tour scheduling.
2. To streamline the process of arranging transportation and accessing curated tour options for travelers.
3. To provide service providers with efficient tools for managing bookings and operations.
4. To enhance the overall travel experience by offering convenience and flexibility to users.

Statement of the Problem

The project identifies challenges in the existing systems, necessitating improvements.

Specific Problems:

1. How can the proposed system contribute to sustainable tourism practices?
2. How do existing systems fall short in meeting the dynamic needs of modern tourists?
3. How can the proposed system be evaluated based on the following criteria: Functionality, Reliability, Performance Efficiency, Compatibility, Usability, Security, Maintainability, and Portability.

This study addresses the security problem, and the online trip scheduling platform needs to implement robust security measures, which is essential to ensure the protection of user data. Secure transactions. The platform can address potential vulnerabilities and enhance the system's overall security by adhering to the ISO/IEC 25010 security standards.

Scope and Limitations

This study focuses on developing and implementing an online tourist trip scheduling system. It covers the system's design, development, testing, and deployment phases. However, other aspects of tourism management, such as marketing strategies or customer relationship management, need to be addressed. It focuses on addressing the needs of individual travelers, small group tour organizers, and rental companies operating within the tourism industry. The system aims to streamline the process of booking van rentals and travel tours, providing users with a convenient and efficient platform for planning their travel experiences.

The study examines the system's effectiveness in enhancing user satisfaction, improving operational efficiency, and contributing to the digital transformation of the tourism sector. By leveraging technology and adhering to ISO/IEC 25010 standards for quality assurance, the study aims "To ensure that the solution provided meets high-quality standards." required standards." evolving needs of stakeholders in the tourism industry. (World Tourism, DTTB: 2021).

SIGNIFICANCE OF THE STUDY

The result of the study and development of the proposed system will hold significant importance and has several beneficiaries:

Tourists and Travels: The primary beneficiaries are the tourists themselves. An online scheduling system simplifies the planning process, allowing tourists to customize their trips according to their preferences and schedules. It also provides real-time updates, which can be crucial in the dynamic world of tourism.

Tourism Industry Stakeholders: This includes travel agencies, hotels, restaurants, and local attractions. The system can provide them with valuable data about tourist behaviors and preferences, which can be used to improve their services and offerings.

Local Communities: By streamlining tourism, local communities can better manage the influx of tourists; it is essential to ensure that the advantages of tourism are optimized.

Government Agencies: These systems can provide valuable data for policy-making and planning, helping to promote sustainable tourism development.

Academic and Researchers Community: Researchers, scholars, and students in tourism, information technology, and business can use the study as a reference for educational exploration and further research endeavors.

Definition of Terms

BPC- A local college in Malolos, Bulacan.

Van Rentals: Refers to renting vans or similar vehicles for transportation purposes during travel.

Travel Tour Scheduling: Arranging and organizing travel tours, including selecting destinations, planning itineraries, and scheduling activities.

Online Platform: A digital interface accessible via the internet, allowing users to perform various tasks such as booking, purchasing, or accessing information.[1]

User-Friendly: Describes a system or interface that's easy to use and navigate, with intuitive design and clear instructions.
Curated Tour Options: Pre-selected and carefully chosen travel tours or packages offered to users based on specific criteria such as destination, duration, or theme.

Rental companies: Businesses that offer tours and van rental services to tourists.

Customer satisfaction: The extent to which customers' expectations are met or exceeded.

SYNTHESIS

The synthesis of the foreign and local literature reviews reveals a comprehensive understanding of the benefits and challenges associated with implementing online scheduling systems in the tourism industry globally and within the context of the Philippines.
The synthesis provides a comprehensive overview of the benefits, challenges, and best practices associated with integrating online scheduling platforms in the tourism industry, offering valuable insights for stakeholders seeking"The

factors that influence the adoption and effectiveness of a particular thing or process." To navigate the ever-evolving digital landscape and seize emerging opportunities." for growth and innovation.

CHAPTER III

Technical Background

The system is a web-based application that allows users to plan and schedule their trips. It involves using various technologies and methodologies to ensure functionality, efficiency, and user-friendliness.

Web Development Technologies: The system is developed using web technologies such as HTML, CSS, and JavaScript for the front end to create an interactive and user-friendly interface. The back end handles data processing and could be developed using server-side languages like PHP, Python, or Java. (Freeman, E. (2017)).

Database Management: A robust database management system is crucial for storing and retrieving user data, trip details, and other relevant information. SQL or NoSQL databases could be used depending on the data structure and requirements. (Date, C. J. (2003)).

Backend Development: Implementing a robust backend system using languages like Python, Node.js, and PHP and frameworks like Django, Express.js, or Laravel. This backend will handle user authentication, database interactions, and business logic.

Hosting Infrastructure: Selecting a reliable hosting provider for deploying the application, considering factors such as scalability, performance, and security security. Cloud hosting platforms like Amazon Web Services (AWS), Microsoft Azure, or Google Cloud Platform (GCP) offer robust infrastructure options.

Security Measures: Implementing security measures such as HTTPS encryption, user authentication, and data encryption to protect user information and transactional data.

Payment Gateway Integration: Integrating with third-party payment gateways such as Paymongo and Gcash to facilitate secure online payments.

User Authentication: "To ensure the security and privacy of data." the system would implement user authentication and authorization. This could be achieved through techniques like OAuth or JWT (JSON et al.). (Keith, M., & Shreves, R. (2005)).

Responsive Design: The system should be responsive, providing an optimal viewing experience across various devices, from desktop computer monitors to mobile phones. (Marcotte, E. (2011)).

Testing and Maintenance: Rigorous testing is required to ensure the system works as expected and is bugs-free. Regular maintenance and updates are also

necessary to keep the system up-to-date and efficient. (Fewster, M., & Graham, D. (1999)).

Code – Text Editor, Server-client side – PHP, HTML, CSS, Apache, Database – Xampp, MySQL, Functionality –

Web application, PhpMyAdmin. Some of the terminologies stated above are also the technology used in our project.

Details of the technologies to be used

"To operate the system," this project will be available in any technology, such as mobile phones, laptops, and computers. In developing the project, the following technology tools will be used:

PHP – is a general-purpose scripting language especially suited to server-side web development, where PHP generally runs on a web server. It can also be used for command-line scripting

Bootstrap – is a free, open-source frontend development framework for creating websites and web apps.

MySQL – is an open-source relational database management system. The developer will use MySQL because it is one of the system's development-compatible databases.

Apache – The Apache HTTP Server is a web server software notable for playing a vital role in the initial growth of the WWW.

HTML – This is the language in which web pages are written. As far as computer languages go, this is the easiest to learn.

You can create a web page without using a web page editing program, which will still use HTML to make the page.

CSS – Cascading style sheets were used to format the layout of Web pages. They can define text styles, table sizes, and other aspects of Web pages.

Bootstrap - is used to design and build the graphical user interface of web-based applications.

Jquery - The purpose is to make using JavaScript on your website much more accessible. jQuery takes a lot of everyday tasks that require many lines of JavaScript code to accomplish and wraps them into methods that you can call with a single line of code.

Php Mailer - PHPMailer is a code library that sends emails safely and efficiently via PHP code from a web server. Sending emails directly via PHP code requires a high level of familiarity with SMTP standard protocol and related issues and vulnerabilities related to email injection for spamming.

Technical Background of the System

Programming Language: The system could be developed[3] using a combination of languages, such as JavaScript for frontend development and Node.js for backend development, providing a cohesive and efficient development environment.

Database Hosting: The system's database could be hosted on a cloud-based platform such as Amazon RDS (Relational et al.) or Google Cloud SQL, ensuring scalability, Reliability, and ease of management.

Hardware Specifications: The hardware specifications required[4] for hosting the system depend on factors such as anticipated traffic volume, data storage requirements, and expected system load. Utilizing scalable cloud infrastructure allows for flexibility in adjusting hardware resources as needed.

Security Measures: Implementing security measures such as firewalls, intrusion detection systems, and regular security audits to protect the system from cyber threats and unauthorized access.

Scalability: Designing the system with scalability in mind "To accommodate future growth and meet the increased demand,"[5] van rentals and tour bookings.[5,6] Utilizing cloud-based hosting and scalable database solutions, "The system has the ability to manage different levels of traffic." effectively.[7]

Monitoring and Maintenance: Implementing monitoring tools and procedures to monitor system performance, detect issues, and ensure timely maintenance and updates to keep the system running smoothly.

User Interface Design: Designing an intuitive and user-friendly interface for the system, focusing on Usability, accessibility, and responsiveness to enhance the user experience for both travelers and service providers.[8]

CHAPTER IV

Methodology of the Study

Theoretical Framework

Figure 1. Theoretical framework

The theoretical framework of the study[9] draws upon theories of technology adoption, user experience design, and digital transformation in the tourism industry. Concepts such as the Technology Acceptance Model (TAM), User-Centered Design (UCD), and the Stages of Growth Model by Greiner provide theoretical underpinnings for understanding. Please provide me with the complete sentence or context of the text that you would like me to rewrite. The text you provided is incomplete—the online tourist trip scheduling system.

Conceptual Framework

Figure 2. Conceptual Framework

The conceptual framework outlines the key components and interactions within the system, including user interface design, booking process, backend operations, and customer feedback mechanisms.

The target clientele for the online tourist trip scheduling system includes individual travelers, families, small groups, and tour operators seeking efficient and convenient transportation and tour planning solutions. The system aims to cater to both[10] domestic and international travelers exploring various destinations.

Respondents of the Study

The respondents of the study comprise two main groups:

End Users:

Individuals use the online platform to rent vans and schedule travel tours.

Service Providers:

Businesses and organizations are offering van rental services and travel tour packages.

Data Gathering Procedure

Data will be gathered[11] through a combination of qualitative and quantitative methods, including:

Surveys:

Administered to end users and service providers to gather insights into their preferences, needs, and experiences related to van rentals and travel tour scheduling.

Interviews:

Conducted[12] with critical stakeholders, including tourists, van rental companies, and tour operators, to investigate specific issues and gather qualitative data.

Document Analysis:

Review existing literature, case studies, and industry reports to supplement primary data with relevant background information and insights.

Development Process of the Study

The development process of the study follows the agile methodology, which emphasizes iterative and incremental development, collaboration, and

flexibility. The method includes the following stages:

Initial Planning:

Defining project goals, scope, and requirements.

Sprint Planning:

We are breaking the project into smaller, manageable tasks or "sprints" with specific goals and timelines.

Development:

Iteratively build and test features based on user feedback and evolving requirements.

Review and Feedback:

Regularly review progress, gather stakeholder feedback, and make adjustments as needed.

Iteration:

Repeating[13] the development cycle until the system meets the desired quality and functionality standards.

Instrument of the Study

The instruments used in this study are aligned[14] with the ISO/IEC 25010:2011 standard, which Is a standard for software quality. It also provides an explanation of[15] the models that encompass characteristics and sub-characteristics of software product quality and software quality in use. Additionally, it offers practical advice on utilizing these quality models, which focuses on systems and software engineering quality requirements. Moreover, evaluation ensures that attributes such as functional suitability, performance, efficiency, compatibility,[16] Usability, Reliability, Security,

maintainability, and portability are appropriately assessed and interpreted within specified acceptability ranges.

Functional suitability – the system provides functions that meet stated and implied needs when used under specified conditions.[17]

Table 9. Portability

Ethical Considerations

Informed Consent: Ensuring that participants are fully informed about the study's purpose, procedures, and potential risks and allowing them to consent voluntarily.

Data Privacy:

They are protecting[18] the confidentiality and privacy of participants' personal information and data collected during the study.

Fair Treatment:

We are treating all participants with respect and fairness, avoiding any form of discrimination or exploitation.

Transparency

Maintaining[19] transparency throughout the research process, including disclosing any conflicts of interest or biases.

Summary Chart of Existing System

Figure 3. Summary Chart of Existing System

Table 10. Average of the existing system

The assessment of the current system resulted in an overall weighted average of 2.15, placing it within the "Unacceptable" (U.A.) category. This conclusion was drawn from examining respondents' ratings across eight distinct aspects. Specifically, Functional Suitability received a score of 2.53, Performance Efficiency obtained 2.54, Compatibility garnered a rating of 1.76, Usability achieved a score of 2.30, Reliability scored 2.46, security attained a rating of 1.60, maintainability registered 1.76, and finally, Portability received a score of 2.26. Notably, all domains' scores fell within the "Unacceptable" range.

Table 11. Average of Proposed System

The overall result of the evaluation conducted on the existing system shows a general weighted average of 3.97, which is interpreted as Acceptable (A). This score was determined by analyzing the respondents' ratings in eight areas. Functional suitability received a score of 4.33, Performance efficiency was 4.11, Compatibility was 4.11, Usability received a score of 4.11, Reliability score was 3.56, Security was 3.78, Maintainability 4.00, and Portability had a score of 3.78. The scores received per area fell within the "Acceptable" range.

Design and Development

The design and development phase of the online scheduling involves translating the

project requirements and user needs into a functional and user-friendly platform.

This phase typically includes the following steps:

User Interface (U.I.) Design:

Designing the platform's visual layout and navigation structure, "Interactive elements are added to ensure a seamless and intuitive user experience."Refining the interface may involve wireframing, prototyping, and iterative design reviews.

Backend Development:

It is building the backend infrastructure and functionality of the system, including user authentication, database management, booking processing, and integration with external services such as payment gateways. This[23] often involves using programming languages like JavaScript, Python, PHP and frameworks like Node.js or Django.

FrontendFrontend Development:

They are implementing the frontend components of the platform based on the U.I. design, including HTML, CSS, and JavaScript code, to create responsive and interactive web pages. Frameworks like React.js or Angular.js may be used[24] to enhance frontend development efficiency and maintainability.

Database Implementation

Setting[25] up the database architecture and schema design based on the system requirements, selecting an appropriate database management system (DBMS)

such as MySQL, PostgreSQL, or MongoDB, and ensuring data integrity, security, and scalability.

Integration of Third-Party Services

Integrating external services and APIs such as mapping services (e.g., Google Maps), payment gateways (e.g., PayPal, Stripe), and customer relationship management (CRM) "Tools to enhance functionality and usability." the platform. ("Web Development with Node and Express: Leveraging the JavaScript Stack," 2018)

Testing and Implementation

The testing and implementation phase involves validating the online scheduling's functionality, performance, and Usability before deploying it to production.

This phase typically includes the following activities.

Unit Testing

Testing individual components and modules of the system to ensure they function correctly in isolation, using tools such as Jest, Mocha, or Jasmine for JavaScript-based applications.

Integration Testing:

Testing the interaction between different components and modules of the system to verify that they work together as expected and produce the desired outcomes.

User Acceptance Testing (UAT

Involving end users and stakeholders in testing the system's functionality, Usability, and performance in a real-world environment and gathering feedback to identify any issues or areas for improvement.

Performance Testing

Assessing the system's performance under various conditions, such as different levels of user traffic and data loads, to identify bottlenecks and optimize performance.

Security Testing

Conducting security assessments and penetration testing to identify and address potential vulnerabilities and ensure user data and transactions' confidentiality, integrity, and availability.

Deployment

Rolling out the tested and validated system to production servers or cloud-based platforms, configuring server environments, setting up monitoring and logging systems, and ensuring a smooth transition from development to production. ("Software Testing: Concepts and Operations" 2017)

CHAPTER V

Conclusion and Recommendation

In this study, it is evident that implementing an online tourist trip scheduling system offers significant benefits to travelers and service providers in the tourism industry. This study indicates that the scheduling system increases efficiency, convenience, and customer satisfaction within the tourism industry. Through surveys, interviews, and focus group discussions, it was found that users appreciate the 24/7 booking availability, user-friendly interfaces, and streamlined processes offered by the system. Furthermore, van rental

companies and tour operators reported improved business growth and market reach due to increased visibility and accessibility in the digital landscape, highlighting the importance of digital transformation in enhancing efficiency, customer satisfaction, and business growth within the tourism sector. The study underscores the role of user interface design, automation, online payment gateways, and data analytics in optimizing tour and rental operations, contributing to the system's overall success guided by ISO/IEC 25010 standards.

The system can reduce traditional booking methods' fuel consumption and paper waste through efficient scheduling algorithms and online transactions. Moreover, by promoting responsible tourism practices and offering eco-friendly options, the system can foster environmentally conscious travel behaviors among users. However, existing systems often fall short of meeting the dynamic needs of modern tourists due to their lack of flexibility, personalization, and responsiveness. Outdated interfaces, limited customization options, and inadequate integration with emerging technologies hinder their ability to provide seamless and engaging travel experiences. As such, the proposed system represents a significant step forward in addressing these shortcomings and aligning with the evolving expectations of travelers for convenience, personalization, and sustainability in tourism.

This study involves developing and implementing a system that incorporates user-friendly interfaces, automation, online payment gateways, and data analytics. By leveraging modern web development technologies and cloud-based hosting infrastructure, the system offers scalability, Reliability, and Security to meet the needs of both travelers and service providers in the tourism industry.

Recommendations

By implementing these recommendations, the system can continue to evolve and thrive in the dynamic landscape of the tourism industry, delivering value to users and service providers while maintaining adherence to ISO/IEC 25010 standards for quality assurance.

Continuous Improvement

Based on the achievements of the existing system, we aim to improve and expand it further. It is recommended[29] to prioritize continuous improvement efforts guided by user feedback and industry best practices (Martinez & Garcia, 2020).

Enhanced Security Measures

Given the importance of data security in online transactions, ongoing vigilance and investment in security measures such as encryption, authentication, and regular security audits are recommended to safeguard user information and protect against potential cyber threats (Beck et al., 2001).

Expansion and Scalability

As the system gains traction and user adoption grows, it is essential to consider expansion to additional geographical regions and scalability to accommodate increased demand (Jackson, 2018).

User Education and Support

Providing comprehensive user education materials and customer support services can help users navigate the system more effectively and address any issues or concerns they may encounter (Johnson & Brown, 2020).

Integration with Emerging Technologies

Exploring opportunities for integration with emerging technologies such as artificial intelligence, machine learning, and virtual reality can further enhance the system's capabilities and differentiate it from competitors (Martinez & Garcia, 2020).

1.	*Online Platform: A digital interface accessible via the internet, allowing users to perform various tasks such as booking, purchasing, or accessing information.*	Incomplete sentences	Delivery
2.	~~that's easy~~ → that's easy	Improper formatting	Correctness
3.	*be developed*	Passive voice misuse	Clarity
4.	~~required~~	Wordy sentences	Clarity
5.	*Scalability: Designing the system with scalability in mind "To accommodate future growth and meet the increased demand,"van rentals and tour bookings.*	Ungrammatical sentence	Correctness
6.	" van	Improper formatting	Correctness
7.	~~has the ability to~~ → can	Wordy sentences	Clarity
8.	~~both~~	Wordy sentences	Clarity
9.	*The theoretical framework of the study draws upon theories of technology adoption, user experience design, and digital transformation in the tourism industry.*	Unclear sentences	Clarity
10.	~~both~~	Wordy sentences	Clarity
11.	*Data will be gathered*	Passive voice misuse	Clarity
12.	She conducted, or He conducted	Incomplete sentences	Delivery
13.	I am repeating, or You are repeating	Incomplete sentences	Delivery
14.	*are aligned*	Passive voice misuse	Clarity
15.	explains	Wordy sentences	Clarity
16.	*compatibility; Compatibility*	Text inconsistencies	Correctness

17.	*Functional suitability – the system provides functions that meet stated and implied needs when used under specified conditions.*	Unclear sentences	Clarity
18.	~~are protecting~~ → protect	Wordy sentences	Clarity
19.	We are maintaining, or I am maintaining	Incomplete sentences	Delivery
20.	*This conclusion was drawn*	Passive voice misuse	Clarity
21.	*is interpreted*	Passive voice misuse	Clarity
22.	~~had a score of~~ → scored	Wordy sentences	Clarity
23.	*This*	Intricate text	Clarity
24.	*Frameworks like React.js or Angular.js may be used*	Passive voice misuse	Clarity
25.	I am setting, or She is setting	Incomplete sentences	Delivery
26.	We are assessing, or They are assessing	Incomplete sentences	Delivery
27.	We are conducting, or They are conducting	Incomplete sentences	Delivery
28.	*it was found*	Passive voice misuse	Clarity
29.	*is recommended*	Passive voice misuse	Clarity