

TOURS AND TRAVEL BOOKING

BY

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This Report Presented in Partial Fulfillment of the Requirements for the
Phase-I in Computer Science and Engineering

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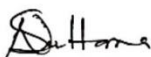
APPROVAL

This Project titled **TOURS AN TRAVEL BOOKING SYSTEM**, submitted by MD Sojib Ali to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 03.07.24.

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We hereby declare that, this project has been done by **Md Sojib Ali, id 212-15-14702** under the supervision of **MS.Nazmun Nessa Moon, Associate Professor, Department of CSE** Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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ABSTRACT

I made a website for managing tourism using HTML, CSS, PHP and MySQL. The website is for two kinds of person: admins and regular users. When users log in, they can use a strong system with an easy-to-use layout. They can choose from options like Home, About, Tour Packages, Privacy, Terms of Use, Contact Us, and Inquiry. On the main page, you can find a list of different tour packages. Each package has a description and price. People can choose a package and see more information, like the total cost in US dollars, and can also write about their travel experiences. Booking a package is easy. Users can choose when they want it to start and end, and can also pick things like breakfast, pickup, drop off, and sightseeing. The About section tells you about the Tourism Management System. It talks about the services they offer and how they are dedicated to making your travel and stay as comfortable as possible. The Privacy Policy and Terms of Use tell you how your information is kept safe and the rules for using the service. The Contact Us page lets you connect through social media. You can also ask questions or make requests using a safe form. Administrators can see important information on a dashboard, like how many people are using the system, how many problems have been reported, how many items are available, and how many questions have been asked. Admins can make and look after vacation deals, watch what users are doing, answer questions, and change the website. The admin interface shows a lot of information about the bookings users make, including new ones, canceled ones, and ones that are confirmed. I want to make sure that users have a smooth and enjoyable experience, and that admins can manage things easily and effectively. The Tourism Management System has great search options, user profiles, reviews, and secure logins to help people with all their travel needs. It wants to be a reliable website for travelers. We will keep making the system better so that it works well and people are happy using it.

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CHAPTER 1

INTRODUCTION

1.1 Overview

Tourism Management System is a tool that helps you have a better travel experience. My website has an easy-to-use layout that helps people easily plan and enjoy their trips. It also has tools for administrators to manage things smoothly. As a user, you can easily join and use a lot of different features. The main page has links to important sections like Home, about us, Tour Packages, Privacy Policy, Terms of Use, Contact us, and Inquiry. Check out different vacation packages with info and prices. When you click on a package, you can see all the details and how much it costs in dollars. You can also leave comments about your trip. You can pick the dates you want and choose different options like breakfast, pickup, drop off, and sightseeing when you want to make an appointment. In the "About" section, find out more about the Tourism Management System and how it aims to make your travels easier and more convenient. The Tour Packages section shows you information about different packages. It includes what type of package it is (for a group, family, or couple), where it goes, and what is included in the package. You can book your tour by choosing the times that work for you. The Privacy Policy and Terms of Use tell you how your information is kept private and the rules you have to follow when using the website. Get in touch with me through my social media profiles on the Contact Us section. It makes it easy to talk to me. Use the Inquiry form to send us your questions. Fill in your name, email, phone number, subject, and details about your question. As an admin, you can use a special dashboard to see information about what users are doing, any problems that have come up, how many packages have been sent, questions people have asked, and bookings that have been made. Easily handle packages by making and updating them. Monitor user accounts, deal with questions, and quickly update website information. The Tourism Management System is designed to help you plan your travels easily and have a good time. Whether you are someone looking for a good travel deal or someone in charge of the system, I make sure everyone has a smooth experience.

1.2 Problem Statement

The tourism industry is big and keeps getting bigger, but a lot of the systems used to manage it aren't easy to use and don't have all the features that modern travelers and administrators need. Current systems often have scattered user interfaces, limited search functions, and not enough booking management options. This can make things difficult for users who want to find and book tour packages. Also, managers have a hard time organizing and handling packages, bookings, questions, and user information well. One big problem is that there is no one place where all the different things like package listings, descriptions, booking choices, user reviews, and questions can work together easily. People need a place where they can easily look for packages based on certain things like where it is, what it is, and what it has. They also need to know all the details about each package, like how much it costs, where it goes, and what's included. In addition, being able to give your opinion and see what other people think, is really important when you're deciding what to do or where to go. On the office side, not having good tools to keep track of customer information, reservations, and questions can make things work slow and make customers unhappy.

1.3 Motivation and Objectives

I made the Tourism Management System because I love to travel and want to make planning trips easier for people. I understand how hard it is for travelers to find good, trustworthy information about tours, places to stay, and other services they need. I want to create a website that is easy to use and helps tourists and administrators. I want to make travel better by providing lots of information about vacation packages, simple ways to book them, and a place for people to share their travel stories. I want to make it easier for people to find and book travel packages, make sure it's easy for them to use, and give tools to the people in charge. I want to make a website where people can easily look at and book vacation packages. And the people who run the website can easily handle the packages and bookings. Also, I try to add things that make the website or app safer, faster, and more interesting for users.

1.4 Project Scope

The Tourism Management System project aims to make a complete system for organizing and booking trips. The website will have an easy-to-use layout so people can look at different tour packages and choose one they like to book. Users can see lots of information about each package, like how much it costs, what it includes, and what other people think about it. The system will help users create profiles so they can see their bookings and save their preferences. The admin can do things like organize packages, manage users and answer questions. They can also see helpful information and data on a dashboard. The project will make sure that data is kept safe by using codes to protect it and by making sure only authorized people can access it. We will focus on making the website faster and the database more efficient. We will carefully test, record, and release the finished product. We will also provide support to make sure everything runs well and gets better over time.

1.5 Project Outcome

The Tourism Management System project makes it easy for both users and administrators to use. People can look at and buy tour packages, write about their experiences, and handle their questions easily. The website is easy to use on all different devices because it has a design that can change to fit the screen. Administrators can see all the user activity, bookings, and questions in one place on a dashboard. The system has strong security to protect user data, including making sure only authorized people can access it and encoding the data so it can't be easily read by others. We made changes to make the website load faster. The project has special search options, things you can click on, and messages that pop up automatically, making it better for the user. The new features show that the project is good at making a platform for tourism that is easy to use, works well, and keeps information safe.

1.6 Report Organization

This report on the Tourism Management System is organized to provide a comprehensive understanding of the project, its development process, features, and future enhancements. It begins with an Introduction section, offering an overview of

the project's objectives, scope, and significance in the tourism industry. This sets the stage for understanding the motivations behind developing the system.

1. The System Design and Architecture section follows, detailing the underlying structure, including the database schema, data flow diagrams, and system architecture. It describes how the various components of the system interact and the technologies used in its development.
2. Next, the Implementation section breaks down the actual coding and development process. It includes descriptions of the key modules, functionalities, and how they were integrated to form a cohesive system. Specific attention is given to the user interface (UI) and user experience (UX) design, outlining the steps taken to ensure a seamless and engaging user journey.
3. The Features and Functionalities section provides an in-depth look at the system's capabilities. It covers both user and admin functionalities, such as tour package listings, booking processes, user comments, admin dashboard features, and data management.
4. The Testing and Validation section reports on the testing methodologies employed to ensure the system's reliability and performance. It includes results from unit tests, integration tests, and user acceptance testing.
5. In the Conclusion and Future Work section, I summarize the project's outcomes, discuss its impact, and propose potential enhancements and additional features for future development.
6. Finally, the Appendices and References sections offer supplementary information, including code snippets, detailed design documents, and references to relevant literature and technologies used in the project.

This structured approach ensures that readers can easily navigate the report and gain a thorough understanding of the Tourism Management System's development and functionality.

CHAPTER 2

LITERATURE REVIEW

2.1 Overview

In paper [1], the authors crafted a "service-leadership" competency model specifically for the hospitality and tourism sectors, delineating leadership behaviors critical for enhancing employee service performance and customer satisfaction. This model categorized competencies into three clusters: business savvy, people savvy, and self-savvy, distilled from insights gained through interviews with industry managers. These competencies are intended to guide management development within organizations, addressing the need for effective leadership in service-oriented contexts. Paper [2] introduced correspondence analysis (CA) as a novel approach to explore and evaluate service quality dimensions in the tourism industry. It demonstrated CA's utility in visually representing differences in service-quality evaluations between German and Russian tourists, underscoring the importance of cultural nuances in managing service expectations and perceptions within tour operations. This methodological approach offers practical insights for managerial decision-making in enhancing service quality across diverse consumer groups. According to paper [3], a comprehensive literature review spanning from 1990 to 2013 examined the expansive field of tourism management (TM). The study identified a significant increase in TM-related publications post-2000, culminating in a content analysis of 773 articles across various electronic databases. Through this analysis, the authors categorized literature into ten conceptual groups, aiming to construct an integrated framework of TM that facilitates deeper understanding and strategic development within the industry. Paper [4] detailed the development of a scale to measure the service experience in tourism, emphasizing the need to grasp consumer satisfaction through subjective, affective, and experiential factors. The research employed factor analysis to explore dimensions of the service experience across diverse tourism sectors such as hotels, airlines, and tours & attractions. This scale development process aimed to bridge the gap between consumer experience and managerial action, offering insights into enhancing service delivery and customer satisfaction in the competitive tourism landscape. In paper [5], the discussion centered on tourists' perceptions and satisfaction with service quality in cross-cultural

encounters within hospitality and tourism settings. The study highlighted the profound influence of cultural constructs on tourists' expectations and assessments of service quality across different national and sub-national settings. It proposed a destination value chain model to capture these dynamics, emphasizing the role of cultural norms in shaping service encounters and offering implications for effective hospitality and tourism management in culturally diverse environments

HTML5 (JSX) [6]:	HTML stands for Hypertext Markup Language which allows the user to make and structure sections, paragraphs, headings, titles, line breaks, add media, links, blockquotes, etc. for websites and applications.
CSS [7]:	Stands for Cascading Style Sheets which is a simple design language intended to simplify the method of constructing this website presentable. It's designed to enable the separation of presentation and content,
MySQL [8]:	MySQL database, organizes and manages data in a document-based structure, providing robust querying capabilities for efficient storage and retrieval of property profiles and rental information.
PHP [9]	PHP is a popular server-side scripting language designed for web development. It is embedded in HTML, making it easy to create dynamic and interactive websites. PHP supports various databases like MySQL, enabling efficient data management. Its simplicity, flexibility, and strong community support make it a preferred choice for building robust web applications.

2.2 Related Works

TripAdvisor is a comprehensive travel website where users can read reviews, compare prices, and book various travel services including accommodations, flights, and vacation packages [10].

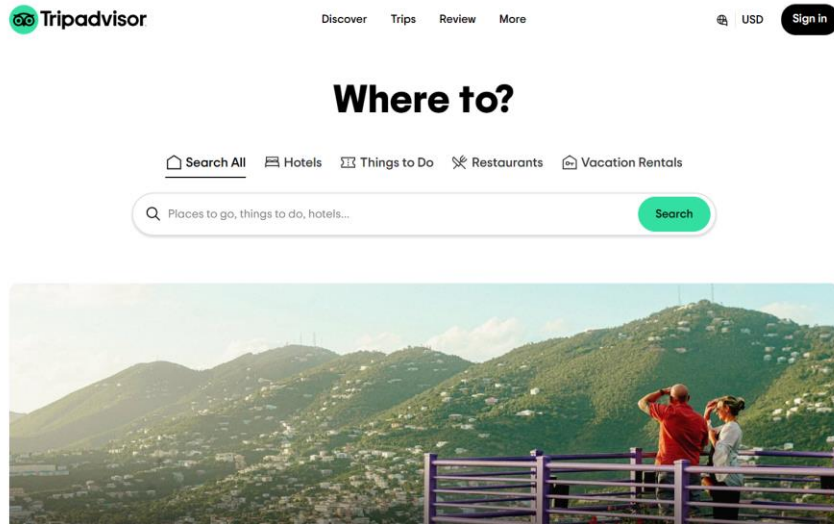


Figure 2.1: TripAdvisor

Expedia is a popular travel booking website that allows users to book flights, hotels, rental cars, cruises, and vacation packages[11].

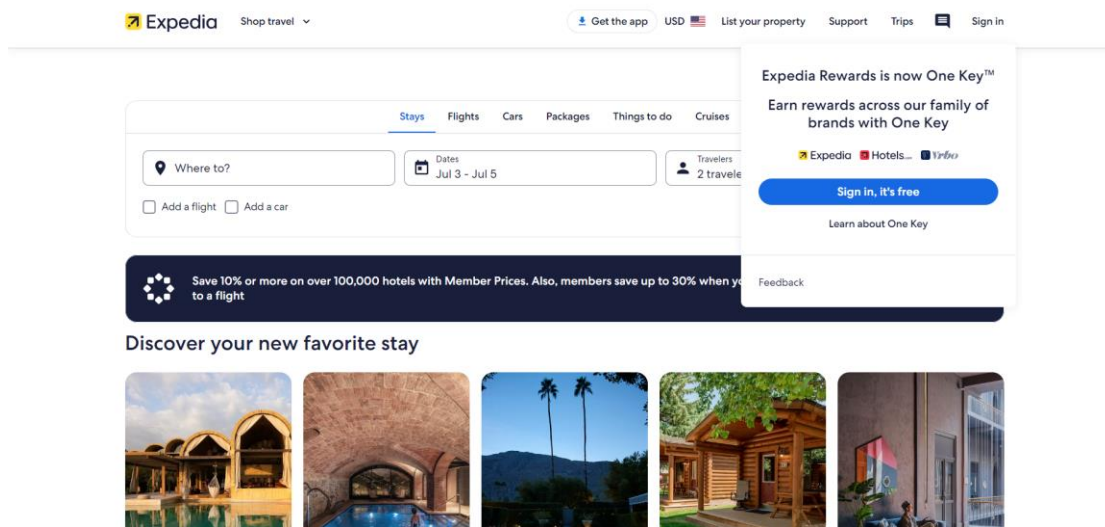


Figure 2.2: Expedia

Booking.com specializes in hotel reservations but also offers flight bookings, car rentals, and vacation packages. The site provides user reviews and ratings to help travelers choose the best accommodation options.[12].

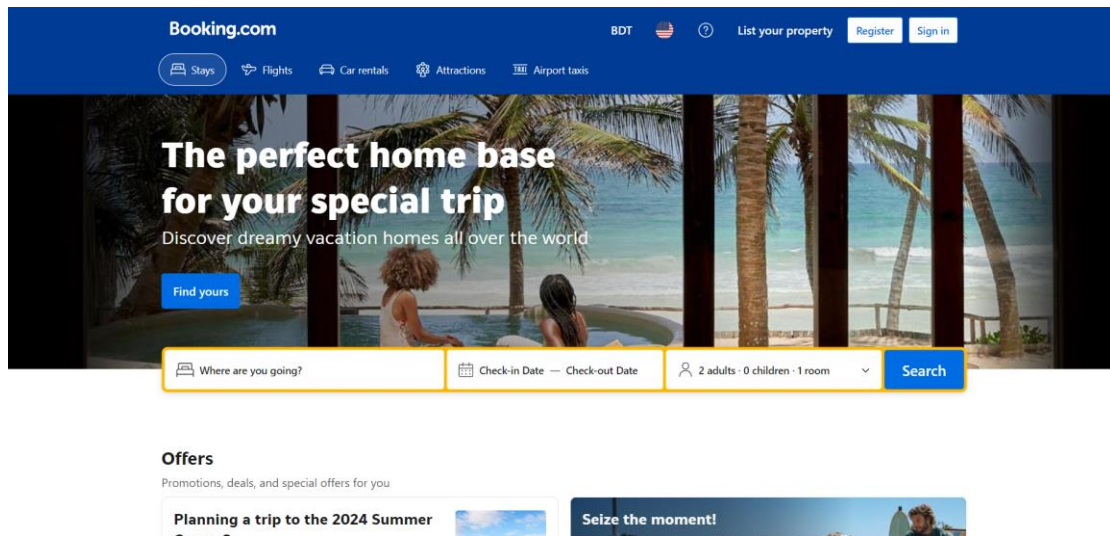


Figure 2.3: Booking.com

Kayak is a travel search engine that compares hundreds of travel sites at once to help users find the best deals on flights, hotels, and car rentals [13].

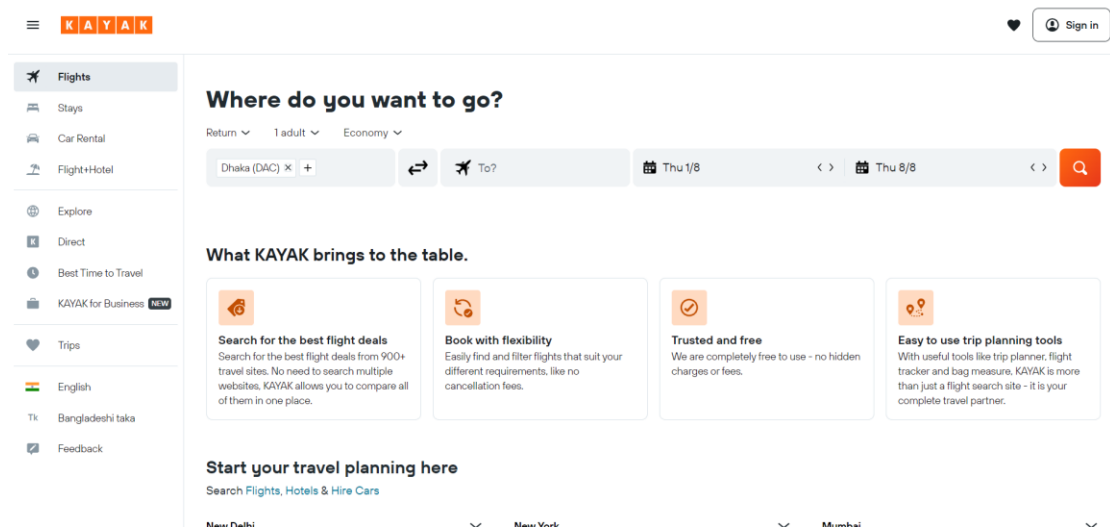


Figure 2.4: Kayak

CHAPTER 3

METHODOLOGY

3.1 Overview

To begin, I will conduct a comprehensive review of the existing HTML, CSS, PHP, and MySQL codebase to understand its structure and functionality. This analysis will identify areas for improvement in user interface (UI) design, user experience (UX), functionality, and security. Following the review, I will prioritize enhancements based on user feedback and industry best practices. This includes implementing a responsive design to ensure optimal performance across all devices. Interactive elements such as animations and transitions will be integrated to enhance the visual appeal and usability of the website. For user-facing features, I will introduce advanced search functionalities allowing users to filter tour packages by location, type, price range, and features. User profiles will be implemented to enable personalized experiences and store booking histories. Additionally, a review and rating system will be integrated to gather user feedback and improve service offerings. On the administrative side, I will develop an analytics dashboard providing insights into user behavior, popular packages, and booking trends. Automated notifications will be set up for both users and administrators to streamline communications regarding bookings, inquiries, and updates. Role-based access control will ensure secure authentication and appropriate permissions for different admin roles. To bolster security, I will implement data encryption protocols to protect user information and ensure compliance with data privacy regulations. Regular database backups will be scheduled to prevent data loss. Throughout the implementation phase, I will prioritize code refactoring and optimization to enhance performance and maintainability. Comprehensive documentation will be created to facilitate future updates and support. Finally, rigorous testing will be conducted to ensure all new features are functional and meet quality standards before deploying the updated website. Post-deployment monitoring and support will be provided to address any issues and ensure smooth operation[14].

3.2 Requirement Analysis

I am creating a website to help manage tourism using coding languages like HTML, CSS, PHP, and MySQL. The system will work for two kinds of users: admins and regular users. People who use this can look at different trips they can take, see what's included in each trip (like whether it's for a group, family, or couple, where it goes, and what's included like breakfast and sightseeing), and choose when they want to go. They can also book the trip right there. They can also share their thoughts about their trip. Administrators can see a dashboard with information about users, packages, questions, and bookings. They can make, control packages, and change website pages such as Privacy Policy and Terms of Use. The security features include keeping user data safe by putting it into a code and making sure only authorized people can access the admin part. Improving performance will concentrate on making things load faster and using the database less. The project wants to create a design that works well on all devices, so that users have a good experience no matter what they are using.

3.3 Proposed Methodology/System Design

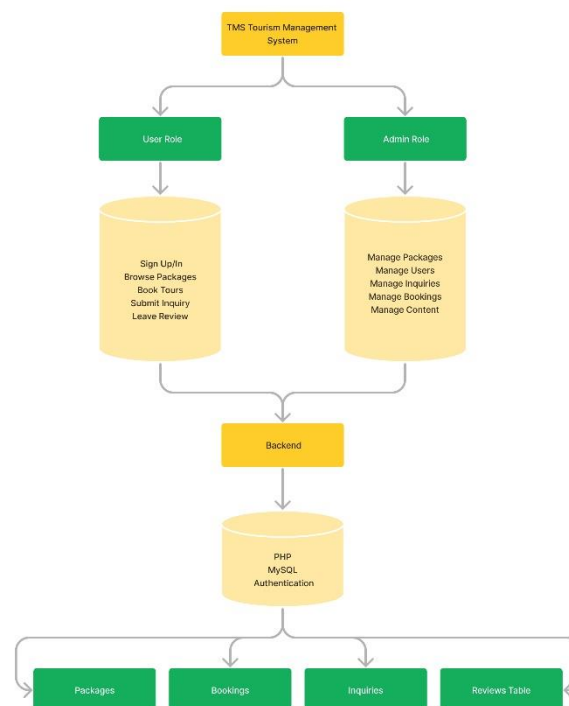


Figure 2.5: Proposed Methodology

I will make the Tourism Management System better by putting the users first. Using a responsive design will make sure that it's easy to use the website on any device. Advanced features such as search filters that you can interact with, user profiles for personalized experiences, and a system for writing reviews will make users more interested. For managers, a tool that shows data and sends alerts automatically, and lets them control who can see certain information, will make it easier to do their job. We will protect your information with security measures like encoding your data and regularly saving copies of it. Keeping the system running smoothly and making sure it stays fast and reliable is important. This plan aims to make the user experience better and manage the system more effectively.

3.4 Data Collection/Input Output Analysis

I will make the Tourism Management System better by putting the users first. Using a responsive design will make sure that it's easy to use the website on any device. Advanced features such as search filters that you can interact with, user profiles for personalized experiences, and a system for writing reviews will make users more interested. For managers, a tool that shows data and sends alerts automatically, and lets them control who can see certain information, will make it easier to do their job. We will protect your information with security measures like encoding your data and regularly saving copies of it. Keeping the system running smoothly and making sure it stays fast and reliable is important. This plan aims to make the user experience better and manage the system more effectively.

3.5 Business Process Modeling

In Business Process Modeling, I analyze and streamline operations to optimize efficiency. I begin by mapping current processes, identifying inefficiencies, and proposing improvements. Utilizing tools like flowcharts and diagrams, I document workflows, defining roles, tasks, and interactions. Collaborating with stakeholders, I gather requirements to align processes with business goals. I prioritize transparency and accountability, ensuring each step adds value. Continuous evaluation and refinement drive ongoing enhancements, aiming for streamlined operations and improved outcomes. Through clear communication and strategic planning, I facilitate effective

implementation of optimized processes, fostering a culture of efficiency and innovation.

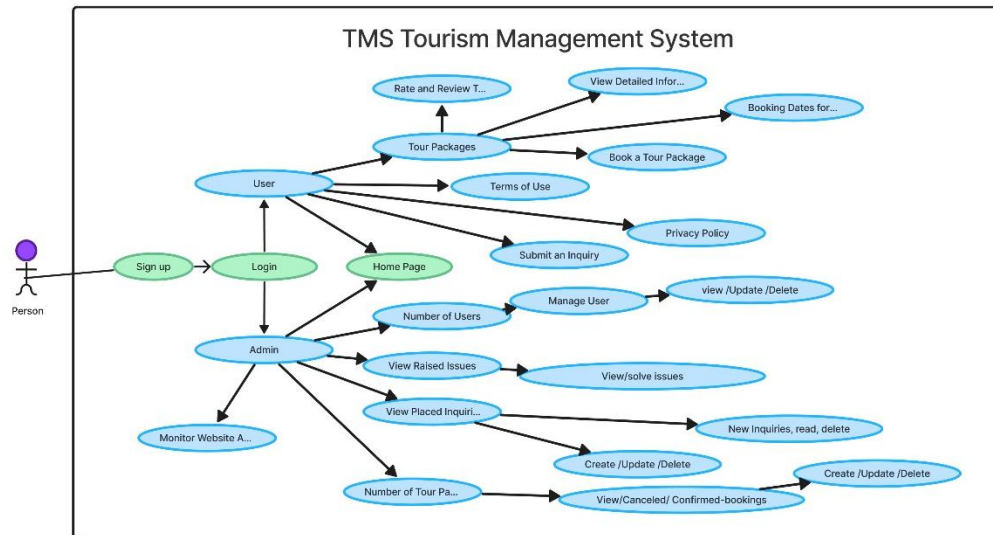


Figure: 3.1 Business Process Model User

3.6 Flowchart

I am making a picture to show how the Tourism Management System works. Users start by going to the homepage. From there, they can click on different options like About, Tour Package, and Contact Us. People can see the list of packages, click on one to find out more, and choose dates to book an appointment. Administrators can look at a computer screen that shows information about how many people are using the website, options to manage orders and questions, and updates to the website. Admins make and control packages, answer user questions, and change site pages when necessary. The flowchart helps to make sure that the way users and administrators interact with the system is clear, so that the system can be managed efficiently[15].

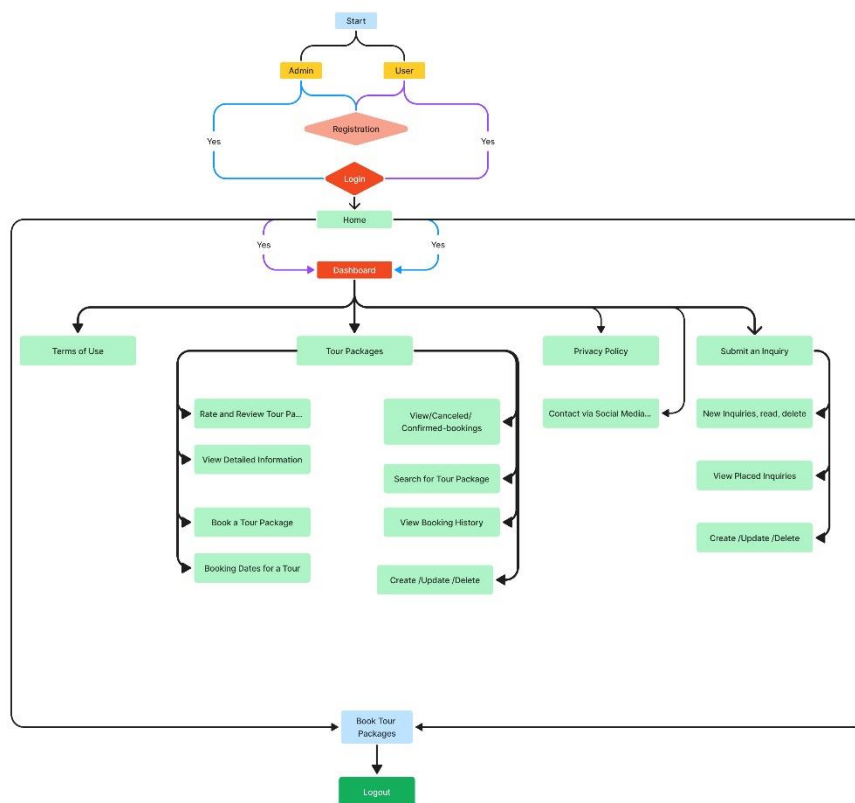


Figure: 3.2 Flowchart

3.7 ER Diagram

I made a diagram for the Tourism Management System. It shows how things are connected. It has things like Users, Packages, Questions, and Pages. The Users entity keeps details such as your name, email, and phone number. The Packages entity has information about different tour packages, like what type they are, where they go, and what they include. "Inquiries entity keeps track of user questions with spaces for the topic, details, and when it was posted. " The Pages entity keeps track of things like the Privacy Policy and Terms of Use. These entities are connected through primary and foreign keys. People can use this ER diagram to book packages, ask questions, and see site pages all in one place.

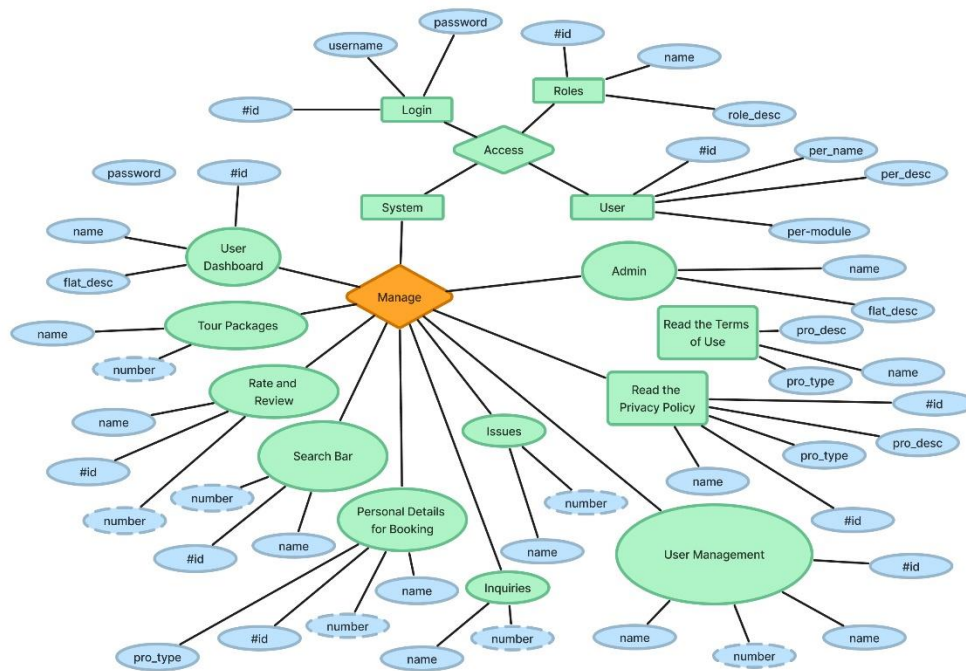


Figure: 3.3 ER Diagram

3.8 Class Diagram

I am making a chart for how your Tourism Management System will work. It has different types of classes like User, Admin, Package, Inquiry, and Page. The User class has things like name, email, and phone number, and ways to book tours and write reviews. Admin can control users, packages, and questions. The package class has information about what it is, where it is, what it has, and how much it costs. The inquiry class keeps information like the topic and description. The page class controls things like terms and privacy policies. Relationships involve the admin overseeing the Users and Packages, Users reserving Packages, and Pages connected to Terms and Privacy.

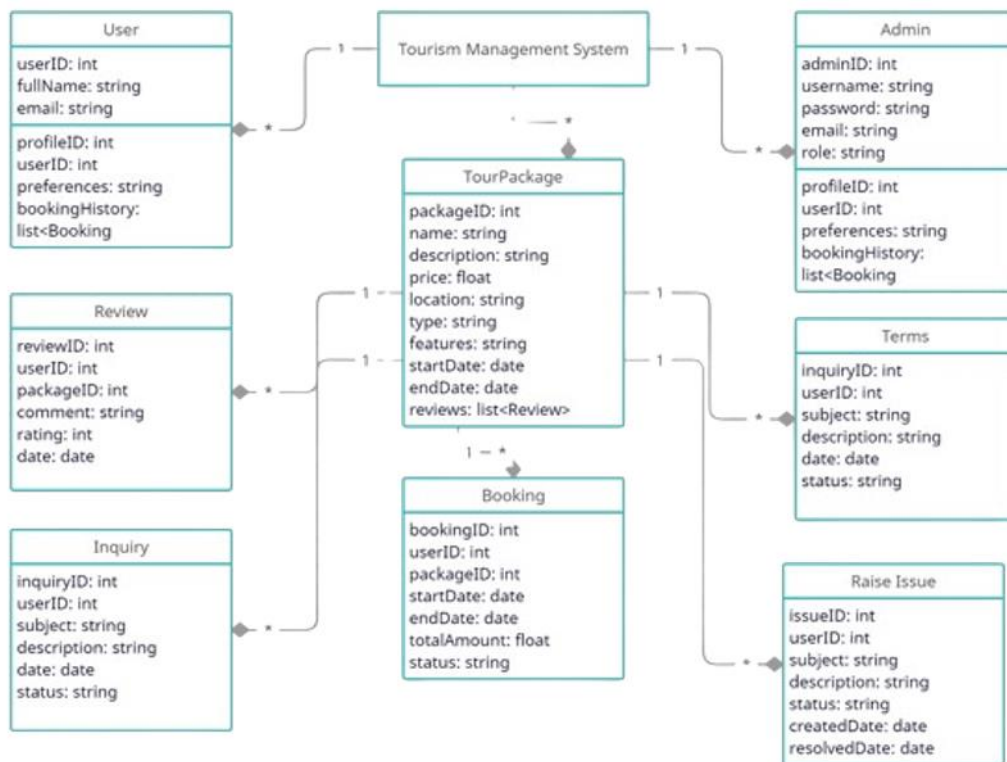


Figure: 3.4 Class Diagram

3.9 MVC Diagram

In the MVC diagram, the Model is the part that deals with data and logic. It takes care of the database and the state of the application. It works with the Controller, which handles user input and makes the Model change when needed. The Controller understands what the user does in the View, which is what users see on the screen. It shows information from the Model and sends instructions from the user to the Controller to do things with it. The View doesn't know how the Model works inside, so they are kept separate. This design helps organize code, makes it easier to develop different parts separately, and allows each part to be updated without affecting the others.

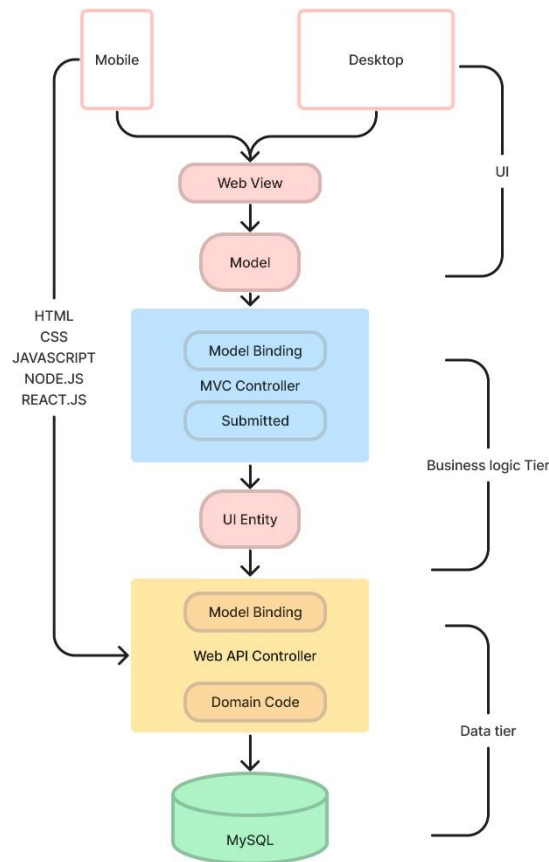


Figure: 3.5: MVC Diagram

3.10 Project Management and Financial Analysis

In my job, I make sure that the Tourism Management System is being developed on time and that everything is going smoothly. I keep track of important goals, organize resources, and reduce potential problems to make sure things are done on time. Financial analysis means planning how much money will be spent and estimating costs for different parts of a project. It also involves making sure that resources are used in the best way possible. I analyze how much money a project will make and predict where the money will come from to make sure our financial goals match the project's results. I make sure the project stays on budget and on schedule by keeping a close eye on things and carefully checking the finances. This helps us work efficiently and deliver a strong tourism management plan[16].

CHAPTER 4

REQUIREMENT ANALYSIS AND DESIGN SPECIFICATION

4.1 Front-End Design

I am working on improving the way my Tourism Management System looks, making sure it is easy to use and looks nice. I use HTML, CSS, and JavaScript to make sure that the website is easy to navigate with clear and easy-to-understand designs. "Moving things like animated changes and interactive content make users more interested. " I make sure that the website works well on phones and tablets so that everyone has a good experience, no matter what device they're using. Improvements to the design make it easier for people to ask questions and book, and there are more details about the vacation packages with sorting options to help find what you want. I want to make a user interface that is fast, looks good, and makes it easier for people to use. It will show all the different tour packages in a really good way.

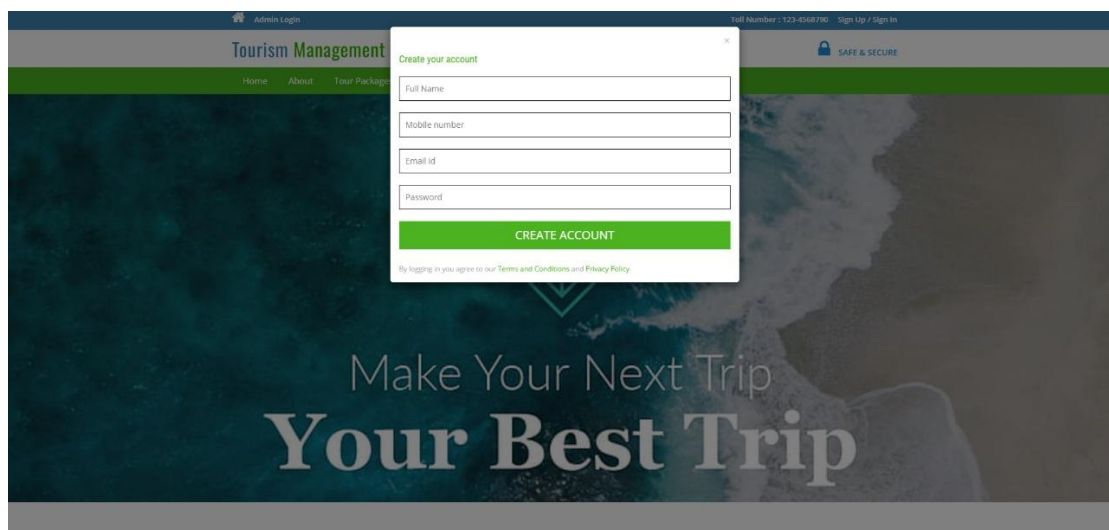


Figure: 4.1 Sign up page.

Login:

I made an easy way for people to log into my website for Tourism Management. Users can choose to sign in as an admin or a regular user. After choosing their job, they put in their username and password to get into their dashboard. For extra safety, I have put strong security measures in place, like hiding passwords and controlling users' sessions. After signing in, users can easily move around the system and use its features, like looking at vacation packages, handling reservations, and changing personal settings. This login system is safe and easy to use. It makes sure that your information is kept safe and is simple for everyone to use.

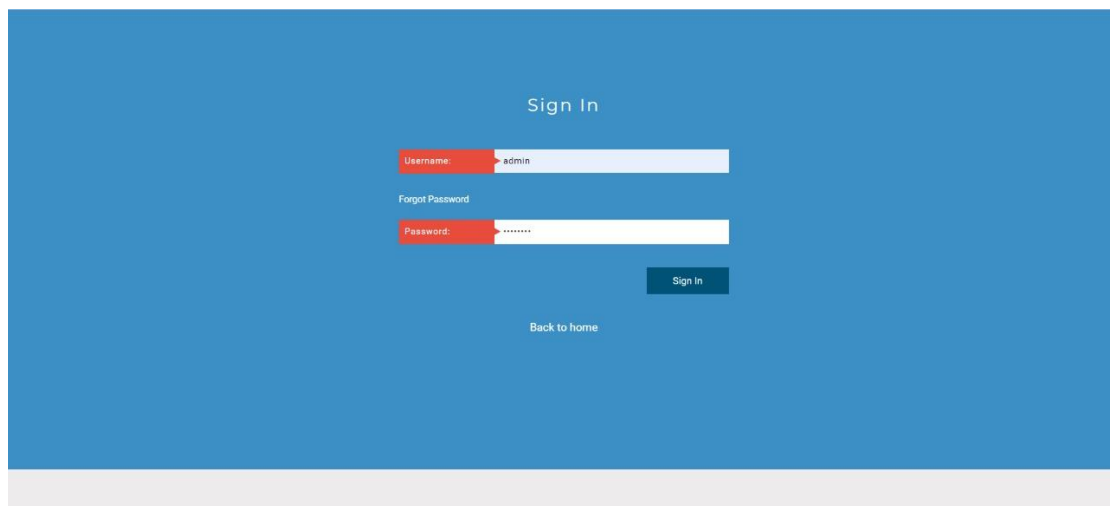


Figure: 4.2 Login page

Home page:

I am the main page of the Tourism Management System, inviting you to discover easy and enjoyable travel adventures. Explore our range of tour packages designed for all types of travelers, whether you're looking for a peaceful family vacation or an exciting group trip. See all the package options with details about where they are, what they include, and how much they cost in US dollars. Easily book your stay by choosing the dates you want and the things you want included, like breakfast and transportation. Tell us about your trips in the comments and easily find important sections like About, Privacy Policy, Terms of Use, Contact Us, and Inquiry. Enjoy easy and dependable travel with us, making sure you have a great trip from beginning to end.



Package List

	Package Name: Sikkim Delight with Darjeeling (customizable) Package Type : Group Package Location : Sikkim Features Free Breakfast, Free Pick up drop facility	USD 3500 Details
	Package Name: Swiss Paris Delight Premium 2020 (Group Package) Package Type : Group Package Package Location : Paris and Switzerland Features Round trip Economy class airfare valid for the duration of the holiday - Airport taxes - Accommodation for 3 nights in Paris and 3 nights in scenic Switzerland - Enjoy continental breakfasts every morning - Enjoy 5 Indian dinners in Mainland Europe - Exp	USD 6000 Details
	Package Name: Grand Week in North East - Lachung, Lachen and Gangtok Package Type : Domestic Packages Package Location : Sikkim Features Free Breakfast, Free Wi-fi	USD 4500 Details

Figure: 4.3 Front page

Feedback:

I value user feedback to enhance the experience on the Tourism Management System. Please share your thoughts and suggestions with me—I am committed to improving our services. For any queries or assistance, feel free to contact me directly through the provided channels. User input is invaluable in shaping our journey towards better travel management.

TMS- Tourism Management System

contact

Address: Albar Diamond, 568 West Shewrapara, Shamim Soroni, Mirpur, Dhaka, Bangladesh

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Figure: 4.4 Contact us

User Section:

I made a system for managing tourism. You can easily find different tours to go on. When you log in, you will see an easy-to-use menu with important links like Home, About, Tour Packages, Privacy, Terms of Use, Contact Us, and Inquiry. Look at all the

different package options with their prices and details. "Click on any package to see its details, like what type it is (for a group, family, couple), where it's located, and what features it includes such as breakfast, lodging, pickup, and drop-off. " You can give your opinions and reserve the package you like with dates that can be changed. Discover, reserve, and have hassle-free travel plans.

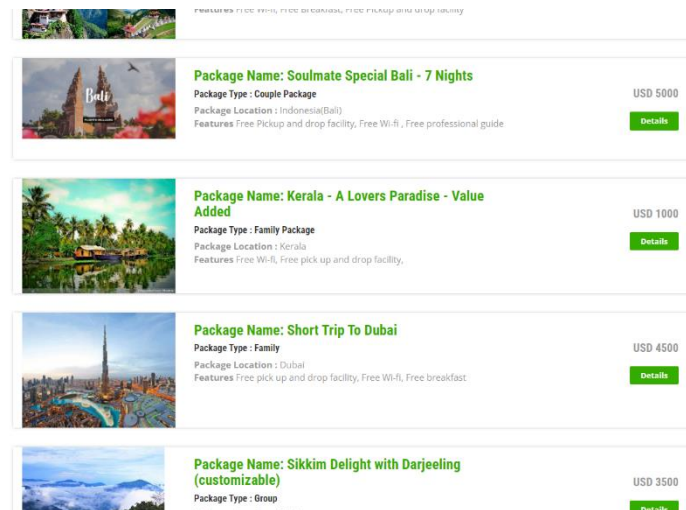


Figure: 4.5 User Profile

Tourism Management System, where I specialize in creating unforgettable travel experiences. From personalized tour packages to seamless bookings, I am dedicated to ensuring your journey is comfortable and memorable. Discover the world with me and enjoy top-notch services tailored to your travel needs.

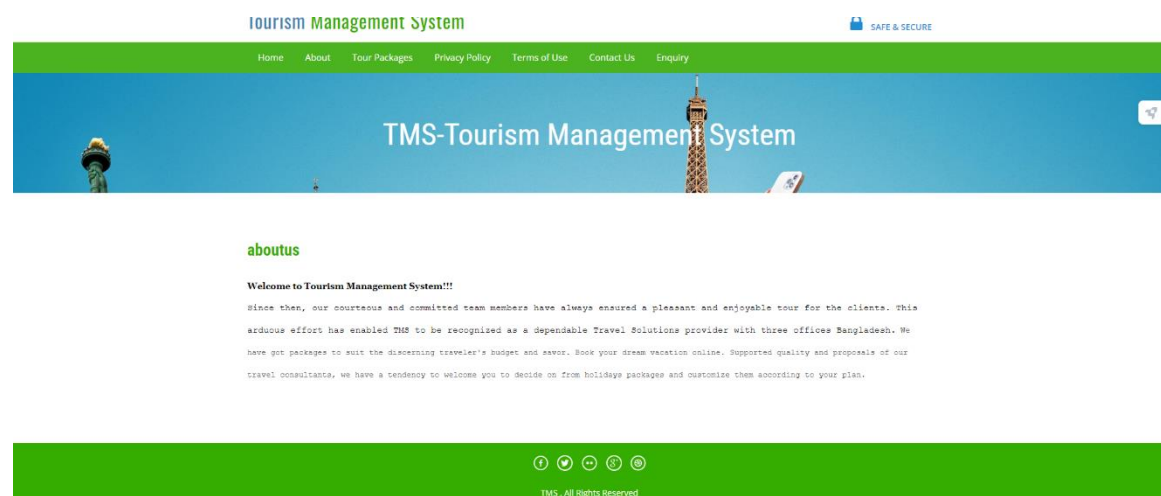


Figure 4.6: About Us

Tourism Management System. By accessing and using this website, you agree to comply with and be bound by the following terms and conditions. These terms govern your use of our services, outlining the rules and regulations for booking tours, submitting inquiries, and interacting with other users. Failure to adhere to these terms may result in the suspension or termination of your account.

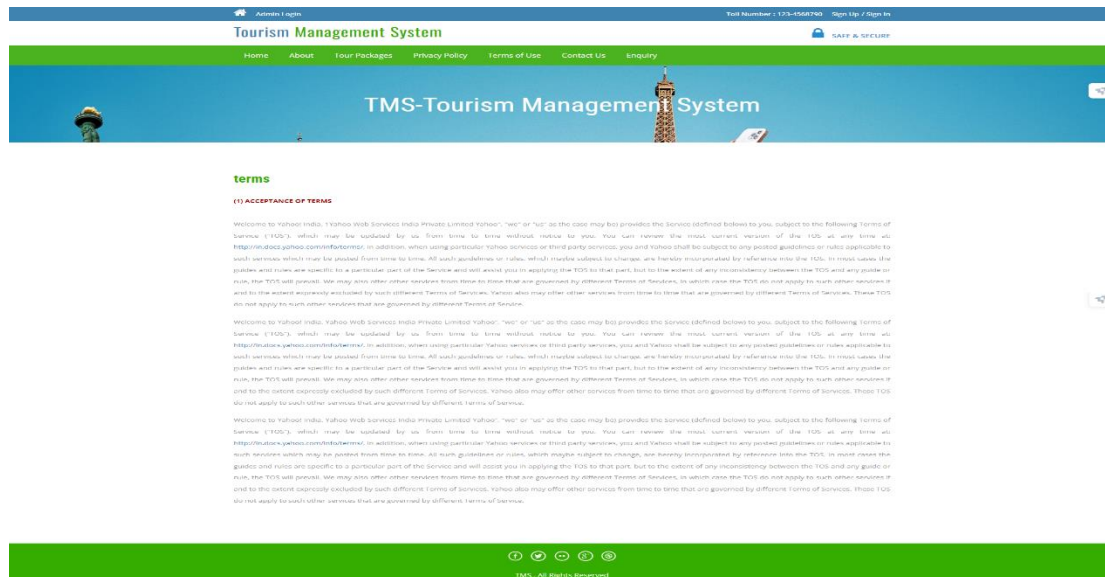


Figure 4.7: Terms

The Enquiry section allows users to easily submit their travel-related questions or concerns. Users can fill out a form with their full name, email, mobile number, subject, and description of their enquiry. This feature ensures that users receive prompt and personalized assistance, enhancing their overall experience with the Tourism Management System.

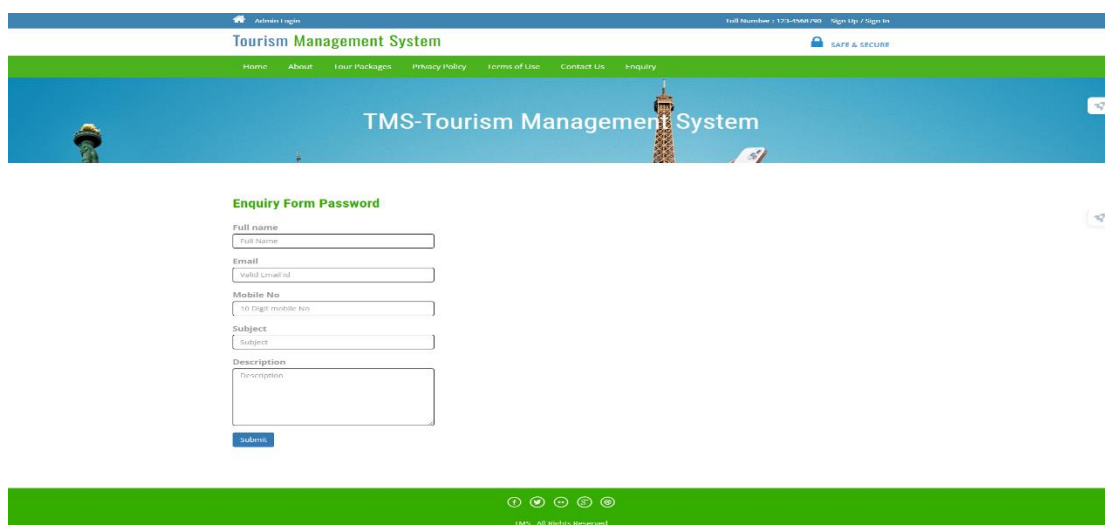


Figure 4.8: Enquiry

User privacy is important to us. I am committed to protecting the personal information you share with me. I use state-of-the-art security measures to ensure that your data is stored safely and is only used for providing you with the best possible service experience.



Figure 4.9: Privacy

Admin Section:

To create a new tour package, the admin can navigate to the "Create Package" section on the dashboard. Here, the admin will fill in all the necessary details such as the package name, description, price, location, type, and features. Once all information is entered, the admin can submit the form to add the new package to the list of available tour options.

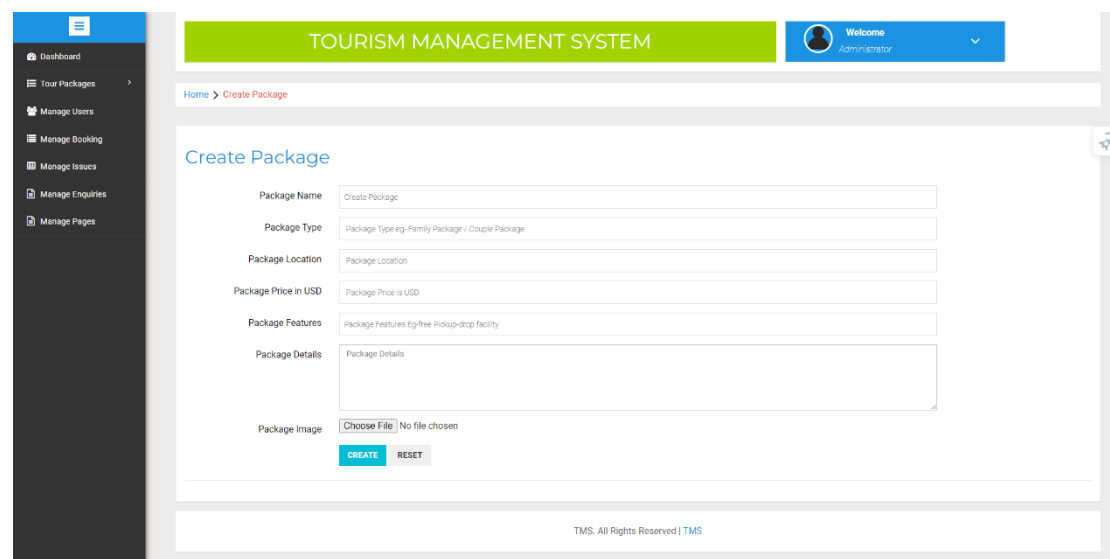


Figure 4.10: Create Package

The Admin Dashboard provides a comprehensive overview of the Tourism Management System, allowing administrators to efficiently manage all aspects of the platform. From the dashboard, admins can oversee user accounts, monitor bookings, handle inquiries, and manage tour packages with ease. It also offers tools for updating website content, addressing user issues, and analyzing system performance to ensure a seamless user experience.

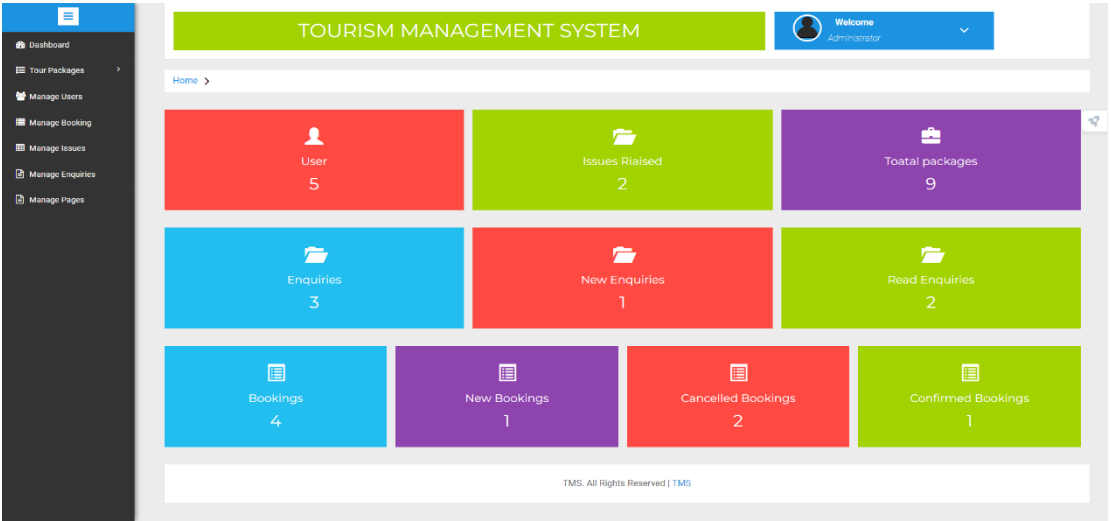


Figure 4.11: Admin Dashboard

In the Manage Issues section, the admin can view and address all reported issues from users. This includes categorizing issues, updating their status, and resolving them efficiently. The admin can also track the issue history and ensure timely communication with users regarding their concerns.

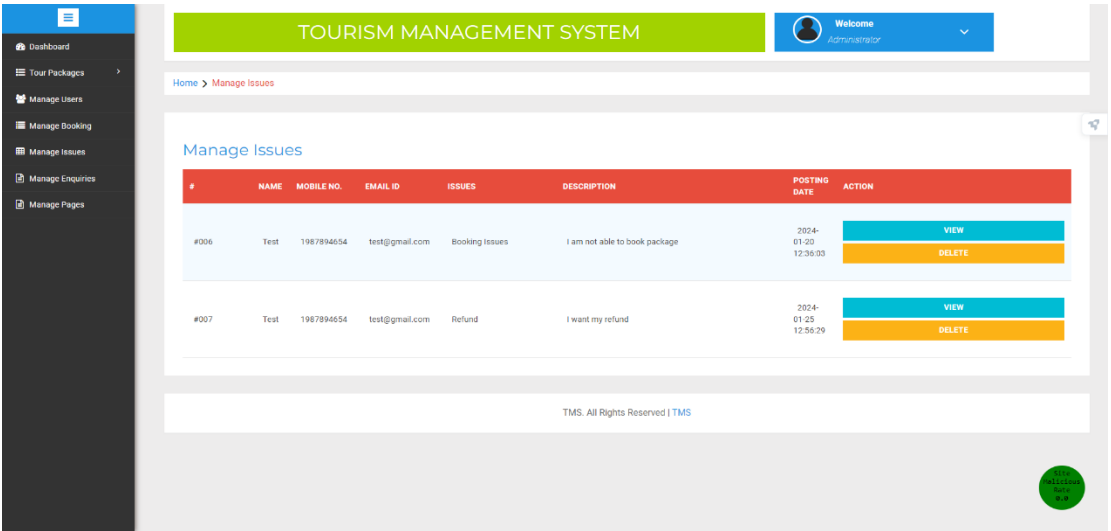
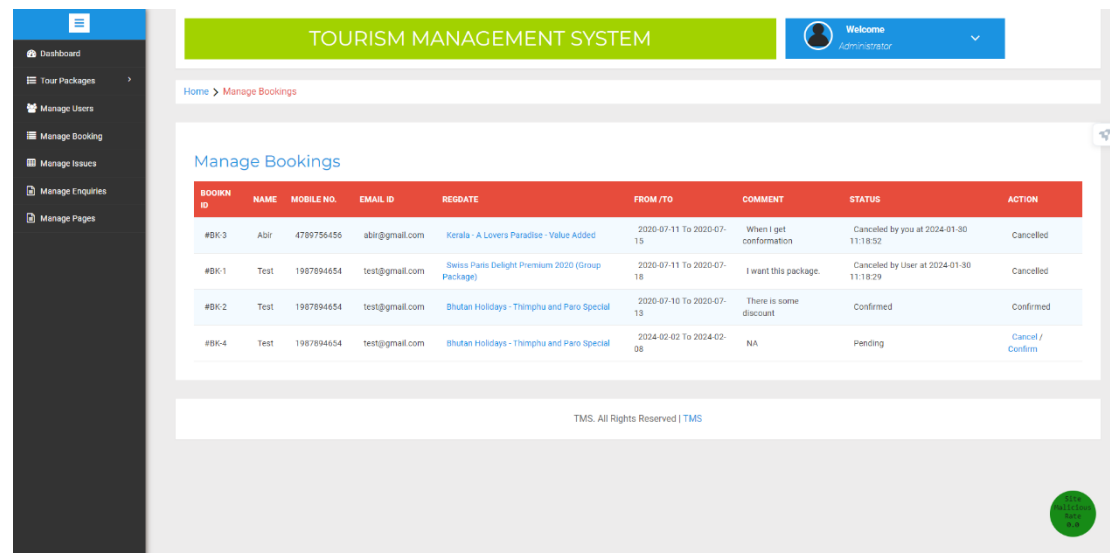


Figure 4.12: Manage Issues

The Manage Bookings section allows administrators to oversee all user reservations efficiently. Admins can view, update, and cancel bookings, ensuring seamless travel experiences for users. This section provides detailed insights into booking statuses, including new, confirmed, and canceled reservations.



TOURISM MANAGEMENT SYSTEM

Welcome Administrator

Home > Manage Bookings

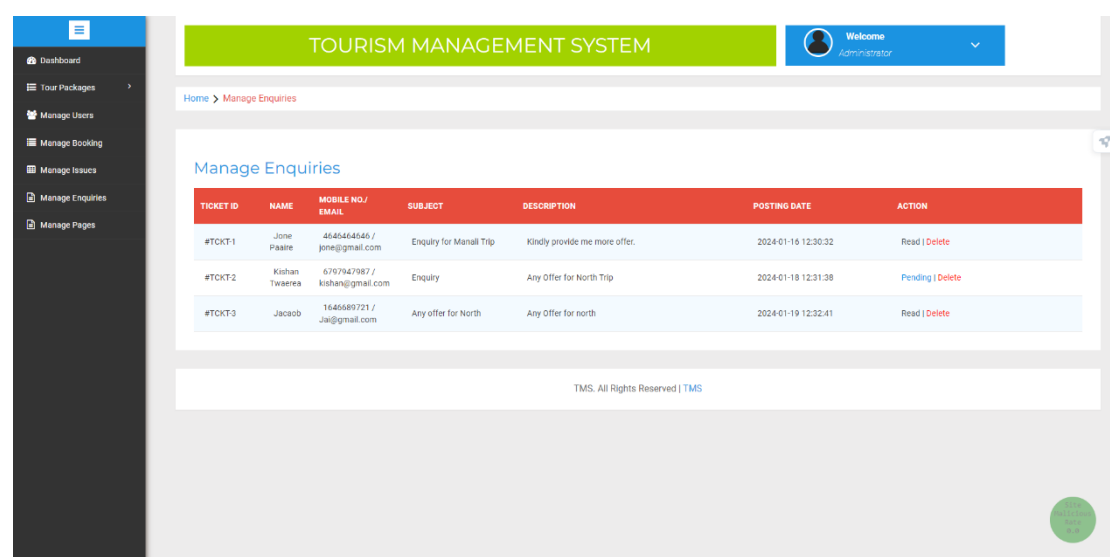
Manage Bookings

BOOKN ID	NAME	MOBILE NO.	EMAIL ID	REGDATE	FROM / TO	COMMENT	STATUS	ACTION
#BK-3	Abir	4789755455	abir@gmail.com	Kerala - A Lovers Paradise - Value Added	2020-07-11 To 2020-07-15	When I get confirmation	Cancelled by you at 2024-01-30 11:18:52	Cancelled
#BK-1	Test	1987894654	test@gmail.com	Swiss Paris Delight Premium 2020 (Group Package)	2020-07-11 To 2020-07-18	I want this package.	Cancelled by User at 2024-01-30 11:18:29	Cancelled
#BK-2	Test	1987894654	test@gmail.com	Bhutan Holidays - Thimphu and Paro Special	2020-07-10 To 2020-07-13	There is some discount	Confirmed	Confirmed
#BK-4	Test	1987894654	test@gmail.com	Bhutan Holidays - Thimphu and Paro Special	2024-02-02 To 2024-02-08	NA	Pending	Cancel / Confirm

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Figure 4.13: Manage Bookings

The "Manage Inquiries" section allows the admin to efficiently handle all user inquiries. Admins can view a list of all submitted inquiries, read the details of each inquiry, and take appropriate actions such as responding to or deleting inquiries. This ensures that user concerns and questions are addressed promptly, enhancing overall user satisfaction.



TOURISM MANAGEMENT SYSTEM

Welcome Administrator

Home > Manage Enquiries

Manage Enquiries

TICKET ID	NAME	MOBILE NO./ EMAIL	SUBJECT	DESCRIPTION	POSTING DATE	ACTION
#TKT-1	Jane Paatre	4646464646 / jane@gmail.com	Enquiry for Manali Trip	Kindly provide me more offer.	2024-01-16 12:30:32	Read Delete
#TKT-2	Kishan Twasera	6767947987 / kishan@gmail.com	Enquiry	Any Offer for North Trip	2024-01-18 12:31:38	Pending Delete
#TKT-3	Jacob	1646689721 / jai@gmail.com	Any offer for North	Any Offer for north	2024-01-19 12:32:41	Read Delete

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Figure 4.14: Manage Inquiries

Admins can view and manage user details including name, mobile number, email, registration date, and last update. Actions such as editing user information and viewing booking history are available. Admins can also deactivate or delete user accounts as needed.

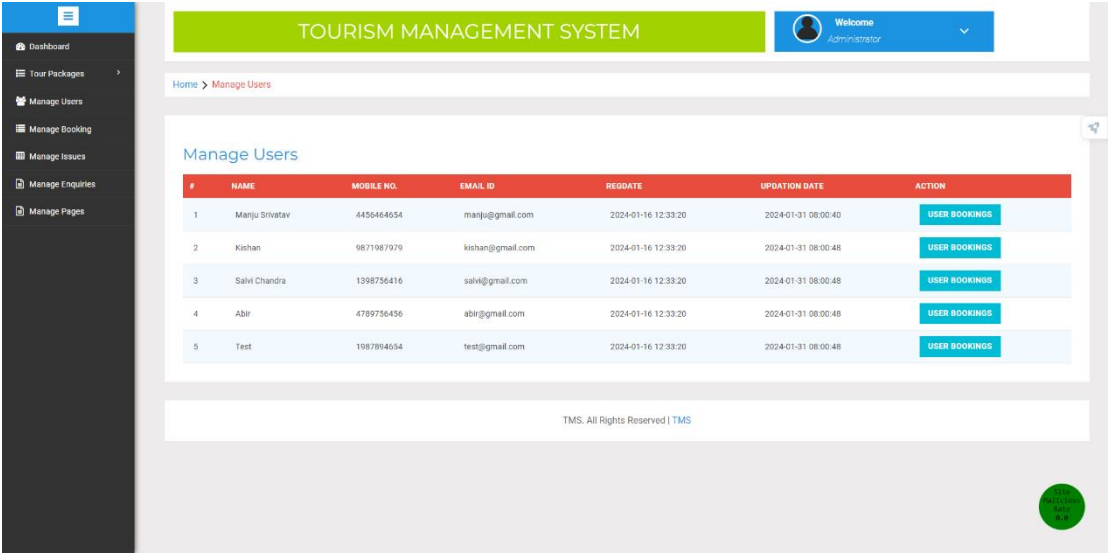


Figure 4.15: Manage Users

4.2 Back-End

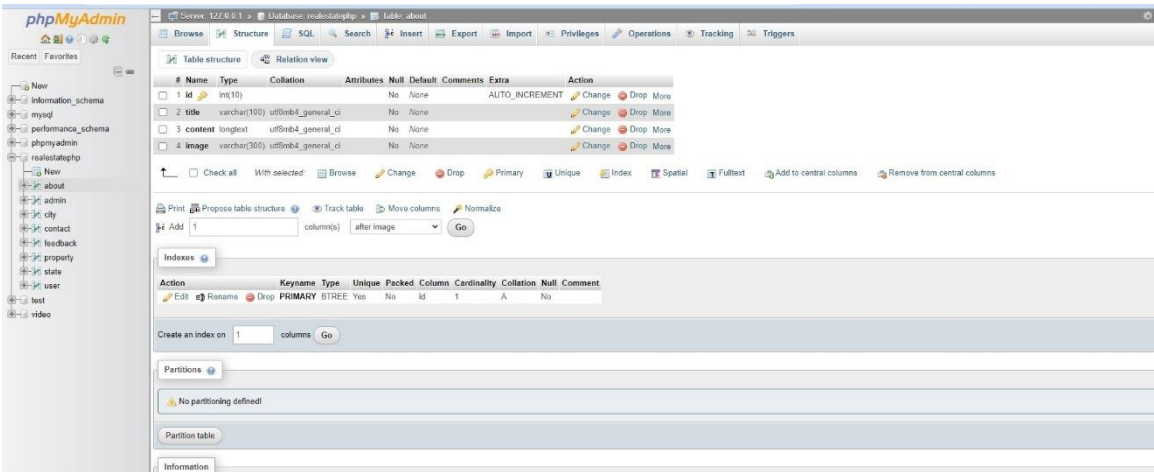


Figure: 4.16 MySQL

4.3 Interaction Design and User Experience (UX)

Making sure that people can easily and enjoyably use my Tourism Management System is very important, so I focus a lot on how it looks and feels for them. Every time you do something like looking at trips, booking, or giving your opinion, we want it to be easy and make you happy. The website is easy to use and easy to understand. You can easily find your way around with clear links to Home, About, Tour Packages, Privacy, Terms of Use, Contact Us, and Inquiry sections. Tour packages are shown with important information first, making it easier for people to decide quickly. Detailed views give a lot of information about different kinds of packages (like for families or couples), where they are, and what they include, such as breakfast, where you'll stay, and how you'll get around. The booking feature lets users choose dates, say what they want, and see how much it will cost in US dollars[17].

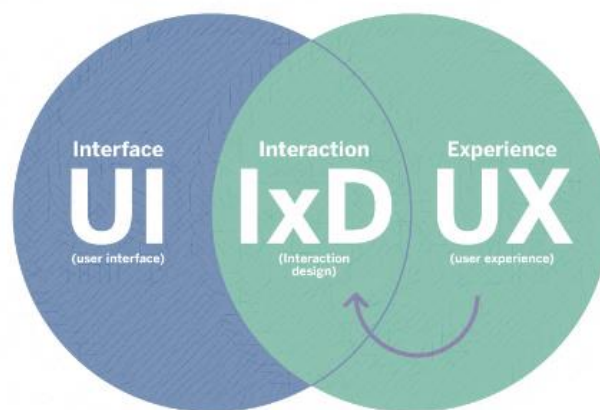


Figure: 4.17: Interaction Design and User Experience (UX)

This makes sure everything is clear when booking. Interactive features such as user feedback and ratings make it more fun and useful for people who want to travel. They give helpful information to help people decide where to go. In general, the design focuses on being easy to use and able to work on different devices so that all users have a similar experience. We keep getting feedback from users and making small changes to make sure the interface is easy to use and focused on what users need. This makes people happy and more likely to keep using the product.

CHAPTER 5

IMPLEMENTATION AND TESTING

5.1 Implementation of Database

For the implementation of the database in my Tourism Management System project, I am structuring it to efficiently manage and store crucial information related to users, packages, bookings, inquiries, and administrative data. Firstly, I am designing a relational database using MySQL to ensure data integrity and efficient querying. The database will consist of several key tables:

1. Users Table: Contains user information such as name, email, mobile number, registration date, and encrypted passwords for secure authentication.
2. Packages Table: Stores details about tour packages including package name, type (group, family, couple), location, description, price, and available features like breakfast, pickup, and drop.
3. Bookings Table: Tracks all bookings made by users, storing details such as booking ID, user ID, package ID, booking dates, status (confirmed, canceled), and payment information.
4. Inquiries Table: Stores inquiries submitted by users, capturing details such as inquiry ID, user ID, name, email, mobile number, subject, description, and submission date.
5. Admins Table: Manages administrative accounts with fields for admin ID, username, password, and roles for access control.

Additionally, I am implementing foreign key constraints and indexes to optimize data retrieval and ensure data consistency across tables. Regular backups and security measures like data encryption will be implemented to safeguard user information. This database design will support the efficient operation of the Tourism Management System, facilitating seamless user interactions and administrative management[18].

5.2 Implementation of Front-end Design

I will begin by checking the current HTML structure to make sure it is well-organized and easy for everyone to use. This means making sure the webpage looks good on all devices by using CSS Grid or Flexbox for flexible and grid-based designs. I will make

the website look better by improving the way the fonts, colors, and spacing are used. I will use JavaScript a little bit for user interaction, like checking that forms are filled out correctly, and for making things like sliders or dropdown menus work. The aim is to make sure that using the product is easy and feels natural, while still making sure it works well. When working with PHP, I will mainly work on adding live content from MySQL databases. This means making PHP scripts to control user login, keep track of user sessions, and get information about tour packages, user profiles, and questions. I will make sure that I handle user inputs in a safe way to stop any attacks on the database. Optimizing the MySQL database is important for storing and getting data quickly and effectively. I will create organized database tables to save information like user details, tour packages, bookings, and questions. Using indexes and making queries work better will make things go faster, so it's easier to find information. During the process of putting it into action, we will test it very carefully to make sure it works on all kinds of web browsers and devices. Feedback from users will help make the front-end design of the Tourism Management System better. The goal is to make it easy to use and nice to look at.

5.3 Testing Implementation

Testing is really important to make sure the Tourism Management System works well and is easy to use and safe. When I test something, I will make sure to do it really well and in an organized way. First, I will check each piece of the code to make sure it is working. This means making sure the database, forms, and code all work together properly in a program called PHP. This step checks that each part of the system is working the right way. After I look at each part by itself, I will see how they all work together on the website. This means checking if users can sign in, purchase packages, and making sure that both the front and back parts of the system have the correct information. User acceptance testing (UAT) is important for checking if the system meets what users need. I will make tests to see if the website works on different devices and is easy to use, just like in real life. This step is checking for any issues or errors that could make it difficult for people to use something. We will work on making sure our security is strong and protecting user data. We will use tests and assessments to find and fix security problems. During testing, we will keep track of all the different tests and what happens when we do them. This will help us find and fix any issues, and make

sure the system works well in the future. I want to check that everything works well for people who use the system and for the people who manage it by testing everything carefully[19].

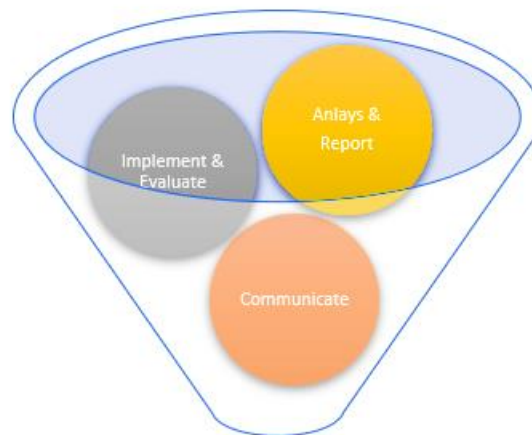


Figure: 5.1: Testing Implementation

5.4 Test Results and Reports

For testing the Tourism Management System, I conducted comprehensive tests across various modules to ensure functionality and reliability. The tests covered user interface responsiveness, backend operations, and security features. User interface tests confirmed seamless performance across different devices and browsers, ensuring a consistent experience for all users. Backend operations were rigorously tested to validate data integrity and system reliability under various scenarios, including peak loads. Security tests focused on data encryption, secure authentication measures, and vulnerability assessments to safeguard user information. Reports were meticulously compiled detailing test outcomes, identified issues, and their resolutions. Each report included recommendations for enhancement, such as optimizing database queries for improved performance and refining user interface elements for enhanced usability. The testing phase concluded with a comprehensive review meeting to discuss findings and prioritize action items for further refinement and enhancement of the Tourism Management System.

CHAPTER 6

IMPACT ON SOCIETY, ENVIRONMENT AND SUSTAINABILITY

6.1 Impact on Society

I wanted to make a system that makes travel and tourism better for everyone. The system helps people find different travel packages and gives them lots of information, so they can make good choices about their travel. This makes it easier for people to travel and enjoy new places, which helps local businesses and allows people to learn about different cultures. In addition, the system makes things clear and helps people trust it by having easy-to-understand rules, privacy policies, and safe transactions. This reassures users that their data is protected and that they have rights. I ask for your thoughts and opinions so we can make our services better for everyone. This helps travelers and makes the tourism industry better by showing the best practices and great services. Also, the system can help travel agencies and service providers manage bookings, inquiries, and interactions with users more easily and efficiently. This makes their operations run smoother. This means that we are better at helping customers, it costs us less to run the business, and we use our resources better. This all helps to make tourism more sustainable. Additionally, by using social media and online platforms to engage and reach out to users, the system helps more people connect and learn about travel destinations and services. This internet connection helps people understand and appreciate different cultures, and promotes being a responsible tourist. In simple words, the Tourism Management System I have made helps make travel planning easier and also tries to have a good effect on society by making it easier for everyone to travel, being honest about information, helping businesses grow, and encouraging cultural exchange among tourists all over the world[20].

6.2 Impact on Environment

Thinking about something carefully. My website helps make travel and tourism easier by managing it online. This helps reduce the harm to the environment from regular tourism. I carefully plan and work towards sustainable tourism to reduce harm to the environment. I want to minimize the impact on nature and lower carbon emissions. One of the main plans is to encourage people to travel in ways that are good for the

environment as part of the package deals. This means pointing out places that help take care of the environment by managing waste responsibly, protecting nature, and helping local communities. I want to promote eco-friendly options like using less polluting transportation, staying in places that don't add to climate change, and doing activities that protect the environment. My goal is to create a community of tourists who care about the environment. In addition, the platform has educational materials and tips for travelers on how to reduce their impact on the environment. This involves letting people know about important ecosystems, saving animals, and protecting culture. We give clear information about how tour companies and hotels help the environment. This helps people choose options that are good for the environment. I want to make tourism management better and promote sustainable tourism to protect our natural and cultural heritage for future generations[21].

6.3 Ethical Aspects

In developing the Tourism Management System, ethical considerations are paramount to ensuring trust, privacy, and fair practices. As the developer, I prioritize several ethical aspects. Firstly, User Privacy: I adhere strictly to data protection laws and guidelines. User information, including personal details and booking history, is encrypted and stored securely to prevent unauthorized access or breaches. Secondly, Transparency: I ensure transparency in all dealings with users and stakeholders. This includes clear communication of terms of service, privacy policies, and pricing details for tour packages. Users are informed about how their data is collected, used, and protected. Thirdly, Fairness and Accessibility: I strive to make the Tourism Management System accessible to all users, regardless of their background or abilities. This includes designing an inclusive user interface and providing alternative means of access for users with disabilities. Fourthly, Accuracy and Integrity: I commit to providing accurate and reliable information about tour packages, services, and terms of use. Any promotional offers or claims are truthful and backed by clear terms and conditions. Fifthly, Customer Satisfaction: I prioritize customer satisfaction by responding promptly to inquiries and feedback. Complaints and issues are handled with empathy and efficiency, aiming for swift resolution and customer support. Lastly, Continuous Improvement: I am dedicated to ongoing improvement of the system based on user feedback, technological advancements, and ethical best practices. Regular updates and maintenance ensure the

system remains secure, reliable, and user-friendly. By integrating these ethical considerations into the development and operation of the Tourism Management System, I aim to build and maintain trust with users while upholding ethical standards in the tourism industry.

6.4 Sustainability Plan

As the only person who creates and owns my Tourism Management System website, it's important to me to make sure it can last a long time. I focus on important plans to make sure the project does well and is good for the environment. First, I work on using resources well in the internet system. I save energy and reduce pollution by making code and servers more efficient. This means checking the servers regularly to make sure they are working well and using their capacity effectively. Secondly, I promise to use environmentally friendly design techniques when creating the website. This means picking technologies and systems that help save energy and produce less digital waste. I want to make designs that are simple and clean to improve how people use things, while also taking care of the environment. Thirdly, I support teaching and involving people in how to use digital technology in a sustainable way. I give info on travel that is good for the environment and encourage people to travel in a way that helps the planet. This means we want people to use eco-friendly ways of traveling and help local communities and conservation efforts. Finally, I use a process to keep making things better for the environment. This means collecting feedback from users and people involved in the project to find ways to make it better and come up with new ideas. I make sure my Tourism Management System helps the environment and supports sustainable tourism by being flexible and responsive to challenges. In summary, my project values sustainability and focuses on being innovative, efficient, and responsible in the tourism industry[22].

CHAPTER 7

CONCLUSION AND FUTURE WORK

7.1 Discussion and Conclusion

I made a Tourism Management System that is easy for users and administrators to use. It has all the important features they need. The system has strong features like showing many tour packages, letting you book online, and managing users. Users can quickly and easily look at different vacation options, book trips, and ask questions or leave comments. This makes their experience better. For administrators, the system has a central dashboard to keep an eye on what users are doing, handle questions, and change content easily. This makes sure things are managed well and helps us make better decisions by using information from analysis. In the future, we might make things work even better, add extra security, and improve how users interact with the product. I want to keep improving the Tourism Management System by listening to users and using new technology, so it can meet the needs of travelers and industry standards. In conclusion, the project shows that I am committed to creating a useful and easy-to-use solution that fits the changing world of tourism management[23].

7.2 Scope for Further Developments

In the future, I want to make the Tourism Management System better by adding more features. First, I want to add a pricing system that changes the prices of our packages based on the time of year and availability. This will make it easier for users to choose and make us more competitive. Also, I plan to create a detailed system where people can rate and review their travel experiences. This will help people share their thoughts and opinions, and build trust within the community. Furthermore, I want to add different languages so everyone can use the app no matter where they are from. This will make it easier for people in different places to use the app. We will also work on adding social media logins to make it easier for users to sign in and make the experience more convenient for them. Additionally, I want to improve the admin dashboard by adding features that show real-time data and reports. This will help make better decisions and take action[24].

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Tour Management System

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