A Web Based E-Tourism Portal for Plateau State Tourism Board of Nigeria

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Abstract:- E-tourism System is a computerized system use to create and store accurate information about the location of tourist places in a particular location. It further provides a digital repository for accurate and timely availability of information about the state to intending tourists. This paper intends to design and develop a web application that will enable the management of Plateau State tourism board to keep adequate, accessible and correct records of tourist activities in the state. The proposed software was developed as a web application using HTML, CSS, BOOTSTRAP, and PHP. MYSQL was used to store and manipulate the records. The system offers Graphical User Interface, it was tested and implemented on WAMP server as well as a web browser was used. The result of the test was highly accurate and reliably solved the problems of the existing system with 80% accuracy. To further improve on the work, a cross platform mobile application should be implemented in future work.

I. INTRODUCTION

Tourism has become globally important as it creates lots of job opportunities in many countries. It has become the major input for the local, regional and country wide economy. Statistics from World Travel and Tourism Council shows that in 2006, Tourism industry had over100 trillion naira in demand and it will grow to over400trillion naira by 2016. Tourism activity grew by 4.2% per annum between 2007 and 2016. In 2010 there was over 1 billion international tourists (forecasted by the World Tourism Organization (WTO).

[1] described an e-Tourism as an environment that takes a community-driven approach to foster a lively society of travelers who exchange travel experiences, recommend tourism destinations or just listen to or catch some interesting gossip. This new environment is a perfect research playground for examining heterogeneous societies comprising humans and software agents, and their relationship in e-Tourism.

According to [2], they discussed how ICT enable travelers to access reliable and accurate information, as well as to make reservations in a fraction of time.

Defines tourism as one of the high profitable, biggest and the most dynamically developing branches of global economy. The successful forming of tourism affects such sectors of economy as communication and transport, trading, agriculture, construction, producing of national consumption products and others. Due to unequally rapid rate of expansion of tourism it is considered to be economic phenomenon of the last century and it is forecasted to have the same important role in the future century.

Tourism is a collection of activities, services and industries that delivers a travel experience, including transportation, accommodations, eating and drinking establishments, retail shops, entertainment businesses, activity facilities and other hospitality services provided for individuals or groups travelling away from home. [4]

A tourism portal can be seen as an infrastructure of a business community which offers a transparent environment to promote tourism business. It joins the providers of tourism service (hotels and holiday resorts), tourism agencies and the consumers of services in the virtual environment of the World Wide Web. All the participants are transparent by using the tools of the Internet. Tourism portals offer the most diverse services: Tourists can-t only book their stay online, but they will be provided with all the necessary information they need to know about the place they are going [5]

The aim of this paper is to develop a tourism information system that will act as information repository for tour operators, tourists, and the government of Plateau state tourism board.

II. SIGNIFICANCE OF THE STUDY

The implementation of this project and further consumer services integration will lead to economic and cultural diversification which will create new business opportunities for plateau state citizens.

Furthermore, this research work is significant to scholars and students because the work will serve as a base for their research, which would ensure exploration, exploitation and conversion of available tourism potentials in to reality to enhance internal generated revenue

Since tourism is the greatest employer of labour in our dispensation, the research work will proffer solutions aimed at re-awakening the government to revive the abandoned cultural practice, neglected amusement parks and museums in plateau state.

III. METHODOLOGY

Observation and interview methods was employed for data gathering. The Unified Modelling language was used for modelling the proposed E-tourism system. The proposed system was built as a Web portal application with the MVC Framework. The User interface of the system was built using HTML, CSS, BOOTSTRAP and JAVASCRIPT. PHP was used to handle data interaction between user form and the database. The data generated from the application is stored in MYSQL database.

IV. ANALYSIS OF PROPOSED SYSTEM

Proposed Modules and their function

i. Customer records module: the proposed system will contain a Database Management System (DBMS) which will be used to keep record of customer's personal information, tour agencies and the various registered companies information. Customers are very sensitive on how they give out their personal information; the proposed system must be able to secure that information. The proposed system will impose a good way of securing information.

ii. Admin Module: the admin module in the proposed system will make sure and verify that all information in the site is genuine before service can be rendered to customers. Only the administrator can delete, add records and login to the database

iii. Booking Module: the proposed system will make it easier for tourist to book for different services during their trip which will make them feel comfortable e.g. viewing the nearest hotel, restaurant, car leasing companies etc.

iv. Advertisement Module: the proposed system is web based, this system will be effective in the sense that there will be no need for delays since everything is to be accessed online. The proposed system will advertise places in Plateau state that are not well known and also it will create awareness about the various culture and tradition in the state..

v. Reports Module: In this module we can generate the various reports to keep track of the customer statistics, agent's performance, and monthly, yearly and weekly reports.

V. SYSTEM DESIGN AND MODELLING

To fully develop the systems, the following UML diagram was used:
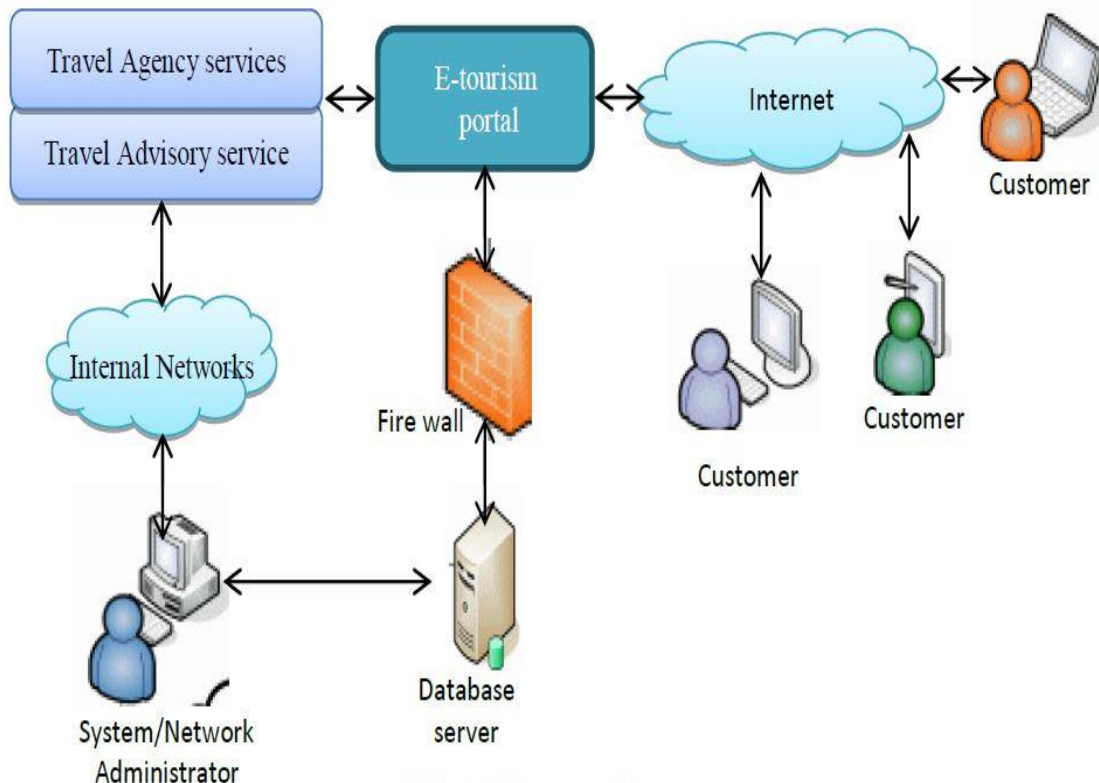

Fig3. Architecture of E-tourism
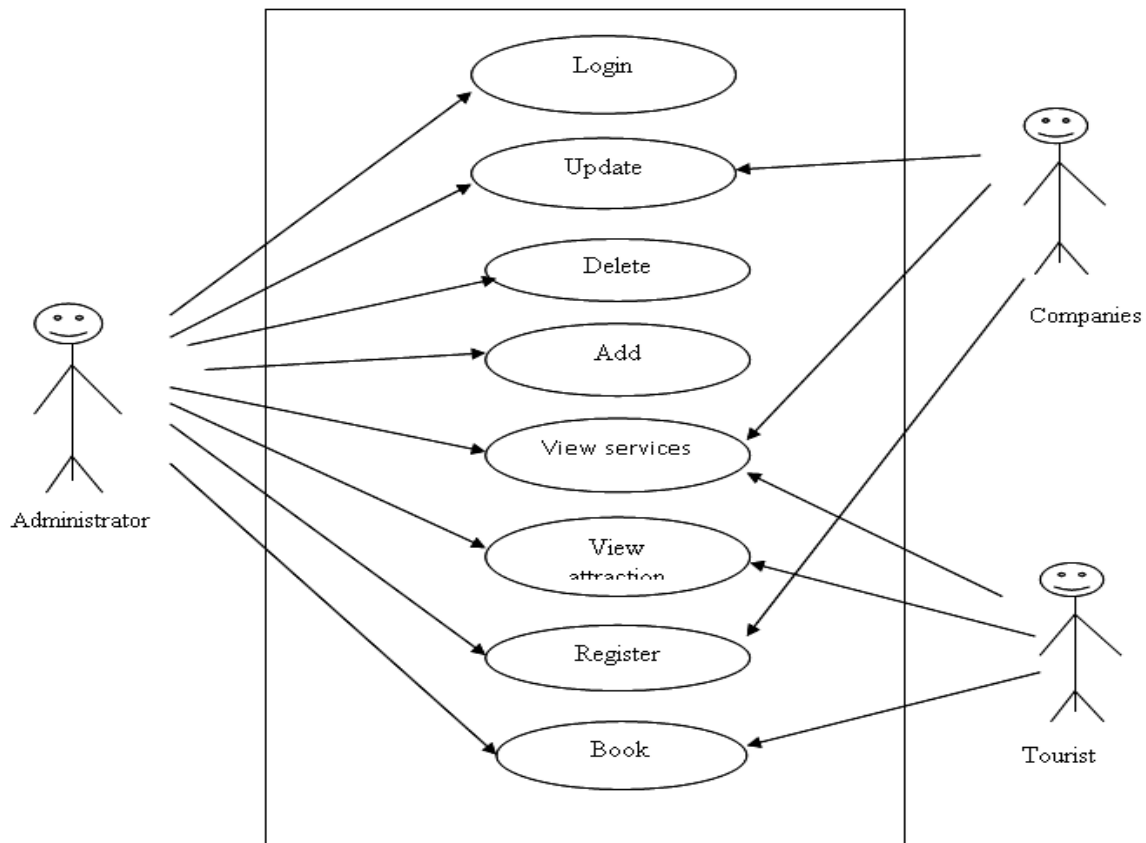
Fig 1:- Architectural Design of E-Tourism System.

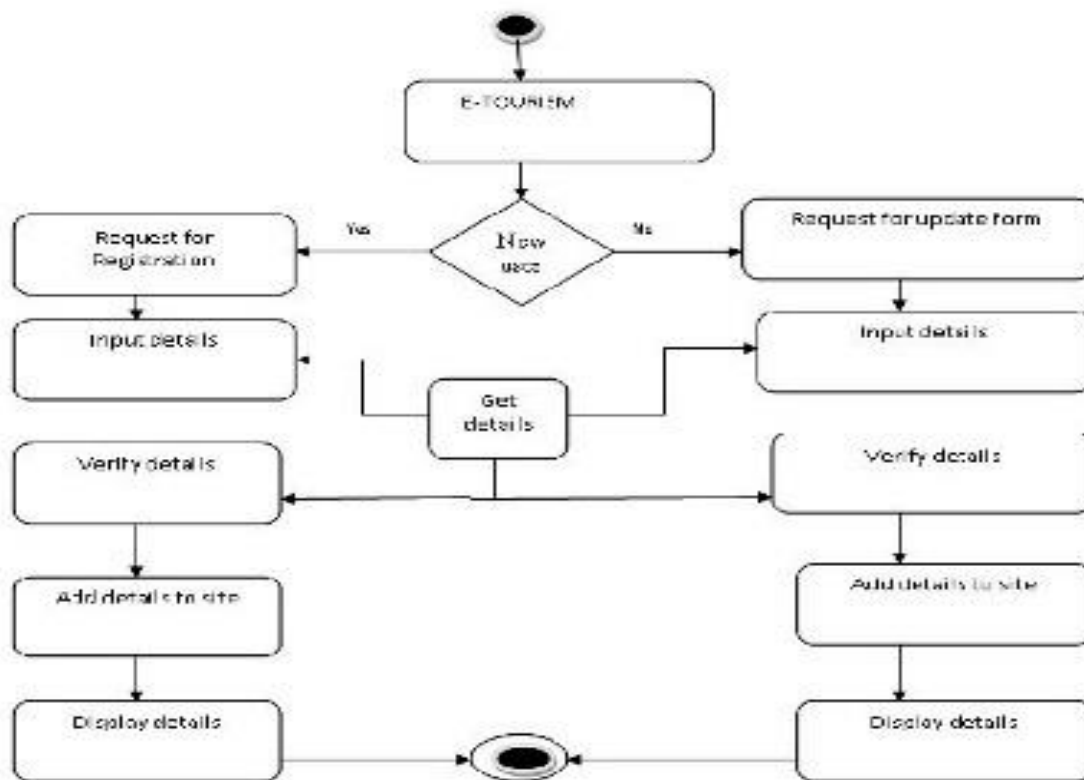Fig 2:- A UML Use Case Diagram For the Proposed System

Fig 3:- UML State Diagram showing transition of each process.

VI. RESULTS

The implementation of the system was successfully achieved, **it was tested and implemented on WAMP SERVER 3.0 with Mozilla Firefox web browser.** Details of the system is as shown below:
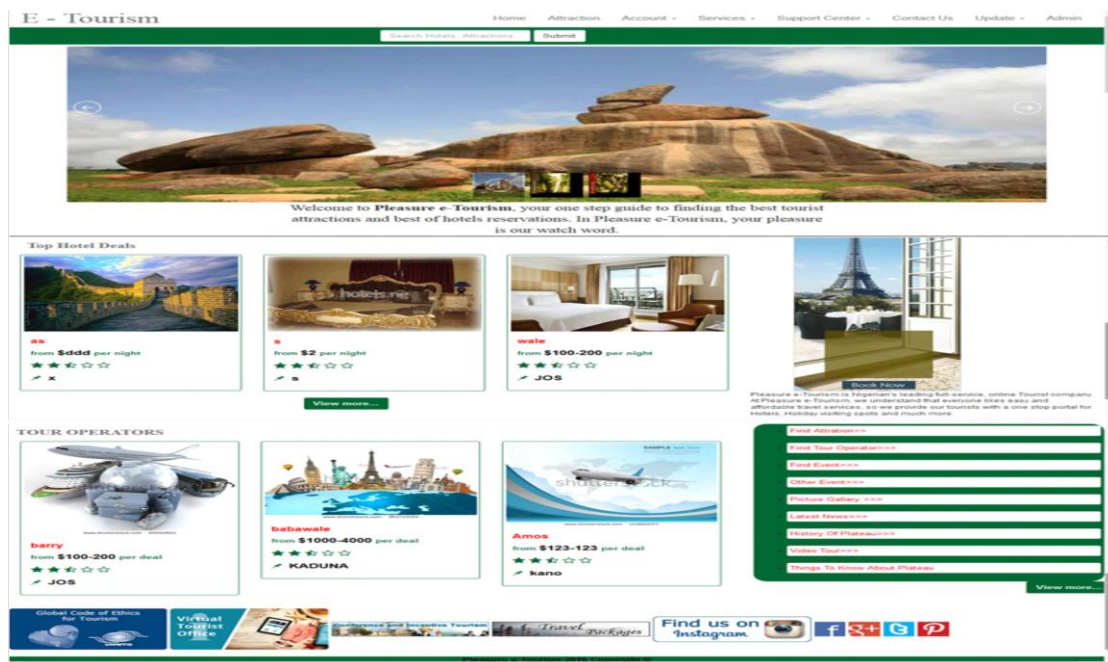

Fig 4:- **E-Tourism Web preview of home page**

This page displays the home page of the e-tourism portal where many services can be seen and access by users
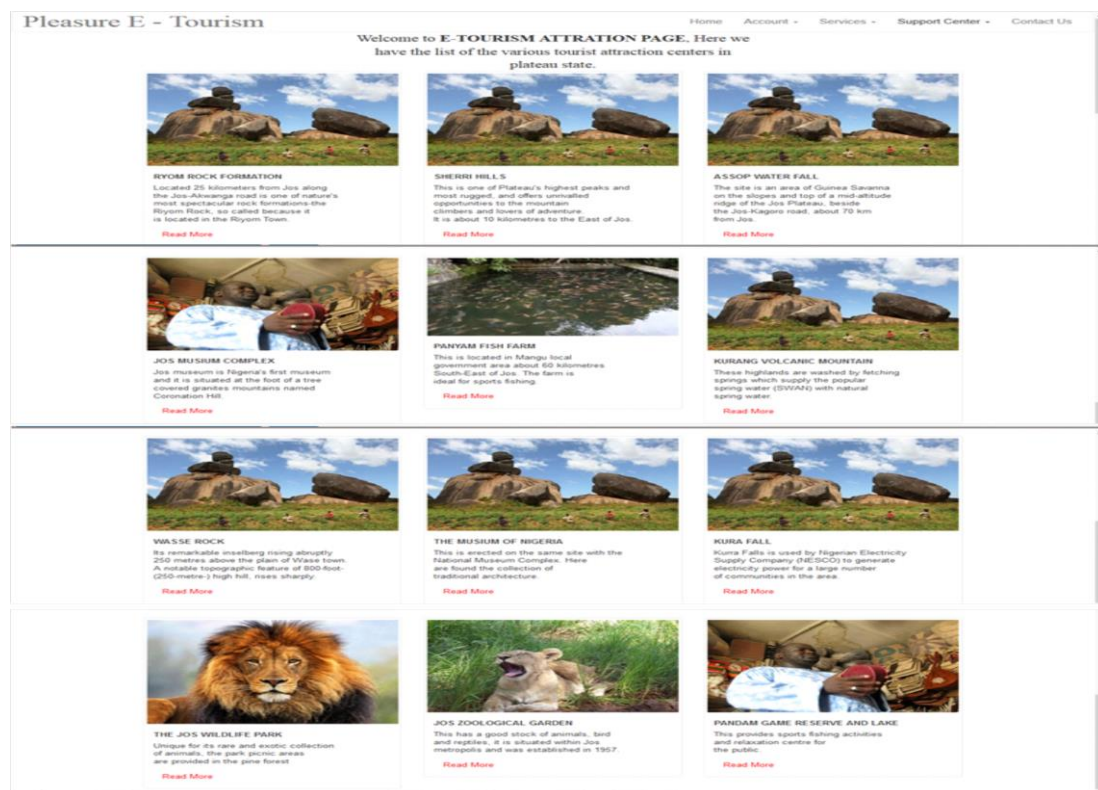

Fig 5:- Web browser preview of the attractions centers in Plateau state

This page enables the user to view more about attractions, and provides all the necessary information about them.

Fig 6:- Web browser preview of tour operator's registration page

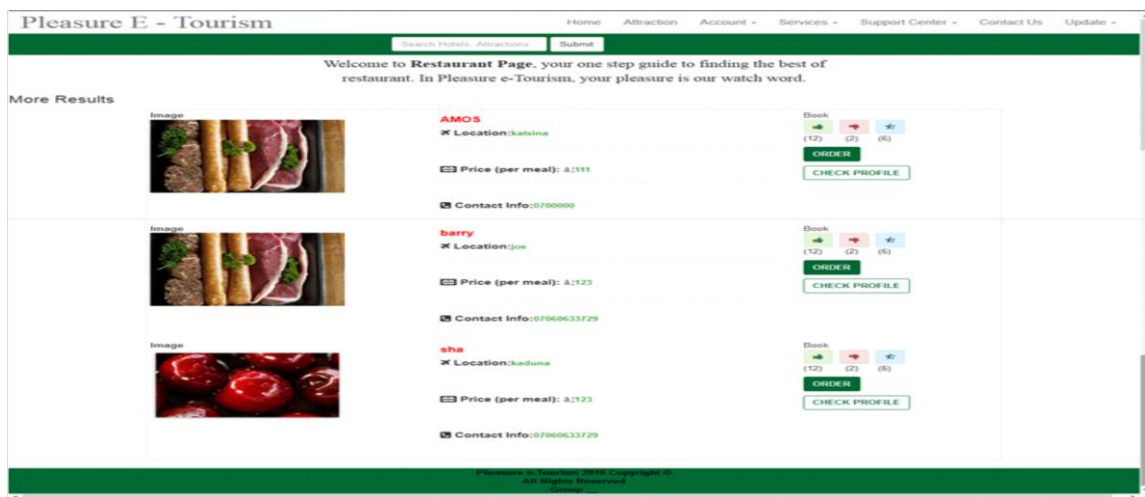This section allows hotels, tours, car leasing companies, restaurants to register to this site.

Fig 7:- Web browser preview of Restaurant Profile Page

This section of the page displays the necessary information about a restaurant, which a user can also order.
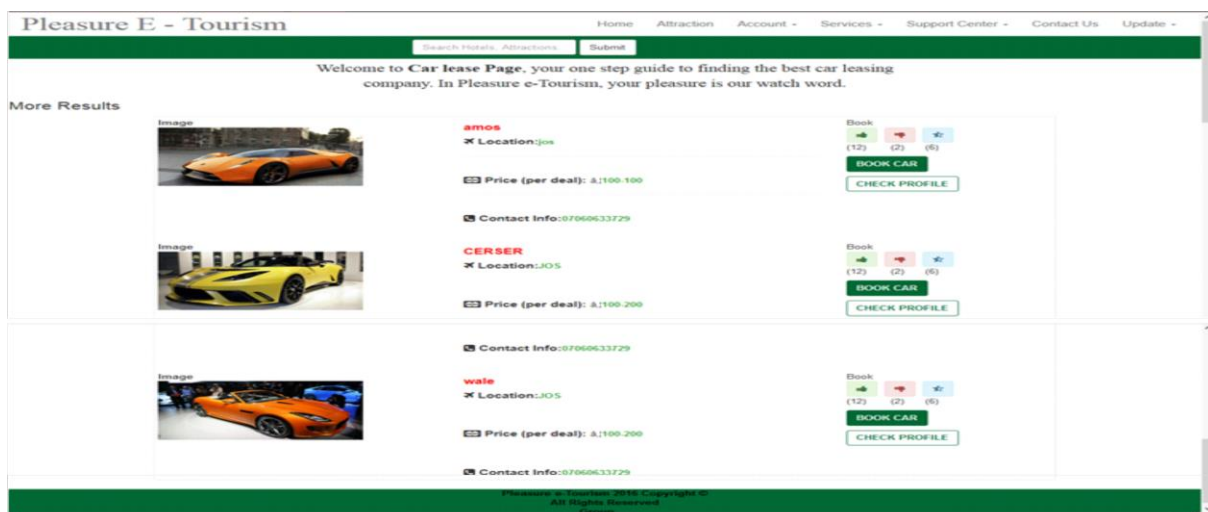

Fig 8:- Web browser preview of Car Leasing Companies

This section of the page displays a general view of all the car leasing companies.

Fig 9:- Web browser preview of complains page

This sections allows users to lay complains or report an issue.

VII. CONCLUSION

This work has been able to develop and implement an e-tourism portal that offers information on various tourism sites through a centralized web portal for Plateau state tourism board. The proposed will increase the income generation of the state, thus making the various cultures and traditions in the state to be known worldwide. It will provide information about the various tour centers and their location, which tends to give room for the tour operating companies to register with this various tour centers. It also makes availability of platform where the tourist can view and book for products and services online. The system is been implemented to facilitate easy and effective registration and dissemination of information to tourists. To the best of our ability and knowledge we have been able to automate the existing system by providing easy access and fast information retrieval. To further improve on the work, a cross platform mobile application should be implemented in future work.

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