



Faculty of Computer Science and Information Technology

KOTA SAMARAHAN HOMESTAY BOOKING SYSTEM

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KOTA SAMARAHAN HOMESTAY BOOKING SYSTEM

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This project is submitted in partial fulfilment of the
requirements for the degree of
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ABSTRACT

Kota Samarahan Homestay Booking System is a web-based system designed to cater the needs of visitor coming to Sarawak especially in Kota Samarahan. The main purpose of this project is to change the current system of finding and booking homestay in Sarawak which is by manually search in the different website and manually contacted with the host of homestay in order to ask for availability. This system is developed to help the visitor to find a suitable homestay in Kota Samarahan in one single website. This homestay web-based system also provides an online booking features to the visitor. Moreover, this system provides dashboard for the admin to monitor all the information regarding homestay. The methodology used to develop the project is a waterfall model.

ABSTRAK

Kota Samarahan Homestay Booking System merupakan system berasaskan web yang direka untuk memenuhi keperluan pelawat yang datang ke Sarawak terutamanya di Kota Samarahan. Tujuan utama projek ini adalah untuk mengubah cara semasa mencari dan menempah homestay di Sarawak yang menggunakan cara manual seperti melayari pelbagai web untuk mencari homestay yang sesuai dan menghubungi setiap tuan rumah untuk bertanya tentang kekosongan. Sistem ini dibina untuk membantu pelawat mencari homestay yang bersesuaian dengan hanya perlu melayari satu laman web sahaja. Sistem ini juga menyediakan perkhidmatan menempah homestay secara atas talian. Selain itu, sistem ini juga menyediakan papan pemuka kepada tuan rumah untuk memantau informasi tentang homestay di dalam satu halaman sahaja. Kaedah methodology yang digunakan di dalam pembinaan projek ini merupakan kaedah waterfall model.

CHAPTER 1

INTRODUCTION

1.1 Overview

In 2018, Malaysia recorded almost 25.8 million of arrivals and contributed to RM 84.1 billion receipts according to Malaysia Tourism Statistics (Ministry of Tourism Malaysia, 2018). Malaysia also ranked 9th in the world for tourist arrivals (The Star Online, 2012). This clearly indicate that the Malaysia want to prioritise the tourism industry as part of the effort in diversify the country economy. Therefore, Malaysia Tourism Industry activities are geared towards in improving the Malaysian Tourism services. One of the activities is homestay programme. This programme provides a life experience to tourist in a kampung or traditional village in which the tourist able to experience village-style living first hand.

Hence, homestay has become part of tourism that allows visitors to rent house from local families as well as provide an alternative to the tourists compare to other accommodation that is available in this market such as guest rooms, hotel and others. This new choice of accommodation provide a ease to the tourists as we know, during peak seasons of holiday like school holiday or long weekend of holiday, shortage of hotel rooms and no rooms to accommodate a big group of people is a common sight to behold. Moreover, the layout of the homestay which is quite spacious compare to hotel

or lodge made it very convenient for visitors to cook, throw a party with friends, group games and so on. Thus, in that context, homestay really provide a solution to the jam packed hotel and guestrooms during peak seasons of holiday. In addition, local people at village able to get lucrative side income through their participation in homestay concept. Therefore, the whereabouts of the homestays location is very crucial in helping to bridge the gaps where the shortage of rooms at local tourism areas occurred due to fully booked hotels.

With the development of this website, it will surely help the visitors to search for homestay around the Kota Samarahan area (Uni Garden and Taman Desa Ilmu). This website will be useful for the tourists to search the homestay according to their requirement and preference as they come with interactive design and friendly user interface to facilitate the tourists in booking and searching process. The tourists can directly drop any inquiries about the homestay to the owner and this enhances the interaction between both parties.

In this project, we will define the homestay as the house for tourist to rent as there might different interpretation by different people. This homestay is not exactly like the homestay whereby people live with the hosted family.

1.2 Problem Statement

Kota Samarahan Guesthouse owns a lot of homestay in Kota Samarahan which located in Uni Garden and Taman Desa Ilmu. The homestay owners are facing various problems including as follows:

- a) Homestay owners have no proper booking functions and procedure.

They mostly depend on manual method where the tourists will call the

owners of the homestay if they want to make a booking and the owners of the homestay will record their booking manually. This manual method is time consuming and costly to the tourists as they have to call the owners of the homestay to find out whether the homestay is still available for booking.

- b) Difficulties in handling customer reservations based on the date they want to reserve as they hard to manage the bookings if there are many people call to book the homestay.

1.3 Objectives

- To investigate various homestay available at Kota Samarahan area (Uni Garden and Taman Desa Ilmu).
- To develop the system which enable the client to register and to book the homestay.
- To test the system functionality until all the client's needs are fulfilled and the system runs smoothly.

1.4 Methodology

For this project, the methodology that will be used is the waterfall model. Waterfall model is the basic software development life cycle model and it is a linear and sequential approach to developing software (Kannan, Smita and Verma, 2014). This methodology has an important phase to help the system developer to develop the system. The phase in the waterfall model is requirement analysis, system design, implementation, testing, deployment and maintenance. This model is used as a guidance for this project development. The reason why the waterfall model is chosen as the methodology for this project development is because the model is simple and easy to understand (Adetokunbo and Basirat, 2014). Moreover, it is easy to manage due to the

inflexibility of the model. The phase is processed and completed once at a time before moving to another phases. This will ensure that each process can be done effectively without having an overlap process. Besides that, the waterfall model works well for smaller projects where the requirements are very well understood.

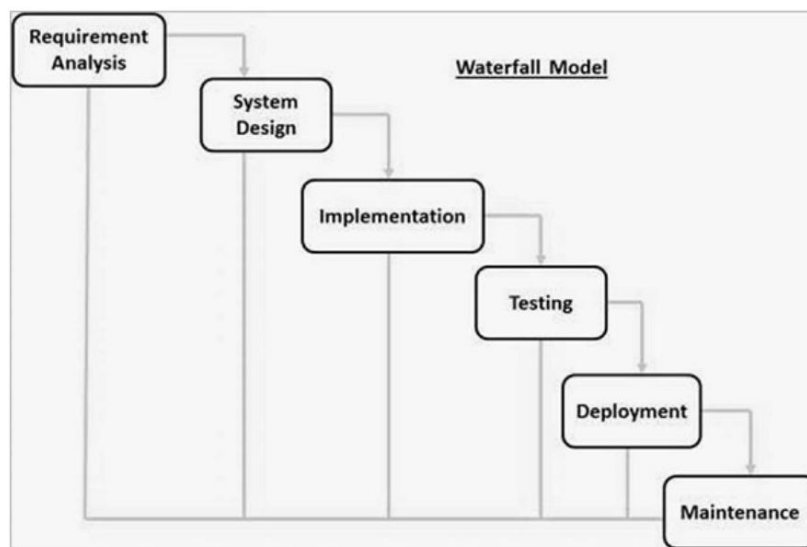


Figure 1.1 : Waterfall Model

1.4.1 Requirement Analysis

The objective for this phase is requirements determination. The most important is to understand the requirements of the new system and to develop a system that addresses the requirements. Moreover, this phase is also the process to identify the customer or user needs and it can be used as input to the design and implementation phase. To get the user requirements, it can be done by working through the details of each requirement, studying and analyzing the current system and defining and listing the user requirements.

1.4.2 System Design

In this phase, the requirement specifications from the first phase are studied and the system design is prepared. Furthermore, the design of the system is created and

documented at this phase. At this phase also focuses on how the system will be built and how the system will be operating on software, network infrastructure and user interface. The main purpose of this phase is to create a prototype that will satisfy all documented requirements.

1.4.3 System Development

The implementation phase is the phase where the physical construction of the software is being concerned. The system is starting to develop at this phase based on the all requirements that already been collected at requirement phase and the system will be built based on the specification and design state at specification and design phase.

1.4.4 Testing

Regarding the quality and the functional aspects, the system is tested at this phase to ensure the system can be used to detect any faults and failures. The coding or the system will be fixed if there is any error happen. The system testing will be continuing until zero error found. The element that needs to be tested is the function in the system.

1.4.5 Deployment

Once all the crucial part of the system testing is done, the systems are established in the user setting or released into the market. The focus of this phase is the system evaluation and its process. This proposed system will be demonstrating to the user for the first time and get the comment to make a progress for the system. This phase is where the system is being promoted to the community.

1.4.6 Maintenance

There are some issues which come up in the client environment. To fix those issues, patches or also known as piece software designed are released to update a computer program. Moreover, to enhance the product, some better versions are released. Maintenance is done to deliver the changes in the customer environment.user setting or released into the market. The focus of this phase is the system evaluation and its process. This proposed system will be demonstrating to the user for the first time and get the comment to make a progress for the system. This phase is where the system is being promoted to the community.

1.5 Scope

Table 1.1 : Scope

User	<ol style="list-style-type: none">1. Internet users.2. Kota Samarahan (Desa Ilmu & Uni Garden) homestay owner.
Software System Requirement	<p>Software</p> <ol style="list-style-type: none">1. Sublime2. XAMPP3. LocalHost4. Notepad++ <p>Hardware</p> <ol style="list-style-type: none">1. Laptop2. Smartphones3. PC4. Tablet
Programming languages	<ol style="list-style-type: none">1. HTML2. PHP3. MySQL4. CSS

System Features	<ol style="list-style-type: none"> 1. Clients as the system admin can upload any related images and videos regarding the homestay. 2. Friendly user interface for easy access. 3. Users can directly contact the homestay management using the link provided in the website. 4. Users can see any ongoing promotions on the website. 5. Calendar for booking.
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1.6 Significance of Project

This project is very significant to the Kota Samarahan area as this area is quite near to the Kuching which is the capital city of the Sarawak. It is located just 30 kilometres from Kuching and known as the main education hub for Sarawak State. Besides acting as the main education hub, Kota Samarahan area also provide a lists of tourism places for tourists such as Bako National Park, Sarawak Cultural Village and so on. Therefore, this Kota Samarahan homestay website will help to attract more tourists to the area as the website provide another platform for them to search for accommodation instead of hotel rooms.

In addition, the tourists able to arrange their vacation schedule as well as finding suitable homestay that will meet their requirements. Moreover, any request or inquiries from the tourists regarding the homestay will be directed to the homestay owners immediately without waiting. Hence, this homestay website not only will benefit for the tourists as the owners of the homestay will also be able to manage their homestay bookings and attract more potential tourist to their homestay.

In short, the Kota Samarahan homestay website able to provide a platform for the homestay owners to promote their homestay as well as a source of communication

between homestay owners and tourists. In the meantime, from tourist’s perspective, they will be able to search for the preferred homestay and made booking quite easily.

1.7 Project Schedule

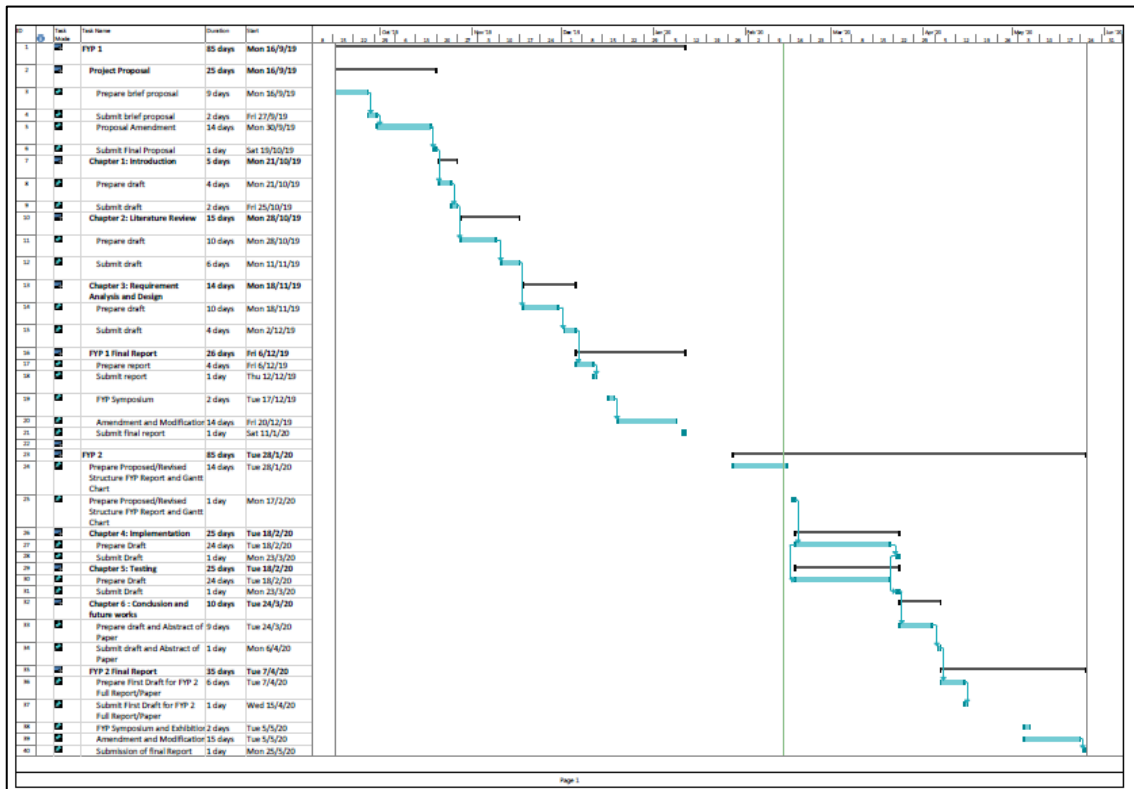


Figure 1.2 : Project Schedule

Based on the table above, this is where the Waterfall Model takes place and the total days it will take for this project to complete is approximately 170 days.

1.8 Expected Outcome

Throughout this project, we hope that the booking system for homestay at Kota Samarahan area will assist the client to select, to book and to stay at the premise. Moreover, clients also be able to attract more customers from different states in Malaysia by making a reservation in their official website.

1.9 Thesis Outline

1.9.1 Chapter 1: Introduction

This chapter covers on the introduction, problem statement, objectives, methodology, scope, significance of project, project schedule and the expected outcome of the proposed system.

1.9.2 Chapter 2: Literature Review

This chapter focuses on reviewing and comparing the existing systems that are similar to the proposed application. The comparisons will then be summarized and analysed.

1.9.3 Chapter 3: Requirement Analysis and Design

This chapter presents in details about the methodology that is used for this proposed application. This is where the user requirement will be analysed for designing purposes.

1.9.4 Chapter 4: Implementation

This chapter presents the implementation of homestay booking system includes the system hierarchy, sample interfaces and discussion.

1.9.5 Chapter 5: Testing

This chapter presents the result on the functionality and usability testing based on the certain test cases.

1.9.6 Chapter 6: Conclusion and Future Work

Chapter 6 is for the conclusion made based on the prototype produced. Future works related to this project will be discussed as well.