TRAVELER PLANNING SYSTEM

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Abstract

Our research talked about the establishment of a new Traveler Planning System that supports a full program of individual and group tourist because it has emerged as a popular industry in recent years. Nowadays, technology has become an essential need in almost every aspect of our lives. It provides solutions that cover different business areas and help improve the capabilities of the tourism business. Using technology, Business management has become easier and more efficient. Due to the increase of life stresses related to work or family, people needed a way out to relief the stress, relax and change the everyday routine. This is where the role of traveler planning appears obvious in our lives. It has become a very successful business that gained the interest of all people. Travel is an activity by an individual or group of individuals happened with him to move from one country to another to perform a specific task or leisure and tourism result in access to other cultures and civilizations And proper planning of the trip makes a trip to be unforgettable. Per order of things, life is preceded by the successful planning and conscious and travel of the things emerging that must be preceded by longer planning all its aspects. In our system, this will provide orderly planning for the single traveler where they will be required to provide all of the needs of the traveler travel (hotel, car, etc.). The following will show the system in detail. At the beginning of this project, we started to understand and analyze the traditional tourism work problems and we made interviews with one of the Employee of a tourist offices in order to know the procedures of their work, how the system works tourism and distribution of tasks, how duties are accomplished between them and what are the requirements they need in this system. As well as we visited websites interested tourism planning and taking what we need in our project. After gathering all needed information to establish this system, we started the design phase by

creating models using the famous Unified Modeling Language and made all the necessary diagrams to ensure that the implementation phase will be done in a smooth way. Moreover, the project uses the PHP language and the MYSQL server DBMS to implement the Travel Planning and Management system.

ملخص

يتحدث بحثنا عن إنشاء نظام جديد للتخطيط السياحي (Travel Planning System) والذي يدعم برنامجا كاملا من السياحة الفردية والجماعية لأنه قد برز في السنوات الأخيرة طفرة سياحية واضحة. في أيامنا هذه أصبحت التكنولوجيا شيء أساسي في كل جانب تقريبا من جوانب الحياة اليومية، حيث أنها توفر الحلول التي تغطي مجالات العمل المختلفة وتساعد على تحسين قدرات التجارة السياحية . باستخدام التكنولوجيا أصبحت إدارة الأعمال أسهل وأكثر كفاءة بأقل جهد ممكن. نتيجة لزيادة الضغوط الحياتية المرتبطة بالعمل أو الأسرة أصبح الناس بحاجة إلى وسيلة لتخفيف الضغوط و الاسترخاء وتغيير روتين الحياة اليومية هذا هو دور (Travel Planning System).

سوف يصبح مشروعا تجاريا ناجحا جدا بإذن الله لأنه يصب في مصلحة جميع الناس ويمكنهم من إدارة رحلاتهم والتخطيط لها وهم في منازلهم.

عرف السفر على أنه هو الانتقال من مكان إلى آخر في رحلة لأسباب متعددة مثل السياحة، التجارة، زيارة الأقارب والحج أو العمرة وهو السفر لعبادة دينية فتعدد الأسباب يزيد من طلب الحجوزات على الطيران والفنادق وصعوبة إيجاد المعلومات عن الأماكن التي سيسافر لها ولكن بإذن الله في مشروعنا حلا لهذه المشاكل التي تواجه الناس ،ومن نتائج السياحة التعرف على الثقافات والحضارات الأخرى. التخطيط السليم للرحلة يجعل الرحلة لا تنسى

وكذلك الراحة في إيجاد حجوزات ومعلومات كافية بأقل وقت يجعلك مرتاحا ومطمئنا للمكان الذي تود أن تذهب إليه .

قمنا في بداية تطوير المشروع بفهم وتحليل مشكلة عمل المكاتب السياحية وأجرينا لقاء مع أحد موظفين المكاتب السياحية الموجودة في المملكة العربية السعودية لمعرفة إجراءات العمل لديهم وكيفية عمل النظام السياحي وأخذنا وتوزيع المهام بينهم والمتطلبات التي يحتاجونها كذلك قمنا بزيارة المواقع الالكترونية المهتمة بالتخطيط السياحي وأخذنا ما نحتاجه من متطلبات لكي نقوم بوضعها في هذا النظام. بعد جمع المتطلبات والمعلومات اللازمة لبناء هذا النظام بدأنا بمرحلة التصميم بواسطة استخدام رسومات وتصاميم Unified Modeling Language وكل المخططات اللازمة لضمان تنفيذ مراحل هذا المشروع بطريقة سلسة .

Introduction

Tourism industry is important and has economic benefits. In addition, the tourism industry has become economical solution and led to the growth of the Economy in many countries. It has become necessary to provide a base for tourism planning system. Our proposed *Travel planning system* (TPS) is a web application that provides a novel travel planning service for people who are planning to have a self-drive tour. Furthermore this system will allow both customer and employee the data & information to analyze it in order to promote what is available from the tourist potential and services related to tourism.¹

Traveling planning system requires a lot of information (e.g. flights, hotels, events, etc.) that will help the process of collecting, organizing, analyzing and

¹ Tong WT Jimmy." Benefits of Self Planned Travel". Internet: http://ezinearticles.com/?expert=Tong_WT_Jimmy (2). November 17, 2009[March.24, 2012].

displaying this information in a system that allows managing it more easily and quickly.

This system directed to tour operators in Saudi Arabia, where it benefits individual travelers and any employee working in tourist offices. This system is offer many services for individual traveler such as (tourism, booking and offer some packages for the tourist on different country include the ticket, living and the activity).

With the knowledge that we will not talk about other problems in the tourist field, such as those faced by the employee during their work or faced by group of travelers, because these do not fall under the scope of our proposal. Our goal in this research is to establish systems that help the individual traveler to choose its own tourism program with less time and effort.

The Problem Statement

A problem statement is a concise description of the issues that need to be addressed by a problem solving team and should be presented to them (or created by them) before they try to solve the problem. When bringing together a team to achieve a particular purpose provide them with a problem statement.

We envision the problem statement as:

• Now a day's tourist offices in the Kingdom of Saudi Arabia witness a huge development. Most of these offices organize tourism program for groups and individuals. Traveler also faces another problem which is the lack of knowledge about the country that they are visiting (tourist places, activities and hotels) so they need some source which will lead them for their desired destination in the easiest way and with cheapest price. Due to lack of informed decisions

(location, event, etc.) made by travelers, tour planners suffer from huge economic losses.

- Some tourists facing problems in choose the best airline or hotel because in the traditional way he will visit every airline, hotel and ask about the level of service and price.
- In the traditional planning process, the traveler is not sure if he will find a reservation at a hotel and plane tickets and make sure all travel reservations.
- In the traditional travel is difficult to determine the cost.

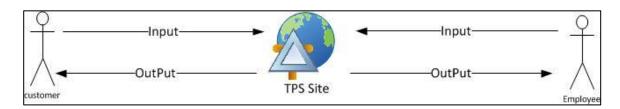


Figure 1: The interaction between the customer and the Travel planning system.

Problem solution consists in using generic or ad hoc methods, in an orderly manner, for finding solutions to problems. Some of the problem-solving techniques developed and used in artificial intelligence, computer science, engineering, mathematics, medicine, etc. are related to mental problem-solving techniques studied in psychology.

We envision the problem solution as:

• In traditional way, the tourist have problem of lacking information about the country/city, hotel, and airline. In TPS, we collect all the information to provide many options about cities, airlines, hotels, the tourist places (within same or different cities) & activities and we will sort them in best way. The only responsibility of the tourist is to select (e.g. tour package).

- The tourist may have doubt about the hotel and the airline. As a solution, TPS displays multiple options for tourists to choose airline or hotel in terms of luxury and price. In addition, he will see customer feedback/comments about each hotel.
- In traditional way, the tourist may face problems in reservation of the hotel and airline. However, TPS will solve all these problems by transparently display all possible available reservations.
- The tourist has difficulty to determine the cost in TPS you can calculate an approximation of the total travel cost.

Objectives

An objective is a sub goal. It identifies a short-term, measurable step within a designated period of time that is moving toward achieving a long-term goal.

Our goal in this research is to establish systems that help the individual traveler to choose its own tourism program with less time and effort.

Summarize our goals in travel planning system:

- Reduce the effort and saving time for individual traveler.
- Display for the individual traveler the available offers for the country that have been identified in advance.
- Present to the individual traveler the available airlines to the country that have been selected by the client in the lowest cost.
- Present to the individual traveler tourist Places in the country that have been selected.
- Offers to the individual traveler a range of different levels of hotels.

- Display tourist Programs for the travelers.
- Offer special for any customer reservation before one month provided by Travel Planning System.
- The Traveler Planning System also provides supporting information for the required destination (language, currency, weather and the important landmarks, etc.).
- The payment methods provided by the Traveler Planning System are:
 - Via internet (visa).
 - Cash payment.

Constraints

Constraint is the element factor or a subsystem that works as a bottleneck. It restricts an entity, project, or system (such as a manufacturing or decision making process) from achieving its potential (or higher level of output) with reference to its goal.

- Difficulties in payment methods the payment only through a credit card, and cannot afford many get a credit card, such as (MasterCard and Visa Carded.).In the past, was to get these cards from banks is difficult and complicated a bit, but today it has become it more accessible and less complicated. But not many still are not able to get it and the most recent problem facing those who have these cards; are their concerns and fears of the use on the Internet. Problems regarding the extent of impending Internet security, sites that want to pay them, steal card data, etc.
- Hotels must provide reservations that should suit all users in different times.
- Ensure the reliability of the companies that we deal with, so that will protect the user and provide him with the highest degree of security.

- When a user plans to travel by him using the website, he will need useful information for the benefit of traveling safely and comfortably.
- Some users do not have internet access.

Literature Review

In this chapter we will be able to talk about literature view that we have to search and have a look at the experiences of other countries to provide us with a useful guide to our current system and give us an overview or starting point for expansion and further development for our system. We found in some modern scientific studies about traveler planning system and the results of those researches are aimed to the role of the employee to do a successful tourism program to reach the best therapeutic results .²This research and the previous studies in the field of traveler planning system helped us in developing the system to be created so that it is largely inclusive of all management operations of traveler planning system in order to achieve the desired goals of this project.

The concept of tourism planning Emerged after World War II, where the travel growth was so fast and the number of tourists had been increased, this besides the varied forms of tourism and tourist areas. This led to interest in travel and tourism activities. A need to control and direct these activities is appeared in order to reduce the negative aspects that affect the society and the environment, especially tourism has been seen as a key source of income in many countries of the world. Tourism planning is a type of development that aims to attract tourists. Tourism planning is known as: place where Future discretionary plans to tourism activity in a particular country in a specific time period. Tourism planning helps to

² Dianne Birney. Travel Planners - Getting Started - Quick Tips For the Hip Trip". Internet: http://EzineArticles.com/1235893.September 25, 2006[March.24, 2012].

⁹ | P a g e

unify the efforts of all responsible units for the development of the tourist sector and coordinates their work and reduces the duplication of the various decisions and activities which help to accomplish the goals set for this activity. Also it helps in complementary, links tourism sector with other sectors, provides tourist information, plans data and maps, puts it under the applicants and Helps to increase economic benefits through development of the tourism sector, as well as minimizing the negative aspects of tourism. The characteristics of good tourism planning is to be flexible, continuous, comprehensive of all aspects of tourism development and economic planning and to be integrated planning, treated the tourism as an integrated system planning and to be realistic and executable. Most Arabic Islamic countries have valuable tourism sites (Islamic, historic and cultural) places. But they only own a limited share of the global tourism activity. The lack of travel planning is the element which has the most impact to generate the lack of tourism. The most important outcomes and benefits that are predicted by the correct way of travel planning are: first, travel planning helps in the development and maintenance of tourism resources and it takes the proper advantage of them in the present and future times .Second, it also helps to integrate tourism sector with other sectors to achieve the goal of maximizing economic development. Also, travel planning offers data, information, statistics and maps to its applicants. Finally, travel planning helps to develop tourism which results in the increase of economic and environmental profits-tourism is the services provided by information and communication technology which aim to promote tourism and hotel services via open and closed network. E-tourism also includes m-tourism (mobile-tourism) which is used in electronic mobile devices such as cell phone and electronic notepad etc. E-tourism first appeared at the beginning of WWW "World Wide Web" propagation which was coincide with the use of internet between business to

business(B2B), business to customer(B2C) and customer to customer(C2C), degrriftour.com has appeared in 1990 as the first tourist site. E-tourism occupies a huge space of e-commerce and the profits of this sector were more than 89 billion dollars in the world in 2004. In frame, the profits of e-tourism were beyond 45% of the total profits of e-commerce in 2005. E-tourism needs many main steps to be applied in practical environment like gathering required data (offer, maps and prices etc.). The realty of e-tourism in the Arab countries is that most Arab country still suffers from the lack of tourists which is caused by many reasons such as security and weakness of the technological and communication infrastructure. Egypt and Dubai are considered the most in e-tourism. Dubai offers many electronic services for its tourists in its site, examples of the given services: photo, life cam, video-catalog, Dubai map, electronic card and hotel reservation)services. Travelling is the one of the most important investments in the world. There are several ways to travel for tourists such as groups or individuals. In recent years, individually arranged travel has become more common because it gives more freedom and flexibility in the flight. There are many problems in the organization of travel arranged individually in the market, so it therefore proposed system travel planning to organize the trips in the best and easiest way. In this system the (Android Mobile Application) will be used This Technique provide services to the individual traveler through a car using internet on line, So that travelers can post various information related to travel. This system also helps travelers to plan the best way to save time and money for travelers and offers several services for the traveler, such as: translation, currency conversion and GPS. A travel planning has a lot of benefits, including organizing and arranging all the work and activities of the traveler's, and also guides them to take all needs during the trip. Also it allows for the traveler to organize his self-planned travel holidays and traveler has several options for (flights, hotel, transport, activities) and so forth. With so many options in travel, products and services give a great opportunity to get the lowest price of products and services. Other most important benefit is Itinerary that the traveler can get from his travel planner. It can help him keep track of his itinerary so that he does not miss anything that he needs to do during the trip. On other ways the traveler can travel alone or with group. If he wants to go with group, he can really add enjoyment to his trip and share common experiences, and memories. But traveling alone offers to him complete freedom to decide where, when, how and why to go. In the city of Chicago, planned travel has been applied by providing Chicago land TRIPS service pilot program. This system has to provide a plan for the tourist itinerary, map of the city of Chicago, landmarks in the city, restaurants and entertainment venues. Also it has several transportation options (private car and bus) that the traveler can choose the means of transport that he wants. There are different companies apply travelling planning system. One of them is Rixon Tour Network; it has three branches in Saudi Arabia. It provides travelling either with a group or individual, produces different trips in different countries including the tickets and accommodation or both of them separately or also provides car reservation services.

The Rixon Tour Network system is very easy to use, and provides whole information about anything may help the traveler when he makes his plan.³

System Analysis

There are three users of the system: the administrator user, the customer user, and the Employee user. The main responsibility of the administrator is to manage

³ Eric, Chiu, Like Hang." A Traveler Planning System". Internet: http://dspace.cityu.edu.hk/handle/2031/6426.2011[March.20, 2012].

the system, add new Employee, and maintain the Employee ID's and problems. The main responsibility of the Employee is to add new reservations for flight or hotel or create new package (Flight, Hotel and events "if present"). The main responsibility of the Customer is to select categories then search and reservation.

The requirements needed by each user's type: administrator, employee and customer. Functional requirements define functions of the system. A function is described as a set of inputs, the behavior and outputs. The operations performed by the system are:

Functional Requirements	Input	Output
Log in the system(Every administrator	Username , Password	Login (the system will check
must have a username and a password	esemane, russword	it, If it is correct then he will
to log in the system)		be logged, If the username or
to log in the system)		
		password is incorrect then he
		will not be connected.)
Add employee (the administrator adds	Employees CV Job Title, number of	New employee added new
the information of a new employees to	working hours, Rewards	employee ID is generated
the system		
Delete employee (The administrator	Employee ID	Employee is deleted
can delete all the details of an		
employee from the system in case of		
suspension)		
Update employee [By the	Employee ID ,new Job Title ,new	Updated employees job title,
administrator](The Administrator can	Rewards	Updated employees rewards
update the job title and Rewards for		
employee)		
Print employees information (The	Employee ID	Printed employee information
administrator can print the employees		
information)		
Add service (The administrator can	Service information (services price,	New service added
add new service)	services description, services	
	category)	

Delete service(The administrator can	Services ID	Deleted service
delete service)		
Update service(The administrator can	Services ID, Service	Updated service
update service)	information(services price, services	
	description, services category)	

Table 1: Functional Requirements (Administrator)

Functional Requirements	Input	Output
Log in the system(Every employee must have a username and a password to log in the system)	Username , password	Login (the system will check it, If it is correct then he will be logged, If the username or password is incorrect then he will not be connected.)
Add flight(The employee can add new flights)	Airline information(Company name, Departure, Arrival, Departing Date, Returning Date and price)	Flight added
Add Hotel (The employee can add new hotel)	Hotel information(Destination ,hotel name, details of hotel , Rating, price)	Hotel added
Add package(The employee can add new package)	Package information(Departure, Arrival, Departing Date, Returning Date, hotel name, details of hotel, Rating, "events optional" ,price)	Package added
Delete flight(The employee can delete flight)	Flight ID	Flight deleted
Delete hotel(The employee can delete hotel)	Hotel ID	Hotel deleted
Delete Package(The employee can delete package)	Package ID	Package deleted
Update flight(The employee can update flight)	Airline information(Company name, departure, Arrival, departing date, returning date, price)	Flight updated
Update hotel(The employee can update hotel)	Hotel information(Destination ,hotel name, details of hotel , rating, price)	Hotel updated

Update package(The employee	Package information(Departure, Arrival,	Package updated
can update package)	Departing Date, Returning Date, hotel name,	
	details of hotel, Rating, "events optional"	
	,price)	
Search(The employee can	Service ID, Name	Show result(print details of
search any service)		services)
Add offer(The employee can	Offer information(start offer, discount, offer	Offer added
add offer)	for early booking, finish offer)	
Update offer(The employee can	Offer ID ,Offer information(start offer,	Offer updated
update offer)	discount, offer for early booking, finish	
	offer)	
Delete offer(The employee can	Offer ID	Offer Deleted
delete offer)		
Add event(The employee can	Event information(event city, event date,	Event added
add event)	event name, event place)	
Update event(The employee can	Event new information(event city, event	Event updated
update event)	date, event name, event place)	
Delete event(The employee can	Event ID	Event Delete
delete event		

Table 2: Functional Requirements (Employee)

Functional Requirements	Input	Output
Register in the system (Every customer must registration before reservation anything)	Register information (First name, middle name, last name, email address, password ,country, mobile number, phone number)	Welcome to system (and send email for active)
Log in the system (Every customer must have a username and a password to log in the system)	Username, password	Login (the system will check it, If it is correct then he will be logged, If the username or password is incorrect then he will not be connected.)

Forgot password(Every customer can recover password)	Email address	password has been sent to Email Address
Search (The customer can search any service)	Search information (select service and fill form)	Show result (flight detail ,hotel detail, package detail)
Edit (The customer can edit package)	Edit package information (Edit hotel, airline, events)	Package edit
Delete (The customer can delete reservation)	Reservation ID	Reservation deleted
Reservation (The customer can delete service)	Reservation information (Title, First Name, Last Name"Address1, Address2, Town/City, Postcode, Country "optional, Phone number, email address)	Booked (the system will check it, If it is Sufficient amount then he will be booked, If the amount is not enough then he will not be booked)
Update account (The customer can update account)	Account information (First name, middle name, last name, email address, password ,country, mobile number, phone number)	Updated
Payment (The customer can be payment)	Credit Card ID,VISA Card	Buying (the system will check it, If it is Sufficient amount then he will be booked, If the amount is not enough then he will not be booked)

Table 1: Functional Requirements (customer)

Non-functional requirements are necessary for products, services and directly affect acceptance of the product and services. They make products and services attractive, easy to use, fast, reliable and secure. The existence of such property is not because they are the basic functions of the Product, but because customers want these functional activities to achieve a particular Quality. Non-

functional requirements describe product and services features such as user experience, product's appearance or usability.⁴

Unified Modeling Language (UML)

In this document, we used the famous object oriented modeling language which is called "Unified Modeling Language", and referred to as UML. This language provides many model functions such as: *Use Case Diagram*, *Class Diagram*, *Sequence Diagram* and *Activity Diagrams*. Even though, we will show the main symbols of the Use case, we also used the UML to specify the system requirements. The UML provides use a case diagram notation to illustrate the use cases. Each use case shows the use case itself, the actors, and use case diagram which describes what happens not how it happens.⁵

⁴ Software engineering 8 book

⁵ http://www.smartdraw.com/resources/tutorials/umldiagrams/#/resources/tutorials/Introduction-to-UML

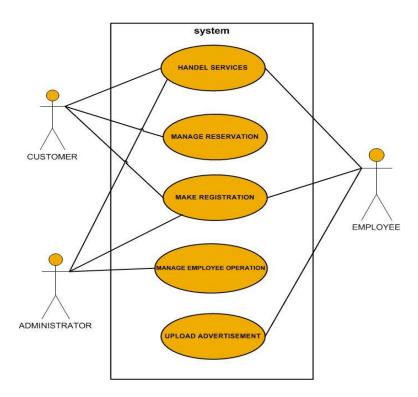


Figure 2: The system boundary use case diagram for TPS

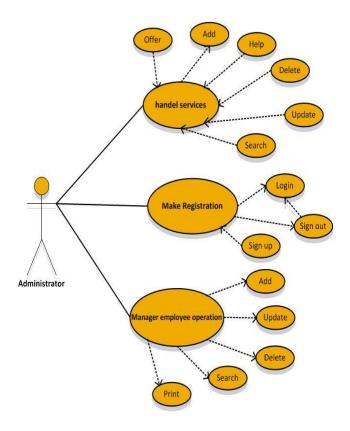


Figure 3: Use case diagram of the administrator.

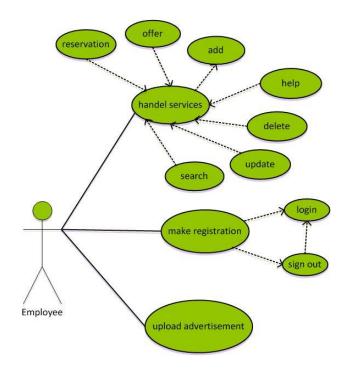


Figure 4: Use case diagram of the employee.

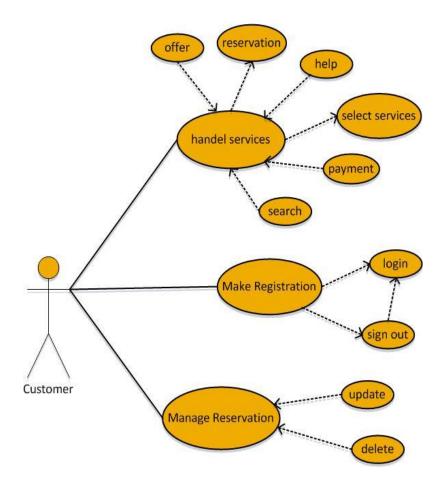


Figure 5:Use case diagram of the customer.

Activity diagrams are graphical representations of workflows of stepwise activities and actions with support for choice, iteration and concurrency. In the Unified Modeling Language, activity diagrams can be used to describe the business and operational step-by-step workflows of components in a system. An activity diagram shows the overall flow of control.

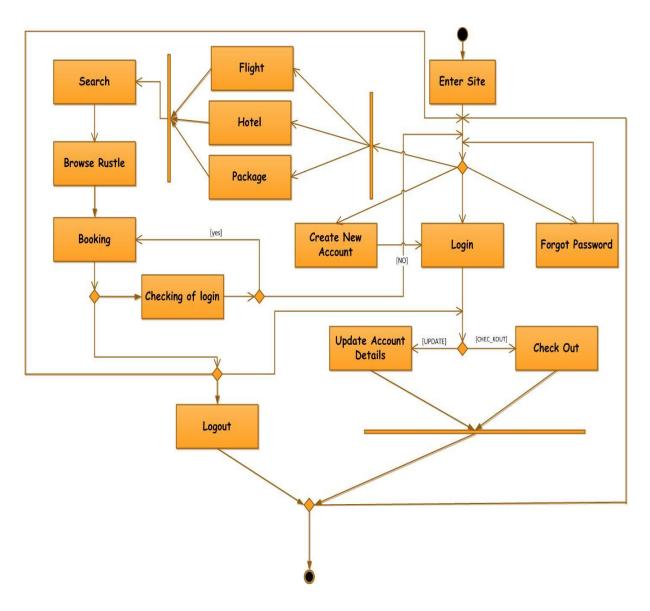


Figure 6:Activity Diagram For All System TPS

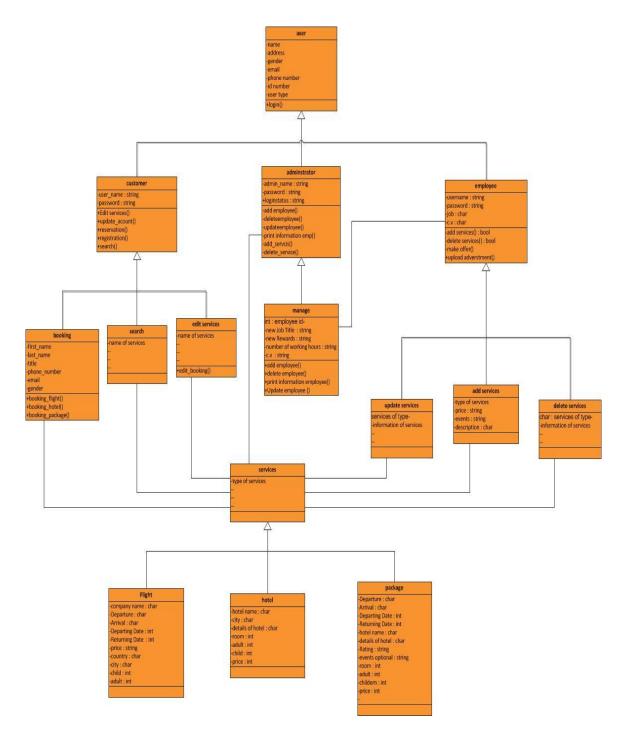


Figure 7: The class diagram of travel planning system.

Sequence Diagrams

The sequence diagram is a representation for the use case diagram specified previously in The System Requirement Chapter Three. We will design the sequence diagram using the three tiers approach.

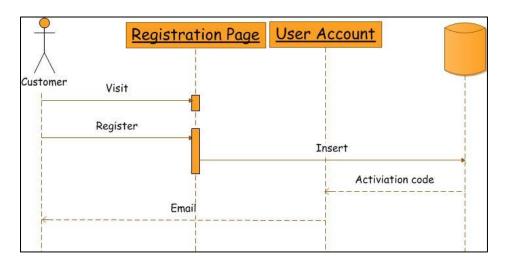


Figure 8: The Customer Registration in The system

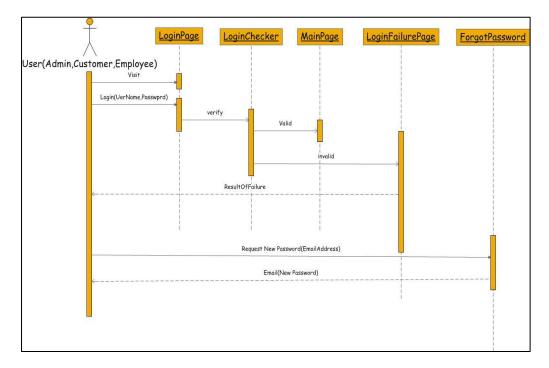


Figure 9: The login of all Users& Forgot Password

E-R Diagram

In this document we will specify the E-R diagram for the system proposed, showing every detail in the relations.

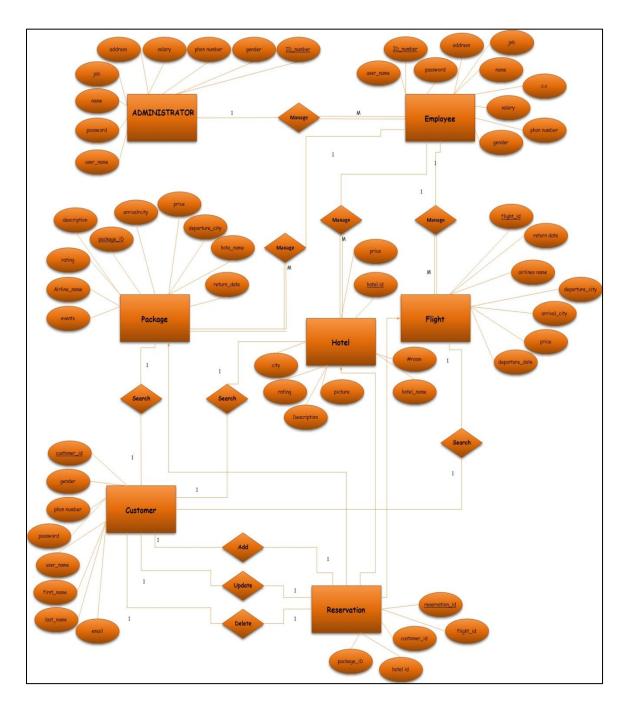
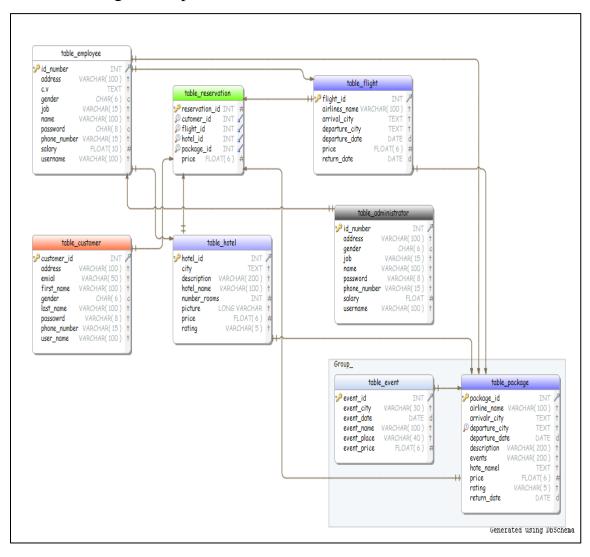


Figure 10: The E-R Diagram

Physical Model

Physical model is a representation of a data design which takes into account the facilities and constraints of a given database management system. In the lifecycle of a project it is typically derived from a logical data model, though it may be reverse-engineered from a given database implementation. A complete physical data model will include all the database artifacts required to create relationships between tables or achieve performance goals, such as indexes, constraint definitions, linking tables, partitioned tables or clusters.⁶



⁶ http://en.wikipedia.org/wiki/Main_Page

^{25 |} Page

Figure 11: The Physical Model

Graphical User Interfaces

In travel planning system consist of three sub sections based on the user types. Though, there are three user interfaces: Administrator interfaces, Employee interfaces, and Customer interfaces which will be shown in the sections respectively. In each section we presented the hierarchy for each user type then we presented a snapshot for each interface in the hierarchy.⁷

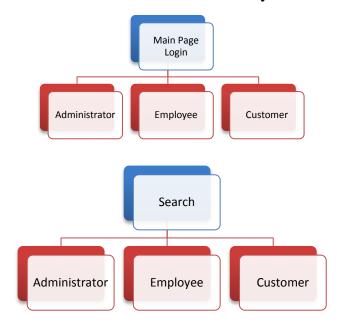


Figure 12: User hierarchy and interfaces

⁷ Dianne Birney. Travel Planners - Getting Started - Quick Tips For the Hip Trip". Internet: http://EzineArticles.com/1235893.September 25,

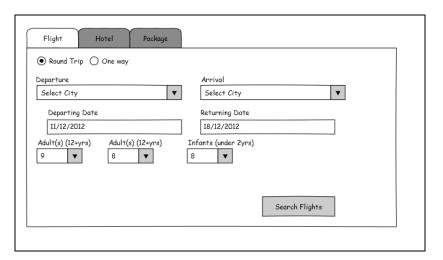


Figure 13: Flight search interface

To search for flight, first customer should specify if he wants round flight or one-way flight, if he selects one-way flight *return date textbox* will be hidden. Otherwise if he selects round flight all fields will be able to use. Then he should select department and arrival cities, departing date and return date (if round flight), and number of persons. Last step press *search flight button* then all search results printed in monitor.

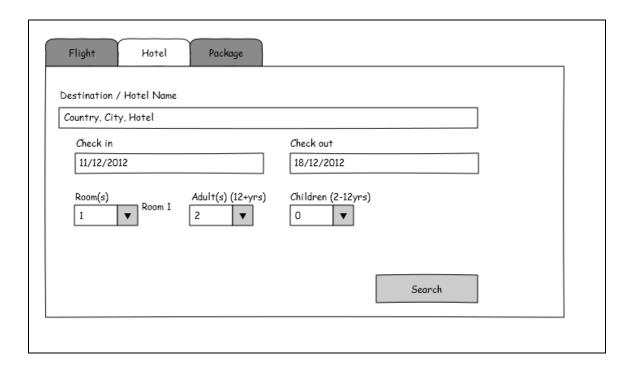


Figure 14: Hotel search interface

In hotel search section, customer will fill hotel name, check in and check out dates, number of rooms and persons. Then press search button. Search result will be list of hotels for his selected city and dates.

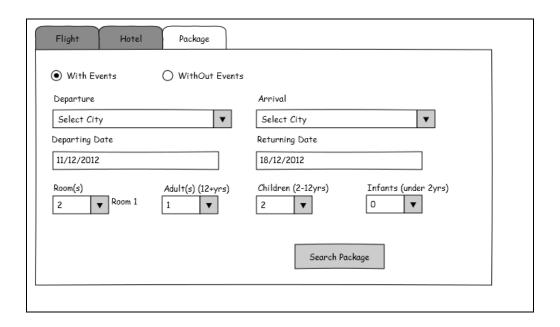


Figure 15: Package search interface

In package search section there are two options (with events – without events). If customer select package search with events, system will search for flight, hotel, and events in that city during his visit.

But if customer select package without events, system will search for flights, hotels only. Then select departure and arrival city and dates, select rooms and persons. Then press *search button*. Result page will be package of flight, hotel and event (if selected).

Conclusion

When traveler initiates his search for a trip in TPS, he will find many options about price, availability and quality for flights and hotels, along with suggested rout with map to make journey more interesting. In addition, traveler will find information about the city that he will visit (climate - currency - activities to do etc.) TPS will make travel easier to plan tour, save money and time for individual

traveler Also, it will help him to explore the hotels in this city like (availability, level ,price, offers and services).

Ultimately the system will provide many features that enable the user to booking flight, hotel or package. In addition, it finds sufficient information about places to visit, calculates the cost and budget and finally identify the most important requirements as well as to shed light on the system will tourist cultures and countries and will give a clear overview of the country in which he will travel.

Through literature review, we found that some studies show the importance of planned travel to tourists and their impact while traveling and the presence of some applications that support the tourist while traveling. Also, there are some countries that support planned travel.

Tools Used In the Project

Name Program	Place Use
Visio 2010	Use Case Diagram
	Sequins Diagram
	Activity Diagram
	Class Diagram
Edraw	E-R Relation Ship
DB Schema	Physical Model
Pencil	User Interface

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