CHAPTER 1

INTRODUCTION

1.1 Chapter 1 Overview

Chapter 1 contains the introduction of this project. Section 1.2 presents the introduction to mobile application of bus reservation for TT Bus Sdn. Bhd. Section 1.3 explains the problem background of the project. Problem statements are stated in Section 1.4. Next, section 1.5 explains the project objectives while in Section 1.6, the scopes of the project is discussed. Section 1.7 elaborates the organization of the report.

1.2 Introduction

Many people find it hard to contact and go to the bus counter each time they want to find whether there is available ticket on the time they want to depart. It will take quite some time to do the process of finding the available ticket and often involved some cost to do so. Nowadays, mobile application would be a more popular choice for user to help them to solve their daily lives problem. This mobile application is operate in smartphones operating system such as iOS, Android and Windows OS. There are a lot of smartphones sold in the market such as the iPhone, Samsung, HTC, and Sony Ericsson. It could be accessed by anyone who using smartphones. This project is developed using Android Operating System as it is the most popular operating system which is widely used by smartphones. Mobile Application of bus reservation system for TT Bus Sdn. Bhd. is an android mobile application that helps the bus company staff and the costumer to reserve the bus tickets. TT Bus Sdn. Bhd with its continuing aim to provide quality services and giving the best facilities to their customer had asked to developed a mobile application system to help them solve the bus reservation issue. It is developed so that the costumer can easily
check the bus availability status. The system must have a database which contains
the customer information, it must be able to accurately give the bus information
such as the bus schedule and also have a nice interface to make it easier to use.
Finally, the application must also be a user-friendly for commercial purpose.

1.3 Problem Background

Currently, staffs at the ticket counter are using the manual system to sell tickets
and manage the bus seat booking. The customers of TT Bus Sdn. Bhd. always
complain on how they hate to queue up to buy the bus tickets. Most of them
preferred the booking system. However, the booking system of bus tickets is
manually done which is just by calling the ticket counter and the staff there will
record the booking on their specific booking book. Besides, the telephone line is
sometimes too busy to reach since it has only one official contact number.
Sometimes customer needs to call the counter many times. This brings a lot of
inconvenience to the customer. As for the bus counter staff, it is very inconvenient
to refer the booking book to check for the available bus ticket for customer every
time they asked. Therefore, the mobile application for TT Bus Sdn. Bhd. is
developed to make it easier for their customer to reserve their ticket. The user can
simply reserve book the ticket using their mobile phone. In addition, customer can
check the availability of the bus ticket before they reserve the ticket. There are
numbers of available mobile apps for bus ticket reservation system. However, TT
Bus Sdn. Bhd. does not used the available mobile application before because they
have their own problem that are the company income is not stable enough so they
do not have enough budget to spend on the developer. Usually, a company spends
a large cost need to hire a developer to build a system for them.
1.4 Problem Statements

There are several problem statements that I have figured in developing this system.

1. The main problem that my project attempts to solve is the management system of TT Sdn. Bhd. which is not systematic as it has to be manually records the ticket reservation by using handwriting.

2. The booking system is done manually by the staffs using the booking book. It will take quite some time to complete this process. Therefore, it results in long queue to buy bus ticket. This issue makes the bus company services is inconvenient to customer and wasting the customer’s time.

3. In addition, the issue of bus telephone line needs to be solved. Since there is only one official contact number to make reservation, customer often finds the telephone line is busy. It will take quite some cost for customer when the line is not reached.

1.5 Objectives

The objectives of this project are:

1. To design and develop a web-based bus reservation management system for the admin staff of TT Express Sdn. Bhd.

2. To design and develop a functional mobile application of bus ticket reservation system for TT Express Sdn. Bhd.

3. To test the systems developed in objective 1 and 2 at end user premise.
1.6 Scopes

Several scopes have been outlined in order to achieve the objective of the project. The main scope of this project is to develop a mobile application for bus ticket reservation and reservation management system for TT Express Sdn. Bhd. The other scopes of this project are:

1. The main users of this project are the company director, the bus counter staffs and customers.
2. The bus counter staffs acts as the admin where they can add, edit and delete the bus information and schedule and generate bus ticket sales report daily, monthly, and yearly to assist their daily work through the web-based management system.
3. The customer will be able to use the application to perform their reserving ticket transaction anywhere and at any time.

1.7 Organizations of Report

Basically, this report consists of 5 chapters. Chapter 1 is all about the background of the system development such as introduction, problem background, problem statement, objectives, project scopes and organizations the report and summary of chapter 1.

Chapter 2 was explained about the literature review of the system. There will be an introduction of chapter 2, review of researches of the system, review of existing systems/concepts/methods, comparison of existing systems/concepts/methods, the techniques/methods/equipment and the summary of the literature review.

Chapter 3 consists of the introduction of the methodology chapter. This chapter approaches overall framework used in building the system. It will be reviewing on the methodology, software and hardware requirements used in this project and the summary of the methodology.
Chapter 4 explains about the system design, user interface design, database design and techniques used in the system. The system and design is also being summarized in this chapter. In addition, the prototype of the system will also be discussed in this chapter.

Nevertheless, chapter 5 concludes the report of the system and recommendation about the future research for the system.